Welcome to your course! Before you get started, it’s important to take a few minutes to understand how the course works and learn how to make the most of your time.

Note: The specific parameters for how this course works has been established by the Appraisal Qualifications Board of The Appraisal Foundation. It has long been the goal of The Appraisal Foundation to make sure that appraisers are well trained to meet the needs of the industry. To that end, how this course works is one way The Appraisal Foundation seeks to meet this goal.

Note: Different browsers render text on the screen differently. If you find that your text is getting cut-off on the right, you should increase your course window slightly by dragging the bottom right corner of the window until you see all of the text.

The Course Menu
The Course Menu is presented each time you start the course. The major headings in the Course Menu are module titles and the sub-headings are lesson titles. It’s important to note that you are required to take the course sequentially, meaning you must start with the first lesson in the first module. You won’t be able to access the second lesson until you complete the first lesson and so on. It’s easy to tell which lesson is available since the title will be black. Lessons will be grayed out if they cannot be taken yet.

To get started, simply click the first lesson title. When you successfully complete a lesson, a checkmark appears to the left of that lesson, and the next lesson is unlocked. Once you complete all lessons in a module, the first lesson of the next module is unlocked and so on.

The Course Menu toolbar contains the following options:

- Reference Materials – Links to course reference materials which can be viewed
- Help – Information on how to get help with technical or content questions
- Exit – Exits the course
- Course Instructions – These Instructions on how to use the course

Important: The course reference materials can only be viewed while you are taking the lesson portion of this course, a regulatory agency requirement.

Types of Lessons
There are different types of lessons:
• **Pre-Course and Post-Course Assessments**: These assessments will help you gauge your understanding of USPAP before and after you take this course.

• **Content Lessons**: These are lessons that contain the “meat” of the course. Here you will learn about USPAP and what is new in USPAP, and be tested on that knowledge. Some of these lessons will also contain video which presents real world case studies.

• **End of Course Lessons**: These will include:
  – A survey to provide us with valuable information about how you like the course and how we can improve the course, and
  – course completion instructions and/or course certificate.

Let’s take a few minutes to look at each of these lessons in more detail.

**Pre-Course and Post-Course Assessments**

Before you learn about USPAP in general (if you are taking the prelicensing course) or new USPAP changes, you will be required to complete a pre-course assessment. The purpose of the pre-course assessment is to determine how much you already know about USPAP before you complete the course. The purpose of the post-course assessment is to determine how much you learned after taking the course. The assessments have been engineered so that you will never see the same question in the post-course assessment as you do in the pre-course assessment.

Both the pre-course and post-course assessments will consist of a number of multiple choices questions taken from a larger pool of questions. No two people will see the same assessment. Follow these steps to answer the questions:

- You will first be presented with just the question stem without the choices. Read the question carefully.
- Then, when you are ready to see the choices, you simply click once on the screen to reveal the choices. You can take as much time as you need to answer the questions.
- Select your choice. After you answer a question, you will immediately find out if you answered the question right or wrong, and receive remediation for incorrect answers.

At the end of each assessment, you will receive a score. You do not need to pass either assessment with a specific score. After you receive the score for each assessment, you will not be able to take the assessments again. Remember, the goal really is to help you gauge your USPAP knowledge before and right after completing the content lessons. At a glance, you will be able to quickly see how much you have learned from the course and how much more knowledgeable you are about USPAP!
Content Lessons
Each lesson contains material to read and learn followed by questions to answer. The content on each screen will build. To see the next section of text or move to the next page, simply click the screen once, press the spacebar once, or press the Enter key once.

If at any time you are not sure what to do, refer to the **Instructions area** found at the bottom on the screen above the Lesson toolbar. For example:

When you have reached the end of the page of content, you will see an End of Page message. Thus, you will know when a new page will appear.

The **Lesson toolbar** contains the following options:

- **Course Menu** – Returns to the main Course Menu
- **Tools** – Provides access to Reference Materials, Glossary, and Lesson Progress
- **Help** – Information on how to get help with technical or content questions
- **Exit** – Exits the course
- **Lesson Progress Bars** – Visual indicators of your progress for each lesson
- **Navigation Buttons** – From left to right, the three buttons on the right side of the toolbar allow you to:
  - **Page Back** – Move backward one page at a time through previously viewed content
  - **Page Forward** – Move forward one page at a time through previously viewed content; this button is active only when you have paged back through previously viewed content.
  - **Jump Forward** – Jump to the page where you first selected Page Back

Content Lesson Questions
Questions are multiple choice. Like with the pre-course and post-course assessments, the question stem first appears without the answer choices. You have unlimited time to read and think about what the question is asking. When you are ready to see the answer choices, click anywhere on the screen once (or press the spacebar or Enter key once).

Unlike with the pre-course and post-course assessments, as soon as the choices are revealed, a timer starts. You must answer the question correctly before the timer runs out. To answer the question, click the desired choice. Immediate
feedback appears at the bottom of the screen to let you know how you did. For example:

**Feedback**

Correct!

**Important:** You must answer each question correctly and in the allotted time or the question does not count towards completion or mastery. Make sure you have thought about the question and are ready to respond before revealing the answer choices or you may not be able to answer the question in time.

**Content Lesson Mastery**

You are required to see the content of the lesson at least twice and correctly answer each question in the lesson twice. At the end of your first pass through a lesson, you will start the lesson again. When you answer a question correctly twice within the allotted time, you have mastered that question. Once all questions have been mastered, you have mastered the lesson and can move forward in the course.

If you have not answered each question correctly twice at the end of your second pass through the lesson, the questions you have not yet mastered (and perhaps some others that you have already mastered) are presented until you achieve mastery of the lesson.

**Important:** Guessing is not a wise strategy and you will be penalized. If you miss 50% or more of the questions during the first pass, you will be required to view all content of the lesson at least three times (this could increase if you continue to guess).

**Content Lesson Progress**

There are several ways to gauge your lesson progress. The first is through the Lesson Progress indicator on the Lesson toolbar.

![Lesson Progress Indicator](image)

The Lesson Progress indicator contains two visual bars:

- **Lesson Completion** (bottom bar) – Any questions that are answered correctly the first time and within an acceptable time frame are tracked here. The lesson completion bar retains information throughout the progress of the lesson.
- **Lesson Mastery** (top bar) – Questions that have been answered correctly a second time are tracked here. This bar does not show progress during a first pass of the content since mastery is only achieved when a question is answered correctly two times.
The second way to gauge your progress is through the **Lesson Progress window**. This window can be accessed at any time through the Tools option on the Lesson toolbar.

![Lesson Progress window]

This window provides more detailed information regarding your progress towards meeting completion and mastery requirements.

**Video**

Some lessons also contain video. The goal of the video is to provide real world case studies. It will be of little benefit to you if you take a course that explains USPAP and the changes to USPAP, if you can’t actually apply USPAP and those changes to your work in the field! The videos give you a chance to see how to bridge the gap between what you know and the application of that knowledge. Hopefully, after you have a chance to work through the case studies and answer questions related to those case studies, you will be better equipped to apply your knowledge to situations that you encounter in the real world.

You will be required to watch each video or read the transcript in its entirety before you can continue in the course. You will not be able to fast forward through the video. The diagram is an example showing the video controls, which include Pause/Play, Restart, as well as a Progress Bar and Time indicator. A Volume Control Bar displays to the right of the video. Be sure the volume on your computer speakers is not set to mute or too low.
If you wish to read the transcript instead of watching the video, select the Transcript button.

**Hypertext Links**
Some pages in the course will have links to the USPAP documentation or websites that will be useful to you or help you understand that specific section of content. These links will appear at the bottom of the content area of the screen and will allow you to click on the link once, launching the new content in a new window.

**Note:** Many of the documents that accompany this course are in Adobe Acrobat format. In order to access and display these documents, you must have Adobe Reader installed on your computer. If you are unable to open a document, Acrobat Reader is free and easy to download from Adobe.com.

**Returning to the Course Menu**
At any point in a lesson, you can return to the Course Menu by using the Course Menu option on the Lesson toolbar. If you are still working towards lesson completion and mastery, your lesson is bookmarked. When you restart a lesson that you have not yet mastered, you are given the option to return to your bookmarked page or restart the lesson from the beginning. If you choose to restart the lesson, your progress from the previous attempt is not retained.

**Reviewing Completed Lessons**
Any lessons that have been mastered can be accessed again by clicking the lesson title from the Course Menu. The lesson opens in Review Mode and provides three options:

- Content only
- Questions only
- Content and questions

Note that accessing the course in Review Mode does not change the completion status for the lesson you are viewing.

**Proctored Final Exam**
The regulatory agency in your state requires you to pass a final, proctored examination to receive credit for this course. This exam is administered online and must be taken in the presence of an exam proctor. You will be required to select a proctor and exam location. The proctor form in the online course provides all of the details on who can be a proctor and what must be done before you can take the final exam. Your exam location must have a computer with Internet access.
Important: It is wise to select a location that has a reliable connection to the Internet and it is preferred that the connection not be wireless (wireless connections can be more intermittent).

Final Exam Details
The final exam consists of 50 multiple choice questions. Once your proctor enters a valid proctor code, you will be taken to the exam. You will not have access to the course materials once you start the exam, nor will you be allowed to reference materials during the exam. You will have three attempts to pass the exam; you will receive a different exam for each attempt. If, after three attempts, you do not pass the exam, you will be required to re-take the entire course again.

Tips for Taking the Exam:

- Read each question, then click on the screen to reveal the choices.

- Take your time and think about your choice BEFORE you select your answer; you do NOT have to answer a question in a specific amount of time (no timer on the question). Once you have selected an answer, you will not be able to change it.

- Make sure you allot enough time to finish the exam.

  Important: DO NOT exit in the middle of an exam; if you do, you will receive a score of 0% for the exam and it will count towards one of your attempts.

- You only need to single-click to reveal the next question. Be patient and allow time to load the next question.

End of Course Lessons
Finally, after you have passed the proctored final exam, you will have only two more lessons to complete. The first is a survey which will provide us with helpful information on how well you liked the course and ways to improve it.

The second and final lesson will be either a course certificate or additional instructions on what you might need to know to complete the course. This will be dependent on what your specific state requires.

Exiting the Course
When you are ready to exit from the course, select Exit from the Lesson toolbar or the Course Menu toolbar. Your lesson is bookmarked. This means that when you restart a lesson, you are given the option to return to your bookmarked page or restart the lesson from the beginning. If you choose to restart the lesson, your progress from your previous attempt is not retained.
Course Reference Materials
As noted earlier, the course reference materials can only be viewed while you are taking the lesson portion of this course, a regulatory agency requirement. This means that you will not be able to print/download these documents until after you have completed the post-course assessment. The Conclusion lesson will provide links to key reference materials that you can download and print.

If Your Internet or Network Connection Fails
There may be a time when your Internet or network connection fails. If that occurs, you will see a connection error message like the example shown here. There’s no need to be alarmed. Simply close all course windows and log into the course again. When your connection has been re-established and you log back into the course, you will return to the point where the connection was lost.

It’s important that you follow this procedure; otherwise, if you continue in the course, your progress will not be tracked in the course correctly, and you may be required to retake questions or lessons.

Course Instructions
As you can see, there is a lot to remember about how to take this course, we recommend that you take a minute to download and print these instructions.

It you get stuck while you are in the course, you can view the course instructions by selecting Tools, Reference Materials, Course Instructions from the Lesson toolbar. You can also access these instructions by selecting Course Instructions from the Course Menu toolbar.