

# 2018 TAAO Instructor Guidelines and Policies

TAAO is a leading provider of education for the property tax profession. As such, TAAO takes great care to provide a professional learning environment for our registrants. Each instructor is expected to follow the policies below during their teaching assignment for TAAO. We appreciate your willingness to devote your time to instructing for TAAO.

## I. Administrative Procedures

1. Be prompt! Instructors are required to report to their class location 30 minutes before class time. Ex: if class begins at 8:30 AM, instructors should arrive no later than 8:00 AM.
2. Instructors are responsible for making sure students sign the attendance sheets and verify their TDLR number. Also, Instructors will receive TDLR credit for teaching the class.
3. Instructors should be present throughout the entire class period and should remain available 15 minutes after session ends each day. It's a good idea to also give students a way to contact you after hours in case of an emergency or additional course questions.
4. The Property Tax Assistance Division of the Comptroller (PTAD) requires a specific number hours of instruction for each course. TAAO instructors are expected to strictly adhere to those requirements. If releasing students early for any reason, an instructor must contact the TAAO office for permission before doing so.
5. Students taking a course for continuing education only are not required to stay for the course review or take the exam, although they are welcome to do so. Students taking a course for certification credit must remain in the classroom for the ENTIRE instruction period AND the course review and pass the exam to receive credit.
6. Students must attend 90% of the instructional hours to receive the full number of educational hours offered for a particular course. Anything less than 90% will result in zero hours of credit; TDLR does NOT allow partial credit to be awarded for either certification or continuing education credit. Attendance will be determined by the TAAO Education Manager using the rosters returned by the instructor.
7. End-of-course exams should be graded, but do not indicate numerical grades on the roster. Only document a P for passing or an F for failure. Tests are to be kept for 30 days in case a student has a question. The TAAO Education Manager will shred the completed tests once the 30 days has expired to secure the integrity of the testing material.
8. Credit for partially correct answers on end-of-course exams may no longer be given per PTAD policy.
9. Instructors are responsible for TAAO owned equipment and should make every effort to make sure it is secure. Do not leave it in the classroom overnight. Once class is over, the

equipment should be returned to the TAAO office or taken to the hotel Business Office for storage. Contact Shelly Staff our customer service manager at the Wyndham.

10. Expense forms are to be submitted no later than 14 days after class ends. Any form submitted later will be subject to payment at TAAO's discretion.
11. Instructors will not be reimbursed for valet parking or a mandatory charge (resort fee) and your hotel per room night charge cannot exceed \$125 plus taxes.

For Dallas classes, instructors are encouraged to make reservations at one of the recommended nearby hotels ([see list here](#)) and utilize the discounted rates available. Reimbursement for stays at hotels not listed requires prior approval.

12. Reimbursement checks are processed twice a month. Depending on when your expense form is received, it may take up to 4 weeks to receive your check.

## II. Classroom Protocol

1. A professional attitude is expected from the instructor at all times. As a TAAO instructor, you represent TAAO and must avoid any action that would reflect negatively upon TAAO.
2. Instructors should refrain from expressing personal opinions in the classroom.
3. Instructors should always reflect a positive attitude toward TAAO, PTAD, TDLR and other associations. Remember, you are responsible for instructing the course material in a professional and positive manner.
4. The classroom atmosphere should be encouraging and non-judgmental.
5. Instructors are expected to dress appropriately. Casual business attire is suitable, but no athletic wear, etc.
6. Any stories, cartoons, jokes, etc., of a questionable nature (particularly sexual, racial or religious topics) are not to be shared with attendees, either while teaching or during breaks.

## III. Preparation for Instructing

1. PTEC-approved material is provided to each instructor prior to their scheduled assignment. Although great effort has been taken in developing error-free material, sometimes things get overlooked. Instructors are expected to review and become familiar with the material **BEFORE** their scheduled class.
2. *Instructors are expected to supplement material with additional examples as necessary and bring relevant and current real world examples to illustrate the material presented. Remember...you will have students with varying degrees of experience and knowledge.*

You need to be able to give enough instruction so that the concept/theory is explained thoroughly for all levels to understand.

3. Instructors are expected to be up to date on all current legislation and any rules/practices/laws that have changed and are not reflected in the course content.
4. Instructors should not solely read from the manual or text. Instead, it should be used as a reference for classroom dialog. It is proper to read directly from the text or manual when making a point or when the exact wording needs to be emphasized.
5. Instructors should not skip any of the material. Make sure you cover everything in the manual, even if it's not on the end-of-course exam, as some concepts may be on the level exam.
6. Instructors should refrain from teaching to the test. Giving students the answers to the test does not benefit them for the future.

#### **IV. Instructor Evaluations**

1. The Property Tax Assistance Division and the Education Chair review a summary of the course evaluations to monitor the performance of all instructors. Instructors must maintain an 85 percent positive student response rate. All negative survey comments or complaints will be addressed with the instructor to determine if there is merit.
2. Instructors who do not maintain an 85 percent positive response, or who have valid complaints filed against them, may be subject to removal from the TAAO course schedule.
3. The Property Tax Assistance Division requires instructors to obtain 8 hours of instructor professional development and an orientation or update of the courses taught every 4 years. Instructor professional development is instructor continuing education falling within one of four categories: (1) presentations and public speaking; (2) instruction technology; (3) development of courses, curricula, and teaching styles; and (4) how to teach people with different learning styles. No more than two (2) hours in each category annually will apply to the four (4) year requirement of eight (8) hours of instructor professional development. Additional hours earned in any category may not be carried over to the next four-year period.

#### **V. Instructor Resources**

Whether you are a new instructor or have been teaching for a while, there are a number of reasons you might want to seek the assistance of another instructor who has experience with the course you are teaching. For example, questions can come up during a class that you would like some outside help in answering. Below is a list of experienced instructors, including TDLR Mentor Instructors, who are available as resources for you.

<b>Instructor</b>	<b>Courses</b>	<b>Phone</b>	<b>Email</b>
Jeff Craig	201, 202, 3, 4, 5, 10, 30, 31, 32	817-595-6036	<a href="mailto:jcraig@tad.org">jcraig@tad.org</a>
Tracey Foster	7, 30, 31, 32	281-549-6060	<a href="mailto:tracey@hughlandrum.com">tracey@hughlandrum.com</a>
Elisa Hand	101, 102, 8, 9, 28, 30	817-884-1123	<a href="mailto:ehhand@tarrantcounty.com">ehhand@tarrantcounty.com</a>
Scott Howard	101, 102, 9	325-672-4870	<a href="mailto:showard@mvbalaw.com">showard@mvbalaw.com</a>
Bruce Medley	7, 8, 9, 28, 30	817-461-3344	<a href="mailto:bmedley@pbfc.com">bmedley@pbfc.com</a>

If you have any questions concerning TAAO policy, or the education program, feel free to contact staff or the Education Chair. Contact information is listed below.

Connie Rose, Education Committee Chair	512-323-3242	<a href="mailto:crose@mvbalaw.com">crose@mvbalaw.com</a>
Lindsey Willey, Education Manager	512-926-2511	<a href="mailto:education@taao.org">education@taao.org</a>
Cherry Kay Abel, Executive Director	512-926-2511	<a href="mailto:cherry@taao.org">cherry@taao.org</a>

TAAO is proud to be the industry leader in property tax professional education. We are delighted that you are part of that program.

Please sign the attached acknowledgment form and return to TAAO.

*Revised September 2018*

# 2018 TAAO Instructor Guidelines and Policies Acknowledgement Form

Instructor Name: \_\_\_\_\_

## Contact Information

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Cell (in case of emergency): \_\_\_\_\_

Email: \_\_\_\_\_

I have read the TAAO Instructor Guidelines and Policies and agree to comply with the terms and conditions at all times during my service as a TAAO instructor.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Return to Lindsey Willey at TAAO**

Fax: 512-926-2920

Email: [education@taao.org](mailto:education@taao.org)