

The Oklahoma Real Estate Commission

62nd ANNUAL REPORT

Fiscal Year 2011 (July 1, 2010 - June 30, 2011)

Mary Fallin

Governor

Gary Jones

Auditor and Inspector

Commissioners

John Mosley, Chairman

Stephen Sherman, Vice-Chairman

Martin Van Meter, Member

Charles Barnes, Member

Peter Galbraith, Member

Randall Saunier, Member

J. Michael Cassidy, Member

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EXECUTIVE SUMMARY

July 1, 2010 – June 30, 2011

The **MISSION** of the **Oklahoma Real Estate Commission**:

- To safeguard public interest
- Provide quality services to our customers by assisting and providing resources
- Encourage and require high standards of knowledge and ethical practices of licensees
- Investigate and sanction licensed activities
- Prosecute individuals who perform licensed activities without a real estate license

The Commission provides quality services and work products to our customers for the least amount of cost to the State of Oklahoma. This is evidenced by our continued reduction of full time employees (FTE) and the increased utilization of online technology services.

The Commission is non-appropriated and receives no funds from the State of Oklahoma. The Real Estate Commission exists solely on the fees collected from licensees and it is for this reason we strive to do more for less. Further, the Commission pays 10% of licensee fees collected into the General Fund each fiscal year, amounting to \$110,668.80 this fiscal year.

The Commission encountered many challenges this year, to include: continuing to comply with the Office of State Finance's Core project; cooperating with various regulatory entities to network on ethical practices of licensees in real estate transactions; working on revamping our computer programs to integrate them into online interactive services; staying abreast of increased cases regarding individuals practicing real estate without a license; and last, but not least, monitoring our financial status and making necessary budgetary cuts.

The Commission has legislative authority for 26 full time equivalent employees however, has consistently employed an average of 18 employees -- of the 18 employees, only 4 are unclassified. Our full time employees (**FTE**) are kept to a minimum and employees perform multiple tasks and are cross-trained to assist when needed. This results in a direct cost savings to our agency, as well as the State of Oklahoma and provides effective and efficient service to the customers we serve.

The Commission develops standardized real estate contract forms in an effort to promote consistency and standardization in the industry, for both the consumer and the licensee. This is accomplished through a cooperative effort of the Oklahoma Bar Association, the Oklahoma Association of Realtors and the Oklahoma Real Estate Commission.

The Commission delivers continuing education to remote areas of the state that do not readily have available in-class sessions. This is accomplished at a minimum cost as we cooperate with state vocational technology centers at no charge to the Commission.

The Commission has seen an increase in the number of cases that have been reported against individuals who practice real estate without a license. The agency works to bring these individuals either into compliance or ensure that they cease and desist the activity, through a court-ordered injunction, to ensure that there is no further harm to the public.

The Commission administers an Education and Recovery Fund that was created to reimburse consumers who are harmed by licensees who violate the Real Estate License Code. Upon the consumer obtaining a judgment and being unsuccessful in collecting on the judgment, the Commission may reimburse the consumer for actual damages that they suffered to include allowable attorney fees.

Due to the complexity of a real estate transaction, the Commission monitors and stays abreast of changes in numerous state and federal legislation that directly affects the licensees we regulate and the consumers we protect. A few of the laws we monitor are: Residential Property Condition Disclosure Act; Landlord and Tenant Act; Fair Housing Laws both state and federal; Federal Lead-Based Paint Disclosure Act; Federal Real Estate Settlement Procedures Act; Federal Truth in Lending; and alerts sent by the Federal Environmental Protection Agency.

The Real Estate Commission stands ready and willing to cooperate with the Governor and Legislature to accomplish our mission, goals and objectives and continue to strive for efficient and effective government administration.

OUR VISION and AGENCY FUNCTIONS

Our **VISION**:

- To be the center-point for the consumer and the real estate professional by providing quality education, support resources, and by providing guidance in regulation compliance.

AGENCY FUNCTIONS:

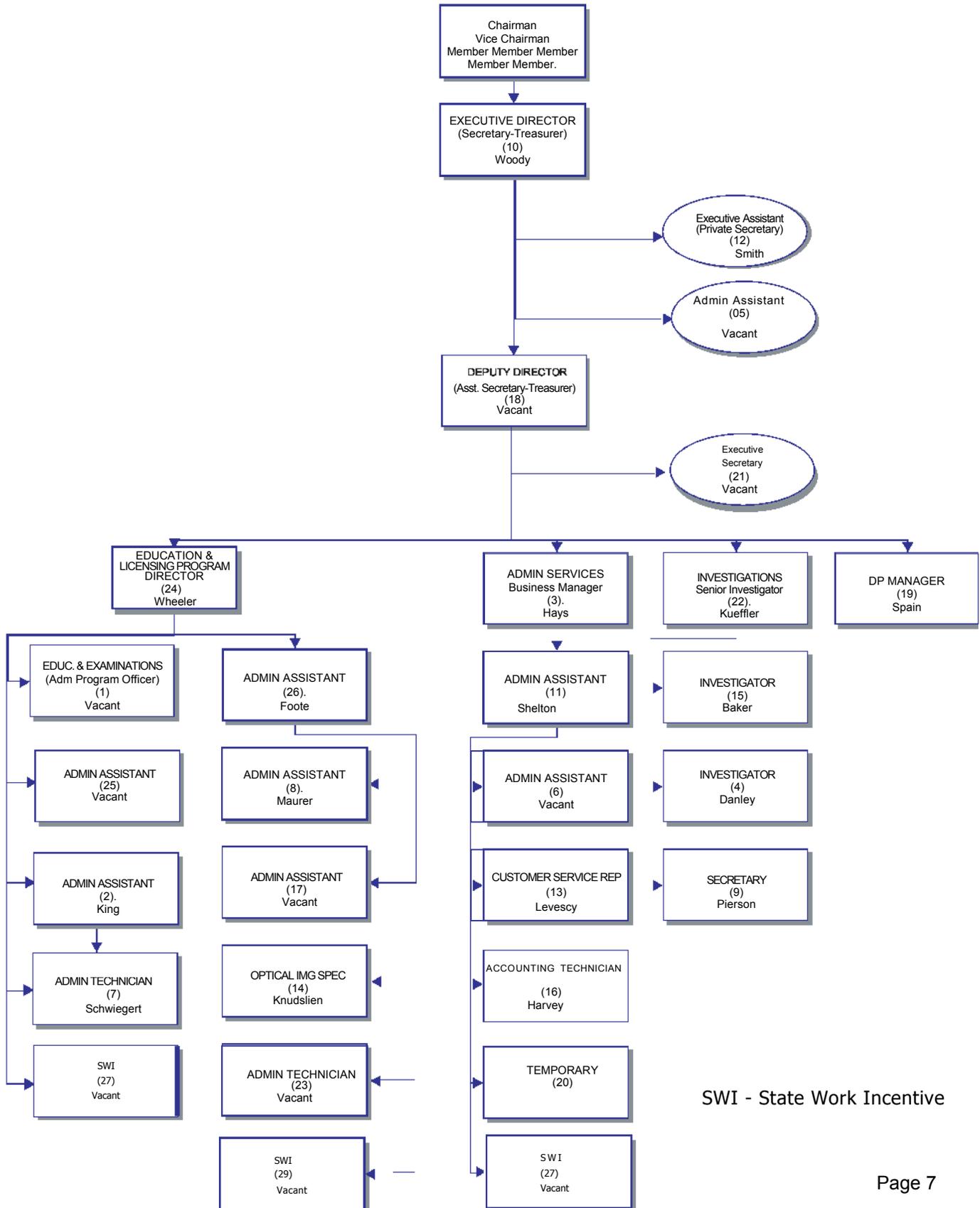
- The programs of the Commission can be classified into distinct administrative functions as follows:
 1. Screen and process license applications.
 2. Investigation of license applicants requesting approval to obtain a license.
 3. Examination of license applicants who seek to obtain a real estate license.
 4. Issuance of licenses to qualified applicants and entities who have completed all requirements and/or passed the state examination.
 5. Monitor licensee activities for conformance with the Code and Rules.
 6. Audit trust accounts and business procedures to insure compliance with state laws and rules.
 7. Process and investigate complaints against licensees.
 8. Hold hearings on complaints, and when warranted, discipline licensees in the form of license revocation, suspension, probation, fines, reprimand, and/or additional continuing education.
 9. Investigate and impose administrative fines on those found to perform licensed activities without a license.
 10. Perform numerous types of license transactions and maintain licensing files.
 11. Maintain records and files in accordance with the Records Disposition Schedule.
 12. Approve qualified real estate education courses, instructors and facilities as required by the Code and Rules.
 13. Monitor educational course offerings.
 14. Administer the Education and Recovery Fund, which reimburses members of the public who have been harmed by the acts of a licensee who has been found in violation of a provision of the Code.
 15. Administer the Continuing Education Program, wherein education is disseminated statewide at no additional cost to licensees.
 16. Development of sales contracts and related addenda for statewide use by all real estate licensees.

VALUES and BEHAVIORS

- ◆ **Customer Service:** We strive to provide courteous customer service in a comprehensive, accurate and timely manner.
- ◆ **Teamwork:** Success is accomplished through cooperation, effective communication, trust and promotion of new ideas. Where there is success for one there is success for all. At all times we are sensitive and professional with each other. We respect other's knowledge, skills, and abilities and strive for shared decision-making.
- ◆ **Professional Image:** We expect licensees to comply with all applicable laws and rules; to exhibit expert behavior to their customers and their peers; to be responsive to customer needs; to provide timely service, and perform all activities in an ethical manner.
- ◆ **Diversity:** In all transactions we support equal opportunity.
- ◆ **Problem Solving:** All employees are encouraged to develop new and creative ideas through problem solving.

Oklahoma Real Estate Commission Organizational Chart

Effective June 2011



SWI - State Work Incentive

**OKLAHOMA REAL ESTATE COMMISSION
OPERATING FUND**

STATEMENTS OF REVENUES AND DISBURSEMENTS

Fiscal Year July 1, 2010 - June 30, 2011

Revenues

Fiscal Year 2011 Income	\$1,332,681.07
Less 10% of all license fees collected and paid to State General Revenue Fund (July 1, 2010 – June 30, 2011)	<u>(110,668.80)</u>
Net fiscal year 2011 Operating Income	\$1,222,012.27

Expenditures

Salaries/Benefits	\$1,150,328.17
Professional Services	200,199.22
Flexible Benefits	1,081.12
Travel - Reimbursements	37,100.24
Travel – Agency Direct Payments	18,314.63
Miscellaneous Administrative Payments	33,756.18
Rent Expense	75,981.80
Maintenance and Repair Expense	2,841.83
Materials Expenses	1,167.97
General Operating Expenses	13,922.83
Office Furniture and Equipment	9,410.93
Library Equipment/Resources	51.00
Scholarships, Tuitions and Awards	1,063.66
Data Processing – Salary Expense	89,459.12
Data Processing – Professional Services	4,389.00
Data Processing – Travel Reimbursements	0.00
Data Processing – Travel Direct	0.00
Data Processing – Miscellaneous Admin	1,052.00
Data Processing – Rent Expense	253.68
Data Processing – Repair Expenses	3,253.89
Data Processing – Operating Expenses	1,740.17
Data Processing – Furniture and Equipment	29,061.02
Data Processing – Library	87.94
TOTAL EXPENDITURES	\$1,674,516.40

**OKLAHOMA REAL ESTATE COMMISSION
OPERATING FUND**

**FINANCIAL RECAPITULATIONS
Fiscal Year July 1, 2010 - June 30, 2011**

Total Unencumbered Funds Carry-over to July 1, 2010	\$2,342,217.99
Carry-over of FY-2008 Education & Recovery Fund to Operating Fund Title 59 O.S. Section 858-602, as amended 1988	\$65,663.56
Revenues – Deposited for FY-2011	\$1,332,681.07
Less 10% due General Revenue calculated on license fees only Calculated on licensee fees only per Amendment to Title 59 Sec.858-207, 05-26-90	(110,668.80)
Total Funds Available	\$3,629,893.82
Less Expenditure for FY-2011	(1,674,516.40)
Interest Accrued on Investment for FY-2011	62,867.78
	<hr/>
Working Capital Balance as of June, 2011	\$2,018,245.20

**OKLAHOMA REAL ESTATE COMMISSION
EDUCATION AND RECOVERY FUND
Statement of Revenues and Disbursements
Fiscal Year July 1, 2010 – June 30, 2011**

Revenues

Total Income FY-2011	\$155,934.52
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Expenditures

Professional Services	\$24,539.39
Travel Reimbursement	13,410.09
Travel Direct	.00
Administrative Services	22,837.36
Room Rental	9,428.47
General Operating Expense	2,236.46
Office Furniture	99.99
Restitution	.00
Total Expenditures	\$72,551.76

FISCAL YEAR RECAPITULATIONS

Net Balance Brought Forward to July 1, 2010	\$ 250,000.00
Revenues - fiscal year 2011	<u>155,934.52</u>
Gross Funds Available for fiscal year 2010	\$ 405,934.52
Less Expenditures Fiscal Year 2010	<u>(72,551.76)</u>
Total Cash Balance June 30, 2010	\$ 333,382.76
Interest Earned for FY-2010	<u>8,983.96</u>
Balance of Funds	\$ 342,366.72
Less Unexpended Amount to be transferred to Commission Operating Account for FY-2011	<u>(92,366.72) **</u>
Balance Forwarded to July 1, 2011	\$ 250,000.00 *

*Amount carried forward in accordance with provisions of
Section 858-602 and 858-605, Title 59, O.S., 1981, as amended

**As required by Title 59, O.S., §858-602, 1988, as amended.

FISCAL SERVICES / PURCHASING

July 1, 2010 – June 30, 2011

The Fiscal Services/Purchasing section of The Oklahoma Real Estate Commission has seen numerous changes through the past few years and has had to maintain complete flexibility in order to keep up with the ever-changing pace of technology. Fiscal Services has strived to uphold OSF standards in claims and claims processing. We are on-line and transmit both transfers and advice of deposits to the Treasurer's Office. This saves both time and manpower through utilization of the computer system links between agencies.

The State of Oklahoma implemented the CORE system encompassing accounting, purchasing, human resource and payroll, which requires continued extensive training and requires additional work in adapting to new processes.

The Agency fully participates in Central Services purchasing card program. The agency is utilizing the P-Card for more payments in order to save money and become more efficient. This has become a useful tool for small purchases as it eliminates the need for processing purchasing orders, and provides access to a larger number of vendors.

The Fiscal Services section is responsible for all aspects of purchasing, contracts, mailings, budget, accounting, human resources, and payroll and employee benefits.

In addition to the above, following are activities performed by the Fiscal Services/Purchasing section during FY-2011:

- Transactions performed – 19,635**
- Claims processed – 649**
- Purchase orders – 76**
- Contracts processed – 16**
- Acquisition requests processed – 129**
- Return checks processed – 19**
- Employee benefit packages processed – 17**
- Employee payroll – 16**
- Budget Request – 1**
- Budget Work Program – 1**
- Mail Pieces Processed – 32,230**
- Change Order – 12**

EDUCATION AND LICENSING

July 1, 2010 – June 30, 2011

The Education and Licensing section is responsible for testing, maintaining continuing education for licensees, issuing, reviewing, processing miscellaneous licensee requests, and maintaining license files in accordance with the Records Disposition Schedule as required by the Department of Libraries.

This past fiscal year the section handled **67,954** license transactions. In addition, the Records staff assists licensees and the general public daily by way of telephone and walk-in basis.

There were a total of **39,636** license file documents imaged.

Complaint files from 2007 and 2008 were scanned during the fiscal year, for a total of **34,976** file documents imaged in-house.

REAL ESTATE COURSE ACTIVITY

July 1, 2010 - June 30, 2011

PRE-LICENSE AND POST-LICENSE COURSES

Real estate courses were available to licensees in all parts of the State at almost any time of the year. Currently there are twenty-eight (28) colleges and universities offering at least one (1) real estate course for college credit. The Commission approves all pre-license, post-license and broker education courses offered by the private sector. Of these forty-one (41) are approved to offer the pre-license sales associate course, nine (9) are approved to offer the broker course and fifty (50) are approved to offer the post-license sales course.

In order to maintain a qualified status, education entities must have offered a course within any 36-month period on a continuing basis, and the instructors are to attend an instructor orientation course every eighteen months geared toward improving their teaching skills, and bringing them up to date on current law and rule changes.

The Commission lists all approved pre-license and post-license entities on the web site at www.orec.ok.gov under the "Education and Exam Information" and "Continuing/Post Education" links, respectively.

CONTINUING EDUCATION

Continuing education courses are available on a college-credit basis at 28 accredited colleges and universities in the State. In addition, 108 schools and organizations have been approved by the Commission to offer continuing education courses on a non-college-credit basis. Approximately 2,028 individual course offerings are approved and available to all licensees.

The Real Estate Commission, through cooperative ventures with six (6) other state entities has delivered continuing education seminars of 3 to 6 hours in duration for individuals who possess a real estate license. A total of 1,042 licensees attended these seminars; this generated 3,126 hours of continuing education credit.

The Commission lists all approved continuing education courses, with course expiration dates, on our web site at www.orec.ok.gov under the "Educational Information for Applicants and Licensees" link.

Continuing education instructor approvals for this fiscal year – **35**
Continuing education course renewals – **648**

RECORDING CONTINUING EDUCATION HOURS

The Commission office maintains a record of courses taken by each licensee. Approved schools are required to notify the Commission within 5 days of student course completion so that the licensee's record will reflect hours required for license renewal.

There were 8,466 continuing education rosters entered during this fiscal year, with 25,805 hours recorded for licensees.

INSTRUCTOR DEVELOPMENT

During the past fiscal year, the Commission has conducted four (4) instructor development workshops as instructors were required to attend one course a year in order to retain their approval. The first workshop, "The Art and Science of Course Development" was taught by Len Elder, esq. and held in October 2010 at the Oklahoma Western Heritage Museum. The second and third courses were offered on April 21, 2011 at the Doubletree Warren Place in Tulsa. "How Tests Are Developed and Measured" was presented by Tadas Dabsys, Vice-President of PSI (PSIexams.com), and "Visualization and Retention" was offered by Teresa Barnaby of Course Creators (coursecreators.com). A workshop to discuss the criteria that will be used to review instructors was given by Dr. Paul Shuler.

The goal of the Commission is to provide the utmost quality of training on a continuous basis to instructors through these workshops which, in turn, provide the highest value of instruction to the licensees in our state.

EXAMINATION STATISTICS
July 1, 2010 - June 30, 2011

BROKER APPLICANTS

	<u>Number Examined</u>	<u>No & % Passed</u>	<u>No & % Failed</u>
1 st Quarter	34	21 – 62%	13 – 38%
2 nd Quarter	40	29 – 73%	11 – 27%
3 rd Quarter	30	17 – 57%	13 – 43%
4 th Quarter	<u>39</u>	<u>23 – 59%</u>	<u>16 – 41%</u>
TOTAL	143	90 – 63%	53 – 37%

SALES ASSOCIATE & PROVISIONAL APPLICANTS

	<u>Number Examined</u>	<u>No & % Passed</u>	<u>No & % Failed</u>
1 st Quarter	235	117 – 50%	118 – 50%
2 nd Quarter	181	96 – 53%	85 – 47%
3 rd Quarter	175	88 – 50%	87 – 50%
4 th Quarter	<u>214</u>	<u>105 – 49%</u>	<u>109 – 51%</u>
TOTAL	805	406 – 50%	399 – 50%

OKLAHOMA REAL ESTATE COMMISSION
LICENSE STATISTICS
 July 1, 2010 - June 30, 2011

	<u>1st Quarter</u>	<u>2nd Quarter</u>	<u>3rd Quarter</u>	<u>4th Quarter</u>
Active Brokers	6,611	6,540	6,468	6,443
Inactive Brokers	1,527	1,525	1,540	1,510
Total	8,138	8,065	8,008	7,953
Active PSA	694	638	587	555
Inactive PSA	57	85	86	72
Active SA	7,278	7,042	6,898	6,889
Inactive SA	4,583	4,450	4,465	4,392
Total	12,612	12,215	12,036	11,908
Active Brokers, PSA and SA	14,583	14,220	13,953	13,887
Inactive Brokers, PSA and SA	6,167	6,060	6,091	5,974
Total Brokers, PSA and SA	20,750	20,280	20,044	19,861
Transactions Completed	17,281	18,412	17,507	16,824
Total Records Transaction FY-2011	69,484			

PSA - Provisional Sales Associate
 SA - Sales Associates

(All changes to a license record, new or existing; does not include phone calls, letters, creating forms, extract jobs, e-mails, faxes, personal contacts, optical imaging and micro filming)

INVESTIGATIONS

July 1, 2010– June 30, 2011

The Investigations Division investigates complaints that have been filed against licensees and unlicensed person for alleged activities that violate the License Code & Rules. We also investigate all applicants for prior convictions, bankruptcies, outstanding judgments, unpaid student loans or delinquent child support.

Office Inspections are conducted monthly as a monitoring system to ensure real estate brokerages are in compliance with the License Code and Rules. In addition, all brokers scheduled for an office inspection undergo a trust account inspection.

Further, brokers desiring a one-on-one orientation of the laws and rules may request it from the Investigation Division and an Investigator will assist them on compliance issues.

Advertisements in all mediums are reviewed for compliance and, if found in violation, are addressed with the appropriate broker.

Investigators, on a daily basis, answer questions from the public and licensees regarding real estate transactions, in addition to statute and rule compliance issues.

Investigation section activities for FY- 2011:

Formal cases received/reviewed – 89	Web sites reviewed – 76
Formal cases investigated – 89	Advertisements reviewed – 23
Complainants interviewed – 89	Seminars/classes attended – 10
Witnesses interviewed – 116	Classroom audits – 0
Respondents interviewed – 222	Broker consultations in person/telephone – 273
Applicant investigations received – 173	Office inspections – 47
Applicant interviews – 57	Consultations with other regulators – 21
Applicant report written – 173	Code & Rule review – 819 (calls)
Attorney consultations – 67	Case research – 134
Special investigations opened – 3	Evidence collection/Case preparation – 89
Special investigations investigated – 3	Commission meeting preparation – 8
Complaint forms requested – 42	Suspended broker office visits – 3
Calls received – 13,650	Case Examiner report review – 51
Subpoenas delivered – 5	Pre-approval inquiries – 62
Hearings attended/testified – 22	Miscellaneous Letters – 52
	Unlicensed activities reviewed – 14

**HEARINGS AND DISCIPLINARY ACTIONS
ON COMPLAINTS BEFORE THE COMMISSION
July 1, 2010 – June 30, 2011**

<u>Formal Hearings conducted by Hearing Examiners</u>	40
Cases Dismissed after Formal Hearings	5
<u>Disciplinary Action on Individual Licensees after Formal Hearing</u>	23
Cautions/Warnings Issued	0
Fines	11
Fines and Formal Reprimand	1
Probation	1
Summary Suspension	5
Revocations	9
Tabled for further Investigation	0
<u>Complaints Completed & Disciplinary Action on Individual Licensees Through Consent Agreements</u>	21
Suspension/Fine/Continuing Education	4
Fine and Continuing Education	1
Fine, Formal Reprimand and Continuing Education	0
Fine and Formal Reprimand	1
Fine and Probation	1
Fine	12
Probation	1
Revocation	0
Surrendered	1
<u>All other Complaints Filed</u>	
Closed after Investigation	83
Closed with Caution	25
Closed on Case Examiner Reports	3
Cautions Issued on Case Examiner Reports	1
<u>Number of Applications Reviewed</u>	121
Number of Applications Denied	33
Number of Appeal Hearings	8
Licenses Approved upon Appeal	4
Licenses Denied upon Appeal	2
Tabled/Held in Abeyance	2
<u>Recovery Fund Claim Actions</u>	
Number of Claims Filed	0
Claims Approved	0
Claims Denied	0
<u>Declaratory Rulings</u>	0

EDUCATION AND RECOVERY FUND ACTIVITY

July 1, 2010 - June 30, 2011

The Legislature created the "Oklahoma Real Estate Education and Recovery Fund" in 1977 to become operative July 1, 1977. The primary purpose of the fund is to reimburse any person who has been adjudged by a court of competent jurisdiction to suffer monetary damages by a licensee who has violated the Code by way of fraud, misrepresentation, deceit, false pretenses, artifice, and trickery or by any other act, which would constitute a violation.

At any time when the total amount of monies deposited in the Fund exceeds \$250,000.00 the Real Estate Commission, in its discretion, may expend such excess funds each year for certain designated educational purposes.

For the twenty-fifth consecutive year, the Fund exceeded \$250,000.00.

Educational expenditures for FY-2011 included:

1. Delivery of statewide continuing education courses to licensees: Courses were delivered throughout the state in the cities of Goodwell, Burns Flat, Enid, Bartlesville, Tulsa, Altus, Durant, Ada, Afton, McAlester, Oklahoma City, Antlers, Alva, Ponca City, Lawton, Woodward and Muskogee. The Commission delivered approximately twenty-eight (28) seminars, adding up to approximately 6,429 hours of continuing education at no additional cost.
2. Developing and disseminating to the public and licensees, various pamphlets which deal with state and federal laws. The Commission currently has numerous pamphlets which are available to licensees and the public at no charge (i.e., the Landlord Tenant Act, License Code and Rules, Self-Service Public Storage Act, Lead-Based Paint, revised Contracts, How to Limit Mortgage Fraud, and several other environmental pamphlets.

Licensees and the general public have access to these pamphlets instantaneously from our web site, which results in cost savings to our agency each fiscal year.
3. Making available the state required "Residential Property Condition Disclosure" or "Disclaimer" forms and copies of the Broker Relationships Act. These forms must be utilized in the sale of residential real property, and can also be obtained from the Commission's web site.
4. The Commission conducted two instructor orientation workshops entitled "Bankruptcy, Short Sales, Foreclosures and Dealing with Lenders", which was offered in Oklahoma City by Oliver Franscona, and "Dynamic Delivery Devices" was offered in Tulsa at the Doubletree Inn by Doug Devitre. Both courses were designed to provide instructors with information and teaching techniques to enhance their teaching skills. Real Estate instructors are required to attend at least one (1) workshop per year to maintain approved teaching status.
5. The employees of the Oklahoma Real Estate Commission developed new courses for continuing education, including but limited to the following: "Fair Housing in the Real World", "Realtor Safety" and "Auditing and Investigations". The Commission also worked with the following organizations in offering additional classes around the state:

- The U.S. Department of Housing and Urban Development developed and offered Fair Housing and Predatory Lending, taught by Patrick Banes;
 - First American Title offered “New Rules on RESPA”, taught by Monica Wittrock;
 - Oklahoma State University developed “Wind Rights and Legal Issues”, taught by Shannon Ferrell;
 - The United States Department of Housing and Urban Development developed “New Laws on FHA”, taught by Luke Harry;
 - The Oklahoma Bureau of Narcotics developed “How to Recognize a Meth House”, taught by Mike Snowden;
 - The United States Rural Financing Department developed “Understanding the Latest and Greatest in Rural Housing”, taught by Tommy Earles;
 - The Oklahoma Real Estate Commission Contract Forms Committee developed and made changes to the state contracts and that instructional class was taught by Contract Committee Member Terry Pufahl.
6. The Oklahoma Real Estate Commission implemented a nationally recognized and legally defensible examination with a national testing vendor in 2009 and has continued to monitor and work with the new vendor in offering continuing support to the schools and licensees. This national testing vendor has expanded the ability for individuals to sit for the examination in three additional locations in Oklahoma and 247 locations across the United States. The Education Department, in conjunction with www.ok.gov, completed the development of a continuing education online recording process to be used by the education providers when recording classes completed by licensees. The licensing and records department began work on developing a platform for licensees to apply for their licenses online and to renew online through www.ok.gov without the requirement of continuing education.

DATA PROCESSING

July 1, 2010 – June 30, 2011

The Commission's Data Processing Department consists of one part-time individual who is responsible for planning and organizing work activities in the design, development, operation, security and maintenance of our computer workstations and local area network. He develops and maintains the Disaster Recovery and Risk Management Plans and Processes. Currently he is mapping the computer/business processes that will be needed for OREC's migration to the new Amanda Licensing System.

Following are projects and assignments performed by the Data Processing Department for Fiscal Year 2011:

Database Management: **50**
Data Mining (Extracts from Database Tables): **203**
Hardware Maintenance and Support: **133**
Network Management: **50**
Security: **35**
Staff Support: **334**
Program Development: **55**
System Analysis: **84**
Data Analysis: **254**
Employee Training on Software and Hardware: **122**
Data Recovery: **12**
Software Issues: **142**
Data Conversion: **15**
Research for Current Issues and new Projects: **232**
Backup and Restore Issues: **31**
OK.gov Projects, Oracle and Amanda Projects: **92**
Project Management: **44**
Risk Management: **12**
Disaster Recovery Planning and Implementation: **34**
E-mail Support: **83**
Report Design: **154**
Customer Support: **16**
Website Project Support: **67**
OSF Liaison for Support and Problem Solving **56**
Hardware Purchase Support **22**
Equipment Surplus Control: **10**
Budget: **15**

Total Projects and Assignments – 2,351

THE WEBSITE

July 1, 2010 – June 30, 2011

The web site (www.orec.ok.gov) continues to enable the Commission to provide a wider variety of resources to the licensees and the general public who visit. Downloadable and printable Rules and Regulations, interactive/printable contract forms and applications, as well as links to other helpful state and federal agency websites consistently highlight the Internet as a vital and efficient communications tool for the Commission.

Some of the services available on the site include:

- ⊙ Individuals wishing to file a complaint involving a licensee in a real estate transaction may obtain information about the process and a complaint form (**“Complaint Process and Investigations”**)
- ⊙ Individuals seeking a real estate license can obtain licensing, education and examination information, as well as the necessary forms (**“Education and Exam Information”**)
- ⊙ A list of publications, published by State and Federal Government entities, are available for downloading and printing (**“Publications”**)
- ⊙ Over forty (40) real estate contract forms and related addenda are available online and are interactive (**“Contract Forms and Related Addenda”**)
- ⊙ Licensee search, which allows the general public to obtain information on licensees
- ⊙ Online license renewal and Continuing Education status
- ⊙ Continuing Education Lookup
- ⊙ Personal Information Update
- ⊙ Data Extracts – requests from vendors
- ⊙ Listing of Commission-approved prelicense, postlicense and Continuing Education offerings

During FY 2011, our web site had 3,101,770 hits and 397,232 visits.