

# How Do You Get Trained? Subscriber Satisfaction Survey Results

This week, RMLS™ continues featuring subscriber feedback gleaned from our Subscriber Satisfaction Survey. (Check out our earlier posts: *How Are We Doing?* and *How Do You Interface with RMLS™?*)

If you discover something in *RMLSweb* that you'd like to learn more about, our trainers are ready to help. In addition to holding classes at RMLS™ offices around the region, our trainers regularly hold webinars, or we can come to you!

## **How did you receive training from RMLS™ in the past year?**

Nearly one-third of survey respondents (31.5%) received RMLS™ training at their office. Training via phone came in closely at second (29.1%). Online tutorials came in third (26.9%).

Just under a quarter of respondents (20.5%) have taken a class at an RMLS™ office.



## **How many times did you receive training from these methods in the last year?**

The majority (49.8%) of respondents said they had accessed RMLS™ training once or twice in the past year. “None” came in second place (26.7%). And believe it or not, 33 people said they've used RMLS™ training 11 or more times in the past year!



## **Overall, were you satisfied with the training you received?**

Our subscribers rated RMLS™ training a 3.7, just under halfway

between “satisfied” and “delighted.”

## **What other types of training or topics would you like to see RMLS™ offer?**

Naturally, answers to this question varied wildly. While RMLS™ may not offer a specific class each month, subscribers should keep an eye on the RMLSweb desktop and this blog. RMLS™ frequently posts training opportunities on the desktop, such as our upcoming Cloud CMA demonstration on December 7th. We also feature interesting classes on the RMLS™ blog once a month.

Subscriber comments:

- *“Time-saving features of any kind!”*
- *“Statistical analysis of MLS data.”*
- *“Statistics for appraisers, architectural styles, proper listing of living areas, and how to better inform your buyer (and appraisers) for agents and brokers.”*
- *“Possibly more marketing-type classes to draw in new customers.”*
- *“Just basic training on things we use all the time and could use more efficiently if we had more training. Like DocuSign, Listing Load, Zip Forms, etc.”*
- *“Continuing education training.”* [Ed. note: check the RMLSweb desktop page! We post opportunities frequently.]
- *“We had a few classes by the RMLS™ instructor at our office that were very helpful. They reviewed how the website works. I always picked up something new from each of those classes.”*
- *“I would like to see more in Eugene. I haven’t seen anything yet that makes me want to drive to Portland.”*

Our series will wrap up next time with our subscribers’ overall experience with RMLS™.

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# December Real Estate Events & Education



Take a free RMLS™ training course

Here's a quick rundown of upcoming real estate events & education for the remainder of December in Oregon & Southern Washington. If you have an event that is not listed here, please let us know by commenting below. For future events, please send an e-mail to communications (at) rmls (dot) com.

– **December 2:** Oregon Association of Realtors® hosts Short Sales & Foreclosures:

What Buyer's Representatives Need to Know

– **December 3:** National Association of Realtors® offering free Safety Webinar

– **December 7:** Portland Metropolitan Association of Realtors® (PMAR) Installation Event

– **December 9:** Eugene Association of Realtors® (EAR) hosts Taxes & Investment Properties Part 1

– **December 10:** Women's Council of Realtors® – Portland Chapter hosts Business Resource Luncheon & 2010 Officer Installation – "Mastering the Clock with Time Management"

– **December 12:** Salem Association of Realtors® Community Fund Children's Christmas Party

– **December 17:** Clark County Association of Realtors® (CCAR) 2010 Officers & Board Installation & Awards Banquet

– **December 17:** EAR hosts Taxes & Investment Properties Part II

**Also,** if you're an RMLS™ subscriber, we have lots of **FREE**

opportunities for continuing education credit at a location near you; click the link for your area to view the December Training Calendar:

- Coos County
- Eastern Oregon
- Eugene
- Gresham
- Portland
- Roseburg
- Salem
- Vancouver

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