Design Document for Property Move-Out Procedures
e-Learning Course
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Business Problems and Goals	- The Property Move-Out Procedures course is part of a broader online self-paced property management course offered by X-Institute for aspiring property managers. It is designed to fulfill property management certification requirements and to give students enough knowledge to pass the certification exam. - Post-course surveys show an average rating of 2.5 (out of 5) for the current Property Move-Out Procedure e-learning course, which affects sales. It receives a low rating due to it being monotonous in presentation, too theoretical, and too long. There has also been a complaint that the course doesn't help students to pass the certification test. - This course will replace the existing Property Move-Out Procedures e-Learning course with the goal to increase the rating from 2.5 to 3.5 (out of 5) and to increase the number of students who pass the certification test within 6 months of its release. - The new course, titled the same, will train aspiring managers to execute move-out procedures when a tenant presents a move-out notice.
Target Audience	Aspiring property managers. The demographics is as follows: - Adults, aiming to work as a property manager for a property management company. - Currently holding another job while trying to pivot into a property management career. - Some have already had some experience in the real estate industry.
Training Time	20 minutes.
Training Recommendation	- The original course contains too much information and is too long because it aims to train aspiring managers to execute move-out procedures in *two situations*: eviction and normal case, where a tenant hands-in a move-out notice. - In order to decrease information overload and increase learning retention, the original course will be divided into two new courses: Eviction Procedures and Property Move-Out Procedures. - This design document is produced to describe the course design for the new Property Move-Out Procedures course, which now only includes move-out procedures in normal situations. Eviction procedures (present in the original course) will be a separate course and will not be included in this course. - Since the original course is criticized for being too theoretical and monotonous, this course will incorporate relevant real-life

	events/scenarios using consistent fictional characters. Thus participants learn property move-out procedures through helping four tenants with their move-out requests. ● To increase learners' engagement, animations and various interactions will be employed. ● To prepare students for the certification exam, the course will also contain four graded assessment questions based on a real test. ● Because the audience for this course are mainly working adults living all around the US, this course will use an e-learning format for maximum flexibility. Three handouts will be provided to support instructions.

Deliverables	● 1 e-Learning course.
	    ● Developed in Articulate Storyline.
	    ● Includes voice-over narration from Well-Said Labs.
	    ● Includes four modules with one or more ungraded activity practices per module.
	    ● Includes 1 Vyond animated video about legally-problematic move out.
	    ● Four end-of-course assessment questions based on real certification test questions.
	● 1 Storyboard
	● 3 Handouts: Provided in the Resource section of the course.

Learning Objectives	At the end of the course, learners should be able to: 1. Recognize whether the tenants' planned move-out violates the lease agreement and explain how to advise tenants accordingly. 2. Identify which move-out can likely be prevented and discuss persuasive strategies to prevent a move-out. 3. Recall move-out procedures and requirements. 4. Describe the process of customizing a general move-out letter. 5. Explain how to perform a move-out inspection once the tenants move out and how to list damages which can be used for security deposit deduction. 6. Explain how to calculate the tenants' final balance and the process of sending out a final letter with a security deposit refund or invoice.
Training Outline	**Introduction:** ● Title. ● Navigation (optional). ● Course objectives. ● Course menu

Module One :

This module will cover the first and second objectives of this course. When this module is completed, learners will be brought back to the course menu slide where they can choose the next module.

Recognizing legally-problematic move-out plans.
- Scenario-based in which learners will read real-life situations to determine whether a tenant violates the lease agreement.
- Learners will be taught explicitly through feedback on these followings:
    - which move-out situations are legally-problematic
    - the exceptions to this rule.

Explaining how to advise tenants whose move-outs are legally problematic.
- Learners will be taught about the legal consequences of violating the lease agreement through scenarios.

Describing move-out prevention strategies.
- Scenario-based in which learners will read different scenarios and are asked to identify which move-out can likely be prevented.
- Learners will then be given a list of persuasive strategies to prevent a move-out.

Module Two:

- This module will cover the third and fourth objectives of this course. When this module is completed, learners will be brought back to the course menu where they can choose the next module.
- Lesson slides will include these following topics: processing the move-out, move-out requirements, and customizing a move-out letter.
- A handout containing a move-out requirement checklist will be provided in the Resource section.
- *Practice activities:* Learners will be asked to customize a move-out letter according to a tenant's condition using a drag-and-drop activity.

Module Three :

This module teaches the topics covered in the fifth objective of the course: Move-out inspection. When this module is completed, learners will be brought back to the course menu slide where they can choose the next module.

Describing how to perform a move-out inspection.
- Lesson slide will give a brief overview (the purpose and expectation) of a move-out inspection.
- Students will learn what items should be brought during the inspection through a drag-and-drop activity.

Describing how to list damages found in an inspection.
- After being given a general guide of what is considered damages, learners will learn to differentiate damages vs normal wear-and-tear through a drag and drop activity.
- A handout listing normal wear-and-tear vs damages will be provided in the Resource section.

Practice activities:
- Learners will be asked to make a decision on what to do when tenants leave their junks in the property.
- Learners will practice identifying damages vs wear-and-tear in a certain room.

Module Four:
- This module covers the fifth and sixth objectives of the course.
- Since this module represents the final module of the course , when this module is completed, learners will be brought back to the course menu slide which will then move automatically to the summary slide (see *conclusion*)
- Lesson slides include the following topics: reasons for security deposit deduction, calculating the security deposits and final balance, and the process of sending out a final letter with either a refund check or an invoice.
- *Practice activities:* Learners will complete a drag-and-drop activity in which they should choose what items should be included in the security deposit deduction according to a particular tenant's situation.

Conclusion:

Learners can only arrive here when they have completed all four modules.
- Move-out procedure summary. A job aid outlining an entire procedure will be provided in the Resource section.
- Assessment: assessment introduction, four graded assessment questions, and results.
- Thank you.

Evaluation Plan	Evaluation plan on this course. ● Formative Assessment: Ungraded practice activities based on scenarios throughout the course. ● Summative Assessment: Four graded assessment questions based on the certification exam questions at the end of the course. Learners must get 75% in order to pass. Two tries will be given. ● X- Institute generic post-course survey to assess course quality. Evaluation plan on the broader Property Management Course. ● At 6 months and 1 year post-launching, data on students passing the certification exam will be examined.