

Module Title: Anytown Apartment Move Out Procedures

Target Audience: New and veteran Property Managers and Leasing Agents of Anytown Apartments ranging from new to the company and new to this location.

Learning Objectives:

The learner will be able to:

1. Implement the move out process steps
2. Support residents with their move out expectations

Seat Time: 25-30 Minutes

Outline:

- Welcome / Navigation
- Importance of Procedures/Scenario 1
- Knowledge Check
- Learning Objectives
- Introduction
- Move Out Steps
- Move Out Process
- Review Resident Documents
- Schedule Final Inspection
- Complete Final Inspection
- Knowledge Check
- Scenario 2
- Move Out Checklist/Timeline
- Final Inspection Responsibilities
- Security Deposits
- Summary
- Quiz Introduction

- Assessment
- Quiz Results
- Congratulations

Font: Arial (bold; headings), Open Sans (body)

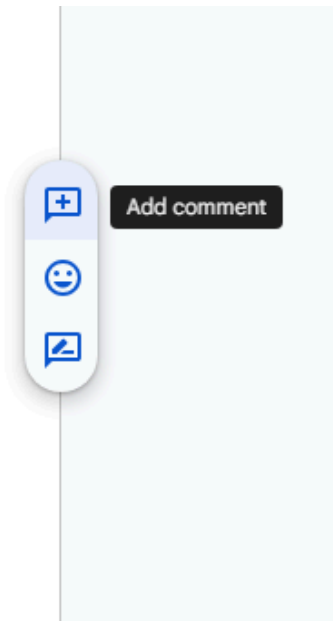
Color Palette: 

Hex Codes: #1F497D, #EEEECE1, #E2BC87, #C0504D, #9BBB59, #8064A2, #3BACC6, #F79646

Global Comments:

- Slide size will be 16:9 (960 x 540)
- All images and avatars will be synced to audio
- All slides (except scenarios and final quiz) will have a top border
- **Bold** = correct answers for Knowledge Checks and Final Quiz
- This is the first round of review so please review all parts and leave feedback where needed.
- Please complete the review in 3-5 business days.
- To add comments for feedback please highlight text that you are referring to (it will highlight in light blue) and click on the add comment speech bubble (see picture below).

LO:	
Narration / Voiceover:	Animation / Interaction:
<p>Welcome to the Move Out Procedures training for Anytown Apartments. This training course has been designed with the primary goal of enhancing retention rates.</p> <p>To learn how to navigate this course click on the Navigate button.</p> <p>To get started on this course click the Start button.</p>	<p>Title will fade in timed with VO reference</p> <p>The start button will jump to slide 1.3</p> <p>The navigation button will jump to next slide (slide 1.2)</p> <p>Buttons will be disabled until VO completes.</p>



Slide: 1.1 / Menu Title: Welcome			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image: Photographic image showing some part of the move out process</p> <p>Course title in blue off to the left side over a semi transparent rectangle that only covers the left side of the background image</p>	<p>[Slide Title] Welcome</p> <p>[Buttons] START NAVIGATION</p> <p>Click the Navigate button to navigate this course. Click the Start button to begin this course.</p>	<p><i>Narrator: Welcome to the Move Out Process training for Anytown Apartments.</i></p> <p><i>This module aims to improve efficiency and effectiveness in the move-out process at our properties.</i></p> <p><i>To learn how to navigate this course click on the Navigate</i></p>	<p>Title will fade in timed with VO reference</p> <p>The start button will jump to slide 1.3</p> <p>The navigation button will jump to next slide (slide 1.2)</p> <p>Buttons will be disabled until VO completes.</p>

Custom Start and Navigation buttons with dark blue backgrounds		<i>button. To get started on this course click the Start button.</i>	
Notes:			

Slide: 1.2 / Menu Title: Navigation			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Player shows menu on the left</p> <p>Background image: a screenshot of actual welcome slide including the seek bar and next/previous buttons</p> <p>Markers will be appear each section to show player features</p>	<p>[Slide Title] Navigation</p>	<p><i>Please take a moment to acquaint yourself with the navigation features of this module.</i></p> <p><i>On the left, you'll find a menu that helps you monitor your progress throughout the module. To pause or play the slide is on the bottom left. To control the volume of the slides, locate the volume button in the lower right corner. Also in the lower right corner, you'll find two buttons for navigating between slides: the "previous" button and the "next" button. If these buttons are grayed out, it indicates that you cannot return to the previous slide or that you must complete an activity before advancing to the next</i></p>	<p>Markers will pop up timed with their reference in the VO.</p> <p>User will click the Next button to jump to next slide.</p>

		<p>one. If you want to replay the slide from the beginning, click this button next to the white seek bar.</p> <p>Click the next button on the screen to continue.</p>	
Notes:			

Slide: 1.3 / Menu Title: Importance of Procedures			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The title will be at the top left when slide begins.</p> <p>Slide has a checklist photographic as a background taking up the entire slide.</p> <p>Background slide will transition to a photographic on the left side of the screen of someone facepalming as a reaction to bad survey results.</p> <p>As VO talks, survey results appear on the screen on the right side next to red arrows.</p>	<p>[Slide Title] Why is this important?</p> <p>-70% of residents dissatisfied -62% of residents were negatively impacted -58% of residents would not recommend</p>	<p>[Sarah] <i>After the move out process is completed, residents will receive a survey so they can inform us of how their experience went. These are the results we have gathered from previous surveys in the last year.</i></p> <p><i>Approximately 70% of our residents expressed dissatisfaction with how their move-out process went. They found it to be confusing and misleading. A staggering 62% mentioned that the lack of</i></p>	<p>Background fades to a different one that has a tan rectangle on the right and a picture on the left.</p> <p>Bullets are timed with VO</p> <p>Next button is disabled until VO is complete.</p>

		<p><i>communication negatively impacted their experience. Many of our residents stated they did not receive a move out checklist or even a timeline to complete it. Another alarming stat is that 58% of our residents stated they would not recommend Anytown Apartments to their friends, family, or community members due to the leasing office seeming unprepared during the move out process.</i></p>	
Notes:			

Slide: 1.3b / Menu Title: Scenario 1			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background Image: office setting</p> <p>The slide begins with the avatar of Sarah and Jake facing each other.</p> <p>They are offset to the left of the slide, not centered.</p> <p>Caption bubbles track their conversation as they converse and the bubble will remain</p>	<p>[Sarah caption] Hey Jake! Thank you for joining me today. We are going to focus on how to improve our move out process at Anytown Apartments.</p> <p>[Jake caption] This can sometimes be a bit chaotic. We've been getting feedback from residents, and there's room for improvement</p>	<p><i>[Sarah] Hey Jake! Thank you for joining me today. We are going to focus on how to improve our move out process at Anytown Apartments.</i></p> <p><i>[Jake caption] This can sometimes be a bit chaotic. We've been getting feedback from residents, and there's room for improvement</i></p>	<p>Slide begins with Sarah talking to Jake.</p> <p>Caption bubbles track their conversation with the slide text fading in and out on time timeline, timed with the VO.</p> <p>This layer will play at the beginning of the slide. It will be hidden at the end of the timeline.</p>

<p>between them with only the text changing.</p> <p>Sarah and Jake each have 2 poses: listening and talking while facing each other. They each change to talking while they are speaking and transition to listening when the other is talking.</p>	<p>in our process.</p> <p>[Sarah caption] That's precisely it! We're launching a new training program designed to improve efficiency and effectiveness in the move-out process for all of us property management folks at Anytown Apartments.</p> <p>[Jake Caption] We're diving into effective communication strategies during move-outs, providing better support to residents, and even tackling the feedback and improvement aspect. The goal is not just to move residents out efficiently but to ensure they feel supported and heard throughout the process.</p> <p>[Sarah] That's right Jake. Let's take a look at some data provided by a post-survey that residents completed. After analyzing the survey results, it's clear we have a significant issue with resident dissatisfaction during the move-out process as we have been doing it.</p>	<p><i>in our process.</i></p> <p><i>[Sarah caption] That's precisely it! We're launching a new training program designed to improve efficiency and effectiveness in the move-out process for all of us property management folks at Anytown Apartments.</i></p> <p><i>[Jake Caption] We're diving into effective communication strategies during move-outs, providing better support to residents, and even tackling the feedback and improvement aspect. The goal is not just to move residents out efficiently but to ensure they feel supported and heard throughout the process.</i></p> <p><i>[Sarah] That's right Jake. Let's take a look at some data provided by a post-survey that residents completed. After analyzing the survey results, it's clear we have a significant issue with resident dissatisfaction during the move-out process as we have been doing it.</i></p>	
<p>Notes:</p>			

Slide: 1.4 / Menu Title: Knowledge Check			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The title will be at the top left when slide begins.</p> <p>There is a checkmark on the top right of the border to convey it is a knowledge check.</p> <p>Question will fade in with VO.</p> <p>Directions fade in with VO.</p> <p>Multiple choices show up at the end of the directions VO.</p>	<p>[Slide Title] Knowledge Check</p> <p>[Question] What percentage of residents expressed dissatisfaction with the move out process at Anytown Apartments, according to the survey results discussed by Sarah and Jake? Select the answer you think is best.</p> <p>[Answer Choices] A. 50% B. 62% C. 70% D. 58%</p>	<p><i>[Narrator]</i> <i>Before we continue, let's review. What percentage of residents expressed dissatisfaction with the move out process at Anytown Apartments according to the survey results discussed by Sarah and Jake? Select the answer you think is best.</i></p>	<p>Slide starts with title at the top indicating its a knowledge check.</p> <p>Question will fade in timed with VO.</p> <p>Multiple choice option will fade in at the end of the VO.</p> <p>Learner will click submit once answer is selected.</p> <p>Learner will have 2 attempts with feedback that will review the importance of the move out procedures.</p>
Notes:			

Slide: 1.4a / Menu Title: Knowledge Check			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Built in feedback layer will show on the screen with a</p>	<p>[Slide Title] Correct</p>	<p><i>[Narrator]</i> <i>That's right! You selected the</i></p>	<p>Built in feedback layer will show on screen with VO.</p>

green check mark telling the learner they got it correct.	[Narrator] That's right! You selected the correct response.	<i>correct response.</i>	Learner will click the continue button to proceed to the next slide [1.7].
Notes:			

Slide: 1.4b / Menu Title: Knowledge Check			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Built in feedback layer will show a rectangle on the screen with a red x telling the learner they got it incorrect. It will have a continue button.	[Slide Title] Incorrect Remember 62% were negatively impacted and 58% would not recommend. 70% were dissatisfied.	<i>[Narrator]</i> <i>Not quite. Remember 62% were negatively impacted and 58% would not recommend. 70% were dissatisfied. Click continue to move on.</i>	Built in feedback layer will show on screen with VO. Learner will click the continue button to proceed to the next slide [1.7].
Notes:			

Slide: 1.4c / Menu Title: Knowledge Check			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Built in feedback layer will show a rectangle on the screen with a red x telling the learner they got it incorrect. It will have a continue button.	[Slide Title] Try Again Not quite. Nearly 75% of residents were dissatisfied.	<i>[Narrator]</i> <i>Not quite. Nearly 75% were dissatisfied. Click try again for another attempt.</i>	Built in feedback layer will show on screen with VO. Learner will click the continue button to retake the quiz.

Notes:

Slide: 1.5 / Menu Title: Objectives			LO: 1 & 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The title will begin at the top left when slide.</p> <p>Large white rectangle on the left side taking up half of the slide</p> <p>Picture of kitchen taking up the other half of the slide Objectives will be listed on the left side in the white rectangle in bullet form.</p>	<p>[Slide Title] Objectives</p> <p>After completing this course, employees will be able to:</p> <ul style="list-style-type: none">- Implement the move out process steps-Support residents with their move out expectations	<p><i>[Narrator]</i> <i>After completing this course you will be able to:</i></p> <p><i>Implement the move out process steps and Support residents with their move out expectations</i></p>	<p>Slide begins with title at the top.</p> <p>The picture of a kitchen will fade with semi transparent rectangle over it when VO begins.</p> <p>Objectives will be bulleted and slide in from the left when referenced in the VO.</p> <p>Learner will click next to advance to the next slide.</p>
Notes:			

Slide: 1.6 / Menu Title: Introduction			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Slide begins with the title at the top. The background is a video of the camera slowly panning over boxes that</p>	<p>[Slide Title] Introduction to Move Out Process</p>	<p><i>[Narrator]</i> <i>At Anytown Apartments, our unwavering commitment to customer satisfaction and</i></p>	<p>Slide begins with the title at the top.</p> <p>The Anytown Apartments</p>

<p>would be used to move personal items out of a dwelling.</p> <p>Anytown Apartments logo is displayed in the middle of the slide.</p> <p>Background changes to white when bulleted text from the narrator is shown in a blue oval stretched horizontally on the bottom half of the slide.</p> <p>Different female VO (narrator) begins.</p>	<p>-The driving force behind our initiative to identify and implement a streamlined move-out process.</p> <p>-We aim to enhance their overall experience with us, ensuring seamless transitions and fostering a positive and lasting relationship.</p>	<p><i>maintaining high occupancy rates is the driving force behind our initiative to identify and implement a streamlined move-out process.</i></p> <p><i>By meticulously understanding and supporting residents throughout this crucial phase, we aim to enhance their overall experience with us, ensuring seamless transitions and fostering a positive and lasting relationship.</i></p>	<p>logo fades in, in the middle of the screen. Logo fades out when blue ovals with bulleted text show at the bottom of the slide.</p> <p>The next button is disabled until the learner has clicked on each box.</p>
<p>Notes:</p>			

Slide: 1.7 / Menu Title: Move Out Process			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The title will be at the top left when slide begins.</p> <p>Slide begins with Sarah on the right side of the slide talking to the learner. The</p>	<p>[Slide Title] Steps to the Move Out Process</p> <ol style="list-style-type: none"> Review Resident Documents 	<p>[Sarah] <i>Once the resident has terminated their lease, it is important to follow these steps to the move out process</i></p>	<p>Three arrows fade in from the left side of the screen timed with VO.</p> <p>Each button has a visited state.</p>

<p>background behind Sarah is white.</p> <p>The left $\frac{3}{4}$ of the slide has a photographic of a woman holding a clipboard.</p> <p>Chevron arrows will display when Sarah states the three steps to the move out process.</p> <p>Sarah changes to a point position when the arrows show on the screen.</p> <p>.</p>	<ol style="list-style-type: none"> 2. Schedule Final Inspection 3. Complete Final Inspection 	<p><i>Review Resident Documents</i></p> <p><i>Schedule a final inspection and complete the final inspection.</i></p> <p><i>You will learn how to implement these steps and support the residents throughout this process.</i></p> <p><i>Click on each step then click on next to continue.</i></p>	<p>The buttons will be disabled until VO completes.</p> <p>The arrows must be clicked in order and the learner cannot click on other buttons until the VO completes.</p> <p>When the arrows are clicked a check mark appears next to the text inside of the arrow.</p> <p>The next button is disabled until all buttons have been clicked on.</p>
<p>Notes:</p>			

Slide: 1.8 / Menu Title: Introduction to Move Out Process			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The title will be at the top left when the slide begins.</p> <p>Slide begins with the Anytown Apartment logo in the middle.</p> <p>The background is white.</p>	<p>[Slide Title]</p> <p>Introduction to Move Out Process</p> <ol style="list-style-type: none"> 1. Review Resident Documents 2. Schedule Final Inspection 3. Complete Final Inspection 	<p>[Narrator]</p> <p><i>Let's take a closer look at the first step to the move out process. Click on Review Resident Documents to learn more.</i></p>	<p>Three boxes fade in at the bottom of the screen.</p> <p>Each box will have their own slide with the same title.</p> <p>Each button (box) has a visited state.</p>

<p>There are three same sized, evenly spaced boxes on the bottom of the slide with a step listed in each.</p> <p>Directions will be at the top below the title.</p> <p>.</p>			<p>The buttons will be disabled until VO completes.</p> <p>The boxes must be clicked in order and the learner cannot click on other buttons until the VO completes.</p> <p>When the arrows are clicked and the learner returns to this slide, a check mark appears at the top of the box.</p> <p>The next button is disabled until all buttons have been clicked on.</p>
<p>Notes:</p>			

Slide: 1.9 / Menu Title: Review Documents			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The title will be at the top left when slide begins.</p> <p>Slide has a different office background.</p> <p>Two rectangular buttons are displayed in the middle of the screen.</p>	<p>[Slide Title] Review Documents</p> <p>[Button titles] Implement This Step</p> <p>Support the Resident</p> <p>[Directions] Click on each tab to learn</p>	<p><i>[Narrator]</i> <i>Let's start with Reviewing the residents' documents. Property managers will review the residents' rental agreement to gain a comprehensive understanding of the policy's key components and explain the procedures that</i></p>	<p>Jake slides in from the left.</p> <p>Both buttons fade onto the screen.</p> <p>Each button (box) has a visited state.</p> <p>The buttons will be disabled until VO completes.</p>

<p>Jake is on the left side of the screen looking at the slide in a thinking position.</p> <p>Caption with directions appears when VO is done for the learner to click on the buttons and learn alongside Jake.</p> <p>.</p>	<p>more.</p>	<p><i>contribute to a smooth and efficient transition for both residents and the property management team.</i></p> <p><i>Click on each tab to learn more.</i></p> <p><i>Then click next when you are finished reviewing all of the information.</i></p>	<p>The buttons must be clicked in order and the learner cannot click on other buttons until the VO completes.</p> <p>When both rectangles are visited, learner can click on each button to revisit information.</p> <p>The next button is disabled until all buttons have been clicked on.</p> <p>The next button will return the learner to slide [1.8].</p>
<p>Notes:</p>			

Slide: 1.9a / Menu Title: Implement			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>A photograph of two people communicating with documents at a table fades up from the bottom when the VO begins.</p> <p>The base layer can be seen on all layers.</p> <p>.</p>	<p>[Button] Implement This Step</p> <p>-Gain a comprehensive understanding of the policy's key components</p> <p>-Supply the resident with a move out agreement form and move out information packet</p>	<p><i>[Narrator]</i> <i>Property Managers will review the residents' rental agreement to gain a comprehensive understanding of the policy's key components and Supply the resident with a move out agreement form and move out information</i></p>	<p>Jake is still seen on the left side from being on the base layer.</p> <p>Support button is disabled until the timeline finishes on the Implement layer.</p> <p>Each button has a visited state.</p>

	-Provide the resident with a detailed move out checklist	<i>packet. The resident also needs to be provided with a detailed move out checklist.</i>	<p>The buttons must be clicked in order and the learner cannot click on other buttons until the VO completes.</p> <p>When both rectangles are visited, the learner can click on each button to revisit information.</p> <p>The next button is disabled until all buttons have been clicked on.</p> <p>The next button will return the learner to slide [1.8].</p>
Notes:			

Slide: 1.9b / Menu Title: Support			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>A photograph of someone working on a computer fades up from the bottom when the VO begins.</p> <p>The base layer can be seen on all layers.</p> <p>Jake is on the left side of the screen looking at the slide in</p>	<p>[Button] Support the Resident</p> <p>-Residents will be given a concise overview of the move out policy that will help prepare their unit for final inspection</p> <p>-Communication with residents can be in person,</p>	<p><i>[Narrator] Residents will be given a concise overview of the move out policy that will help prepare their unit for final inspection. Communication with residents can be in person, through the portal and mail.</i></p>	<p>Jake slides in from the left.</p> <p>Both buttons fade onto the screen.</p> <p>Each button has a visited state.</p> <p>The buttons will be disabled until VO completes.</p>

<p>a thinking position.</p> <p>Caption with directions appears when VO is done for the learner to click on the buttons and learn alongside Jake.</p> <p>.</p>	<p>through the portal and mail</p>	<p><i>Any questions the resident may have will be answered in a timely manner. This will enhance customer satisfaction and maintain high occupancy rates.</i></p>	<p>The buttons must be clicked in order and the learner cannot click on other buttons until the VO completes.</p> <p>When both rectangles are visited, the learner can click on each button to revisit information.</p> <p>The next button is disabled until all buttons have been clicked on.</p> <p>The next button will return the learner to slide [1.8].</p>
<p>Notes:</p>			

Slide: 1.10 / Menu Title: Schedule Final Inspection			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The title will be at the top left when the slide begins.</p> <p>Slide has a different office background.</p> <p>Two rectangular buttons are displayed in the middle of the screen.</p>	<p>[Slide Title] Schedule Final Inspection</p> <p>[Button titles] Implement This Step</p> <p>Support the Resident</p> <p>[Directions] Click on each tab to learn</p>	<p><i>[Narrator]</i> <i>Once the resident documentation is reviewed and expectations are communicated with them, it is time for the final inspection to be scheduled.</i></p> <p><i>Click on each tab to learn more. Then click next when</i></p>	<p>Sarah slides in from the left.</p> <p>Both buttons fade onto the screen.</p> <p>Each button (box) has a visited state.</p> <p>The buttons will be disabled until VO completes.</p>

<p>Sarah is on the left side of the screen looking at the slide.</p> <p>Caption with directions appears when VO is done for the learner to click on the buttons and learn alongside Jake.</p> <p>.</p>	<p>more.</p>	<p><i>you are finished viewing all of the information.</i></p>	<p>The buttons must be clicked in order and the learner cannot click on other buttons until the VO completes.</p> <p>When both rectangles are visited, learner can click on each button to revisit information.</p> <p>The next button is disabled until all buttons have been clicked on.</p> <p>The next button will return the learner to slide [1.8].</p>
<p>Notes:</p>			

Slide: 1.10a / Menu Title: Implement			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>A photograph of someone marking on a checklist fades up from the bottom when the VO begins.</p> <p>The base layer can be seen on all layers.</p> <p>.</p>	<p>[Button] Implement This Step</p> <ul style="list-style-type: none"> -Checklist must be reviewed before the final inspection can be scheduled -Conduct a walkthrough to compare to the move in condition of the unit -Collaborate with 	<p><i>[Narrator]</i> <i>The move out checklist that has been completed by the resident must be reviewed before the final inspection will be scheduled to take place. You will need to conduct a walk through to compare to the move in condition of the unit as it was detailed on</i></p>	<p>Sarah is still seen on the left side from being on the base layer.</p> <p>Support button is disabled until the timeline finishes on the Implement layer.</p> <p>Each button has a visited state.</p>

	<p>maintenance and cleaning teams</p>	<p><i>their documents. This should be a quick walk through to make sure there is not significant damage and the process can continue to the completion of the final inspection.</i></p> <p><i>You should Collaborate with maintenance and cleaning teams if results from the Walkthrough deem it necessary. Once this step is completed, create an appointment with the resident to complete their final inspection.</i></p>	<p>The buttons must be clicked in order and the learner cannot click on other buttons until the VO completes.</p> <p>When both rectangles are visited, the learner can click on each button to revisit information.</p> <p>The next button is disabled until all buttons have been clicked on.</p> <p>The next button will return the learner to slide [1.8].</p>
<p>Notes:</p>			

Slide: 1.10b / Menu Title: Support			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>A photograph of someone looking at a kitchen and opening a drawer fades up from the bottom when the VO begins.</p> <p>The base layer can be seen on all layers.</p>	<p>[Button] Support the Resident</p> <p>-Assist with understanding timelines and property condition expectations -Work with residents to schedule the final inspection</p>	<p><i>[Narrator]</i> <i>You will assist with understanding timelines and property condition expectations work with residents to schedule the final inspection at a convenient time for both</i></p>	<p>Sarah is still seen on the left side from being on the base layer.</p> <p>Support button is disabled until the timeline finishes on the Implement layer.</p>

<p>Jake is on the left side of the screen looking at the slide in a thinking position.</p> <p>Caption with directions appears when VO is done for the learner to click on the buttons and learn alongside Jake.</p> <p>.</p>	<p>-Notify the resident of any damages, cleanliness issues or maintenance concerns</p> <p>-Address any concerns or questions from the resident</p>	<p><i>parties.</i></p> <p><i>Notify the resident of any damages, cleanliness issues, or maintenance concerns from the walkthrough which can continue to be communicated through the online portal.</i></p> <p><i>This preliminary assessment allows us to address any concerns or questions from the resident and ensure that the property is in the expected condition before the final inspection takes place, potentially avoiding disputes or disagreements later on.</i></p> <p><i>Click on the calendar to review the timeline.</i></p>	<p>Each button has a visited state.</p> <p>The buttons must be clicked in order and the learner cannot click on other buttons until the VO completes.</p> <p>When both rectangles are visited, the learner can click on each button to revisit information.</p> <p>A calendar icon will appear on the top right corner after the timeline ends. A hotspot will be placed over this icon.</p> <p>The learner will click on this icon to take them to the next layer.</p> <p>The next button is disabled until all buttons have been clicked on.</p> <p>The next button will return the learner to slide [1.8].</p>
<p>Notes:</p>			

Slide: 1.10c / Menu Title: Timeline			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The title will be at the top left when the slide begins.</p> <p>Layer begins with a video of two people at a table talking over paperwork.</p> <p>Video will fade into a photograph of a calendar close up of one month.</p> <p>Large chevrons will float in from the left side of the screen timed with VO to display the complete timeline of the move out process.</p> <p>A checkmark will appear at the top right corner.</p> <p>.</p>	<p>[Title] Move Out Timeline</p> <p>-Checklist Provided to Resident -Move Out Appointment Made Begins 30 Days -Security Deposit is Processed After Final Inspection</p>	<p><i>[Narrator]</i> <i>At Anytown Apartments, we will help the resident understand this move out timeline to ensure this process is efficient at all of our properties. The completion of this timeline should take no more than 30 days.</i></p> <p><i>The checklist is provided to the resident,</i></p> <p><i>A move out appointment will be made that will begin the 30 day timeline to complete the final inspection.</i></p> <p><i>After the final inspection, the property manager will begin processing the residents' deposit.</i></p> <p><i>Click the checkmark to return.</i></p>	<p>A calendar icon will appear on the top right corner after the timeline ends. A hotspot will be placed over this icon.</p> <p>The next button will be disabled on this layer.</p> <p>When the learner clicks the checkmark they will return to the base layer 1.10.</p>
Notes:			

Slide: 1.11 / Menu Title: Complete Final Inspection			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The title will be at the top left when the slide begins.</p> <p>Slide has a different office background.</p> <p>Two rectangular buttons are displayed in the middle of the screen.</p> <p>Jake is on the left side of the screen looking at the slide in a listening position. Sarah is on the left side looking at the slide.</p> <p>Caption with directions appears when VO is done for the learner to click on the buttons and learn alongside Jake.</p>	<p>[Slide Title] Complete Final Inspection</p> <p>[Button titles] Implement This Step</p> <p>Support the Resident</p> <p>[Directions] Click on each tab to learn more.</p>	<p><i>[Narrator]</i> <i>When the resident's documentation has been reviewed and the final inspection has been prepared for, it is time to complete the final inspection.</i></p> <p><i>Click on each tab to learn more. Then click next when you are finished viewing all of the information.</i></p>	<p>Jake slides in from the left. Sarah slides in from right.</p> <p>Both buttons fade onto the screen.</p> <p>Each button (box) has a visited state.</p> <p>The buttons will be disabled until VO completes. The buttons must be clicked in order and the learner cannot click on other buttons until the VO completes.</p> <p>When both rectangles are visited, the learner can click on each button to revisit information.</p> <p>The next button is disabled until all buttons have been clicked on.</p> <p>The next button will return the learner to slide [1.8].</p>
Notes:			

Slide: 1.11a / Menu Title: Implement			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>A photograph of two people talking fades up from the bottom when the VO begins.</p> <p>The base layer can be seen on all layers.</p>	<p>[Button] Implement This Step</p> <ul style="list-style-type: none"> -Use a copy of their completed checklist to inspect the unit -Conduct a thorough inspection identifying the items on the checklist -Communicate findings to the resident after final inspection and initiate security deposit return 	<p><i>[Narrator]</i> <i>Once the resident's belongings are removed from the unit, you will use a copy of their completed checklist to inspect the unit.</i> <i>You will need to conduct a thorough inspection identifying the items on the checklist.</i> <i>Using the online portal, you will Communicate findings to the resident after final inspection and initiate security deposit return.</i></p>	<p>Jake is on the left. Sarah on the right.</p> <p>Both buttons can be seen on this layer.</p> <p>Support button is disabled until the timeline finishes on the Implement layer.</p> <p>Each button has a visited state. The buttons must be clicked in order and the learner cannot click on other buttons until the VO completes.</p> <p>When both rectangles are visited, the learner can click on each button to revisit information.</p> <p>The next button is disabled until all buttons have been clicked on.</p> <p>The next button will return the learner to slide [1.8].</p>
Notes:			

Slide: 1.11b / Menu Title: Support			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>A photograph of someone working on a computer fades up from the bottom when the VO begins.</p> <p>The base layer can be seen on all layers.</p>	<p>[Button] Support the Resident</p> <p>-Maintain transparency by explaining your observations and documenting any issues or damages found</p> <p>-Keep the online portal updated with necessary paperwork for the resident</p>	<p><i>[Narrator]</i> During the final inspection, you should maintain transparency by explaining your observations and documenting any issues or damages found. Keep the online portal updated with necessary information and paperwork for the resident. Residents will be able to refer back to any information that they will need for their documentation through the portal.</p>	<p>Jake is on the left. Sarah on the right.</p> <p>Both buttons can be seen on this layer.</p> <p>Each button has a visited state.</p> <p>The buttons will be disabled until VO completes. The buttons must be clicked in order and the learner cannot click on other buttons until the VO completes.</p> <p>When both rectangles are visited, the learner can click on each button to revisit information.</p> <p>The next button is disabled until all buttons have been clicked on.</p> <p>The next button will return the learner to slide [1.8].</p>
Notes:			

Slide: 1.12 / Menu Title: Knowledge Check			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The title will be at the top left when the slide begins.</p> <p>There is a checkmark on the top right of the border to convey it is a knowledge check.</p> <p>Question will fade in with VO.</p> <p>Directions fade in with VO.</p> <p>Multiple select options show up at the end of the directions VO.</p>	<p>[Slide Title] Knowledge Check</p> <p>[Question] What are the specific responsibilities of the property manager to help support residents? Select all that apply. [Answer Choices]</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provide residents with a move out check list and move out documents. <input type="checkbox"/> Give residents a concise overview of the move out process. <input type="checkbox"/> Communicate through the online portal. <input type="checkbox"/> Explain to resident to make their own appointments for any repairs. 	<p><i>[Narrator]</i> <i>Before we continue, lets review.</i></p> <p><i>What are the specific responsibilities of the property manager to help support residents?</i></p> <p><i>Select all that apply.</i></p>	<p>Slide starts with title at the top indicating its a knowledge check.</p> <p>Question will fade in timed with VO.</p> <p>Multiple response options will fade in at the end of the VO.</p> <p>Learner will click submit once answer is selected.</p> <p>Learner will have 2 attempts with feedback that will review the importance of the move out procedures.</p>
Notes:			

Slide: 1.12a / Menu Title: Knowledge Check			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Built in feedback layer will show on the screen with a green check mark telling the learner they got it correct.	[Slide Title] Correct [Narrator] That's right! You selected the correct responses.	<i>[Narrator]</i> <i>That's right! You selected the correct responses. Click the continue button.</i>	Built in feedback layer will show on screen with VO. Learner will click the continue button to proceed to the next slide [1.13].
Notes:			

Slide: 1.12b / Menu Title: Knowledge Check			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Built in feedback layer will show a rectangle on the screen with a red x telling the learner they got it incorrect. It will have a continue button.	[Slide Title] Incorrect Remember that it is important for property managers to communicate and provide documents to the resident.	<i>[Narrator]</i> <i>Remember that it is important for property managers to communicate and provide documents to the resident.</i>	Built in feedback layer will show on screen with VO. Learner will click the continue button to proceed to the next slide [1.13].
Notes:			

Slide: 1.14c / Menu Title: Knowledge Check			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Built in feedback layer will show a rectangle on the screen with a red x telling the learner they got it incorrect. It will have a continue button.	<p>[Slide Title] Try Again</p> <p>Not quite. Residents are not responsible for coordinating with maintenance and cleaning teams, only notifying the property management office.</p>	<p><i>[Narrator]</i> Not quite. Residents are not responsible for coordinating with maintenance and cleaning teams, only notifying the property management office.</p>	<p>Built in feedback layer will show on screen with VO.</p> <p>Learner will click the Try Again button to retake the quiz.</p>
Notes:			

Slide: 1.15 / Menu Title: Scenario 2			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background same as slide 1.3b</p> <p>The slide begins with the avatar of Sarah and Jake facing the learner.</p> <p>They are offset to the left of the slide, not centered in the same positions they were in on slide 1.5.</p> <p>Caption bubbles track their conversation as they converse</p>	<p>[Sarah caption] As part of our commitment to providing residents with a streamlined and stress-free move-out process at Anytown Apartments, we have a move out checklist. This comprehensive checklist is designed to serve as a practical and organized guide for residents, assisting them in navigating the various tasks associated with moving out of their apartment.</p>	<p><i>[Sarah]</i> As part of our commitment to providing residents with a streamlined and stress-free move-out process at Anytown Apartments, we have a move out checklist. This comprehensive checklist is designed to serve as a practical and organized guide for residents, assisting them in navigating the various tasks associated with moving out of their</p>	<p>Slide begins with Sarah talking to the learner.</p> <p>Caption bubbles track her conversation with the slide text fading in and out on time timeline, timed with the VO.</p> <p>The slide will auto advance to the next slide [1.16] once it is completed.</p>

<p>and the bubble will remain between them with only the text changing.</p> <p>Sarah has two poses: talking facing the learner and listening facing Jake</p> <p>Jake has two poses: smiling facing the learner and talking to Sarah</p>	<p>[Jake caption] By carefully following this checklist, residents can ensure that all necessary steps are taken, from documentation to property preparations, facilitating a seamless transition for both residents and our property management team.</p>	<p><i>apartment.</i></p> <p><i>[Jake]</i> <i>By carefully following this checklist, residents can ensure that all necessary steps are taken, from documentation to property preparations, facilitating a seamless transition for both residents and our property management team.</i></p>	
<p>Notes:</p>			

Slide: 1.16 / Menu Title: Security Deposits			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The title will be at the top left when the slide begins.</p> <p>Video of someone counting money plays in the background when the slide begins. Video fades to picture of someone smiling in an office.</p> <p>Transparent rectangle takes up 60% of the screen on the right side.</p>	<p>[Slide Title] Security Deposits</p> <ul style="list-style-type: none"> - The preparing of security deposits is the final stage. - You will ensure that security deposits are returned promptly. - Provide a detailed breakdown of potential damage or cleanup charges. 	<p><i>[Narrator]</i> <i>The commitment to the timely return of security deposits is equally vital to completing the move out process correctly.</i> <i>After successful completion of the final inspection and move out agreement paperwork, the preparation of security deposits is the final stage of the timeline.</i> <i>You will ensure that security</i></p>	<p>Video of someone counting money will be looping in the background and fade into a picture of someone in an office setting.</p> <p>Semi Transparent rectangle fades in from the right when bulleted information begins</p> <p>Bullets fly in from the left timed with VO reference.</p>

Bullets timed with VO.		<p><i>deposits are returned promptly, influencing residents' perception of our professionalism and reliability.</i></p> <p><i>You will document damages comprehensively and provide a detailed breakdown of potential damage or cleanup charges if necessary.</i></p> <p><i>By adhering to these principles, you will contribute to a positive overall experience, reinforcing the reputation of Anytown Apartments as a trusted and customer-focused community.</i></p>	Next button is disabled until VO completes.
Notes:			

Slide: 1.17 / Menu Title: Summary			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The title will be at the top left when the slide begins.</p> <p>Photograph of someone smiling about an</p>	<p>[Slide Title] Summary</p> <p>-Implement the move out process steps</p>	<p><i>[Narrator]</i> <i>Great job! You have nearly completed this training module.</i></p>	<p>Background will become semi transparent when VO begins to say the objectives.</p> <p>Chevron arrows fade in from</p>

<p>accomplishment as the background.</p> <p>Background will dim with VO begins to read the summary</p> <p>Summary will appear on screen as bullets appearing in a chevron arrow.</p>	<p>-Support residents with their move out expectations</p>	<p><i>You should now be able to Implement the move out process steps</i></p> <p><i>and Support residents with their move out expectations throughout the process</i></p> <p><i>Click next to take the graded quiz and complete this training module.</i></p>	<p>the left</p> <p>VO timed with text Next button disabled until VO completes.</p>
<p>Notes:</p>			

Slide: 1.18 / Menu Title: Quiz Introduction			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background photographic shows someone looking intently at something as if to take an important test.</p> <p>Left side has semi transparent box taking up half the slide and text goes on top.</p> <p>Title is in a large rectangular box and bold so it stands out.</p> <p>Directions for the quiz are</p>	<p>[Slide Title] Graded Quiz</p> <p>5 Questions 80% to pass</p> <p>[Directions] Click next to begin the quiz.</p>	<p><i>[Narrator]</i> <i>It's time to take your final graded assessment, where you can showcase your knowledge of Anytown's Move Out Process. This assessment consists of 5 questions, and you need to achieve a minimum score of 80% to pass. You'll have the chance to review your answers after completing the quiz. When you're prepared</i></p>	<p>Slide fades in and all text is displayed at the same time.</p> <p>80% to pass</p> <p>Unlimited attempts</p> <p>Next button is disabled until VO completes.</p>

displayed.		to start, click the "Next" button.	
Notes:			

Slide: 1.19 / Menu Title: Quiz Slide (Hidden from menu)			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Slide begins with the title of the question number at the top.</p> <p>There is a top and bottom title bar.</p> <p>The background is a solid color from the palette.</p> <p>The question and answer choices fade in timed with VO and take up most of the slide.</p>	<p>[Slide Title] Question 1 Select the best choice. Select the best choice. A resident has informed you of their plan to vacate their unit. What is the initial action you would take in initiating the move-out process?</p> <p>A. Review their rental agreement and send a concise overview of the move-out guidelines B. Arrange a meeting with the resident to go over the move-out procedures extensively C. Display a notice in the communal areas of the building detailing the move-out policy</p>	<p>[Narrator] Select the best choice. A resident has informed you of their plan to vacate their unit. What is the initial action you would take in initiating the move-out process?</p>	<p>Learner will click the submit button once answers are selected.</p> <p>Answer choices will be shuffled each time the learner takes the quiz.</p>

	D. Request the resident to independently review the move-out policy		
Notes:			

Slide: 1.20 / Menu Title: Quiz Slide (Hidden from menu)			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Slide begins with title of the question number at the top.</p> <p>There is a top and bottom title bar.</p> <p>The background is a solid color from the palette.</p> <p>The question and answer choices fade in timed with VO and take up most of the slide.</p>	<p>[Slide Title] Question 2 Select the best choice. After notifying the resident of the move-out policy and preparing for the walkthrough, which documentation should the resident complete and return before moving to the final step?</p> <p>A. A copy of the lease agreement B. A move out letter C. Property rules and regulations handbook D. A move out checklist</p>	<p><i>[Narrator]</i> <i>Select the best choice. After notifying the resident of the move-out policy and preparing for the walkthrough, which documentation should the resident complete and return before moving to the final step?</i></p>	<p>Learner will click the submit button once answers are selected.</p> <p>Answer choices will be shuffled each time the learner takes the quiz.</p>
Notes:			

Slide: 1.21 / Menu Title: Quiz Slide (Hidden from menu)			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Slide begins with the title of the question number at the top.</p> <p>There is a top and bottom title bar.</p> <p>The background is a solid color from the palette.</p> <p>The question and answer choices fade in timed with VO and take up most of the slide.</p>	<p>[Slide Title] Question 3 Select the best choice. It is necessary to carry out the Walkthrough as a component of the move-out process before the final inspection can be scheduled. How would you execute this stage?</p> <p>A. Compare the unit to the move in condition as stated on the resident documents B. Only examine the external aspects of the property including patio and parking spot C. Inspect solely the areas designated by the resident D. Forego the inspection process entirely</p>	<p><i>[Narrator]</i> Select the best choice. It is necessary to carry out the Walkthrough as a component of the move-out process before the final inspection can be scheduled. How would you execute this stage?</p>	<p>Learner will click the submit button once answers are selected.</p> <p>Answer choices will be shuffled each time the learner takes the quiz.</p>
Notes:			

Slide: 1.22 / Menu Title: Quiz Slide (Hidden from menu)			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Slide begins with the title of the question number at the top.</p> <p>There is a top and bottom title bar.</p> <p>The background is a solid color from the palette.</p> <p>The question and answer choices fade in timed with VO and take up most of the slide.</p>	<p>[Slide Title] Question 4 Select the best choice. While conducting the inspection, you observe damages to the property that surpass regular wear and tear. How would you manage this situation within the context of executing the steps in the move-out process?</p> <p>A. Disregard the damages and continue with the move-out process B. Inform the resident about the damages and discuss possible deductions from their security deposit C. Rectify the damages without informing the resident D. Leave a note for the resident notifying them of the damages but refrain from any additional measures</p>	<p><i>[Narrator]</i> Select the best choice. While conducting the inspection, you observe damages to the property that surpass regular wear and tear. How would you manage this situation within the context of executing the steps in the move-out process?</p>	<p>Learner will click the submit button once answers are selected.</p> <p>Answer choices will be shuffled each time the learner takes the quiz.</p>
<p>Notes:</p>			

Slide: 1.23 / Menu Title: Quiz Slide (Hidden from menu)			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Slide begins with the title of the question number at the top.</p> <p>There is a top and bottom title bar.</p> <p>The background is a solid color from the palette.</p> <p>The question and answer choices fade in timed with VO and take up most of the slide.</p>	<p>[Slide Title] Question 5 Select the best choice. Following the completion of the move-out process steps, it is essential to secure the appropriate closure of the resident's account and related documentation. How would you conclude the process to guarantee the thorough completion of all necessary paperwork and the proper handling of the resident's security deposit?</p> <p>A. Retain the security deposit without providing any explanation to the resident B. Collect the completed move out agreement paperwork and initiate the security deposit process C. Dispatch a bill to the resident for damages surpassing the security deposit D. Discard all documentation associated with the tenant's move-out without taking additional steps</p>	<p><i>[Narrator]</i> Following the completion of the move-out process steps, it is essential to secure the appropriate closure of the resident's account and related documentation. How would you conclude the process to guarantee the thorough completion of all necessary paperwork and the proper handling of the resident's security deposit?</p>	<p>Learner will click the submit button once answers are selected.</p> <p>Answer choices will be shuffled each time the learner takes the quiz.</p>
Notes:			

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Slide: 1.24 / Menu Title: Quiz Results (Hidden from menu)			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
No background color for this slide.	[Slide Title] Quiz Results	<i>[Narration only on layers]</i>	<p>Use a Result slide to show Success layer 1.24a when timeline starts if results are equal to or greater than the passing score.</p> <p>Show failure layer 1.24b when timeline starts if the results are less than the passing score.</p> <p>Base layer will be visible from either slide layer.</p> <p>Results variable reference shows the percent score only.</p> <p>80% to pass shown on base layer of slide.</p>
Notes:			

Slide: 1.24a / Menu Title: Success			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

<p>Sarah and Jake avatars appear, both happy.</p> <p>Green checkmark next to slide text.</p> <p>A Review and Continue button will be displayed.</p>	<p>Nice job, you passed!</p> <p>Click the Review button to review your answers. Click the Continue button when you are finished.</p>	<p><i>[Narrator]</i> Great job! You have received a passing score. Click on review quiz if you would like to review the answers or click the continue button to complete this module.</p>	<p>Review button goes to Question 1 and shows correct/incorrect responses.</p> <p>Continue button will jump to next slide.</p>
<p>Notes:</p>			

Slide: 1.24b / Menu Title: Failure			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Sarah and Jake avatars appear, both concerned.</p> <p>A Review and Retake button will be displayed.</p>	<p>You did not pass the quiz. Click Retake Quiz to try again.</p>	<p><i>[Narrator]</i> You did not receive a passing score. Click on the review button to review the quiz or click on the retake button to try again.</p>	<p>Review button goes to Question 1 and shows correct/incorrect responses</p> <p>Retake button will reset results and restart the entire quiz.</p>
<p>Notes:</p>			

Slide: 1.25 / Menu Title: Congratulations			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>This slide has a similar design as the Welcome slide.</p> <p>Background image: Photographic of someone looking relieved.</p> <p>Semi Transparent rectangle is overlaying the background only covering the left side.</p> <p>Complete button below the directions.</p>	<p>[Slide Title] Congratulations</p> <p>[Directions] You have completed your training! Click the Complete to end this course.</p>	<p><i>[Narrator]</i> <i>Congratulations! You have completed this course. Click the complete button to exit.</i></p>	<p>Text will fade in timed with VO.</p> <p>Custom complete button.</p> <p>Clicking on the complete button will end the course for the learner.</p>
Notes:			