

## January 2025 Assessor Conference Course Descriptions

### Level I / Level II:

The Level I and Level II Assessor/Appraiser courses will be taught separately (in lieu of the on-line tutorials) from Monday through Thursday (January 13 – 16, 2025). The courses cover real estate appraising, accounting, and property tax law. *Each student needs to print and bring:*

- **2021 Real Property Assessment Manual and Guidelines (including the updated 2022 Cost Tables – Appendix C & G and the 2025 Location Cost Multipliers).**
- **Level 1 – 5 POWERPOINT tutorials (2025 Level 1) including the problems and answers for each module.**
- **Level 2 – 6 POWERPOINT tutorials (2025 Level 2) including the problems and answers for each module.**
- **Property record cards and the practice test.**
- **A reliable calculator and a ruler.**

The Level I and Level II exam will be administered Friday (January 17, 2025) morning.

**Instructors: Level I – Beth Singleton; Level II – Chris Wilkening (DLGF) CE hours – NA**

### Mobile/Manufactured Homes – Best Practices:

In addition to addressing the assessment of mobile and manufactured homes, this course will provide tips and tricks that other counties have developed for the title transfer process and follow-up with other offices. It will also touch on NADA and the ways that different counties use NADA. However, the best part of this class is that it is also a discussion with attendees. We can learn a lot from each other; hence, come join us and share your ideas and learn.

**Instructors: Katie Potter; Laura Roberts; Barry Wood 3.0 CE Hours**

### Personal Property:

This class will cover basic definitions, address Real Property versus Personal Property, the exemption filing changes, reasons and authority for conducting an audit, as well as best practices of personal property. Whether you are a seasoned veteran or new to the assessment community, it seems like there is always something new or different in Personal Property. Come and learn what has changed for 2025.

**Instructor: Steve McKinney 3.0 CE Hours**

### Math for Assessors:

A numerical mission commencing with some old school math, winding through tax rates and mass appraisal culminating with a visit with our buddy IRV.

**Instructor: Jeff Tracy 3.0 CE Hours**

### Assessing – Covering the Basics:

The class is designed to educate those who are new to the assessing industry, or just looking for a refresher course. Course material will cover the basics on all related topics to the various components of the mass appraising system.

**Instructor: Ken Surface 3.0 CE Hours**

### Fifty Years of Indiana Property Tax Policy:

Big boosts to assessed values, from statewide reassessments, court orders or pandemics, have always caused changes in property tax policy. Indiana's property tax system is largely the result of policy responses to assessment shocks, usually aimed at protecting homeowners from tax bill increases. Purdue professor emeritus Larry DeBoer will trace the history of Indiana assessments and policy changes from the Bowen reforms in 1973 to the proposed changes in 2025.

**Instructor: Dr. Larry DeBoer 3.0 CE Hours**

## **January 2025 Assessor Conference Course Descriptions**

### **Assessing Unique Properties: Barndominiums, Tiny Homes, Self-Storage, & Golf Course:**

This course will go through a brief history and the assessment steps for the unique property types listed in the title. It will include background information on the property types, steps for assessing these properties in the field, advice on reconciling accurate values, and information about special legislation involved with assessing these properties.

**Instructor: Andrew Smethers 3.0 CE Hours**

### **Mastering Public Service: Ethical Decision-Making and Customer Service Excellence in Local Government**

**Course Summary:** This interactive course is designed to equip employees with the skills and strategies to provide exemplary customer service to taxpayers, navigate difficult interactions, and make sound ethical decisions in public service. The course blends practical techniques for managing challenging situations with a focus on maintaining high ethical standards and ensuring taxpayer satisfaction.

Participants will explore key topics such as communication strategies for working with diverse and sometimes difficult people, fostering positive taxpayer relationships, and upholding ethical responsibilities while serving the public. The course will emphasize real-world scenarios, highlighting the unique challenges faced by government employees and offering tools to respond with professionalism, empathy, and integrity.

By the end of the session, attendees will have:

- Enhanced skills in delivering effective, respectful customer service.
- Techniques to defuse conflict and handle difficult taxpayer interactions.
- A framework for making ethical decisions in high-pressure situations.
- Tips to manage conflict resolution and difficult conversations.
- A deeper understanding of their role as public servants and how to balance taxpayer needs with regulatory obligations.

This course is ideal for all levels who interact directly with taxpayers and are committed to improving service while upholding ethical standard.

**Instructors: Nancy Steigmeyer & Vicki Cook 3.0 CE Hours**

### **Small County Issues:**

All counties are not created equal. Join us for a roundtable discussion about the challenges that face small and rural type counties. Issues such as lack of sales data, budget constraints, staff duties, and PTABOA staffing will be discussed. Audience participation will be encouraged. Another county's perspective may help you discover a different approach to issues facing your county.

**Moderators: Nicki Lawson, Stacey O'Day, Kevin Poore, Barry Wood, Emily Crisler, Stephen Lucas 3.0 CE Hours**

### **State Distributable Property:**

The DLGF is responsible for assessing the value of public utilities and railroads in Indiana. This class will review the various statutory and administrative code provisions for the assessment of utilities and railroads, as well as the many changes that have occurred over the past few years. Additionally, this class will review the assessment of "Renewable Energy" properties (e.g., Solar, Geothermal, and Wind Towers).

**Instructors: Julie Waddell and Allison Webb (DLGF) 3.0 CE Hours**

## **January 2025 Assessor Conference Course Descriptions**

### **Legal Review and Update:**

The January 2024 class will include a wide-ranging discussion of recent decisions of the Tax Court and Indiana Board of Tax Review; exemption review; PTABOA practice and procedure; and answering questions from assessors and their staffs.

**Instructors: Marilyn Meighen & Brian Cusimano 3 CE Hours**

### **Medium and Large County Issues:**

All counties are not created equal. Join us for a roundtable discussion about the challenges that face medium and large counties. Issues such as legislative changes and how they should be implemented, budget needs, staff and PTABOA member retention are just a few of the topics we will touch upon. We encourage you to come prepared to participate. Another county's perspective may help you discover a different approach to issues facing your county.

**Moderators: Nicki Lawson, Stacey O'Day, Kevin Poore, Barry Wood, Emily Crisler, Stephen Lucas  
3.0 CE Hours**

### **Appraisal Foundation 7 Hour National USPAP Update:**

This 7-hour seminar focuses on appraisal review assignments and the effect USPAP has on these assignments, reviewers, and the work of appraisers involved in the assignments. This seminar is designed to provide real property appraisers with a better understanding of USPAP in conjunction with producing appraisal reviews that are USPAP compliant, and to provide additional guidance to those appraisers whose work is being reviewed. Ideally, the review process should raise the level of professionalism among appraisers and encourage them to produce better appraisal reports. In addition to lectures, the seminar includes discussion to show how USPAP applies in situations that appraisers encounter when completing residential appraisal review assignments.

**Instructor: Jason Tillema 7 CE Hours**

### **IAAO Course 101 – Fundamentals of Real Property Appraisal:**

This course is designed to provide students with an understanding and working knowledge of the procedures and techniques required to estimate the market value of vacant and improved properties. This course concentrates on the skills you need to estimate the market value of properties using two approaches to value: the cost approach and the sales comparison approach.

**Instructor: Becky Robinson 30 CE Hours (first time students)**

### **Social on a Shoestring: Social Media for the Assessor's Office:**

Why every assessor's office needs a social media presence and how to quickly and easily build one. Using free apps and the tools you already have; your office can highlight the work you do and the content you already create in less than 30 minutes a day. This presenter has some really good ideas.

**Instructor: Becky Robinson 1.50 CE Hours – [Part 1 of 3 hour session](#)**

### **Outlier Screening; Principles, Methods, Issues and Recommendations:**

The session discusses objectives and principles of outlier trimming and evaluates commonly used techniques, including hard-coded cut points, standard deviations, graphical analysis, and the interquartile range (IQR). It concludes with recommendations dependent on the purpose of the analysis and the proper role of appraisal judgment in the process.

**Instructor: Robert Gloudemans 1.50 CE Hours – [Part 2 of 3 hour session](#)**

## **January 2025 Assessor Conference Course Descriptions**

### **How can I enhance my Appraisal Intelligence with Artificial Intelligence?**

This 2.0 hour valuation seminar introduces the concepts and practices of AI valuation, AI Image Judgement and AI Data Collection. The concepts and topics of AVM, ML, GenAI, and Big Data are presented. Students will learn the distinction between traditional CAMA modeling and AI valuation. Three recent case studies will be presented comparing traditional data collection, traditional valuation review judgement and traditional valuation modeling versus AI Technology. In a classroom game students will be able to pit their grade and condition ratings against the prowess of AI technology.

**Instructor: John Valente 2.0 CE Hours**

### **Cybersecurity Essentials for Property Appraisers: Protecting Data and Building Trust:**

As property appraisers increasingly rely on digital tools and platforms, understanding cybersecurity fundamentals is critical to safeguarding sensitive data and maintaining client trust. This session will introduce key cybersecurity concepts tailored to the unique needs of property appraisers. Attendees will learn about common cyber threats, best practices for data protection, and how to secure their digital workflows. Whether you're working independently or within a larger organization, this session will equip you with practical strategies to protect citizen information and ensure compliance with industry regulations.

**Instructor: Tim Walsh 1 CE Hours**