The purpose of this procedure is to establish guidelines for Continuing Education registration and refunds.

PROCEDURE

1. Registration:
   
a. Payment for all Continuing Education (CE) classes must be made in full at time of registration. No partial payments will be accepted for any class. The exception is contracted, sponsored classes (as stated in paragraph 1.c).

b. Routine registrations can be handled in one of three ways: in person, by telephone, by website, or by facsimile.
   
i. In person
      1) The student completes the personal information on the CE registration form. Social Security Numbers are required of all students for SC State and for Federal reporting purposes.
2) CE personnel assess the fees and enter the payment information on the CE registration form and class payment sheet.

3) Payment in person may be made in cash, by check, by approved credit card, or by a third party with advance approval.

4) Payment by cash or check is collected at time of registration.
   a) Checks are made payable to Technical College of the Lowcountry.
   b) The CE Administrative Specialist Cashier verifies information required for checks.
   c) The CE Administrative Specialist Cashier deposits cash and checks daily through the Security Guard courier.

5) Payment by credit card:
   a) The CE Administrative Specialist Cashier verifies sufficient funds electronically.
   b) The CE Administrative Specialist Cashier reconciles all credit card transactions daily and forwards them to the College Business Office.
   c) Should a credit card be rejected, the CE Administrative Specialist Cashier notifies the student and arranges other payment or withdrawal.

6) Payment through a third party.
   a) Student must submit a request on letterhead from an employer or other third party stating intent to pay for the student’s class. Unless a billing arrangement has been approved, funds must reach CE prior to the class start date.
   b) The CE Administrative Specialist Cashier verifies third-party intent to pay.
   c) The student is provisionally enrolled in the class.
   d) When funds are received, the student is officially enrolled.

ii. By telephone or website: students may register by telephone or website using an approved credit card. Procedure follows 1.b.i.5 above.

iii. By facsimile: students may register by facsimile using an approved credit card.
1) Students request a copy of the CE registration form to be faxed to them.

2) Students fax the completed form to the CE Administrative Specialist Cashier who confirms information telephonically and registers the student as in paragraph 2.v above.

iv. In all cases, the CE Administrative Specialist Cashier counsels student on CE Refund policy and provides the student with a copy of his/her registration form, either at time of registration in person or through the mail.

v. The CE Administrative Specialist Cashier enters the student’s name on the class roster and registers the student through the College data bank.

c. Sponsored classes:

i. Registration for sponsored/contracted classes is generally done at the first class meeting.
   1) Students sign in on the Contract Registration/Grade roster, listing their Social Security Numbers.
   2) The appropriate Program Manager verifies students’ eligibility for participation with the sponsor.

ii. The CE Administrative Specialist enters the students into the CE database, prepares an official roster for the sponsored class, and invoices the sponsor for their instruction once the class is completed.

2. Refund Procedure

a. CE classes are self-sustaining and instructors are contracted for and materials ordered based on enrollments. CE refunds are made according to CE Refund Policy:

   i. No refunds will be made once a class has begun. Non-attendance is not a condition for refund.

   ii. Full refunds are granted only for course cancellations.

   iii. Conditions such as accident, illness, or financial hardship may result in a full or partial refund on a case-by-case basis even though their circumstances do not warrant one under the CE Refund Policy. These exceptions will be made only by the Vice President for Academic Affairs.
1) In these circumstances, students must apply to the Vice President for Academic Affairs in writing, for a full or partial refund.

2) They must state their circumstances and supply supporting documentation.

iv. Students who personally withdraw from class at least two full working days prior to the class start date are eligible for

1) A full refund of tuition (unless otherwise stated in course registration descriptions; there are separate requirements for some longer/more expensive courses. These are clearly stated in the student’s registration packet.)

2) Registration in another class.

3) Substitution of another student in their place.

v. Students who withdraw from class at least one full working day prior to class start date are eligible for an 80% refund of tuition

vi. In either c or d above, students will be refunded any text/materials charges, unless

1) There was a clear written statement that these were not returnable.

2) They are in “used” condition as defined by the TCL Bookstore.

b. To withdraw:

i. A student must contact the CE Administrative Specialist Cashier and indicate a desire to withdraw.

ii. Depending on conditions as outlined in the CE Refund Policy, the CE Administrative Specialist Cashier determines the amount of refund owed the student.

iii. The CE Administrative Specialist Cashier fills out the TCL CE Drop Form, gives/mails the student a copy, and forwards the form to the Business Office in order for a check to be cut.

iv. The CE Administrative Specialist Cashier removes the student from the CE database.

v. The College Business Office mails the student a check within two weeks.