

FREQUENTLY ASKED QUESTIONS

HOW AND WHEN CAN I REGISTER?

Registration begins on July 30. Registrations are processed on a first-come, first-serve basis. You may register until the first day of class if space is available. Due to the minimum number of students necessary for classes to be held, we encourage you to **sign up at least one week before the class starts**. Enrollments after the start date of the class are not eligible for a full refund.

HOW DO I REGISTER?

There are several convenient methods. You may register by phone, in person at the Highland Business Center, by mail using the registration form at the back of this schedule, by fax, or online by credit card at www.austincc.edu/ce/registration.

HOW CAN I PAY FOR MY CLASSES?

Payments must be made at the time of registration. We accept cash, checks, money orders and credit cards (American Express, Visa, Master Card, and Discover). Payment from a company or state agency is also accepted. Call 223.7542 for more information. NOTE: We do not fax out receipts. Please contact the Cashier's Office at 223.7561 if you need a receipt. **Please note: If you have a past due balance, a hold, which prevents registration, will be placed on your account.**

WHAT IF MY CLASS IS CANCELLED?

At times, continuing education courses may be cancelled due to low enrollment. In the event of a cancellation, each registered student will be contacted **at the phone number(s) currently on file for the student**. Whenever possible, the decision to cancel a course will occur a minimum of 48 hours prior to the start of the course. Students may contact Registration 223.7542 at any time to check on the status of a course.

WHAT IF I MOVE OR CHANGE MY PHONE NUMBER?

It is the student's responsibility to update any changes to their contact information (i.e. phone numbers, address). Student information is not automatically updated when a new course registration is received. To make changes to your student record, you can request a "Student Data Change Form" from Registration at 223.7542 or visit www3.austincc.edu/evpcss/rss/admiss/arlibrary.htm.

WILL I RECEIVE CONFIRMATION?

If you register by phone, fax or mail, our office will **not** mail out any confirmation. Call us at 223.7542 for this information. If you register at Highland Business Center a copy of your schedule will be given to you.

WHAT IS THE TUITION/FEES REFUND POLICY?

Please see our Refund Policy listed near the back of the schedule. NOTE: Refund process may take up to 6 weeks.

WHAT IS THE PARKING PERMIT REFUND POLICY?

Students who purchased a parking permit may request a refund for the following reasons: Their classes were canceled, they withdrew from classes before the start date, or they inadvertently purchased a permit. To receive a refund, students must submit a parking permit fee refund request form to ACC Campus Police and include the parking permit if it has been picked up.

WHAT IS THE TRANSFER POLICY?

Students may transfer to another class the business day before the class starts for a full transfer or you will be responsible to pay the difference based on the Refund Policy. To cancel a class, please see the Refund Policy.

WHAT IS AN INTEGRATED COURSE?

An integrated course is a college-credit course in which CE students can enroll on a space-available basis without registering through college credit. Normal CE registration procedures apply. These courses can be converted to college credit later under prescribed conditions. Call the registration desk at 223.7542 for further information. All integrated courses are designated as such in the course descriptions, for example: Integrated with college credit ETWR 2374.

CAN I GET AN ACC STUDENT ID?

Continuing Education students that are enrolled in college-credit integrated sections are eligible for photo IDs and can pick them up on any of the main campuses during the first week of classes.