



The Connecting Link

General Course Information and Policies*

- ✓ **Deposit:** All courses are subject to a \$100 non-refundable deposit (refundable if TCL cancels a course).
- ✓ **Graduate-Credit Course Requirements:** Participants are required to complete assessments to receive graduate credit from our academic partners. Guidelines are provided via rubrics within each course.
- ✓ **Completion Letters and Grades:** Completion letters containing course details, grades and tuition paid will be made available to participants on the TCL Student Portal at <http://www.connectinglink.com/login>. TCL will notify participants by email when the letter is available for download (typically within one-three weeks of course conclusion). Completion of a course evaluation will be required to access each completion letter.
- ✓ **Course Transcripts:** Official transcripts may be requested directly from our academic partners. Please note: TCL transmits grades to university partners within 24-48 hours of receipt; however, the timeframe for grade processing varies by partner. TCL suggests that participants wait at least three weeks from the last day of class to submit transcript requests. Some universities may be able to furnish transcripts within 3-4 weeks of final grade notification, while others may require 6-8 weeks to fulfill transcript requests. If you need assistance, please contact the university's Registrar office directly.
- ✓ **Noncredit courses:** In some states, participants may take our courses for professional development clock hours as a non-credit option. Non-credit participants will follow the same participation expectations as posted in the course syllabus, such as completing required readings, quizzes and/or discussions. Completion of formative projects may also be required in the site-based course setting; however, online participants are exempted from completing formative as well as summative projects. Proof of hours will be presented to the participant after completing a course evaluation located on the TCL Student Portal.
- ✓ **Approval for Usage:** Participants should always check with their district, state or academic advisor in advance to determine how TCL courses, graduate-credits or clock hours may be applied.
- ✓ **Right of Refusal:** TCL reserves the right to disallow or revoke enrollment for legitimate business reasons.

Site-Based Course Policies*

- ✓ **Payment:** Upon enrolling participants may elect to pay in full or to pay \$100 to reserve their seat. Any tuition balances are due on the first day of class. Balances may be paid by check, money order, American Express, Discover, MasterCard or Visa. Returned checks will be assessed a \$30 service fee.
- ✓ **Attendance:** Attendance is mandatory for all course sessions and hours. Short breaks can be reasonably anticipated throughout each session. A half-hour lunch break will be provided if a class session exceeds four hours. A one-hour lunch break will be provided if a class session exceeds six hours. Instructors are not able to reduce the hours of attendance by skipping lunches or breaks.
- ✓ **Cell Phones and Other Devices:** Cell phones and other electronic devices should not be in use during class unless integral to the course or approved by the instructor. They may be used during breaks and lunch times.
- ✓ **Course Materials:** Although course materials are provided by TCL, Participants should remember to bring their own writing instruments, paper or other items they feel are necessary. For technology courses, TCL recommends bringing a flash drive for saving any class assignments or projects.
- ✓ **Meals:** Participants are responsible for their own meals/refreshments. Typically, facilities do not allow food.
- ✓ **Course Details:** Because TCL holds satellite courses, the schedule, facilities and/or instructors are subject to change. We will notify Participants of any such changes; however, we recommend that they also visit our website at www.connectinglink.com to verify the course information prior to the first day of class.
- ✓ **Transfer Policy:** If a participant is unable to attend their course and notifies TCL 7 days or more before the first day of class, they may transfer into a different site-based or online structured course. The new course must be held within one year of the original course start date. They will be subject to the regular price of the new course in effect at that time and a \$30 processing fee will be assessed. No discounts will be applied to the new course.
- ✓ **Cancellation Policy:** If a course is cancelled by TCL we will notify participants by phone approximately two weeks prior to the first day of class. They may transfer to another site-based or online course at the same tuition as their original course purchase price or receive a full refund. Please note that some circumstances may prevent us from providing a two-week notice.
- ✓ **Refund Policy:** If a participant withdraws from a course 7 or more days before the first day of class they will receive a refund of the amount paid to TCL, less the \$100 non-refundable deposit. If they fail to notify TCL at least 7 days prior to the start date of the course no refund will be provided. *(Please allow 3-4 weeks for refunds.)*

**Policies and Pricing are Subject to Change Without Notice
Rev. 2016*



Online Structured Course Policies*

- ✓ **Payment:** Upon enrolling participants may elect to pay in full or to pay \$100 to reserve their seat. Any tuition balances are due the week before the first day of class. Balances may be paid by check, money order, American Express, Discover, MasterCard or Visa. Returned checks will be assessed a \$30 service fee.
- ✓ **Beginning Courses:** Online structured courses have specific start and end dates; therefore, participants will receive access to their course on the course start date.
- ✓ **Materials:** If there are textbooks or printed materials associated with a course, participants will receive them within one-three days of the course start date.
- ✓ **Transfer Policy:** If a participant is unable to attend their course and notifies TCL 7 days or more before the first day of class, they may transfer into a different site-based or online structured course. The new course must be held within one year of the original course start date. Participants will be subject to the regular price of the new course in effect at that time and a \$30 processing fee will be assessed. No discounts will be applied to the new course.
- ✓ **Cancellation Policy:** If a course is cancelled by TCL we will notify participants by phone approximately two weeks prior to the first day of class. They may transfer to another site-based or online course at the same tuition as their original course purchase price or receive a full refund. Please note that some circumstances may prevent us from providing a two-week notice.
- ✓ **Refund Policy:** If a participant withdraws from a course 7 or more days before the first day of class they will receive a refund of the amount paid to TCL, less the \$100 non-refundable deposit. If they fail to notify TCL at least 7 days prior to the start date of the course no refund will be provided. *(Please allow 3-4 weeks for the refund.)*
- ✓ **Returning Materials:** If TCL has shipped course materials to a participant, they must return the materials before a refund can be issued. Participants should contact TCL to be issued a return material authorization (RMA) number. To remain eligible for a refund, materials must be received by TCL within 21 days of the RMA number being issued.

Online Self-Paced Course Policies*

- ✓ **Payment:** Full payment is required at the time of enrollment in self-paced courses.
- ✓ **Beginning Courses:** Participants may start their course as soon as they receive their log-in information. While these courses are self-paced in nature, they must be started no later than 60 days from purchase. Participants will have 12 weeks from initial log on to complete self-paced courses.
- ✓ **Extensions:** TCL does not guarantee that extensions will be provided; therefore, participants should plan to complete courses within the allotted time. If approved by TCL, a 30-day extension may be purchased for \$100.
- ✓ **Transfer Policy:** Tuition paid may be transferred to an alternate course within one year of purchase. Participants will be subject to the regular price of the new course in effect at that time and a \$30 processing fee will be assessed. No discounts will be applied to the new course.
- ✓ **Cancellation Policy:** In the event of course cancellation or discontinuation, TCL will notify participants by phone and a course transfer or full refund will be made available.
- ✓ **Refund Policy:** To qualify for a refund, participants must notify TCL within 7 days of purchasing a course and must not have accessed the course. Participants will receive a refund of tuition paid to TCL, less the \$100 non-refundable deposit per course. If they fail to notify TCL at least 7 days from the purchase date of the course, no refund will be provided. *(Please allow 3-4 weeks for refunds.)*
- ✓ **Returning Materials:** If TCL has shipped course materials to a participant, they must return the materials before a refund can be issued. Participants should contact TCL to be issued a return material authorization (RMA) number. To remain eligible for a refund, materials must be received by TCL within 21 days of the RMA number being issued.

Online Fast-Track Course Policies*

- ✓ **Payment:** Full payment is required at the time of enrollment in Fast-Track courses.
- ✓ **Beginning Courses:** Participants may start their course as soon as they receive their log-in information. While these courses are self-paced in nature, they must be completed within 8 weeks of purchase.
- ✓ **Extensions:** TCL does not guarantee that extensions will be provided for Fast-Track courses.



- ✓ **Refund Policy:** To qualify for a refund, you must notify TCL within 48 business hours of purchasing your Fast-Track online course. You must not have accessed the course. TCL will issue a refund of your purchase price, less the \$100 nonrefundable deposit per course.

Course Accessibility*

- ✓ Online courses are accessible from inside North America (including Canada and Puerto Rico) as well as established military facilities throughout the world. If you are outside of these regions, please contact customer service at 888-550-5465 before enrolling.

Risk-Free Guarantee*

- ✓ **Money Back Guarantee:**
You may cancel your enrollment within 14 days of initial purchase and receive a full refund of tuition paid to TCL. The 14 day risk-free period is valid only when enrolling at least 30 days in advance of the course start dates of our site-based and online structured courses. (The guarantee is not applicable for any self-paced courses.) TCL transfer, cancellation and refund policies still apply. See policies above or contact TCL for details.
- ✓ **Satisfaction Guarantee:**
Participants dissatisfied with their course must contact TCL to drop the course before the course concludes. No certificates of completion, grades or transcripts will be issued for the dropped course. You may then transfer to a new course within six months of the original course purchase or start date. Only one free transfer per course enrollment allowed. TCL transfer, cancellation and refund policies still apply. See policies above or contact TCL for details.

Pricing and Discounts*

- ✓ Course pricing varies dependent upon course format as well as university partner selections.
- ✓ Pricing is subject to change without notice; however, changes will not result in either additional fee collection or refunds for participants with respect to courses they have already purchased.
- ✓ On occasion TCL may offer discounts. Only one discount can be applied per course enrollment. In order to qualify for discounted rates participants must provide any promotional codes as required at the time of initial course purchase. Discounts will not be applied retroactively to courses that participants have already purchased.
- ✓ University fees for graduate credit courses are not discountable and will not be included in any price reductions.
- ✓ Any discounts granted for multiple course purchases will be calculated based on the value of the lesser priced course. In addition, for any buy one/get one type promotions, withdrawal from or cancellation of either course in the purchase combination will result in loss of any discounts applied. The \$100 non-refundable deposit will also be retained for withdrawals that occur outside the money back guarantee period.
- ✓ All course enrollments, whether at standard or discounted rates, are subject to the refund, cancellation and transfer policies noted in this document.