

## Registration

### Do I need to attend an information session/open house?

Information sessions are mandatory for the following courses:

Medical Assistant Specialist (MAS); Medical Billing and Coding (MBC); Electronic Health Records (E.H.R); Direct Care Counseling (DCC); Emergency Medical Technician (EMT); Information Technology as well as Professional Development programs.

### I created a profile, but I'm not receiving confirmation emails for profile creation or registration?

Check your spam folder or spam settings to allow email from [ace@bmcc.cuny.edu](mailto:ace@bmcc.cuny.edu).

### What is TABE test and why do I need to take it?

TABE stands for Tests of Adult Basic Education. TABE test is an assessment tool that is proctored to anyone who wishes to enroll in most of our courses at Continuing Education. This test measures Reading and Math level that are an essential element towards achieving a higher educational standard.

<http://www.ctb.com/ctb.com/control/ctbProductViewAction?p=products&productId=7973>

### How do I register for an online course and/or open house?

Visit our website: [www.bmcc.cuny.edu/ce](http://www.bmcc.cuny.edu/ce) and click on ONLINE COURSES. Click on the course you are interested in then add to cart and proceed to check out. **NOTE: A student profile will need to be made in order to check out.**

BMCC Continuing Education offers certification classes online as well as personal and business development. Go to [www.bmcc.cuny.edu/ce](http://www.bmcc.cuny.edu/ce) and click on "online courses" to find the right course for you.

### What are your requirements for registering for a course?

Students must have a high school diploma or equivalency diploma. Students under 18 years of age must have the signature of a parent or guardian on their registration form.

### Are there any specific requirements to take a BMCC Continuing Education course?

Each program has a specific requirement and process that pertain to that course of study.

Students must attend an information session to learn about the requirements in details.

### What are the requirements to register for a Certificate Program?

Each certificate program has its own requirements. To learn more about our program requirements, students will need to attend a mandatory open house session. You can register online or contact BMCC Continuing Education Customer Service representative to learn more about our programs (212) 346-8410.

### How can I register for a CLEP exam and what is the process?

Visit our website: [www.bmcc.cuny.edu/ce](http://www.bmcc.cuny.edu/ce) click on FIND YOUR COURSE. Once there, click on College Level Examination Program – CLEP on your lower right hand side. Add to cart and proceed to check out. **NOTE: A student profile will need to be made in order to check out.** The registration fee to save your seat is \$40 and \$80 for the actual exam. The \$40 may be paid online and the \$80 you may pay the day of the exam. We accept credit/debit, money orders and checks but no cash. Students who are registered to take CLEP exam should print out the registration ticket and bring it to the testing site. Note: 1 form of ID is required 1 state issued ID, Passport, Drivers or Non-Drivers ID (non expired). Must arrive 1/2 hour prior to your appointment.

### Are CLEP exams accepted at all colleges?

Each college sets its own policy regarding which CLEP exams it will grant credit for and how many credits it will award. Contact your admission officer or academic adviser to learn more about the CLEP policy at your institution.

### What is your late registration policy

Students should register by midnight prior to the first day of the class. If you miss the deadline, you will be charged a late registration fee of \$10.00. After the second class session has begun, course registration is closed.

**\*\*\*Registration for Learning Across America courses closes before the first class begins.**

### How long before class starts will I be able to register?

You have until the start date of class; considering the amount of seats available. A \$10.00 fee will be applied for late registration.

### Can I register for a course without payment? 200 deposit to seat hemodialysis

No. We do not reserve seats for future students without payment with the exception of Hemodialysis, a \$200 deposit to reserve a seat. There is limited space in each class; therefore you must register for classes with payment online, by phone or in person.

## Payment

### What types of payment do you accept?

We accept all major credit cards, certified check and money orders. BMCC Continuing Education does not accept cash payments.

### Is financial aid available for BMCC ACE courses?

BMCC Continuing Education does not offer Financial Aid but we do offer flexible payment options for majority of our courses. For more information please call our Bursar's Office at (212) 346-8423 or (212) 346-8433. We also accept NYSCEA, 1199SEUI, VESID and Workforce One vouchers for some programs.

**Note:** There are no payment plans for Learning Across America or BLIIS.

### What is your discount policy? Are there any discounts available for returning students?

Continuing Education offers discounts for participation in instructor-facilitated courses hosted in Manhattan. However, we cannot extend discounts for participation in our online courses. Discounts are available as follows:

- \*10% off tuition rate for BMCC Alumni (students who earned an Associate's Degree from BMCC).
- \*10% off tuition rate for Senior Citizens, CUNY employees, or students who previously participated in a BMCC Continuing Education course (s). Please note: discounts CANNOT be combined. Some restrictions apply, not applicable towards all classes.

**Note:** There are no discounts for Learning Across America courses.

### What is the cost to request my official transcript?

All Official Transcript can be requested online or in person with a processing fee of \$20 per each request.

### **What is your refund policy?**

1. Each program or course may have unique attendance and academic policies that, if not adhered to, will result in dismissal with no tuition refund.
2. Students unable to attend the courses they have registered for must, in writing, inform the Continuing Education department that they wish to withdraw. Failure to complete the course DOES NOT entitle the student to a tuition refund.
3. Failure to attend a class or dismissal from class due to lateness does not entitle a student to a refund. A student is still liable for full payment of the course.
4. No refunds or credits will be issued on the first day of class for classes that meet only 1 or 2 days and/or four sessions or fewer. Refunds are processed in the order they are received and may take up to 4 to 6 weeks to be processed.
5. Tuition courses purchased by credit/debit card account will be refunded to the same credit card account number.
6. A nonrefundable penalty of \$25.00 will be applied toward each late payment and a \$10.00 fee for a stop-payment (subject to change without notice).

### **Are there Grants available to help students to pay for tuition?**

Grants eligibility is determined based on a student status. You will have to attend an open house session to determine the eligibility requirements and obtain information on payment plans for that course.

## **Class status**

### **What if the course is canceled?**

Students are notified in advance, given a full refund or the option to be transferred to another suitable course. All Continuing Education courses are subject to minimum enrollment. When the college, for any reason, cancels courses, students may transfer to another course or receive a full refund. BMCC Center for Continuing Education and Workforce Development, reserves the right to withdraw or modify course offerings or cancel any class for which there is insufficient enrollment. Course locations, dates, fees, and instructors may also change when necessary. If a course is cancelled due to an instructor, facility or weather issue, the total number of hours for the course will be honored. The course participants, in consultation with the instructor, will agree to either extend the course by an additional session, or add time to teach the remaining sessions in order to accommodate the contract hours missed as a result of the cancellation.

### **What happens if I miss one Learning Across America class?**

If you know before the course starts that you will miss one class, do not sign up for the course as you will not get any credit if you miss a class.

If an emergency happens after you have started the course, you will need to give us documentation such as a doctor's note, and we will consider your case on an individual basis. No documentation may mean no credit.

### **What happens if I miss a class in my ESL or TOEFL or Pronunciation Workshop course?**

#### **Will I still get credit?**

You will still get full credit if you miss just one class. If you miss more than one class, you will get credit only for the hours you have attended class. We do not give make-up assignments.

## General

### **What types of courses does BMCC Continuing Education offer?**

We offer a variety of tuition based courses, ranging from Allied Health programs, Professional and Personal Development, Technology, including robust online training.

### **What is the difference between Certificate class and Certified class?**

Certificate programs meant that you have completed a set of hours pertaining to that course of study, upon completion you will receive a certificate of completion.

A certification means that you have completed a course of study, received your certificate of completion, and is prepared to take a certification exam geared specifically towards that course of study. These certifications normally carry a life span of about two years, after that, you must recertify.

### **How long after the course has been completed should I expect my certificate?**

Students receive certificate two to four weeks after completing the course. Please note that students must pay their tuition in full to be eligible for their certificate prior to finishing their course.

### **What is the grading scale?**

The grading system is as follows:

A excellent

B good

C fair

D poor but passing

F failure (the grade of F is a final grade and is not subject to reexamination)

Grade point averages are computed on the following scale:

A = 100

A- = 90-92

B+ = 87-89

B = 83-86

B- = 80-82

C+ = 77-79

C = 73-76

C- = 70-72

D = 67-69

F = below 60

**Note:** some courses adhere to an additional grading policy. Students will need to refer to their handbooks once their enrollment is confirmed.

### **Do you receive credits for classes at BMCC Continuing Education?**

Our courses are certificate based. If you would like to receive credits for your classes you would need to register at the Main Campus and take desired classes.