

FAQ for COCC/MindEdge Online Courses

- **What types of credits are available at MindEdge Online?**

MindEdge Online offers IACET CEUs, HRCI credits, CFRE points, PMI PDUs, and CPE credits. Each course lists the credit that is available upon successful completion.

Learners must score a minimum of 70% on the course exam, or if a course contains multiple exams, an average of 70%, to meet the minimum satisfactory completion requirements and qualify to receive credit.

- **How long are the courses?**

Most courses will take 3-5 hours to complete. MindEdge Online courses are modular and consist of several assignments. Therefore, you can complete your coursework when it is most convenient for you.

- **How long will I have access to my courses?**

Each course description lists the course duration, which is the length of time you will have access to your course, starting from the day of purchase. If you purchase multiple courses, your access to each will be cumulative. In other words, if you purchase three courses, each with 30 days access, your access to each will increase to 90 days.

- **How do I register for a course?**

To purchase a course, please use our secure online shopping cart. Simply click on the *add to cart* button located on the desired course description page. Then click on the *proceed to checkout* button to proceed to the registration form. Fill out this form with the appropriate billing and credit card information and click on the *register* button on the bottom of this form. A confirmation e-mail will then be sent to you with the appropriate log in information.

- **How will I access my course?**

Immediately upon purchasing your course or courses, you will receive an email containing your username, password, and a web URL.

- **Do I need to be connected to the internet to take my course?**

Yes. All courses are online and can only be taken while connected to the Internet.

- **What is your refund policy?**

If you need to drop/cancel a course that has been paid for, you may request a refund (minus a 10% cancellation fee) up to 5 days from the start date. No refunds will be issued after 5 days from the start date (date of purchase). A 90% refund is contingent upon you completing less than 10% of the course content. If more than 10% of the course has been completed, no refund will be issued.

- **If the courses are self-paced, what do I do if I have questions or complaints?**

MindEdge Online courses each have an Ask the Expert feature. This feature provides you with access to an expert in the field you are studying. Asking questions about your course content will help you apply the concepts to your job or your life more effectively. We encourage any and all questions! We do ask for patience in preparing an answer to your questions. Although many questions can be answered very quickly, more technical questions sometimes require a bit more time.

You can also use the Ask the Expert feature if you have any technical difficulties while logged into the course or if you wish to file a complaint. We will get back to you within 24 hours.

- **Will I receive a certificate of completion when my course is over?**

Yes. Once you have completed your course, you will receive a certificate of completion which contains your name, course, the date of completion, as well as the credit you earned. You can print out this certificate and/or save it to your computer.

- **Can I see a demonstration of MindEdge Online course content?**

Yes. To see what MindEdge Online courses look like, click on the "Video Sample Lesson" on the COCC web page: <http://www.cocc.edu/continuinged/online-classes/>

- **What are the minimum technical requirements to take a MindEdge Online course?**

- **Operating System:**

- Windows XP SP2 or newer
- Mac OS 10.5 or higher
- Linux/Unix (any recent version)

- **Hardware:**

- video card
- sound card and headphones or speakers (some assignments have audio components)

- **Software:**

- Microsoft Office 97 (or newer) or comparable office suite, such as OpenOffice or LibreOffice (free download available at <http://www.openoffice.org> and <http://www.libreoffice.org>)
- The latest Adobe Flash Player (free download available at <http://www.adobe.com>)
- The latest Adobe Reader/Acrobat Reader (free download available at <http://www.adobe.com>)

- **Web Browser:**

- The last three versions of the major browsers: Firefox, Chrome, Safari, Internet Explorer.
- Other web browsers may work, but may not render all features of the courses
- Cookies **must** be enabled
- JavaScript **must** be enabled

- **Internet:**

- Reliable internet connection. Broadband cable or highspeed DSL is recommended for optimal experience.
- E-mail account (to be able to register and to receive e-mail from the course system regarding registration, course status, etc.)

Note: Some courses may have additional hardware and/or software requirements. Any additional requirements will be listed in the course description and course syllabus.

- **What is the MindEdge accessibility policy?**

MindEdge is committed to the principle of equal access for learners with disabilities in compliance with the Americans with Disabilities Act (ADA) and Section 508 of the Rehabilitation Act. We have accessibility experts on staff who thoroughly test our courses and new features for learner experience and compatibility with the most commonly used assistive technologies. Learners are able to contact us through a variety of methods within the course regarding any accessibility issues.

For more detail on accessibility in MindEdge courses, please refer to our [accessibility guide](#).

Feedback and questions regarding accessibility in the MindEdge LMS and courses can be directed to access@mindedge.com.