

# LSUA Continuing Education Policies and Procedures

## General Information

### Contact Information

LSUA Continuing Education (LSUA/CE) office is located at the LSUA Downtown Campus: 807 Jackson Street, Alexandria, LA 71301.

Call: 318-427-4441

Text: 318-599-9779

Email: [ContinuingEducation@lsua.edu](mailto:ContinuingEducation@lsua.edu)

Website: [www.lsua.edu/ce](http://www.lsua.edu/ce)

### Hours of Operation

Normal business hours for LSUA/CE are Monday-Friday, 8:00am-4:30pm. The department follows the University's Professional Calendar, not the Academic Calendar. The department is closed for the following holidays:

- Martin Luther King, Jr. Day
- Mardi Gras Holiday (**Monday Only**)
- Good Friday (Easter)
- Independence Day
- Labor Day
- Thanksgiving Holiday (**Thursday & Friday**)
- Winter Holiday (**Christmas Eve-New Year's Day**)

Courses may be scheduled during holidays, or breaks, observed by the LSUA Academic Calendar (ex: Spring Break). The instructor will decide whether the course meeting will resume as normal or not during these Academic Calendar breaks; participants are given adequate notice in either situation.

## Course Information

### Course Types

LSUA/CE offers a selection of non-credit courses that range from short-term to long-term. Non-credit courses offer individuals lifelong learning opportunities to expand their horizons, both professionally and personally. **Long-term courses**, or **programs**, will be defined as any course which has more than six meetings and leads to a certificate of the subject matter and/or professional/career advancement. For example, the Paralegal Studies Program runs for two semesters and results in a Certificate of Paralegal Studies. **Short-term courses** will be defined as any course which has six meetings or less; the courses are shorter, typically no exams are required, and participants may receive a certificate of completion.

### **Course Times & Locations**

Course times and days vary; typically they occur during evenings and weekends. Course meetings are held at one of LSUA's campuses (unless otherwise noted):

**Main Campus**  
8100 Hwy 71 South  
Alexandria, LA 71302

**Downtown Campus**  
807 Jackson Street  
Alexandria, LA 71301

Precise dates and times for course meetings are provided on our website; exact locations are made available after registration is complete.

### **How to Register**

Registration is easy and convenient for all LSUA/CE courses. The department offers courses through two channels, LSUA/CE On-Campus and Ed2Go Online. Begin registration online at [www.lsua.edu/ce](http://www.lsua.edu/ce) to view a listing of all upcoming course offerings – use the links on the home page titled “Current Course Offerings” and/or “Online Course Offerings.” Click on a course title to view more details and/or to register for the course:

- **LSUA/CE On-Campus (Main or Downtown):** Click to begin registration; you are then redirected to a secure website, RegisterBlast, in order to complete registration and make payment. Click on the course(s) you would like to register for and follow the prompts to complete registration.
- **Online Ed2Go:** Search for the course(s) you would like to register for and click “Add to Cart.” In your cart, continue to checkout and follow the prompts to complete registration.

**Register early!** Many of our courses have limited enrollment and fill quickly, so to avoid disappointment, please don't delay! Sign up immediately to ensure a seat in the course(s) of your choice.

### **Course Admission**

Once you complete registration, you are automatically enrolled in the course(s) chosen. You will receive confirmation of your enrollment by email with any additional details needed for the course(s). **Please keep your receipt for your records!** We will contact you by email and/or phone if there are issues with your registration or any changes you should know about.

If the course is full prior to your registration, you will receive notification by email that you have been placed on a waiting list. If a seat opens up, you will be contacted by email and have 5 hours to respond or the seat will be given to the next candidate.

### **Disability Services**

LSUA/CE will make appropriate, reasonable accommodations for students with disabilities. Accommodations may be permitted for lesson assignments, as well as, for exams. Students must

give written notice two weeks in advance of a scheduled class regarding the need for any special accommodations.

## **Attendance**

LSUA/CE requires participants to attend at least 90% of the course to receive a “Certificate of Completion.” However, attendance requirements may vary with instructors, and students will be notified on or before the first day of class to any specific attendance requirements for the individual course.

## **Refunds, Transfers, and Withdrawals**

Refunds are available under the following conditions and rates:

- A refund of full tuition and fees, minus a processing fee of \$5 and/or any application fee, if a written request is received in our office at least ten business days in advance of the course start date.
- Long-term Courses (Programs): A refund of 60% tuition and fees, minus a processing fee of \$5 and/or any application fee, if a written request is received in our office less than ten business days, but within two course meetings of the start of the course.
  - No refund is available if a participant has taken any exam.
  - Partial refund may be given if a book was purchased, used by the individual, and/or not returned.
  - No refund will be granted after two course meetings.
- Short-term Courses: No refunds will be issued once a course begins.
- Ed2Go Courses: Online course registration fees are non-refundable.

As an alternative to a refund, the full fee may be transferred to a future course if written request is received in our office at least five business days in advance of the course start date.

## **Cancellations**

LSUA/CE reserves the right to cancel courses due to low enrollment, severe weather conditions, or other extenuating circumstances; to change times/locations if necessary; and to substitute instructors.

Generally, LSUA/CE upholds a minimum five person enrollment requirement per course policy, however, instructors may choose to teach courses with less than five registrants and/or may choose to require a higher minimum enrollment number. A decision will be made five business days prior to a course start date whether the course is to be cancelled/postponed due to low enrollment.

In the event that we cancel a course, students are notified by telephone and/or email with information about new schedules, refunds, etc. You will have the choice to receive a full fee refund or transfer the fee toward a future course of your choosing.