

# Continuing & Professional Education Memorandum of Understanding

This document is to specifically detail the responsibilities of the WVU College/Department, and WVU Continuing & Professional Education (C&PE).

## Course Information:

The following list will be provided by the WVU College/Department for the set-up of courses in C&PE's Online Registration System (Lumen's). C&PE will enter the information provided into Lumens and notify the College/Department when registration opens.

## Required C&PE Information (for each course):

1. Course Title & Description
2. Course Cost
3. Course Location/Address
4. Maximum Student Capacity for Each Course
5. Course Start & End Date; Start and End Times (Dates and Clock Hours; Ex: March 15-17, 6-7:30 p.m.)
6. Funding String for Each Course
7. Registration Start & End Date
8. Registration Contact – email address for daily registration lists sent (if applicable)
9. Are all materials included in the registration? Additional cost for textbooks, etc.?
10. College URL - Where Course Will be Promoted, Will registration link be Public or Private (Restricted)
11. Is a Release Form necessary for students to fill out for course? If so, what information is needed?
12. Course Instructor information for Instructor Profile: Name, Email, Phone Number, Address, Bio Details

## Course Payment:

Payments can only be accepted in Lumen's via credit card. If the WVU College/Department wishes to accept cash/checks they will need to process these.

## Class Cancellation:

The WVU College/Department contact will notify C&PE that the course has been canceled. C&PE will make full refunds to all individuals that made credit card payments only.

Refunds for payments by check or cash will be handled by the College/Department.

## Refund Policy:

Full refunds will be authorized/processed for credit card payments only. Full refunds must be requested in writing by either email or regular mail within one week of registration/credit card payment. *Exceptions to this policy or a different policy must be negotiated with C&PE.*

Partial refunds will not be available under any circumstances.

The refund policy for cash or check payments will be handled by the WVU College/Department.

The WVU College/Department is responsible for all other student refunds they wish to issue outside these situations.

## C&PE Payment for Services (See attached Fee Sheet):

The WVU College/Department will be invoiced for fees when registrations for all classes have ended. The per student registration fee is determined by the amount of students that registered for the class total. The total includes those students that requested refunds and students that registered for canceled classes.

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WVU College/Department

Date

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Continuing & Professional Education

Date