

## **Frequently Asked Questions and Policies**

### **Frequently Asked Questions**

#### **Am I able to receive a refund for a course?**

You may request a refund up to 7 days from the purchase date. The registration fee will only be refunded if less than 10% of the course has been completed. In most courses, the completion percentage can be viewed on the Course Progress page from within the course. Please contact us via email to request a refund: [schoolofcontinuinged@post.edu](mailto:schoolofcontinuinged@post.edu).

If you wish to drop a course within the conditions stated and take a new course using the fee credit from the first course, you may do so once within the 7 days from the purchase date. Please contact us via email and request a course change: [schoolofcontinuinged@post.edu](mailto:schoolofcontinuinged@post.edu).

#### **Can I earn Continuing Education Units (CEUs) for courses I completed?**

Each course will state if CEUs are available upon successful completion of the course, and which accrediting organizations may be issuing the CEUs.

Learners must achieve an average test score of at least 70% to meet the minimum successful completion requirement and qualify to receive CEUs from IACET. Learners will have three attempts at all graded assessments.

#### **Can I provide feedback about a course I took?**

Yes, we'd love to hear from you! At the end of each course, you will have the opportunity to complete an End of Course Survey. Please take a few minutes to respond to the questions. We value your honest opinion and take your feedback seriously. If you prefer, you may reach us directly at [schoolofcontinuinged@post.edu](mailto:schoolofcontinuinged@post.edu).

#### **May I suggest a course or topic for a new offering?**

Yes, if there is a particular type of course or specific content you would be interested in, please send us an email and suggest it! We will review your suggestion and keep it in mind as we continually develop new offerings. Our email address is: [schoolofcontinuinged@post.edu](mailto:schoolofcontinuinged@post.edu).



## **Who can I contact if I have a question or a concern?**

If you have a question or need assistance, please contact us at: [schoolofcontinuinged@post.edu](mailto:schoolofcontinuinged@post.edu). We are here to help you and will get back to you as soon as possible, typically within 24 hours Monday-Friday.

## **Policies**

The following policies are in effect for the School of Continuing Education.

### **Refunds**

For all courses, we are following MindEdge's policy on refunds which reads as follows:

You may request a refund up to 7 days from the purchase date. The registration fee will only be refunded if less than 10% of the course has been completed. Completion percentage can be viewed on the Course Progress page from within the course.

Post University will allow learners to drop a course within the conditions stated above and take a new course using the fee credit from the first course; you may do so once within the 7 days from the purchase date. Please contact us via email for a course change or a refund at: [schoolofcontinuinged@post.edu](mailto:schoolofcontinuinged@post.edu).

### **Terms of Use**

The Terms of Use for MindEdge courses can be found at: [Terms of Use - MindEdge](#)

### **Intellectual Property**

The Platform contains copyrighted materials, trademarks, and intellectual property of Post University (or its third-party licensors), including without limitation source code, video, text, software, photos, graphics, images, music, and sound (collectively, the "Intellectual Property"). You and your users agree not to copy, modify, publish, transmit, participate in the transfer or sale of, create derivative works of, or in any way exploit, in whole or in part, any of this Intellectual Property or use this Intellectual Property for any purpose other than using the Platform in compliance with these Terms. The entire Platform is protected by copyright.



## **CEUs**

Learners must achieve an average test score of at least 70% to meet the minimum successful completion requirement and qualify to receive IACET CEUs for MindEdge courses. Learners will have three attempts at all graded assessments in the MindEdge courses.