

Online Class Registration Procedures and Policies

January 2018

1. General Information

- a. Any Computer Club member wishing to take a class offered by the Computer Club must enroll through the online registration process now implemented through the Computer Club microsite.
- b. You must be logged in at sctxca.org with your CA credentials for the calendar of online registrations to be available. After navigating to the Computer Club microsite, they are found under the Training tab on the left of the microsite.
- c. Online sign-up for any class ends 5 days prior to the beginning date of a class.
- d. You must both register AND pay if you wish to attend a class.
- e. You must print out your payment ticket to bring to class.

2. It is possible to register but not pay. The opposite is not true.

- a. Emails are automatically sent to those who have registered.
- b. At this point registrations are classified as unconfirmed but will be classified as confirmed by the Computer Club once payment has been verified.

3. For those who do not continue through the process to pay:

- a. The registration and payment systems must be manually reconciled each Mon, Wed, and Fri by the Computer Club when the payment systems report comes out.
- b. Anyone not continuing through to pay for the course will be dropped from the course. They will receive an email confirmation of being dropped and may re-enroll if there is room in the class and the start of class is further than 5 days out.

4. When payment is confirmed through the reconciliation process:

- a. An automated email message will be sent to all who have paid confirming their place in the class. At this point you are a confirmed member of class and your status will be set to confirmed. Welcome to class!

5. Showing up with someone else's ticket

- a. No transfer of tickets is allowed.
- b. You must print a print-at-home ticket from the ticketing system to bring to class. The name on the ticket must match the name on the class roll.
- c. Instructors will collect payment tickets.

6. Cancellations/Refunds

- a. If a class is cancelled after you have registered and paid for the class
 - i. The CA staff will be notified by the Computer Club registrar of the class cancellation. You will automatically receive a refund via your credit card
- b. If you cannot attend a class after you have registered and paid
 - i. You will automatically be eligible for a refund if you cancel, online, more than 5 days before the day on which the class begins. You will receive an email confirming your cancellation.
 - ii. Special class cancellations within the 5-day period will be handled on an individual basis. Contact the Education Director for more information (training2@sctxcompclub.org)
 - iii. To receive your refund:
 - 1) Bring your printed ticket to the Computer Club lab along with the email confirming your cancellation.
 - 2) Ask the Monitor for the appropriate paperwork, fill it out and leave it and the documentation with the Monitor on duty. Your credit card will be credited in the CA office.
 - 3) Refunds must be applied for within 30 days of the start of the class date.