



GEORGETOWN UNIVERSITY
School of Continuing Studies

Non-Credit Student Handbook
2021-2022

Policies included in this handbook are applicable to students enrolled in non-credit programs or courses at the Georgetown University School of Continuing Studies.

Table of Contents

Introduction	3
Academic Policies	4
Georgetown University Policies	4
Language of Instruction Policy	4
Double Counting Policy	4
Course Substitution Policy	4
Transfer Course Policy	5
Course Audit Policy	5
Certificate Time to Completion Extension	6
Deferral Policy	6
Grading Policy	6
Non-Credit Grading Schema	6
Grading Rubric 1: Attendance Grading Rubric	6
Grading Rubric 2: Standard Grading Rubric	8
"Incomplete" Grade Change Policy	8
Grade Change Policy - Grades Other than "Incomplete"	9
Evening and Weekend English Grading Policy	9
Non-Credit Definitions of Full-Time and Half-Time Status	9
Final Grade Report/ Confirmation of Enrollment	9
Official Transcripts	9
How to Request Your Transcript	10
Conditions for Issuance of Transcripts	10
Certificate Program Name Changes	10
Certificate Requests	10
Certificate Name Policy	11
Certificate Replacement	11
Student Contact Information	11
Student Name/ ID Changes	11
Academic Accommodations for Students with Disabilities	12
Discrimination	12
Student Complaint Resolution Policy	12
Informal Complaint	12
Formal Complaint	12
Honor Code	13
The Georgetown University Honor Code and System	13
Student Accounts Policies	15
Payment	15

Tuition Waivers and Discounts	15
Third Party Documentation and Non-Payment Policy	15
Financial Holds	16
Service Charges/Interest	16
Delinquent Accounts	16
Third Party Balances Older than 90 Days	16
GU Tuition Assistance Program (Georgetown employees only)	17
Evening and Weekend English Course Tuition Payment	17
Evening and Weekend English Refund Policy	17
Evening and Weekend English Cancellation of Courses	18
There's a Block on my Account. What Should I do?	18
Schedule Change, Withdrawal & Refund Policies	19
Drop, Withdrawal, and Schedule Change Policy	19
Refund Policy - PDC and ITL Programs	19
Open Enrollment Programs and Courses	19
Application-based Programs	20
Refund and Withdrawal Appeals	20
Cancellation of Certificate Programs and Courses	21
Teaching English as a Foreign Language (TEFL) Withdrawal/Drop Procedure	21
Evening and Weekend English Course Withdrawal/Drop Procedure	21
Evening and Weekend English Course Transfer Policy	21
Operations Policies	22
Inclement Weather	22
Georgetown Google Apps	22
Online Learning Management System	22

Introduction

Welcome to Georgetown University and the non-credit academic programs in the School of Continuing Studies (SCS). This document describes the rules, regulations, and procedures relevant to attending courses and pursuing a non-credit SCS certificate at Georgetown. Unless otherwise noted, these policies apply to all students in non-credit programs and courses in the Professional Development and Certificates (PDC), Institute for Transformational Leadership (ITL), English Language Center (ELC), and Custom Programs units.

Students should familiarize themselves with all of the policies described and referenced herein. Unawareness of these policies will not be accepted as an excuse for failure to act in accordance with them.

Students should seek clarification from pdacademics@georgetown.edu regarding any policies or regulations about which they may have questions.

Academic Policies

Georgetown University Policies

In addition to the information in this handbook, students are responsible for adhering to all policies set forth by their academic program, as well as University regulations including but not limited to the following:

- [The Code of Student Conduct](#)
- [The Honor System and Academic Integrity](#)
- [Educational Records Policy](#)
- [Equal Opportunity and Non-Discrimination in Education](#)
- [Policy Statement on Harassment](#)
- [Sexual Misconduct and Sexual Harassment](#)
- [Title IX Pregnancy Modifications and Adjustments](#)
- [Accommodating Students' Religious Observances Policy](#)
- [The Student Right-to-Know and Campus Security Act](#)

Language of Instruction Policy

As an international center for higher education, professional non-credit programs at the Georgetown University School of Continuing Studies (Georgetown SCS) attract students from around the world. Please note that the language of instruction for non-credit courses is English. Maximum benefit is derived for students with English language proficiency. Students registering for Professional Development & Certificates (PDC) and Institute for Transformational Leadership (ITL) courses are expected to be able to read and comprehend written and spoken English at the college level.

Double Counting Policy

Students may not count courses towards more than one certificate program. The double counting of courses is prohibited. Each certificate program at PDC and ITL requires a minimum number of Continuing Education Units (CEUs), equivalent to contact hours, for successful completion. Refer to individual program pages for details. Although students may petition to count courses outside their program toward certificate requirements, a minimum number of CEUs must be earned to receive a certificate. See also the Course Substitution policy.

Course Substitution Policy

Students may petition to count courses in a different PDC open enrollment certificate program toward another *comparable* PDC open enrollment certificate program. The proposed course must be comparable in subject matter and contact hours to the substituted course. Students must complete and submit the [Course Substitution Request Form](#).

Example: A candidate for the Certificate in Managerial Finance petitions to register for a course in the Certificate in Business Administration (e.g. International Finance) in place of a Managerial Finance certificate elective course. In this example, this petition would most-likely be approved since the proposed course substitution covers a relevant subject and is comparable in the number of contact hours.

Students requesting a course substitution should contact the Assistant Director of PDC for the certificate they wish to pursue before enrolling. Georgetown University retains the right to approve or deny substitution petitions based on a review of academic factors including course descriptions, course learning outcomes, contact hours, and satisfactory completion. This policy does not apply to application-based programs for which course substitutions are prohibited, including but not limited to: Data Science, Leadership Coaching; Health & Wellness Coaching; Facilitation; Diversity, Equity, & Inclusion; and Organizational Consulting & Change Leadership.

Transfer Course Policy

Courses completed at other accredited institutions may count toward non-credit programs at Georgetown SCS. All transfer requests must be made *before* enrollment in a certificate program. Transfer courses must address subject matter relevant to the PDC course. The course must have been satisfactorily completed within (no later than) two years from the start date of the student's current PDC enrollment. One course per certificate program may be transferred from another accredited program or institution. The transfer course cannot be a course that fulfills another certificate/credential requirement. Only courses with the passing grade code of "Satisfactory," "Pass," or at least a "C" grade will be considered for transfer.

Students must submit a [Transfer Request Form](#). Official documentation, such as an official transcript from an accredited university or a signed letter from a professional organization, and an official course description and syllabus from the institution's course catalog must accompany the transfer request form. All requests are subject to approval by either the Senior Director of PDC or the Assistant Director of PDC.

The course transfer policy does not apply to application-based programs.

Course Audit Policy

Students are permitted to audit non-credit PDC courses on a space-available basis, under the following conditions:

- The student successfully completed the same course in a previous term.
- The student has no outstanding financial balance with the University.
- The student's audit request is approved by both the Assistant Director of PDC and the faculty member teaching the course.

Interested students should email pdccprograms@georgetown.edu with subject line "Audit Request" to request permission to audit a course. Audited courses will not be transcribed nor reflected on the student's academic record.

Certificate Time to Completion Extension

Students who are unable to complete certificate requirements in the allotted time period, as indicated by the certificate program guidelines, may petition for a certificate time to completion extension by completing the [Non-credit Program Extension Petition Form](#). Certificate time to completion extensions will only be granted to students who face an unforeseen challenge, and the extension will help them through that extenuating circumstance. Extenuating circumstances may include death of a family member, unexpected illness or hospitalization, natural disaster, etc. Students can only request an extension for a particular certificate one time and the maximum time extension cannot exceed one year from the end date of the last class that was successfully completed.

Deferral Policy

Students accepted into an application based certificate program may defer their acceptance to the following cohort if for any reason they cannot participate in the one in which they were accepted. This is a one-time, one-term policy -- meaning that the student may only defer once and that it must be to the cohort in the term immediately following the cohort to which they were accepted. If, at the time of the following cohort, the student is not able to participate, they will be asked to reapply for future admission.

For the Executive Certificate in Leadership Coaching, accepted students may defer one time per application to either the next consecutive live online cohort OR the next consecutive in-person cohort.

Grading Policy

At the end of each course, students are responsible for reviewing their course grades. Unofficial transcripts are available through the [Non-Credit Student Portal](#). Students may also request an official transcript from the [Office of the University Registrar](#). If a student has questions about a grade or finds that their grade has not been recorded, they should contact PDC or ITL immediately.

Non-Credit Grading Schema

PDC and ITL courses are graded per the following academic standards and grading schema. Students enrolled in PDC or ITL courses are evaluated using one of the two approved non-credit grading rubrics. The grading rubrics apply to final grades only. The two approved grading rubrics are explained as follows:

Grading Rubric 1: Attendance Grading Rubric

The majority of PDC and ITL courses are graded using the Attendance Grading Rubric.

Successfully Completed (SC)

A grade of Successfully Completed (SC) denotes that the student successfully completed all course and attendance requirements as determined by the Georgetown University faculty of record. Students must meet three criteria to receive a grade of SC:

1. *Attendance*: The student must be in attendance for all contact hours of the course.
2. *Course work*: The student must complete all required course work assigned by faculty during the course, including but not limited to case studies, problem sets, presentations, exams, quizzes, reports, papers, group projects, etc.
3. *Learning Objectives*: The student must satisfactorily meet all learning objectives stated in the course syllabus or course description.

Registered but Never Attended (RE)

A grade of Registered (RE) denotes that the student was registered for a course, but failed to attend, submit required course work, and/or meet stated learning objectives.

Incomplete (I)

A grade of Incomplete (I) denotes that the student has not satisfactorily completed all course requirements or met stated learning objectives, but the student has made arrangements with the faculty to meet course requirements by an agreed date. It is the responsibility of the student to contact the faculty member *before* the course ends to arrange make-up work. All incomplete coursework must be finished within a maximum of *90 days* of the last day of that course. If the required course work is not completed within the requisite time, the grade of (I) will become the grade of record.

Transfer (TR)

A grade of Transfer (TR) denotes that the student successfully completed a similar course at another approved institution and has received approval from PDC to count the course toward a certificate program. The student must submit the official documentation for review and approval by a Georgetown academic official. Faculty cannot assign a grade of TR; only the University Registrar or authorized university staff members may assign a grade of TR to the student's record.

Attendance Verified (AT)

A grade of Attendance Verified (AT) denotes that the student was in attendance for a majority of the course, but did not satisfactorily complete all course requirements or meet stated learning objectives and the student does not intend to complete incomplete course work within one semester after the last day of the course. If the student has received permission from the faculty of record to complete incomplete course work, then faculty should assign a grade of (I) for Incomplete.

Withdrawn (W)

A grade of Withdrawn (W) denotes that the student formally withdrew from a course after the start of the course. Faculty cannot assign a grade of W; only the University Registrar or authorized university staff members may assign a grade of W to the student's record. Please note that effective January

2013, any student that drops a PDC course after the start date will be automatically assigned a grade of W.

Grading Rubric 2: Standard Grading Rubric

A select number of courses are graded using the Standard Grading Rubric. To pass a course assessed under the Standard Grading Rubric, a student must receive a final grade of at least -C or better.

Letter Grade
+A
A
-A
+B
B
-B
+C
C
-C
+D
D
-D
F

"Incomplete" Grade Change Policy

Students will be assigned a provisional grade of Incomplete (I) if the course instructor determines missing coursework can be completed by the student at a different time. Students who receive an "I" and wish to convert the grade to "SC" (Successfully Complete) must contact the course instructor to arrange for makeup work. Makeup work can include but is not limited to the remaining deliverables for the course, comparable work, and/or participating in a future session of the same course or completing an outside course assignment. All incomplete coursework must be finished within 90 days of the last day of that course. Students who wish to convert a grade of "I" to a grade of "SC" must also download, complete, and return the [Incomplete Grade Agreement](#) to PDC staff.

Once completed work is submitted to the course instructor, students should also notify Program staff at PDC. Instructors have one month from the day a student completes the necessary work to submit an official grade change request to PDC. Once this official request is received a delegated PDC official will work with the SCS Office of Academic Affairs & Compliance to process the grade change. Students will be notified when a grade is officially changed by a PDC staff member.

If no action is taken on a grade of "I" within 90 days of the final day of a course, the grade of "I" will become the grade of record. In order to successfully complete the course, the student will be required to re-register for the course and complete payment at the then prevailing tuition rate.

Grade Change Policy - Grades Other than "Incomplete"

Courses assigned any grade other than "I" can only be changed due to a documented grading and/or recording error. All requests must be submitted directly to the PDC academics team for approval.

No additional or revised student work will be accepted to improve a grade other than "I" after the final course grade has been recorded. If a student has received a grade other than "I," he or she cannot attend the same course in a different semester to successfully complete the course requirements without proper registration.

Evening and Weekend English Grading Policy

Course grades are assigned based on completion of assignments and attendance. Course grades are Satisfactory (S) or Unsatisfactory (U). Official grades will be posted 2 weeks after the last class date. If a student has questions about a grade or finds that a grade has not been recorded, they should contact Evening & Weekend English Program Manager at 202-687-4592 or guelc@georgetown.edu.

Non-Credit Definitions of Full-Time and Half-Time Status

- **Full-Time:** 11.8 CEUs or more within a semester
- **Half-Time:** 5.9 to 11.7 CEUs within a semester
- **Less than Half-Time:** 5.8 CEUs or less within a semester

Final Grade Report/ Confirmation of Enrollment

Students may generate a Final Grade Report or a Confirmation of Enrollment letter for each individual course. A Final Grade Report is available after the faculty member has posted final grades. To request a Final Grade Report or a Confirmation of Enrollment Report, follow these instructions:

- Log into the [Non-Credit Student Portal](#) with your Georgetown NetID and password
- Click "My Enrollment History" from the left-side menu
- Select the course you have completed
- From the drop-down menu, select "Student Grade Report" or "Confirmation of Enrollment"
- Click "Print" and then save the document as a .pdf to your local drive

Students who have completed a non-credit professional certificate program may request an official Georgetown University transcript through the [Office of the University Registrar](#).

Official Transcripts

Students who have completed a PDC, ITL, or Evening & Weekend English program term may request an official Georgetown University transcript through the Office of the University Registrar. Please carefully review the Conditions for Issuance of Transcripts below. Official Transcripts contain the Georgetown

University seal, the signature of the University Registrar, and reflect each student's complete academic record.

How to Request Your Transcript

1. [Download the Transcript Request form](#) from the Office of the University Registrar.
2. Submit the signed and completed form to the University Registrar via mail, fax or email to univregistrar@georgetown.edu.

Note: each request must include the student's nine-digit GUID number.

Conditions for Issuance of Transcripts

1. Transcripts become available two weeks after the last day of your certificate program or Evening & Weekend English course. They are not available before this time.
2. There is no charge for requesting a transcript.
3. All financial obligations to the University must be settled.
4. Transcripts will only be made available for delivery via US mail or by pick-up (with picture ID) at the Office of the University Registrar in basement room G-01 of the White Gravenor Building on Georgetown's main campus.
5. Transcripts will not be faxed or emailed.

Certificate Program Name Changes

On occasion, PDC and ITL may change the name of a certificate program to reflect material changes in curriculum, content, or objectives. Students who have completed the program under the previous certificate program name and have already been issued a printed certificate are not entitled to a new certificate after the certificate program name change is announced. Students currently enrolled in a certificate program that undergoes a name change may choose to have the previous name or the new name of the certificate program printed on the certificate, but not both. Students are entitled to one printed certificate only at no cost after successfully completing a program.

Certificate Requests

Students who have completed all requirements for a certificate program and have no outstanding financial obligations with the university may request a certificate through the [Non-Credit Student Portal](#). Log in with your Georgetown NetID and password, select "Special Requests", and follow the instructions to request a certificate. After a certificate has been requested, please allow 4 - 6 weeks for processing. Certificates will be mailed to the address listed in your Georgetown student profile after academic and financial audits have been completed.

The default name on the certificate will be the student's legal name documented with the Office of the University Registrar. All legal name adjustments must be made through the [Registrar Name/ID Change forms](#) and any other adjustments can be made according to the PDC Certificate Name Policy. There is no fee for an original certificate; see below for replacement certificates.

Certificate Name Policy

The default name on the Certificate will be the student's legal name documented with the Office of the University Registrar. All legal adjustments must be made through the Registrar Name/ID Change forms.

The following Certificate name adjustments can be made by PDC by contacting pdcpprograms@georgetown.edu:

1. First names may not be omitted, but the initial may be used if the full middle name is present.
2. Middle names may be complete, initiated, or omitted.
3. Last names must exactly match the student records documented with the Office of the University Registrar.
4. Academic and professional credentials such as PMP, MBA, or Ph.D. will not be printed.
5. Nicknames can be added in quotations after the legal first name such as Robert "Bob" Smith.
6. If at any point a student legally changes their name or the student record is not correct, he/she must update the Georgetown student record by completing and submitting the bio and ID Change Form available here. A replacement certificate can then be printed with the new legal name.

Further inquiries can be sent to pdcpprograms@georgetown.edu

Certificate Replacement

In the case when a former student loses or damages their certificate, a replacement certificate can be printed and mailed for a \$35.00 processing fee, payable by credit card only. Replacement certificates will be printed with the original completion date. All signatures appearing on the certificate will be those of current university officials. Certificate replacement will be processed after all required paperwork has been received.

To request a replacement certificate, log in to the [Non-Credit Student Portal](#) with your Georgetown NetID and password. Click on Special Requests and select Duplicate Certificate Request. Credit card payment is due upon check out.

Student Contact Information

Students can update preferred contact information, including addresses, email, and phone numbers, by logging into the [Non-Credit Student Portal](#) with your Georgetown NetID and password. Students are strongly encouraged to maintain current contact information at all times.

Student Name/ ID Changes

Students who experience a name or ID change must request a biographic change through the [Office of the University Registrar](#).

Academic Accommodations for Students with Disabilities

Any Georgetown University student may request academic accommodations on the basis of a documented disability or medical condition. To begin the process of requesting academic accommodations through the Academic Resource Center (ARC), students should do the following:

1. Email the ARC at the School of Continuing Studies to connect with a Disability Advisor - arc-scs@georgetown.edu
2. Review the [University's accommodation process and documentation guidelines](#).

Please note that accommodations are not granted retroactively, therefore students should make every effort to request accommodations in a timely fashion.

Georgetown does not discriminate or deny access to an otherwise qualified disabled student on the basis of a disability, and students with disabilities may be eligible for reasonable accommodations in accordance with the Rehabilitation Act of 1973 and the Americans with Disabilities Act. However, students are responsible for communicating their needs to the Academic Resource Center. The University is not responsible for making accommodations for students who have not requested an accommodation and adequately demonstrated their disabilities. The University also need not modify course or degree requirements considered to be an essential requirement of the program of instruction.

Discrimination

The Non-credit department takes all allegations of discrimination seriously and requests that students who believe they have been discriminated against make a formal complaint through the [Office of Institutional Diversity, Equity, and Affirmative Action \(IDEAA\)](#).

Student Complaint Resolution Policy

Informal Complaint

Whenever a student has a complaint about a course, instructor, or certificate program, the student is encouraged to meet with the instructor and/or Senior Director, Professional Development and Certificates or the Managing Director of ITL to resolve the problem informally as soon as possible. In some cases, however, when an informal resolution is not achieved, a student may wish to file a formal complaint.

Formal Complaint

After attempting to resolve a complaint informally, a student may file a formal complaint with the Senior Director, Professional Development and Certificates or the Managing Director of ITL who will be responsible for investigating the complaint and taking action. An outline of the formal complaint policy follows:

1. The student attempts to resolve the situation informally through a conversation with the instructor and/or the Senior Director, Professional Development and Certificates.
2. If that conversation does not lead to resolution, the student should contact the Senior Director, Professional Development and Certificates or the Managing Director of ITL to discuss the situation and outline the issue in writing by email or letter. Emails can be sent to PDC at pdcprograms@georgetown.edu.
3. The student must file the formal complaint within 30 days of the end of the semester in which the issue occurred. This statement should include, but is not limited to, the nature of the complaint, the facts, supporting items, and the remedy requested. The Senior Director, Professional Development and Certificates or the Managing Director of ITL acts as an intermediary, gathering information from the student and instructor and then makes a decision. The Senior Director, Professional Development and Certificates will investigate the complaint, take appropriate action, and respond to the student within 30 days.
4. A record of the student complaint plus all findings will be documented in writing and retained in PDC or ITL departmental records.
5. If, after communicating with the instructor and Senior Director, Professional Development and Certificates or the Managing Director of ITL, the student would like to appeal further, he or she may then submit a formal request to the SCS Office of Academic Affairs and Compliance Academic Affairs for procedural review. This written request must include supporting documentation (in the case of grade appeals, copies of the syllabus and required work; students may also submit any email correspondence between the student and professor). The SCS Office of Academic Affairs will perform a procedural review to ensure policy has been followed. This decision is final and not open to further appeal.

Honor Code

Students are responsible for observing the rules and procedures of the [Georgetown University Honor System](#).

The Georgetown University Honor Code and System

As a Jesuit Catholic university, committed to the education of the whole person, Georgetown expects all members of the academic community, students and faculty, to strive for excellence in scholarship and in character. To uphold this tradition, the University community has established an honor system for its undergraduate schools, including Georgetown College, the School of Foreign Service, the School of Business, the School of Nursing and Health Studies, the Law Center, and the School of Continuing Studies. The Honor Council is the principal administrative body of this system. The Honor Council has two primary responsibilities: to administer the procedures of the Honor System and to educate the faculty and undergraduate student body about the standards of conduct and procedures of the System. Upon matriculation, you may be required by your program leadership or instructor to state or write the pledge as follows:

In the pursuit of the high ideals and rigorous standards of academic life, I commit myself to respect and uphold the Georgetown University Honor System: To be honest in any academic endeavor, and To conduct myself honorably, as a responsible member of the Georgetown community, as we live and work together.

Faculty may, at their discretion, require students to include a signed version of the pledge with their assignments and tests. Without regard to motive, student conduct that is academically dishonest, evidences lack of academic integrity or trustworthiness, or unfairly impinges upon the intellectual rights and privileges of others is prohibited. A non-exhaustive list of prohibited conduct includes but is not limited to cheating on exams and other assignments, committing plagiarism, using false citations, submitting work for multiple purposes, submitting false data, falsifying academic documentation, abuse of library privileges, and/or abuse of shared electronic media.

All students are required to abide by the Honor System regardless of whether or not they have been required to state or write it. The Honor System includes detailed provisions for investigating and adjudicating allegations of academic misconduct. Students found to have committed any such offense will be subject to academic penalties. These include but are not limited to failure of the course, suspension or dismissal from the University, and revocation of degrees already conferred.

Detailed information about the Honor Council and the most up-to-date policies can be found at <https://honorcouncil.georgetown.edu/>

Student Accounts Policies

Payment

When students register for courses or programs at the School of Continuing Studies, they incur the cost of tuition and any other fees associated with enrollment in the courses the student has selected, including collection and legal costs should extraordinary collection efforts be necessary. Students may not be permitted to participate in courses or programs until the tuition payment is settled. Please note that unless students officially withdraw as described below, they will be responsible for all tuition and fee charges associated with the courses or certificate programs.

Students will receive email confirmation messages upon successful registration. It is ultimately the student's responsibility to ensure registration and payment. Students should periodically review their enrollment through the Non-Credit Student Portal. *Failure to receive an enrollment confirmation email message is not justification for seeking a refund.*

Tuition Waivers and Discounts

Course tuition waivers are not granted. PDC & ITL offer [tuition discounts for alumni, groups, and select partner organizations](#). Only one tuition discount may be applied at time of registration. Tuition discounts cannot be combined. Tuition discounts are not applied retroactively after registration.

Application fees may be waived on a case-by-case basis depending on needs and/ or an applicant's specific circumstances. All waivers must be sent to the **PDC email** and approved by PDC administration.

Third Party Documentation and Non-Payment Policy

Students paying by third party billing are expected to complete registration ***at least seven days prior*** to the start of a course or cohort program. In order to register for a course/cohort program, PDC will receive the ***required paperwork at least three days prior*** to the start of a course/cohort program. **To register using third party billing students must:**

1. Register online ***at least seven days prior*** to the course start date. **Students not registering at least seven days prior to the start of the program may not be processed in time to start their selected courses and may need to schedule at a future date.**
2. Complete an [Intent to Pay Form](#), SF-182, or the equivalent and have it countersigned by the third party payer (such as an employer) and submit to PDC ***at least three days prior*** to the start of the course or program. Email the form to PDC Student Accounts at noncreditaccounts@georgetown.edu.

Students who need to make alternate arrangements should email the Student Accounts department. Requests will be reviewed individually.

If the required paperwork is not received on time, the student may be automatically withdrawn from the course. He or she may re-register for courses on a space-available basis. Note that payment will be due at the time of registration.

Financial Holds

Any student with an unpaid balance on their student account 60 days after the invoice date will be blocked from registering for additional courses through the Non-Credit Student Portal. Students with blocks will still be able to drop courses in accordance with the PDC withdrawal and refund policies and procedures. Additionally, while a block is active, students will be unable to request, view, or receive transcripts and will be unable to receive certificates or letters of completion for any completed programs or courses.

In order to remove a block, students must make payment by credit card or check. The block will be lifted once the payment is successfully processed and balance is paid in full. Blocks may also be placed on a student's account based on violations of the Georgetown University Code of Conduct.

Please note: Statements are not mailed out to students. To determine steps to get a block removed or if you believe a block may have been placed in error, please contact the Student Accounts Manager at (202) 687-7696 or noncreditaccounts@georgetown.edu.

Service Charges/Interest

Students with an outstanding invoice of 60+ days past due may be subject to a monthly service of 1.175% of the outstanding balance. Service charges are assessed on a monthly basis.

Delinquent Accounts

Students will receive a Final Billing notice electronically and via U.S. mail after their original invoice is 90 days overdue. The cost of the University for the use of the services of a third-party collection agency is equivalent to one-fourth of the value of the debt: the student will be responsible for paying this fee in addition to the original outstanding balance. Once debit has been transferred to a collection agency, all payments will be processed by that agency. In addition, the collection may report the debt to the nation's three credit reporting agencies.

Past due balances are non-negotiable and will not be recalled from the collection agency once submitted.

Third Party Balances Older than 90 Days

Any student paying by third party billing may become responsible for an unpaid balance ninety (90) days after the start date of their first course. Any student with an unpaid balance on their student account 30 days after a course ends will be blocked from registering for additional courses at

Georgetown University. See [Financial Hold Policy](#). Once 90 days have passed, PDC reserves the right to invoice the student for the unpaid balance and/or send the student's account to a collections agency.

GU Tuition Assistance Program (Georgetown employees only)

Georgetown University employees, including employees of the School of Continuing Studies, who wish to enroll in a certificate program *may* be eligible for education benefits through the Georgetown University [Tuition Assistance Program](#) (TAP). Employees must work directly with the TAP Benefits Office to ensure eligibility and payment prior to the start of any course or program. This payment option is only valid for eligible Georgetown University employees who register at least 7-10 business days prior to the start of the first course. Any fees incurred due to course withdrawal are the student's responsibility and may not be funded by Georgetown University TAP. For questions regarding TAP benefits, please contact Human Resources at benefitshelp@georgetown.edu or (202) 687-2500.

Evening and Weekend English Course Tuition Payment

Payment by credit or debit card is the only form of payment accepted for Evening & Weekend English courses.

When students register for courses offered by the Evening & Weekend English program, they incur the cost of tuition. Students may not be permitted to participate in courses until the tuition payment is settled. Please note that unless students officially withdraw, they will be responsible for all costs associated with the courses.

Students will receive email confirmation messages upon successful registration. It is ultimately the student's responsibility to ensure registration and payment. Students should periodically review their enrollment through the [Non-Credit Student Portal](#). Failure to receive an enrollment confirmation email message is not justification for seeking a refund.

Evening and Weekend English Refund Policy

Refunds will be credited back to the credit card used to make the payment 30 days after the drop has been processed. Refund Schedule:

- 14 calendar days or more before the published start date of the course section: 100% tuition refund less \$50 admin fee
- Between 14 and five (5) days before the published start date of the course section: 75% tuition refund less \$50 admin fee
- Four (4) or fewer calendar days before the published start date of the course section or after the course section has started: \$0

Note: Deferred enrollment from one semester to another is not allowed.

Evening and Weekend English Cancellation of Courses

All Evening & Weekend English courses are offered contingent upon sufficient enrollment. If a course is canceled, all registered students will be notified at least two (2) calendar days before the course's start date. If a course is canceled, students will have the option of transferring to another course or receiving a 100% refund minus \$50 admin fee.

Note: Deferred enrollment from one semester to another is not allowed.

There's a Block on my Account. What Should I do?

If a block has been placed on your account, please contact the Student Accounts Manager at (202) 687-7696 or noncreditaccounts@georgetown.edu. Payment in full of any past due balance will be required to release the block.

Schedule Change, Withdrawal & Refund Policies

Drop, Withdrawal, and Schedule Change Policy

Students are responsible for monitoring their enrollment in the [Non-Credit Student Portal](#). Students who are registered for an open-enrollment non-credit course which is not yet in session may defer their enrollment to a later course by following the instructions printed on the [Transfer Course Request Form found on this page](#).

Students in application-based programs should contact the Enrollment Management Team at pdcp@georgetown.edu to discuss options.

Students may not defer enrollment *after* a course has started. Students who wish to withdraw from a course after the start of class must follow the appeal process outlined in the [Certificate Programs Appeal Form & Instructions found on this page](#).

Drops and withdrawals are subject to the refund policies below.

Refund Policy – PDC and ITL Programs

Refunds for program and course registrations are granted under the following criteria:

Open Enrollment Programs and Courses

For courses that do not require an application for enrollment (i.e. open enrollment), refunds are computed based on the date and time that a student's request to withdraw is received via the [Non-Credit Student Portal](#) or in writing by the Student Accounts Office at the School of Continuing Studies.

All course section registrations are subject to a non-refundable \$100.00 deposit. Students who withdraw five (5) calendar days or more before the published start date of a course section will receive a full refund of tuition paid less the non-refundable deposit. All refunds are calculated on a per course section basis. Students will not receive a refund if a request to withdraw is received four (4) or fewer calendar days before the published start date of a course section or after a course section has started. All registrations within four (4) or fewer calendar days of the course section start date or after a course section has started are non-refundable.

Withdraw Timeframe	Allowable Refund*	Amount Charged to Student
Five (5) calendar days or more before the published start date of the course section	Full course section tuition refund less \$100.00 non-refundable deposit	\$100.00

Four (4) or fewer calendar days before the published start date of the course section or after the course section has started	\$0.00	Full course section tuition
-------------------------------------------------------------------------------------------------------------------------------	--------	-----------------------------

**Special refund policies may apply to military tuition benefits.*

Application-based Programs

For programs that require an application for enrollment (i.e. application-based programs), refunds are computed based on the date and time that a student’s request to withdraw is received in writing or via the [Non-Credit Student Portal](#) by the Student Accounts Office at the School of Continuing Studies.

Upon registration for an application program, students are subject to a non-refundable \$250.00 deposit. Students who withdraw from an application-based program 21 calendar days or more before the published start date of the first course section in the program will receive a full refund of tuition paid less the non-refundable deposit and any application fees. Students who submit a request to withdraw 20 or fewer calendar days before the published start date of the first course section in the program will be charged the full tuition for the first course section in the program plus the non-refundable deposit. Students will receive a full tuition refund for all other course sections in the program.

Withdraw Timeframe	Allowable Refund*	Amount Charged to Student
Twenty-one (21) calendar days or more before the published start date of the first course section in the program	Full course section tuition refund less \$250.00 non-refundable deposit	\$250.00
Twenty (20) calendar days or fewer before the published start date of the first course section in the program	Full course section tuition refunds for all courses in the program except the first course section	Full tuition for the first course section in the program plus the \$250.00 non-refundable deposit
After the start of the first course section in the program	Full tuition refund for courses sections not started	Full tuition for course sections completed or started (but not completed) plus the \$250.00 non-refundable deposit

**Special refund policies may apply to military tuition benefits.*

Refund and Withdrawal Appeals

Any appeals in regards to withdrawal and refund policies can be submitted in writing to the Professional Certificates Student Accounts Office within one (1) calendar year of the course start date. The Professional Certificates Refund Appeals Committee reviews all appeals requests. All decisions of the Professional Certificates Refund Appeals Committee are final.

Cancellation of Certificate Programs and Courses

Course and program dates, fees, and faculty are subject to change. All PDC and ITL courses are offered contingent upon sufficient enrollment. If a course must be cancelled, all registered students will be notified at least two (2) calendar days before the course's start date. All registered students will receive a 100% tuition refund. No fees will be charged for cancelled courses. If a course or program is canceled, Georgetown University will refund the tuition in full but will not be responsible for travel, accommodation, or other expenses incurred by the student.

Teaching English as a Foreign Language (TEFL) Withdrawal/Drop Procedure

Students wishing to withdraw/drop from the TEFL program are required to submit the request in writing to elc@georgetown.edu or via the [Non-Credit Student Portal](#). Refunds are computed based on the date and time that a student's request to withdraw is received.

- Withdrawals 21 or more days prior to the start of the program: 100% refund of tuition for online and practicum courses
- Withdrawals 20 days or fewer before the start of the program: 100% refund of practicum course tuition only (\$725)
- Withdrawals on or after the first day of the program: No refund

Evening and Weekend English Course Withdrawal/Drop Procedure

Students can withdraw from a course by email request to Evening & Weekend English Program Manager at guelc@georgetown.edu.

Note: All withdrawals are subject to the [Non-credit Program Terms and Conditions](#).

Evening and Weekend English Course Transfer Policy

Students may request course transfers until the deadline for Late Course Registration. No requests will be granted after the deadline. Please submit requests to Evening & Weekend English Program Manager at guelc@georgetown.edu.

Note: Deferred enrollment from one semester to another is not allowed

Operations Policies

Inclement Weather

In the event of inclement weather, the University's operating status is determined by the Provost's Office. To find out if University offices are open, visit preparedness.georgetown.edu or call 202-687-SNOW (7669).

In the event of campus closure, students enrolled in non-credit courses will receive information from the School of Continuing Studies and their faculty members regarding the status of their course(s). Possible outcomes include:

- **Course Cancellation:** The institution may elect to cancel the course.
- **Instructional Continuity:** The institution may elect to implement an instructional continuity plan by hosting courses online.
- **Class Session Reschedule:** The institution may elect to reschedule the missed class session for a later date (typically within 1-4 weeks of the original class date).

In the event of course cancellation all registered students will receive a 100% tuition refund per the course cancellation policy. In the event of instructional continuity or rescheduling, students must follow faculty instructions in order to successfully complete the course.

Georgetown Google Apps

Registered students receive a Georgetown Google Apps account, which includes a Georgetown University email address, Google Docs, Google Calendar, and Google Drive. Students may access and continue to use their Georgetown Google Apps account, including their Georgetown email address, indefinitely after completing their studies at Georgetown. More information about Georgetown Google Apps is available at googlehelp.georgetown.edu.

Please note: While students may set the Georgetown Google Apps email account to forward to a personal email account, students are *required* to monitor Georgetown Google Apps for official communications from Georgetown University and will be responsible for reading and understanding all communications sent to their university email account.

Online Learning Management System

Our non-credit courses use an online learning management system (LMS), known as [Canvas](https://canvas.com), to provide readings, course materials, quizzes, and other learning materials. Students gain access to the LMS after registration and are responsible for reading and understanding all information provided via the LMS. Course materials on Canvas are available for approximately three (3) months after the end term of enrollment for the Summer term, and nine (9) months if the end term of enrollment is the Spring or Fall terms. After this time, courses are archived and become inaccessible.