



GEORGETOWN UNIVERSITY

School of Continuing Studies

Center for Continuing and Professional Education

Non-Credit Student Handbook

Policies included in this handbook are applicable to students enrolled in non-credit professional certificate programs or courses through the Center for Continuing and Professional Education (CCPE) or the Institute for Transformational Leadership.

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Academic Policies

Georgetown University Policies

Students are responsible for observing general university policies and regulations concerning student conduct found on the [Georgetown University website](#).

Language of Instruction Policy

As an international center for higher education, the Georgetown University Center for Continuing and Professional Education (CCPE) and the Institute for Transformational Leadership (ITL) 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 CCPE and 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 CCPE 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 CCPE open enrollment certificate program toward another *comparable* CCPE 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 Marketing petitions to register for a course in the Certificate in International Business Management (e.g. International Trade & Policy) in place of a Marketing certificate elective course. Most likely the petition will 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 program manager for the certificate they wish to pursue before enrolling. Georgetown CCPE retains the right to approve or deny substitution petitions based on academic standards. This policy does not apply to application-based programs for which course substitutions are prohibited e.g. Leadership Coaching, Health Coaching, Transformational Leadership, Strategic Diversity & Inclusion Management, and Organizational Consulting & Change Leadership.

Transfer Course Policy

Courses completed at other accredited institutions may count toward CCPE non-credit professional certificate programs. All transfer requests must be made *before* enrollment in a certificate program. Transfer courses must address subject matter relevant to the CCPE course. The course must have been satisfactorily completed within (no later than) two years from the start date of the student's current CCPE 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 can 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 a university academic official.

The course transfer policy does not apply to application-based programs for which course transfers are prohibited e.g. Leadership Coaching, Health Coaching, Transformational Leadership, Strategic Diversity & Inclusion Management, and Organizational Consulting & Change Leadership.

Course Audit Policy

Students are permitted to audit non-credit 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 program manager and the faculty member teaching the course.

Interested students should email ccpeprograms@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.

Grading Policy - Effective Spring 2013

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

Non-Credit Grading Schema

CCPE and ITL courses are graded per the following academic standards and grading schema.

Students enrolled in courses at CCPE and ITL 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 CCPE 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 *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 CCPE or ITL 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 CCPE course after the start date will be automatically assigned a grade of W. Students who have dropped a CCPE course between the Summer 2009 semester and January 2013 have been assigned a W so that there is an official record of their enrollment history.

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 "I" (Incomplete) 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 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 CCPE.

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

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. This change may only be requested by the instructor of record. All requests must be submitted directly to the Assistant Dean for Academic Affairs & Compliance 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.

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

CCPE Disciplinary and Non-Voluntary Withdrawal Policy

Disciplinary sanctions can be made at the discretion of the Senior Assistant Dean for CCPE in consultation with the School of Continuing Studies Office of Academic Affairs & Compliance. Disciplinary sanctions are typically imposed based on breaches of academic integrity (as defined and determined through the Georgetown University Honor System) or academic ineligibility. The Associate Dean may also mandate a Non-Voluntary Withdrawal if a student's behavior is so severely disruptive that it interferes with the educational process or other activities of the academic community or if the student's actions could be viewed as harmful to him/herself or others. Such cases may also be referred to the Georgetown University Office of Student Conduct for further review.

Sanctions may include any of the following:

- Warning - Notice to the student, orally or in writing with a notation in the student's file, that a continuation or repetition of the same or similar conduct will result in further disciplinary action.
- Suspension (Registration Block) - Exclusion from courses and/or other privileges. No refunds will be returned should suspension occur during a course or program. Any outstanding balance will remain the responsibility of the student based on the CCPE and ITL refund and withdrawal policies.
- Dismissal (Non-Voluntary Withdrawal)- Termination of non-credit student status for an indefinite period. The conditions for reenrollment, if any are permitted, shall be stated in the notification of dismissal. No refunds will be returned should dismissal occur during a course or program. Any outstanding balance will remain the responsibility of the student.

Disciplinary Policy Appeal

The student shall have the right of appeal to the Associate Dean for Academic Affairs & Compliance for the School of Continuing Studies. The student must present his or her grounds for appeal to the Dean, in writing, within 7 calendar days of the date of dismissal. The appeal procedure is not to be used for the circumvention of standard requirements or CCPE policies (e.g. certificate requirements), but is designed to address exceptional cases of a complex nature.

If the Associate Dean for Academic Affairs finds that the student's termination is based on failure to satisfy standard academic requirements without exceptional, complicating circumstances, the student's request for an appeal will be denied. If the Associate Dean for Academic Affairs determines that such exceptional circumstances do exist, then the dean may convene the CCPE Directors' Council to review the request and make an official recommendation to the dean. The Associate Dean for Academic Affairs will notify the student of the binding decision within 30 days of the appeal. The decision of the dean is final and not open to further appeal

Requests for Reenrollment following Dismissal

Students who have been dismissed from CCPE, ITL, and/or the University should not expect to reenroll. In very rare cases, when in the judgment of the Dean of the School there is clear and compelling evidence of probable future academic success (while meeting all standard academic requirements without additional exceptions), a written application for reenrollment from the student may be considered. The Dean will consider the best interests of the student but also the best interests of CCPE, ITL, the School, and Georgetown in the review process. This request for reenrollment must be submitted to the SCS Office of Academic Affairs & Compliance at least six weeks before the first day of classes in the semester or term desired for continued registration.

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 [MySCS 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 [University Registrar Office](#).

Certificate Program Name Changes

On occasion, CCPE 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 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 [MySCS 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 [CCPE Certificate Name Policy](#). There is no fee for an original certificate; see below for replacement certificates.

Certificate Replacement

In the case when a former student loses or damages his/her 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 [MySCS 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 [MySCS 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 university's [Registrar Office](#).

Students with Special Needs

Any student with a disability, whether a physical, psychological, or learning disability, must contact the Academic Resource Center (ARC) at (202) 687-8354 or arc@georgetown.edu and follow the process outlined by ARC for requesting an accommodation. Students should contact the ARC prior to the start of the term. If a request is not submitted on a timely basis, special accommodations are not retroactive, and therefore will not be honored. Georgetown does not discriminate or deny access to an otherwise qualified disabled student on the basis of disability, and students with disabilities may be eligible for reasonable accommodations and/or special services in accordance with the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. However, students are responsible for communicating their special needs to the Academic Resource Center. The University is not responsible for making special accommodations for students who have not requested an accommodation and adequately demonstrated their disabilities. Also, the University need not modify course or degree requirements considered to be an essential requirement of the program of instruction.

Discrimination

CCPE takes all allegations of discrimination seriously and requests that students who believe they have been discriminated against to 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 program manager 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 Assistant Dean of CCPE 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 program manager.
2. If that conversation does not lead to resolution, the student should contact the Senior Assistant Dean of CCPE to discuss the situation and outline the issue in writing by email or letter. Email can be sent to ccpeprograms@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 Assistant Dean of CCPE acts as an intermediary, gathering information from the student and instructor and then makes a decision. The Senior Assistant Dean of CCPE 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 CCPE departmental records.
5. If, after communicating with the instructor and CCPE Senior Assistant Dean, the student would like to appeal further, he or she may then submit a formal request to the SCS Associate Dean for Academic Affairs for final 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 Associate Dean for Academic Affairs will complete an investigation to ensure policy has been followed. This decision is final and not open to further appeal.

Student Accounts Policies

Payment

When students register for courses or certificate programs at the Center for Continuing and Professional Education (CCPE) or the Institute for Transformational Leadership (ITL), they incur the cost of tuition. 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 [MYSCS 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. CCPE offers [tuition discounts for alums, 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 ccpeprograms@georgetown.edu and approved by CCPE administration.

Third Party Documentation and Non-Payment Policy

Students paying by third party billing must 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, CCPE must 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.
2. Complete an [Intent to Pay Form](#), SF-182, or the equivalent and have it counter-signed by the third party payer (such as an employer) and submit to CCPE *at least three days prior* to the start of the course or program. Fax the form to CCPE Student Accounts at (202) 784-7231.

Students who need to make alternate arrangements should email CCPEStudentAccounts@georgetown.edu. 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.

Student Registration Blocks and Unpaid Balance Policy

Any student with an unpaid balance on his/her student account 30 days after a course ends will be blocked from registering for additional courses through the [MySCS Non-Credit Student Portal](#). Students with blocks will still be able to drop courses in accordance with the CCPE 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 contacting the Student Accounts Manager. Late payments must be made using a credit card or third party 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 CCPEStudentAccounts@georgetown.edu.

Third Party Balances Older than 90 Days

Any student paying by third party billing becomes responsible for an unpaid balance ninety (90) days after the start date of his/her first course. Any student with an unpaid balance on his/her student account 30 days after a course ends will be blocked from registering for additional courses at Georgetown University. See Block Policy. Once 90 days have passed, CCPE 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.

Schedule Change, Withdrawal & Refund Policies

Drop, Withdrawal, and Schedule Change Policy

Students are responsible for monitoring their enrollment in the [MySCS Student Portal](#). Students who are registered for an open-enrollment noncredit course which is not yet in session may defer their enrollment to a later course by following the [transfer of course registration instructions](#). Students in application-based programs should contact the Enrollment Management Team at ccpeprograms@georgetown.edu to discuss options. Students may not defer enrollment after the start of class. Students who wish to withdraw from a course must follow the [withdrawal/refund process](#). Drops and withdrawals are subject to CCPE's posted refund policy.

Refund Policy - CCPE 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 in writing or via the [Online Student Portal](#) by the Student Accounts Office at the Center for Continuing & Professional Education (CCPE).

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 withdraw request 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 [Online Student Portal](#) by the Student Accounts Office at the Center for Continuing & Professional Education (CCPE).

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 withdraw request 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.

Paralegal Studies Program Refund Policy

Evening Program:

Withdraw 1st or 2nd week of semester 100% refund
 Withdraw 3rd or 4th week of semester: 80% refund
 Withdraw 5th or 6th week of semester: 70% refund
 Withdraw 7th or 8th week of semester: 50% refund
 Withdraw 9th week of semester: 40% refund
 Withdraw after 9th week of semester: 0% refund

Summer Intensive Program:

Withdraw before second class session of Part I: 100% refund
 Withdraw before third class session of Part I: 75% refund
 Withdraw before fourth class session of Part I: 50% refund
 Withdraw after fourth class session of Part I: 0% refund

Refund and Withdrawal Appeals

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

Cancellation of Certificate Programs and Courses

Course and program dates, fees, and faculty are subject to change. All CCPE 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.

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 noncredit courses will receive information from the School of Continuing Studies and their faculty member 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.

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 Systems

CCPE and ITL employ two online learning management systems (LMS). [Blackboard](#) is typically used to support on-campus courses. Online courses use [Canvas](#). Students gain access to the LMS after registration and are responsible for reading and understanding all information provided via the LMS.

Course materials on Blackboard and Canvas are available for approximately six (6) months after the end term of enrollment, after which courses are archived and become inaccessible.