

Austin Title Company

School Policy Manual for Mandatory Continuing Education

9600 N. Mopac Expressway, Suite 125
Austin, TX 78759

512.459.7222

Approved by the Texas Real Estate Commission
School Provider #0173

This manual contains important information about the procedures for completing your course(s).

Please read this manual carefully, to avoid any delay in obtaining your credit for courses.

Austin Title Company

Statement of Policy

NOTICE TO STUDENTS

All questions pertaining to registration, refunds, school policy, course content, explanation of state licensing law, final exams (if applicable), and completion certificates should be addressed to Austin Title Company at 512-459-7222.

ONLINE SELF-PACED COURSE REFUND POLICY:

You have the right to cancel your registration for any reason up to seven (7) calendar days from the date of purchase. Requests for cancellation of a registration must be made by contacting Austin Title Company by phone, FAX, or e-mail. The request must be received by Austin Title Company before midnight of the seventh calendar day from the date of purchase. You can request a refund by emailing the school coordinator at candace.gallagher@austintitle.com.

A cancellation fee will be charged to the student to cancel a registration. The amount of the cancellation fee is 15% of the total purchase amount. If the course includes one or more textbooks, the books must be returned at the student's expense. The request for cancellation will not be processed until the book(s) are returned to the school in reusable condition.

LIVE OR INSTRUCTOR LED COURSE REFUND POLICY:

You may request a refund for your course any time prior to the beginning of your registered session. You can request a refund by emailing the school coordinator at candace.gallagher@austintitle.com. Please provide the name that you used during registration so that we can locate your record in our system. Under no circumstances will a refund be allowed once a session has started that you are attending. If you cannot complete a session that you have started, your school administrator will assist you with signing up for a new session.

COURSE EXPIRATION AND REVIEW

All course lessons on the computer must be completed within 180 days from the date of enrollment. For self-paced courses, you have 90 days to access and review the course content after you have completed the last lesson in a course. (Regardless of when the course is completed within the 180 days from enrollment.)

COURSE EXTENSION POLICY

If you cannot complete your course within the 180 days, then you may purchase a 60 day extension from Austin Title Company. The 60 day extension period begins from the date your course originally expires. You may purchase up to three extensions per course. It is your responsibility to contact your school coordinator to find out about purchasing an extension. It is recommended that you purchase the extension immediately after the course has expired in order to be able to have the full 60 days of the extension. Course extensions are not applicable for instructor led courses.

END OF COURSE EXAMINATIONS AND GRADING POLICY

For students taking self-paced courses that require an end of course exam, your exam will be available online upon completion of all the course modules. If you have any problems taking an online exam, a proctored exam is available by contacting Austin Title Company at 512-459-7222 or e-mailing candace.gallagher@austintitle.com to schedule the exam.

You must pass the exam with a minimum score that is set by the Commission Rules in Texas. If you fail the first exam you may take a second exam no sooner than the next day. Should you fail both exams, you must re-register and repeat the course from the beginning before taking the final exam again. A discounted re-enrollment fee will be charged.

SELF PACED COURSE: REQUIREMENTS FOR COMPLETING THE COURSE

Please refer to the instructions page in your document tab in the course player for specific instructions regarding the completion of your course. To complete the course and receive your Completion Certificate, you must successfully complete the following requirements:

- Log in to the dashboard page at www.mycoursepage.com and complete ALL instructional lessons.
- Complete the online evaluation available on your dashboard page after all lessons have been completed.
- Complete the online Student Affidavit. The Student Affidavit is a signed document from you certifying that you have personally completed each assigned lesson of instruction.
- Pass the final exam where applicable. Some exams are available online where allowed. If your course has an exam requirement, it will be stated on the dashboard page as either online or proctored.

CERTIFICATE OF COURSE COMPLETION

Upon completion of course, you will receive a Completion Certificate. In states where it is allowed, the certificate will be available on the dashboard page to be printed after all other course requirements have been met. Otherwise, your certificate will be mailed to you. You can request the school administrator to fax a copy to you if needed. In the event the certificate is lost, a duplicate may be obtained from offices by request. An administrative fee may be charged for the duplicate.

TECHNICAL SUPPORT

For technical assistance, please call Technical Support at 1-800-743-8703 or email them at techsupport@mycoursepage.com.

Technical Support Hours:

Monday - Thursday 9:00am to 9:00pm EST

Friday 9:00am to 6:00pm EST

Saturday 12:00pm to 4:00pm EST (On Call)

Sunday 2:00pm to 8:00pm EST

The best and quickest way to address tech support issues is to go to www.mycoursepage.com/support. If you call Technical Support, please be prepared to explain your problem in detail and have access to your computer. In order to effectively troubleshoot your issue, our technicians begin the call by asking you a series of questions regarding your operating environment. We will need to know what type of computer you are using, the operating system you are using, the version number of your software, etc. Your call may be documented or monitored to help us maintain quality of service standards.

SYSTEM REQUIREMENTS

In order to take this distance education course, your computer must meet the following system requirements:

- IBM PC Compatible Computer or MAC Computer
- SVGA (800x600) video card, driver, and monitor
- Microsoft Windows XP/2007 or greater for IBM PC, OSX10.5 or higher for MAC
- Adobe Acrobat Reader 5.0 or greater (free download available with course)
- Internet connection (minimum 56Kbps required, although we highly recommend a high speed connection such as DSL, cable or TI)
- Printer (for course documentation and Student Affidavit)
- Flash Player plug-in (free download available with course)
- Adobe Air (if you are using a public or work computer, you may be prevented by firewalls from downloading this application).

FINANCIAL AID

No financial aid is available for any courses offered by Austin Title Company.

HOURS OF OPERATION

Monday thru Friday, 9:00am to 4:00pm (CST)

HOLIDAYS (School closed for business)

Austin Title Company will be closed for business the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving Day
- Christmas Day

STUDENT BEHAVIOR/DISCIPLINARY POLICIES

When taking our educational courses, you are expected to comply with all policies as stated within this school catalog. If you fail to adhere to these policies, it may invalidate your eligibility for course credit. (These situations will be handled on a case by case basis.)

NON DISCRIMINATION

Austin Title Company will not discriminate on the basis of race, color, sex, religion, national origin, handicap, or familial status in the establishment of fees, entrance qualifications or standards for successful completion in any course.