

**THE UNIVERSITY OF GEORGIA**  
**GEORGIA CENTER FOR CONTINUING EDUCATION**  
**ONLINE REAL ESTATE COURSES**

**Student / School Policies**

**Background** - University of Georgia Center for Continuing Education is approved by the Georgia Real Estate Commission for the purpose of offering the distance education courses developed by Thomson CompuTaught, Inc.

**University Contact Info** - All questions pertaining to registration, refunds, school policy, course content, final exams (if applicable), and completion requirements should be addressed to **University of Georgia Center for Continuing Education, Professional & Personal Development** at (706) 542-3537 or 800-811-6640; Fax: (706) 583-0180 or online at: [Questions.PPD@georgiacenter.uga.edu](mailto:Questions.PPD@georgiacenter.uga.edu)

**Course Fee and Materials** – All courses fees must be **prepaid** before online access is released to student. All course materials are provided online. Some courses contain handout materials, which can be accessed online and printed out (if applicable).

**Course Expiration and Review** - All course lessons on the computer must be completed within 180 days from the date of enrollment, including four-course packages. Access to the computer lessons will expire at midnight on the 180th day after enrollment. 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 the course content cannot be completed within the 180 days, then the student may purchase a 60 day extension from University of Georgia Center for Continuing Education, Professional & Personal Development (\$50 for each Pre-License, Post-License and Broker course extension; \$15 for each Continuing Education course extension). The 60 day extension period begins from the date your course originally expires. The student may purchase up to three extensions per course. **In no case will a student be allowed to extend past 360 days in a course, including course packages.** It is the student's (your) responsibility to contact The University of Georgia Center for Continuing Education, Professional & Personal Development 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.

**Cancellation & Refund Policy** - No cancellations or refunds will be issued for any course after three business days of purchase. A cancellation fee of 15% will be applied to the refund amount.

**Computer System Requirements** - In order to take this distance education course, the student's computer must meet the following system requirements:

- IBM PC Compatible Computer (minimum 450 MHz Intel Pentium II or equivalent with 128MB RAM)
  - **The online courses are NOT compatible with Macintosh computers**

- SVGA (800x600) video card, driver, and monitor
- Microsoft Windows 98/ME/2000\*/XP\*
- 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 T1)
- Microsoft Internet Explorer version 5.5 or greater (free download available with course) (CompuTaught courses do not support any "Beta" versions of Internet Explorer)
- Printer (for course documentation and Student Affidavit)
- Flash Player plug-in (free download available with course)

**Technical Issues** - The quickest way to address tech support issues is for the student to go to [www.mycoursepage.com/support](http://www.mycoursepage.com/support). If the student calls Technical Support, please be prepared to explain the problem in detail and have access to your computer. In order to effectively troubleshoot the issue, technicians begin the call by asking the student a series of questions regarding the student's operating environment. Tech Support will need to know what type of computer is being used, the operating system the student is using, the version number of the software, etc. The student's call may be documented or monitored to help maintain quality of service standards. Outside of the three business day refund policy, the student may be eligible for a refund **only if Tech Support determines the problem is not correctable**. After a technician determines the technical problem is not correctable, then the student will be instructed to contact University of Georgia Center for Continuing Education, Professional & Personal Development to initiate a refund. Please note: Tech Support cannot issue a refund to the student under any circumstances.

**Proctored Exams Procedure** – It is the student's responsibility to: **(A)** secure an appropriate proctor and test site; **(B)** arrange the test date and; **(C)** notify The University of Georgia Center for Continuing Education, Professional & Personal Development (706) 542-3537 or 800-811-6640 with the proctor contact information and test date no less than **ten (10) days prior** to the test date. Less than 10 day notification may result in rescheduling. The administrative proctoring services are separate fees and the responsibility of the student to verify and prepay. Fee Structure:

- \$30 includes up to three hours for on-site proctoring services (M-F, 8am – 5pm) at The Georgia Center for Continuing Education, Professional & Personal Development, Athens, GA.
- \$15 (delivery & processing fee only) for off-site proctor location other than The Georgia Center for Continuing Education, Athens, GA.
- The University of Georgia Center for Continuing Education is not responsible for proctoring fees incurred by the student.

**Proctor Guidelines** - The person supervising the testing shall not be related to the student by blood or marriage and may not be engaged in any association (personal or business) with the student. The proctor may be selected from the following professions:

- An accredited university, college, community college, or vocational technical school professor, instructor, librarian, or testing center.
  - A librarian at a public or private library
  - Legitimate testing centers such as Prometric or Sylvan Learning Centers or the Georgia Center for Continuing Education, Professional & Personal Development (UGA campus). (<http://www.educate.com/homepage.cfm?CFID=11858501&CFTOKEN=46264410>)
1. The University of Georgia Center for Continuing Education reserves the right to verify a proctor's identity, require additional proof of eligibility, or require the selection of a different proctor.
  2. Proctoring fees required by the proctor or testing center are the responsibility of the student to pay.

3. Instructions will be sent to the proctor to ensure proper testing conditions.
4. The student will be required to show identification such as a driver's license to the test administrator / proctor.
5. The proctor administers the exam and then sends the entire exam package back to the Georgia Center for Continuing Education, Professional & Personal Development for grading. We then notify the student of the results.

#### **Requirements for Completing the Course:**

- Complete all instructional lessons in the course by answering the questions correctly at least twice.
- A signed and dated **Student Affidavit**. The Student Affidavit is a signed document from the student certifying the student has personally completed each assigned lesson of instruction. This student affidavit **must be completed before any student can receive credit from the Georgia Real Estate Commission (GREC)**. (A "Student Affidavit" link will appear on your course home page upon completion of the course. Click on that link to obtain a copy of the Student Affidavit.)
- It is the student's responsibility to provide the school with his or her correct real estate license or appraiser classification number, and failure to do so will result in the student not receiving credit for course. Students may contact the Georgia Real Estate Commission at anytime at (404) 656-3916, press option 3, for license status information.

#### **Reporting Course Completion to Georgia Real Estate Commission:**

- The University of Georgia Center for Continuing Education will be notified electronically when the student has successfully completed the course work. The school will submit the student completion record online directly to the Georgia Real Estate Commission within two days.
- To avoid a lapse in license renewal, it is the student's responsibility to complete online continuing education course requirements a minimum of two days prior to the license expiration date and allow for timely reporting to GREC.

The University of Georgia  
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