

## **FAQ – PBCC Corporate & Continuing Education (CCE) Computer Classes**

### **How do I register for CCE computer classes?**

Students may register and pay ONLINE at [www.pbcc.edu/cceRegistration.xml](http://www.pbcc.edu/cceRegistration.xml) or in person at one of the four campus locations by completing a Non-Credit Application/Registration form. Payment is due at the time of registration - unpaid students will be dropped. Students must be registered and paid BEFORE the first class meeting.

### **When do I have to pay for the class?**

Payment for classes is due at the time of registration. You may pay in person or online. A student must be paid in full before attending class.

### **Can I register the day of class or even after the class starts?**

Early registration is encouraged to guarantee the student's placement in the class and/or prevent course cancellations. Students may register the day of class **if** the registration office is open and **if** there are openings. Check current registration hours and realize that classes may fill quickly. Students may not register once the class begins.

### **The class is full - can I just show up the first meeting and hope there is an opening?**

No, students should not show up to class unless they are registered and paid. If a class is full, students may call our office (daily if the student chooses) at 207-5700 to check for any openings in case a student drops.

### **Can I just sit in on the first class meeting to decide if I like it and then register?**

Nobody can be in the classroom unless they are a registered and paid student. You must register and pay first but if you find out that it's not the right class for you - you may have a short period of time to get a refund depending on the length of the course.

### **What is the class size for CCE computer classes?**

Classes are maxed at 15 students and each student has their own classroom computer to use.

### **Are there any prerequisites for the CCE computer classes?**

Most classes have a "suggested" prerequisite. It might be a skill level or a specific course but it is meant to guide students in registering for the correct class. In reality, students may register for any CCE computer class, regardless of previous skill but it is highly recommended that students try to follow the suggested path. This will ensure that students are ready for the class and will be able to keep up. Instructors cannot spend extra time in class with those students who have not completed the prerequisites or are otherwise not adequately prepared. We want students to have a successful learning experience and prerequisites help achieve that goal.

### **What is your refund policy?**

Students may Drop a class (by going to Registration and filling out an Add/Drop form or by dropping on-line.) up until the class starts and they will receive a full refund. Refunds are not usually given after a class begins. There is a refund appeals process available through the Registrar's Office when qualified medical emergencies apply.

### **What happens when a class is cancelled?**

We try not to cancel classes but PBCC reserves the right to cancel a class due to insufficient enrollment. If class must be cancelled, every effort is made to notify registered students if the student has provided a valid phone number and/or email address. Course fees will be refunded.

### **Is there any financial aid available for the CCE computer classes?**

There may be some funding through the county Workforce Alliance organization (561-637-7000) but our CCE computer classes do not qualify for Federal Financial Aid.

### **How old do I have to be to take computer classes?**

A high school freshman or above is eligible to take Continuing Education (non-credit) courses. They are responsible for all fees for the course(s). Continuing Ed courses are not eligible for dual enrollment and earn no high school credit. Some courses may have age restrictions because of accreditation or other requirements.

### **Do you need a high school diploma or GED to take computer classes?**

Students do not need a high school diploma or GED to enroll in our CCE computer classes.

### **Are books required? How much are they?**

Textbooks are not required for our classes but most courses do have books that we recommend students purchase to aid in their study. Books range in price from \$20-\$70 each. Students must purchase books from the bookstore on the campus where the class is being held. Books may be returned within a certain time period. To be eligible for a return, save your receipt and do not write in the book and if shrink-wrapped - do not open until you're sure you want to keep it.

### **How can students provide feedback regarding a course or instructor?**

Instructors are required to provide the opportunity for students to complete a course evaluation at the end of each class. Every evaluation is read and feedback on the evaluations is extremely important in allowing us to maintain quality and make changes when needed.

### **Where do I get a parking decal and how much are they?**

In order to obtain a free parking decal, ***all students taking credit or non credit classes*** will only need to present a paid receipt or schedule showing that classes have been paid for. The student will receive ***one decal*** that will be good for the current academic year.

Parking decals can be obtained from the Security Office at the Lake Worth and Palm Beach Gardens locations, or from the Cashier's Office at the Boca Raton and Belle Glade locations.

### **Are certificates issued upon completion of class?**

Students do not receive certificates from the CCE computer department. However, if a student needs verification of completing a course for employer reimbursement or other - we will give them (upon request) a signed "Letter of Completion" or they may print an unofficial copy of their transcript from the web to show they satisfactorily completed the course.

### **Do you offer job placement services?**

All registered PBCC students may visit the PBCC Career Centers. The Career Centers are committed to assisting students in developing, evaluating and implementing career plans. The Career Centers are located at all four PBCC locations (Belle Glade, Boca, Lake Worth and Palm Beach Gardens).

### **How may I find out more about the computer courses offered through CCE?**

To find out more about our CCE computer courses, you may call our office at 561-207-5700 or visit our office at the Palm Beach Gardens location, building AD, room 208. Another good source of information is the PBCC website at [www.pbcc.edu/programs.xml](http://www.pbcc.edu/programs.xml).

### **Want to be on our mailing list to receive your CCE schedules?**

Call 561-207-5700 and give us your name, address and email. We'll add you to our mailing list and send you the CCE Computer brochure each term. Or you may visit the following web link and fill out the form to be added to our mailing list: [www.pbcc.edu/cce.xml](http://www.pbcc.edu/cce.xml)

### **How can I find out about teaching some of the computer courses offered through CCE?**

Send or email your resume' and qualifications to Carrie Pasquale at [pasqualc@pbcc.edu](mailto:pasqualc@pbcc.edu) or 3160 PGA Boulevard, Palm Beach Gardens, FL 33410. CCE adjuncts do not need a teaching degree but they must have thorough knowledge and experience in the specific training area. Previous teaching experience is preferred.