

# Policies & Procedures/FAQs

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## Group Pricing

Our participants report that they learn and sustain change better when enrolling in a Darden course with others from their organizations. We support team learning with a 10% tuition reduction for groups of 10 or more. [Contact us](#) for approval and pricing.

## Access to Course & Materials

### **How long will I have access to course materials?**

Each course runs for a specific length of time (most are five-week courses). After the course end date, you will have access to all course materials (videos, readings, PDFs) for 90 days. After 90 days, lectures, videos, assignments, and course information pages will not be accessible. However, students will still be able to access their conversations, network, submissions, team workspace and forums, in archive mode (no new posts or comments).

### **When will I be able to access course materials?**

Once the course begins, you will be able to access course materials as they're released.

**I love the videos in this program and would like to download them to share with a few colleagues. Is that okay?**

We're glad you find the videos useful; we think they're pretty great too! However, course materials, including video, are for use in the course only. In other words, downloading videos is not permitted (see our Terms of Service for more information). Instead, encourage your colleagues to enroll in the course to scale the experience across your organization or [talk to us](#) about creating a learning initiative exclusively for your organization.

## Cancellations & Transfers

### **What if I need to cancel my enrollment in a course?**

If you find you must cancel or defer your enrollment, please notify us by emailing [designbiz@darden.virginia.edu](mailto:designbiz@darden.virginia.edu) with the name of the course, followed by "cancellation" or "transfer" in the subject line. See below for more information about cancellations and transfers.

### **Will I get a refund if I cancel my enrollment in a course? Can I transfer to another course?**

If you cancel or withdraw before the start date, you will be refunded 100% of your tuition. If you cancel or withdraw within 10 days after the start date you may transfer to one subsequent course offering within one calendar year of the request. Transfers and refunds are not available after the 11<sup>th</sup> calendar day of the course.

### **I signed up for a course and started the first session, but now I can't finish. Can one of my colleagues take my place?**

Since you started the course, unfortunately a substitute cannot take your place (but you can still transfer; see above for more information). There's no real need for substitutes before the start of the course, since you can withdraw without penalty up until the course start date and your colleagues can enroll at any time up until the registration window closes.

## Prerequisites

### **English is not my first language. May I still enroll in this course?**

Of course! But you might want to check your English language proficiency first, since course materials and related discussions are all in English. Generally, successful completion of other courses in English or a score of 90

or higher on the TOEFL (7.0 or higher on the IELTS Academic) indicates that you can participate successfully in our courses.

### **Are there any prerequisites for enrolling in the course?**

Please see the individual course descriptions for any prerequisites.

### **How do I know if this course is a good fit for me?**

Read through the course description for an overview of the content and topics as well as the target audience to see if it matches your needs.

### **Can I earn academic credit for this course?**

While you'll gain valuable knowledge and skills, the course does not result in academic credit or lead to a degree. You may apply your successful completion of this course towards a specialization that demonstrates your applied skill in this area of study.

### **I've never taken an online course before. How should I prepare?**

You don't need to do anything special to get ready for an online course. The learning platform is intuitively designed and includes tutorials to help you get started or if you get stuck.

### **How can I prepare to get the most out of this course?**

Because this is an applied learning course, please come prepared with a project or problem in mind to apply the course content toward resolving.

## **Registration & Payment**

### **How do I register?**

Fill out a brief online application directly on our site, and submit payment. Please note that the date on the registration form may not always reflect the course start date. It reflects the last day we will accept applications for the course.

### **What happens after I register?**

After we receive your application, we will process your registration. You will receive an email confirmation and reminders as the course start date approaches. Please check your spam/junk folder for your email from NovoEd regarding course information prior to contacting us.

**How do I pay? Do I need to pay immediately? Do you accept credit cards?**

Payment is due upon registration. We accept payment by American Express, MasterCard and Visa.

**Can I wire international payments?**

Yes. For details, call +1-877-833-3974 or +1-434-924-3000 or email us.

**Is financial aid available?**

We do not currently offer financial aid for our online programs.

## Specialization

**What exactly is a specialization?**

A specialization is a targeted group of courses designed to deepen—and demonstrate—your knowledge, expertise and skills in a specific subject.

**How do I earn a specialization?**

Generally, you'll need to successfully complete all courses in the series (including all videos, assignments and projects for each course). On the [specialization landing page](#), you can find out specific details about the required courses.

**Can I take classes without committing to the specialization? Can I decide whether to complete or commit to the specialization after taking a course?**

Yes! The program is flexible. You may sign up for a course without committing to the specialization and then later have that course count towards the specialization (as long as you complete it successfully).

## **How long do I have to complete a specialization?**

The program is designed to be completed in one calendar year by taking a course each quarter, but if you need longer you have 24 months from your initial start date to complete all courses.

## **How frequently are courses offered?**

The courses are generally offered four times per year (Fall, Winter, Spring and Summer). Please check our [Course Calendar](#) for the most current information.

## **I want to complete the specialization, but I had to miss a course. If I take it when it's next offered, can I still get the specialization?**

Yes, so long as you take it within the 24-month window of your first course start date.

## **I completed the courses successfully. When do I get my specialization?**

Once you've completed all courses in the program and the courses close, you'll receive access to a downloadable verification of the specialization, as well as a LinkedIn badge denoting your achievement.

# Technical Requirements

## **What kind of computer do I need to participate?**

Please see our [learning platform guidelines](#) for details.

## **Can I take this course on my mobile device?**

Yes. All of our courses are mobile-friendly. Please see our [learning platform guidelines](#) for more information.