

## Frequently Asked Questions

**Q. Do I need to be enrolled as a BPC student to take Continuing Education courses?**

A. No, you do not need to be a BPC student to enroll. We just need your name, address, phone, a valid email address, SS#, and DOB.

**Q. If I change my mind or am not able to take the course, can I get a refund?**

A. If you notify us at least three business days before the start of the course, we will issue a 90% refund. If there is another session(s) of the course scheduled, you may also transfer to a different session. If the course is cancelled, a full refund will be issued.

**Q. How do I register for classes?**

A. There are five easy ways to register:

- In person, at our office: 6220 East Texas St., Bossier City, 71111, Building D, Room 134
- By phone at 318-678-6015
- By mail: Print our registration form [here](#) and mail it to the address above, Attn: Continuing Education
- By fax: Print our registration form [here](#) and fax it to 318-678-6406
- Online: Click [here](#) and select the course(s) you want and follow the onscreen directions

Note: You must answer the Profile Consent question at the bottom of the screen to complete your registration.

**Q. Is your site secure? Will my personal information or payment information be safe?**

A. Yes. Your personal information will not be sold or used for purposes other than demographic trends. Your payment information is not retained in our system, but is securely passed to our financial processing system.

**Q. When should I register for courses?**

A. The earlier the better to ensure availability. We typically make decisions on whether to cancel a course with low enrollment three to four days prior to the course. If enrollment levels are sufficient and the course is to be held, you can register up to the last business day before the course for a daytime course, and up to 3:00pm the first day of the course for night courses. If you wish to register for a course that has already begun, please call 318-678-6015 so we can inquire with the instructor as to whether you are still able to enroll.

**Q. Are there scholarship funds available to help with tuition costs?**

A. Availability of scholarship funds varies by course and academic year. Call us at 318-678-6015 to find out what options may be available.

**Q. What will happen if course information changes?**

A. We will notify students of course information changes by phone and/or email. Because of this, it is critical for us to have a valid phone number and a valid email address for you.

**Q. What if the instructor cancels a session?**

A. We will notify students of any changes made by the instructor by phone and/or email. Every attempt is made to notify students of delays, cancellations, reschedules, etc.

**Q. Who can attend Continuing Education courses?**

A. Anyone can attend our courses. Depending on the course, there may be an age requirement. Most courses are intended for adults 18 and over. Ages for youth camps are specified in the course description.

**Q. Can I use financial aid for the tuition?**

A. Our programs are not eligible for financial aid. Our CNA program may be eligible for the GI Bill. Please call us at 318-678-6015 to get more information about this option.

**Q. Are there textbooks required?**

A. We include a supply list in every course description where students are required to obtain a textbook or any supplies. If you have questions, please contact us at 318-678-6015 for further information.

**Q. What forms of payment can I use to pay for my course(s)?**

A. We accept all major credit cards (Visa, MasterCard, Discover, American Express), check, money order, and cash.

**Q. Will my course(s) transfer over toward my degree?**

A. Our courses do not count toward a degree and are non-transferrable.

**Q. Do I have to be a Louisiana resident to take your courses?**

A. There is no residency requirement. Anyone can take our courses as long as they meet any age requirement.

**Q. Are there prerequisites for any courses?**

A. We do not typically have prerequisites for our courses, but some computer software courses may require that students be familiar with using a computer.

**Q. Do you waitlist for your courses?**

A. If a course is completely full, we will take your name and contact information so we can offer you the seat should someone cancel or more seats become available. We will not charge you the tuition fee until we confirm you in the course.

**Q. Why do you cancel courses?**

A. If a minimum level of enrollment is not achieved, courses may be cancelled. If an instructor has a conflict, or an unforeseen circumstance arises, courses may be cancelled if a substitute is not available or other arrangements cannot be made.

**Q. Can my employer pay for my course?**

A. Yes. They can register for you or you can have them contact us. If your employer would like for us to invoice them, please have them call us at 318-678-6015 to make the necessary arrangements.

**Q. Do classes still take place in inclement weather?**

A. In the event of a College closing due to a weather emergency, students should monitor BPCC's website ([www.bpcc.edu](http://www.bpcc.edu)) for further instructions, as well as monitor local television and radio stations for updated news and information regarding College re-openings. Should any student in good conscience decide to leave prior to the official cancellation of classes, the student is responsible for

making provisions for missed classes and assignments with his or her instructors directly. In addition, students are encouraged to register with **CAVAlert** ([www.bpcc.edu/emergency](http://www.bpcc.edu/emergency)). Once registered, students will receive a text message or email if the College is closing because of inclement weather or an emergency.

**Q. Where are classes located?**

A. The majority of BPCC's Continuing Education courses are held in Building D, which is toward the back of campus grounds. As you enter campus from East Texas Street, follow the main drive around to the right. Building D will be the third building facing the drive on the left hand side. Room numbers beginning with a 1 will be on the first floor, and those starting with a 2 will be on the second floor. Courses with room numbers starting with a letter other than D will be in the building that corresponds with that letter. Click [here](#) for a campus map.

**Q. Do you offer discounts or gift certificates?**

A. Depending on the course, there may be discounts available. Call us at 318-678-6015 to ask what discounts may be available. We do not currently offer gift certificates.