

Frequently Asked Questions

How do I enroll in a course?

To enroll in an online course, you may either pay online or through Purchase Order. If you use a credit card to pay online, you will immediately be enrolled in the course you registered for. If you pay via Purchase Order, you will be issued an eToken. The eToken number must be entered when registering for a course.

When can I access the Online Campus?

The online campus is available 24/7 from any computer with Internet access.

Is there a time limit for completing the courses?

Once you've enrolled in an online course, you will have 90 days to complete it. You do not have to complete the course in one sitting. You can exit the course at any time and return to your place when you log back in, and review the content as many times as you'd like.

Will I have to pass a test to get my certificate?

Each module concludes with a review and a five-question knowledge check. To receive a certificate for completing a course, you must review all modules and complete a final exam. Participants must pass the final exam with a grade of 70% or better to receive a certificate. If the exam is not passed, participants may review the course materials and try again.

As a Training Administrator, how will I know when my employees have completed the courses I've issued eTokens for?

Upon completing a course, students will be able to download and print a PDF certificate which can be submitted as proof of completion. Administrators who have purchased eTokens for company employees cannot login to the system to view completion statistics, but a report may be requested from our Tech Support department.

Is there a return policy if I take a course and am dissatisfied?

We sincerely hope our customers will be impressed with their online training experience. We have created a Free Demo module that we recommend prospective buyers review before enrolling in the courses to gain an understanding of what they can expect. However, once an eToken has been issued or a credit card payment processed, we are unable to issue a refund.

What if my question wasn't answered here?

We would love to hear your feedback! Please contact us at kec.support@teexmail.tamu.edu or toll-free at 1-800-541-7149 and one of our customer service representatives or technical support specialists will be happy to assist you .