

CPWD - FAQs

Frequently Asked Questions

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9. Why do you ask for my date of birth, full address, phone number, email and other information at the time of registration?
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11. Are there scholarships, payment plans or any type of financial aid?
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General Information

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Registration and Payment Questions

1. How do I register?

There are two ways to register:

- In Person: Enrollment Services are on the first floors of both Wellesley Hills Campus and the Framingham Campus, Room 104. Please check the website for office hours:

www.massbay.edu/registrar

- Online: Complete a CPWD Registration form: <https://www.massbay.edu/registermassbay-noncredit>

2. Is it possible to audit a course or sit in for a class or two without paying to decide if I want to enroll?

No. All students must register for classes.

3. Do I have to pay at the time of registration and can I pay online?

Yes. We accept major credit cards (Discover, MasterCard and Visa) and checks (in-person), **no cash**. Once registered, you will receive email confirmation with a link to make an online payment.

4. How do I drop a course?

You need to submit a Drop/Add form at www.massbay.edu/add-drop-withdraw. Please note our refund policy.

5. What is the refund policy? Will I get a refund if the class is canceled or if I drop the class?

You will receive a refund (including fees, if any) if you drop a course during business hours of the first day of class. A refund is also given if MassBay cancels the course for any reason. Refunds are made by check payable to the student and sent to the student's mailing address on file. For more information, <https://www.massbay.edu/finance/refund>

6. Can I get a partial refund for the time that I missed if I don't attend all classes or I registered late?

No.

7. When can/should I register for a noncredit course?

You should register as early as possible for courses! Some classes fill quickly. Courses also have minimum enrollments so we encourage you to register early to ensure the course will run. Seats are filled on a first come, first served basis and registrations are accepted until a course is full or the class begins, whichever happens first.

8. What if the class I want is full?

Contact us at (508) 270-4100 or cpwd@massbay.edu. We encourage you to register early to avoid disappointment.

9. Why do you ask for my date of birth, full address, phone number, email and other information at the time of registration?

We ask for this information in order to avoid multiple records at MassBay and to accurately capture your enrollment. We also require this information so that we can contact you in the event that your class is canceled, postponed, or there is critical information we need to share with you.

10. I am eligible for tuition reimbursement through my employer. Will you handle the paperwork so that I get reimbursed?

We are happy to provide an official letter of completion noting the details of the course(s) you have completed, tuition/fees paid, and confirmation of your successful completion. You are responsible for completion and submission of the reimbursement request. If you need us to provide other documentation to substantiate your attendance, please let us know.

11. Are there scholarships, payment plans or any type of financial aid?

Noncredit courses are not eligible for financial aid or payment plans. Scholarships may be available for our CNA class. Please email us at cpwd@massbay.edu for more information.

- 12. Are there discounts for senior citizens, residents, or the unemployed?** No, unfortunately there are no discounts available at this time. If unemployed, contact your local career center to see if you are eligible for tuition assistance.

General Information

- 1. What's the difference between a noncredit and a credit course?** Credit courses are designed for students who want to earn college credits toward a degree or certificate; students receive a letter grade for credit courses. Noncredit courses do not count toward a degree. Noncredit courses provide options to learn new personal and professional skills, explore interests and occupations, prepare for a new job or complete professional development or certification programs to advance your career; students do not earn letter grades.
- 2. Who can take a noncredit course?** Courses are designed for adult learners 18 years or older. Unless specified otherwise in the course description, these courses are open to everyone regardless of educational background. You do not need a high school diploma or GED to register for courses unless noted otherwise. Some programs do require a certain level of education and all programs are taught in English. If you are unsure, please contact us at cpwd@massbay.edu or (508) 270-4100.
- 3. Do I have to apply for admission or take placement tests?** Most noncredit courses are considered "open-enrollment", meaning that anyone can register for the class without having to apply for admission or take a placement test. A few programs do have an acceptance process which may include assessments; in those few instances, this information will be listed in the course or program description. Please note that unless noted otherwise, all courses are taught in English.
- 4. Are there any prerequisites to take noncredit courses?** There are no prerequisites unless noted otherwise. Of course, if the course is noted Part 2 you must first take Part I and if it is the last course in a series and notes that course "ties everything together" you do need to have completed the earlier course(s).
- 5. Are there exams or grades for noncredit courses?** You may have quizzes/practice exams for a certification or licensing exam prep or exams to earn a certification; if there is an exam, it generally is noted in the course description. You may have projects, presentations or other ways to demonstrate your level of knowledge as part of a certificate program. There are no letter grades, just whether you have or have not successfully completed a course.
- 6. Can I take both noncredit and credit courses at the same time?** Yes!
- 7. How many courses can I take?** You can take as many or as few courses as you wish.
- 8. Can I repeat a course?** Yes, you can repeat a course as many times as you like. You do still need to register and pay for the class each time you take it.
- 9. What about books/materials? Where do I get the books/materials?** Required books for class will be listed with the course description on the website; our flyer/course catalog will also indicate "required books". Unless noted otherwise, most books/materials can be found at MassBay Wellesley Hills Campus Bookstore located on the first floor across from the Enrollment Center, (781) 239- 2650 or www.massbayshop.com
- 10. Where are courses held?** Most MassBay courses are held at our Wellesley Hills Campus or our Framingham Campus; directions are available on our website <http://www.massbay.edu> (scroll to the bottom of the page and click the campus you need directions for). Some courses are held at off-campus locations; contact us at cpwd@massbay.edu and directions will be emailed to you. Course confirmations include locations and room numbers.
- 11. Do I need an ID card?** No, you do not need an ID card, but you need to download the MassBayGo App and upload your COVID information to have access to MassBay's campuses.

- 12. Is it OK to bring my children or pets to my in-person class?** Students are not permitted to bring children or pets with them while participating in any program. Note that this does not apply to service animals.
- 13. How do I know if a course is running?** Registration confirmation emails are sent to you once you're registered and a second email will be sent just before your class begins. We will contact you if a class is canceled.
- 14. Why would a course be canceled? How will I know?** Classes may be canceled due to low enrollment or due to unforeseen circumstances beyond our control. We will notify you by phone and/or email as soon as possible once a decision is made. Please make sure we have your updated contact information so that we can contact you!
- 15. What happens if it snows or there is bad weather?** MassBay will post school closings on major TV and radio stations, and on the college website. Once registered you can set up your emergency notifications (via email or phone call).
- 16. How do I get proof of successful completion of a noncredit course or program?** Email cpwd@massbay.edu or call (508) 270-4100 to request a Letter of Completion once you have completed the course.
- 17. Is there a way to earn credit for noncredit courses?** No
- 18. What's the difference between a certificate and a certification?** A certificate of completion is issued by MassBay and attests to the fact that you have completed the required course and have the requisite knowledge to have successfully completed the certificate program. Certifications are offered by industry recognized organizations that are independent of MassBay. Typically, there is an exam or requirements outlined by the certifying body; these exams are generally offered at specific test sites. There will be a notation in the course information in the event whether MassBay administers that exam at the end of a certification prep course.
- 19. Do I automatically get my certificate of completion when I complete the last required course or is there something that I need to do?** A Certificate Request Form must be completed once you have completed your course: <https://www.massbay.edu/cpwd>, click Request Certificate of Completion
- 20. Who do I contact if I have questions about programs?** Call us at (508) 270-4100 or email us at cpwd@massbay.edu and a staff member will be happy to assist you.