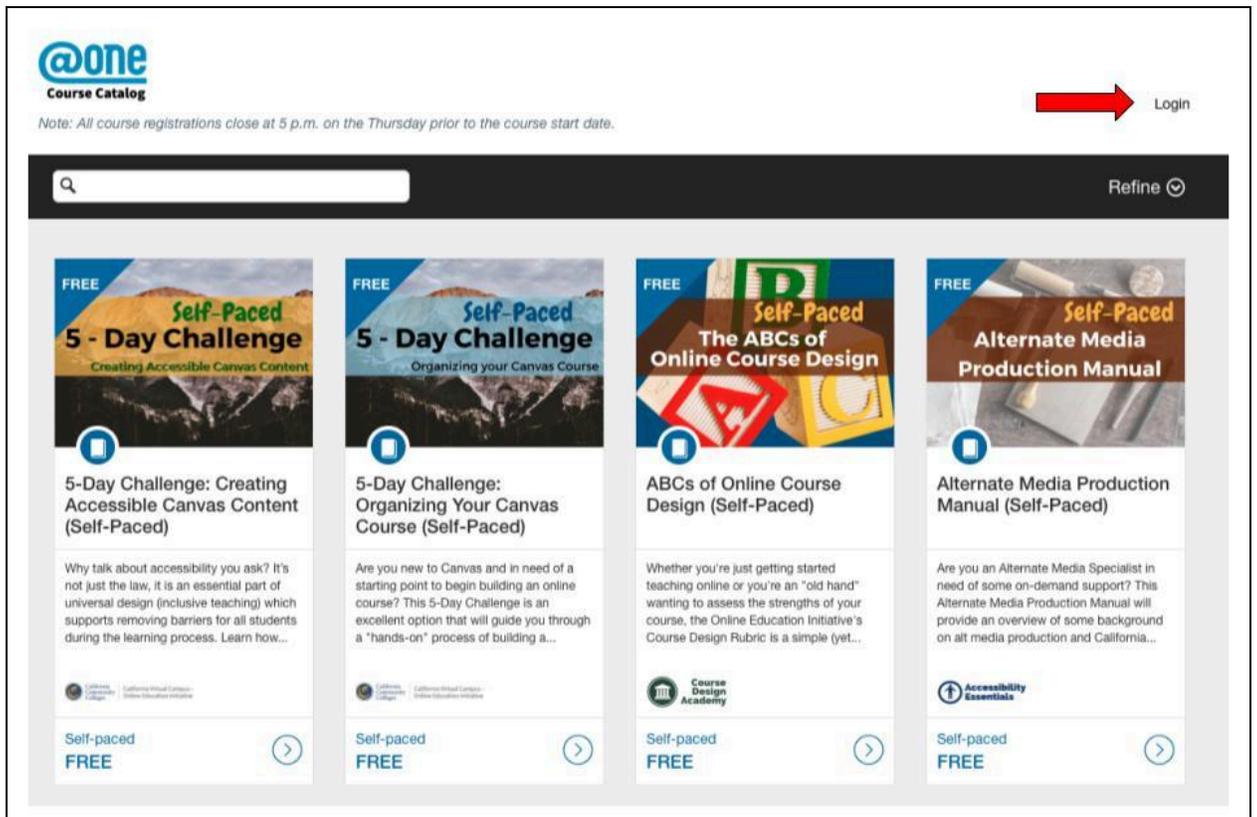


## How do I drop an @ONE course and request a refund?

To drop an @ONE course and receive a refund, you must log into your Catalog Student Dashboard and drop before the start date of the course. Unfortunately, our Catalog registration system does not allow us to manually do the drop for you.

### To Drop a Course:

1. Go to <https://catalog.onlinenetworkofeducators.org/> to log into your Student Dashboard in Catalog, the @ONE registration tool.
2. Click on Login on the upper right corner:

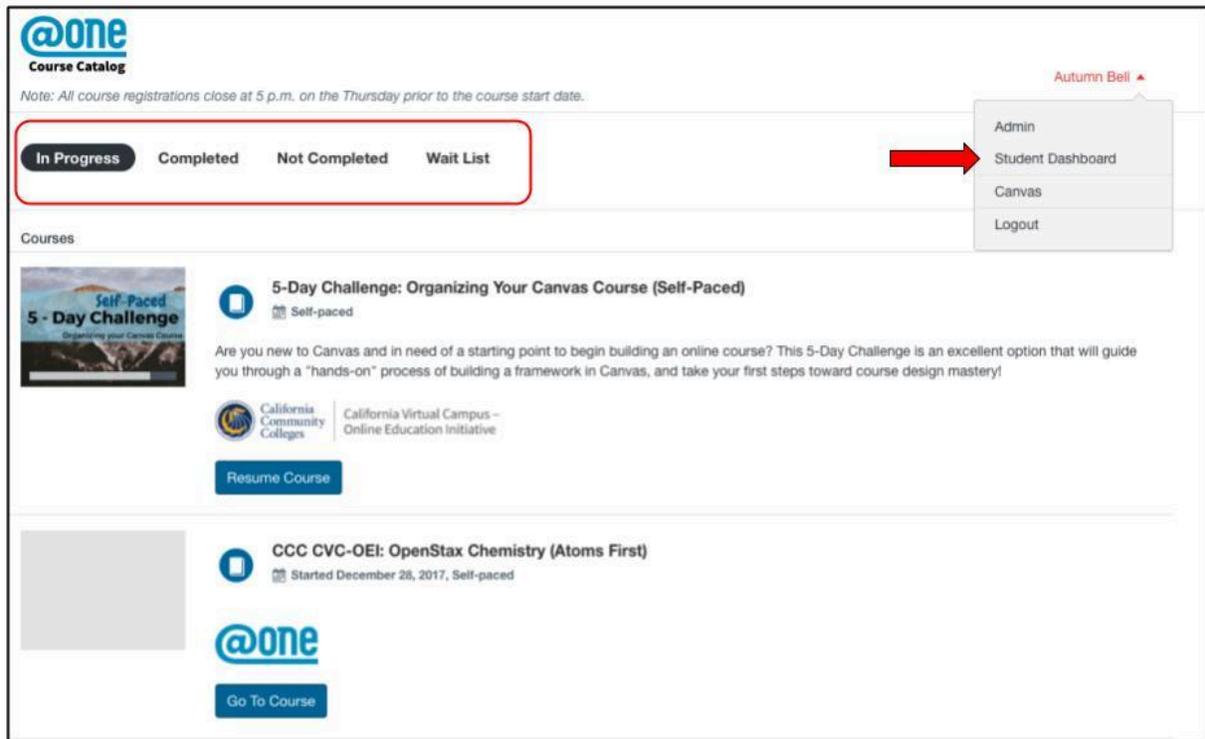


The screenshot shows the @ONE Course Catalog interface. At the top left is the @one Course Catalog logo. Below it is a note: "Note: All course registrations close at 5 p.m. on the Thursday prior to the course start date." In the top right corner, there is a "Login" button with a red arrow pointing to it. Below the navigation bar is a search bar and a "Refine" button. The main content area displays a grid of four self-paced course cards, each with a "FREE" badge and a "Self-paced" label. The cards are:

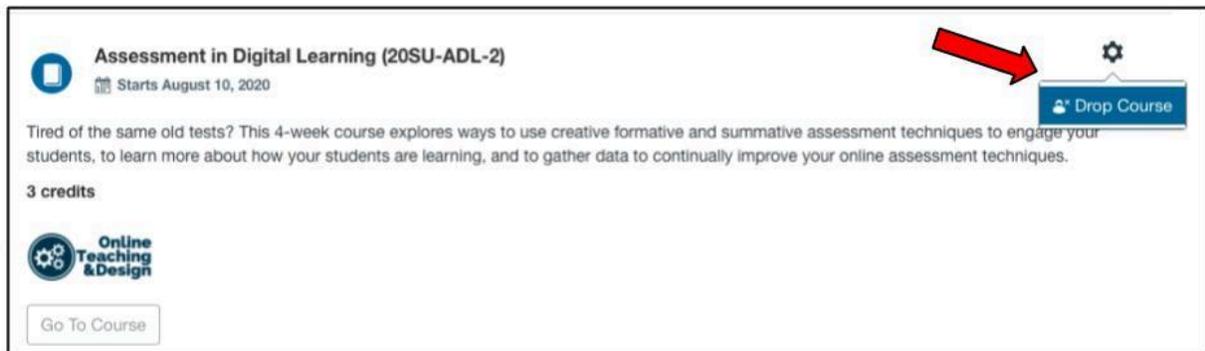
- 5-Day Challenge: Creating Accessible Canvas Content (Self-Paced)**: Why talk about accessibility you ask? It's not just the law, it is an essential part of universal design (inclusive teaching) which supports removing barriers for all students during the learning process. Learn how...
- 5-Day Challenge: Organizing Your Canvas Course (Self-Paced)**: Are you new to Canvas and in need of a starting point to begin building an online course? This 5-Day Challenge is an excellent option that will guide you through a "hands-on" process of building a...
- ABCs of Online Course Design (Self-Paced)**: Whether you're just getting started teaching online or you're an "old hand" wanting to assess the strengths of your course, the Online Education Initiative's Course Design Rubric is a simple (yet...
- Alternate Media Production Manual (Self-Paced)**: Are you an Alternate Media Specialist in need of some on-demand support? This Alternate Media Production Manual will provide an overview of some background on alt media production and California...

3. Enter your CVC-OEI/@ONE Canvas login credentials (these credentials may or may not be the same as your college Canvas log in, depending on how you set up your @ONE/Catalog account)

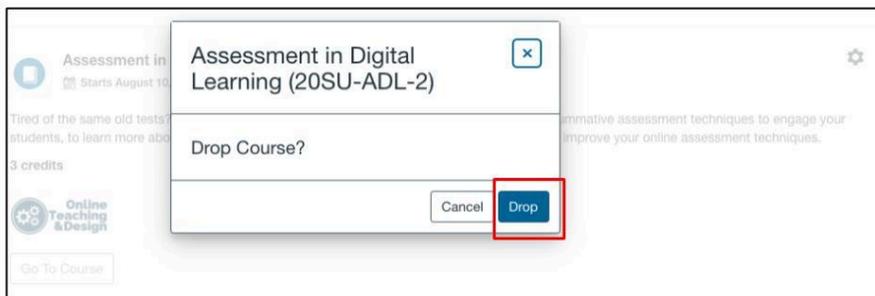
- Once you are in your Catalog Student Dashboard, you can look for the class you wish to drop under the In Progress tab:



- When you find the course, click on the gear icon to the right of the course name and click on the Drop Course link.



- If you cannot locate the gear icon send an email to [support@cvc.edu](mailto:support@cvc.edu) with a screenshot so that our support team can assist you with the drop.
- Be sure to confirm by clicking Drop again



7. The course should now be removed from your student dashboard. **However, you must request a refund separately.**

### To Request a Refund:

To be eligible for a refund, the course must be dropped before the first day of instruction. To request a refund please submit a [refund request form](#)

*NOTE: A refund is only provided if we receive a written drop/refund request from you via email prior to the first day of class. The Intro to Teaching with Canvas and POQR courses are free so no refunds are given.*

*If you signed up for Fresno Pacific University graduate credit units, please contact FPU for a refund.*

Refunds are processed through our payment gateway once a week. After processing, a confirmation email will be sent. Allow 3 - 5 business days for funds to be posted to your credit card or financial account.

### How do I get verification that I have dropped a course?

If you would like verification that you have dropped a course, please log in to the [@ONE Catalog registration](#) and view your Student Dashboard. If you have dropped a class, it will no longer appear on your Dashboard.

When you drop the course and request a refund, the @ONE staff will verify that you have dropped prior to issuing a refund. Please see the question, "How Do I Drop an @ONE Course and request a refund?" for more information.

### How do I receive confirmation of my refund?

Refunds are processed once a week through our payment gateway. An email confirmation is sent from the @ONE registration staff once the refund has been processed. Please anticipate **at least 3-5 business days** for your refund to return to your credit card.

## **Do my fees roll over to a future course after I drop?**

If you drop a course, your course registration fees do not automatically roll over to another course.

If you choose to drop a course prior to its start date, complete the [refund request form](#). Refunds are not provided after a course has started.

## **If I drop the class by [date x], can I move to a later offering of the class at no cost?**

Course registration fees are not transferable. If you wish to register for a later session of the course you dropped, please follow the regular registration process.