

## AHEC MAIL ON DEMAND COURSE GUIDELINES:

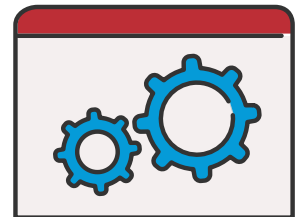
- **We are going green!** All mail On Demand Courses are now sent out on USB/Flash drives that you will need to plug into a computer.
- All needed course materials, post tests, and answer sheets are available on the USB/Flash drive. For further instructions, please open the “**Cover Page and Copyright**” PDF in the folder for the specific On Demand Course.
- If you purchased multiple On Demand Courses you may receive all materials on one USB/Flash drive, or multiple in the same mailing package.
- Print the answer sheet page, fill in your answers and you can fax it back to us at **713-772-0155** or mail it back to AHEC, **8502 Tybor Drive, Houston, TX 77074**.
- Passing grade is 75% or higher. AHEC will notify you only if you do not pass the test. You have three chances to take the test and receive a 75% or higher.
- The grading process takes 1-2 business days and the USB is yours to keep.

### APPROVAL EXPIRATION:

All On Demand Courses approvals have an expiration date. Some of our On Demand Courses are approved for one year, others for two years. Whether an On Demand Course is renewed at the end of its expiration date is determined by the materials content and relevancy. *AHEC recommends if you plan to purchase an On Demand Course to complete at a later date that you contact us to confirm the expiration date.* **\*\*\$15 processing fee if AHEC prints the On Demand Course material**

#### System Requirements for Video Based Course:

- Windows XP or higher
- Macintosh
- Adobe Flash Player
- One gigabyte (GB) of RAM



### AHEC ON DEMAND REFUND POLICY:

Please note that an issued certificate is not guaranteed upon purchase of our On-Demand homestudy products. To ensure eligibility for a certificate, it is imperative to adhere to and fulfill all instructions outlined in the course materials. The purchaser bears the responsibility of confirming that the credited hours align with their specific credit requirements.

**Refunds are not provided for on-demand courses.** However, we offer tuition credit for courses that have not been accessed and are unwanted by the purchaser. This credit can be utilized towards other available courses within our catalog.