

Refunds & FAQs

What are the tuition and fees?

The tuition for our 8-week course is \$129, 12-weeks are \$420 and one hour is \$40. Students may purchase textbooks at <http://www.half.ebay.com/textbooks>.

Currently, there are no additional fees for classes. Please call if you'd like to have a longer class time with our One-on-One private training. This is customized for each student.

How many days a week do classes meet?

Each class meets once a week for one hour, sometimes class *may* go longer. Some classes are offered twice in one day, once in the morning and once again in the evening, while others are only offered in the daytime.

Evening classes begin at **7 PM (CST)** **8 PM (ET)** **5 PM (PT)** however, if the student needs to change their time or if they live in a different time zone, they must contact the instructor by e-mail and by phone to make sure those changes can be met by both parties.

Can I make up a class if I have missed one?

Please contact the instructor to makeup the class via emails or phone calls.

How many students in the class?

This number will vary but there might be as many as seven to 10 students in each class. Classes are small. Customized one-on-one training is for those who want to be in a class by themselves or they have a terrible work schedule and they require a particular time.

What type of student will take these courses?

Most of the students are adults, retired, and professionals who are seeking to improve their confidence in the communication skills using the computer while learning the software. This technology is overwhelming and quite daunting and requires you to focus until you have mastered it.

Students who want an in-depth and comprehensive course may enroll in the 16-week course. Or you may request a one-on-one. Please ask your instructor for more information.

What type of payments do you accept?

We accept our payments through PayPal. If you have an account through them, you will be able to pay for your classes. If not, you will have to create a PayPal account. We will also accept payments by mail:

**LBB Training
P.O. Box 408243
Chicago, IL 60640-8243**

What is your policy on cancellations, refunds, or withdrawals?

There are no refunds. If you sign up for a class, you will be given a credit towards the same class or another class at that level.

For instance, if you signed up for a Level I and you must make a change, you may apply that to another Level I course.

If you must withdraw or cancel *before* the start of the class please e-mail and phone. Not attending class does not constitute as withdrawal and does not excuse the student from payment.

If there is a cancellation due to illness of the instructor, students will be given the option of a longer class time, such as adding more time on the current class or having a makeup class at another time arranged by the student and the instructor.

How will classes be taught?

Classes are taught over the internet using GoToMeeting or WebEx. The process uses the same system as a long distance conference call. You will be sent a link with a long distance number to call. The number may or may not be toll-free. After you call, you will be asked for the access code followed by the pound sign (#).

If the class has a password, you will enter the password. You will be asked to type in your name and email address. Please use upper & lower case for your name and then you will join the class. You will hear the instructor's voice over the phone, you'll see other students' email addresses and you will see and share in the new technological classroom.



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You *must* have DSL, cable modem, a T1/T3 line, HSDPA (*high-speed downlink packet access*) or Wi-Fi (*WLAN, wireless local area network*) for these internet classes. You may even use your Blackberry, iPhone or HTC for classes. *Dialups will not work.*

Tuition Reimbursement

If you need an invoice for tuition reimbursement for your place of work, you can put that in the Comments box when you pay or let the instructor know during class. *Please make sure your name is spelled the exact same on your credit card as it is at work.*



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