

**University of Northern Colorado**  
**Frequently Asked Questions regarding the Classroom Performance System (CPS)**

**Costs**

**Will eInstruction refund my registration cost if I drop a class?**

- eInstruction makes refunds to students for online registrations only if a student has (1) dropped a class, or (2) made a duplicate payment. Refunds for dropped classes are issued within fifteen (15) days of the class start date.
- To request a refund, students should submit the following to [paymentsupport@einstruction.com](mailto:paymentsupport@einstruction.com): (1) start date of the class, (2) the university where the student is enrolled, (3) full name on the credit card, and (4) the transaction ID.
- An enrollment code, purchased or bundled with a textbook, must be returned with the textbook and in accordance with the Bookstore's return policy for like packages.

**I am being asked to pay the registration fee again even though I have paid the life time fee or have exceeded the ceiling fee.**

Go ahead and register with payment to activate the clicker. Later on you can call (888.333.4988) or email ([techsupp@einstruction.com](mailto:techsupp@einstruction.com)) tech support at eInstruction and ask for refund. (see above)