HESI Cohort Count

Faculty Guide
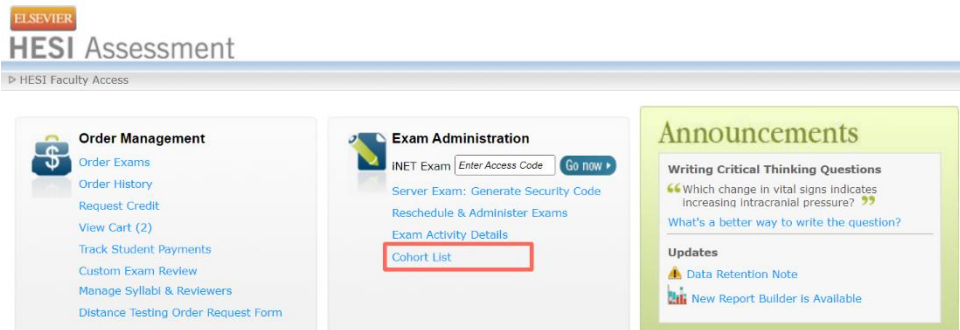
Contents

UPDATE COHORT COUNT

NOTE: *Update your cohort count as soon as you know the number has changed so it is corrected BEFORE the invoice due date.*

1. Log onto https://evolve.elsevier.com/cs/
2. Click HESI Assessment, then Faculty Access
3. Under Exam Administration, click Cohort List

4. Locate the cohort you would like to update, and click Edit

NOTE: *The cohort count must be updated at least 2 days prior to both the corresponding cohort's scheduled exam date and the invoice due date.*

	Program Name	Cohort Name	Cohort ID	Start Date	Graduation Date	Cohort Count	Accepted Students	Count Updated Date	Action
○	ELSEVIER UNIVERSITY	RN BSN Generic Apr2012 UAT TEST DO NOT USE	1000	Apr-2011	Apr-2012	5	0	04-16-2011	
○	ELSEVIER COLLEGE-RN	Test 1234	22335	Apr-2023	Dec-2023	15	0		Edit
○	ELSEVIER UNIVERSITY	Demo RN BSN Accelerated Dec 2021 Test	17123	Mar-2021	Dec-2021	25	0		
○	ELSEVIER UNIVERSITY	RN BSN Day Dec2021 Demo 4	17126	Mar-2021	Dec-2021	75	0		
								1 2 3 4	

View Scheduled Exams	Track Student Payments	View Package Order(s)

5. Update your count, then click Save

○	ELSEVIER COLLEGE-RN	Test 1234	22335	Apr-2023	Dec-2023	15	0	Save Cancel

NOTE: *If you change your cohort count AFTER the invoice due date, you will need to request credit.*

REQUEST CREDIT

NOTE: *You must request credit for an incorrect invoice within 90 days of the invoice due date.*

1. Follow the steps to update your cohort count
2. Return to HESI Faculty Access and under Order Management, click Request Credit

Exam Refund

NOTE: *The exam to be refunded MUST be closed for your refund request to be processed.*

3. Review the HESI A La Carte Order Return Policy and confirm reading of the policy

4. You will be taken to the Refund Request Form upon confirmation
5. In the Refund Request Form, fill out the following sections, then click Submit Form
   a. Name, Title, Organization, Phone and E-mail Address
   b. Qty = number of exams being returned
   c. Item Being Returned = name of exam
   d. Format = iNet (if students tested online)
   e. Invoice# or Quote# = order ID number (on invoice and order confirmation receipt)
   f. Notes (if needed)

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Package Refund

NOTE: You MUST update the cohort count prior to requesting a package refund.

3. Review HESI Testing Package Installment Payments Return Policy and confirm reading of the policy

HESI Testing Package Installment Payments Return Policy:

Credits can only be made for the most current/recent HESI Testing Package installment payment. Retroactive credits will not be given for previous installment payments that were due more than 45 days prior to the credit request. The credit is automatically applied to the original invoice for the affected installment payment. The payment date will remain the same. If a credit is provided, the affected exam will be closed and access to any unused licenses will be denied. For complete details please see the online HESI Training.

I have read and understand the HESI Testing Package Installment Payments Return Policy

I do not wish to submit a credit request at this time

4. Reconfirm that any credit request must be made within 90 days of the invoice date

5. Select if you received exam prep material user guide/access codes via mail OR electronically
6. You will be taken to the Refund Request Form upon confirmation
7. In the Refund Request Form, fill out the following sections, then click Submit Form
   a. Name, Title, Organization, Phone and E-mail Address
   b. Qty = number of exams being returned
   c. Invoice# or Quote# = order ID number (on invoice and order confirmation receipt)
   d. Select 'Yes' when asked if you have updated the cohort count
   e. Indicate the date you updated the cohort
      i. This information is found in the cohort list section of HESI Faculty Access where you updated your counts
   f. Notes (if needed)