



HESI

HESI Cohort Count

Faculty Guide

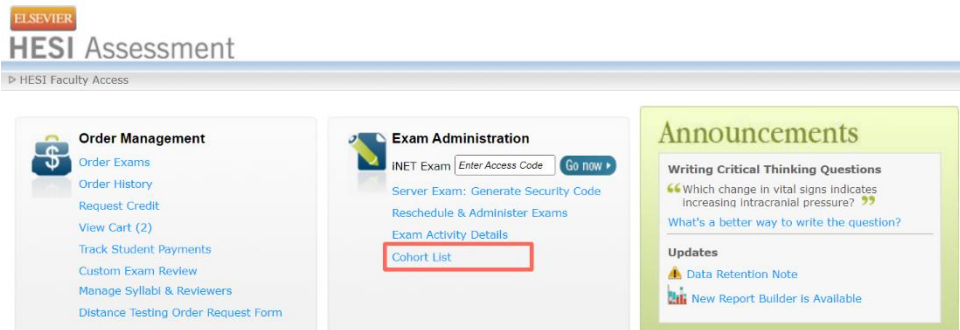
Contents

- Update Cohort Count 1
- Request Credit 2
 - Exam Refund..... 2
 - Package Refund..... 3

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
<input type="radio"/>	ELSEVIER UNIVERSITY	RN BSN Generic Apr2012 UAT TEST DO NOT USE	1000	Apr-2011	Apr-2012	5	0	04-16-2011	
<input type="radio"/>	ELSEVIER COLLEGE-RN	Test 1234	22335	Apr-2023	Dec-2023	15	0		Edit
<input type="radio"/>	ELSEVIER UNIVERSITY	Demo RN BSN Accelerated Dec 2021 Test	17123	Mar-2021	Dec-2021	25	0		
<input type="radio"/>	ELSEVIER UNIVERSITY	RN BSN Day Dec2021 Demo 4	17126	Mar-2021	Dec-2021	75	0		

1 2 3 4

5. Update your count, then click Save

<input type="radio"/>	ELSEVIER COLLEGE-RN	Test 1234	22335	Apr-2023	Dec-2023	<input style="width: 40px;" type="text" value="15"/>	0		<input type="button" value="Save"/> <input type="button" value="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

The screenshot shows the HESI Assessment Faculty Access interface. The 'Request Credit' link in the 'Order Management' sidebar is highlighted with a red box. Other visible links include 'Order Exams', 'Order History', 'View Cart (2)', 'Track Student Payments', 'Custom Exam Review', 'Manage Syllabi & Reviewers', and 'Distance Testing Order Request Form'. The 'Exam Administration' section includes 'iNET Exam' with an 'Enter Access Code' field and a 'GO NOW' button, 'Server Exam: Generate Security Code', 'Reschedule & Administer Exams', 'Exam Activity Details', and 'Cohort List'. The 'Announcements' section features a question about critical thinking and updates like 'Data Retention Note' and 'New Report Builder Is Available'.

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

The screenshot shows the 'Request Credit' page. The 'HESI A La Carte Order Return Policy:' link is highlighted with a red box. Below it, there is a paragraph explaining the credit process. A red arrow points to the link 'I have read and understand the HESI A La Carte Order Return Policy'. Another link, 'I do not wish to submit a credit request at this time', is also visible.

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)

The screenshot shows the 'A La Carte Return Request' form. It includes a header with the HESI Assessment logo and navigation links. Below the header, there is a note: '*Exams must be returned to HESI before Credit will be applied to Customer Account.' The form is divided into 'Contact Information' and 'Product Information' sections. The 'Contact Information' section has fields for Name*, Title*, Organization*, Phone*, FAX, and E-mail*. The 'Product Information' section has a table with columns: QTY, Item Being Returned, Format, Invoice Number, and PO Number. The table has 5 rows, each with a 'Select One' dropdown for the Format column. Below the table is a 'Notes' section with a text area. At the bottom, there are buttons for 'Submit Form', 'Reset Form', and 'Return to Faculty Access'.



HESI

ELSEVIER

Package Refund

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

- 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](#)

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

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



HESI

ELSEVIER