HESI Cohort Count
Faculty Guide

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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.

5. Update your count, then click Save
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)
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

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)