Profiles FAQs

1. Where can I find the prices/rates and registration options?
2. When am I registered?
3. Am I registered when I click on an option or place it in my registration cart?
4. I participated last year. Do I need to resubmit my same profile information all over again this year?
5. When do I get access to my last year’s profile? I want to review, edit, and/or update the information in it.
6. During registration, I was asked if I am a “New User” or a “Returning User” in 2010. What do I do?
7. I entered my email address for a “New User” and received a message. What do I do?
8. I received an email from jmills@aacc.nche.edu with my User ID and Password information. Now what do I do?
9. What is the distribution for the printed Profiles publication?
10. Will the educational centers in Asia receive copies of Profiles?
11. Do I have to pay separately in order to be included on the website?
12. If I purchase the web-only option will I be included in the printed publication?
13. I’m confused by the whole new registration process this year. How do I navigate through it to purchase/register for Profiles?
14. Do I have to pay with a credit card?
15. Can I pay with a Check or Purchase Order?
16. I want to purchase the 2-yr option. Can I pay for both years now?
17. What if I paid the first year’s installment for the 2-yr commitment but later found that my college cannot pay/participate in the second year?
18. What if my college, and 3 other colleges, in my multi-college district registered in order to take advantage of the Group/District Discount but one of the colleges cancelled their registration?

1. Where can I find the prices/rates and registration options?

A: Registration Options including prices can be found online at www.aacc.nche.edu/study-in-america/InternationalProfile

Keep in mind that whether you want your college profile in print or on the Web-only, there are two basic types of registration—individual college registrations, and group registrations (i.e., 4 or more colleges in the same multi-college district). In addition to the corresponding registration discounts for those options, colleges can save more by making a 2-year commitment.

2. When am I registered?
A: You are officially registered after you complete the “Checkout” process. (You can choose to pay at the time of registration or to pay later, but no later than September.) You will immediately receive an email to confirm your registration. The email itself is formatted to serve as your invoice.

3. Am I registered when I click on an option or place it in my registration cart?

A: No. You must go through and complete the “Checkout” process to register. You will immediately receive an email to confirm your completed registration. If you do not receive an email, immediately contact Wayne Wheeler at wwheeler@aacc.nche.edu, or (202) 728-0200, x250.

4. I participated last year, do I need to resubmit my same profile information all over again this year?

A: No. Login to the online submission form and review/update/edit your college’s information, including photos, within the required time period for submission. If the online submission form is not available, you should first review your online college profile and send any updates/edits via email to Wayne Wheeler at wwheeler@aacc.nche.edu

5. When do I get access to my last year’s profile? I want to review, edit, and/or update the information in it.

A: Your college profile from last year is available online at www.aacc.nche.edu/Study-in-America. You will also be able to view as well as edit and update your college profile by logging into the online submission form. If the online submission form is not available, you should first review your online college profile and send any updates/edits via email to Wayne Wheeler at wwheeler@aacc.nche.edu

If you made a 2-yr commitment last year, do not register again online this year. Contact Wayne Horton, whorton@aacc.nche.edu, to confirm your commitment and request an invoice if you have a balance due. You should then login to the submission form and review/update/edit your college’s information within the required time period for submission. If the online submission form is not available, you should first review your online college profile and send any updates/edits via email to Mr. Wheeler at wwheeler@aacc.nche.edu

6. During registration, I was asked if I am a “New User” or a “Returning User” in 2010. What do I do?

A: If you are unsure or do not remember your User ID and Password, provide the information requested for a “New User.” If you are already in AACC’s database, you will immediately receive an email from jmills@aacc.nche.edu containing your User ID and Password, which you should then use to log in as a Return User, complete your registration and “Checkout.” If you are not in the database, you will be asked to enter your contact information before you can proceed with registration and checkout.

7. I entered my email address for a “New User” and received the following message:
AACC has a member record created with this primary email. An email has been sent containing the login and password for this account. Please log in as a Return User by entering the credentials listed in the email or proceed with an alternative email address.

What do I do?

A: Follow the instructions provided. You will immediately receive an email from jmills@aacc.nche.edu containing your User ID and Password. Log in as a Return User using the User ID and Password provided in the email to complete registration and “Checkout.”

8. I received an email from jmills@aacc.nche.edu with my User ID and Password information. Now what do I do?

A: Log back in as a Return User using the User ID and Password provided in the email to complete registration/“Checkout.”

9. What is the distribution for the Profiles publication?

A: Profiles delivers the facts about your college to tens of thousands of prospective international students around the world. AACC distributes about 15,000 copies of Profiles via a trusted and reliable network covering more than 170 countries that includes over 450 EducationUSA advising centers, U.S. embassies and consulates, and select high schools worldwide. We target distribution (send more copies) to the regions of the world from where large numbers of international students attending community colleges originate. EducationUSA alone educates millions of prospective international students about U.S. higher education opportunities each year.

In addition to the print distribution, AACC has created a website, Study in America, which is designed to reach millions of prospective students that do not have easy access to printed materials. Study in America is accessible both via the internet as well as via mobile devices. The website’s visitors can share website content, including college profiles, via social media, including Facebook, Twitter, QQ, Orkut, Bebo, etc. The website contains all the useful how-to information found in the printed publication as well as other helpful information that can only be found on the website.

10. Will the educational centers in Asia receive copies of Profiles?

A: Yes, nearly 15,000 copies of the printed Profiles are circulated worldwide. Copies are sent to more than 450 EducationUSA advising centers, U.S. embassies and consulates, Fulbright offices and select high schools around the world. Top regions and growing markets from which community colleges receive international students will, of course, receive the greatest concentration of copies.

11. Do I have to pay separately in order to be included on the website?

A: No. Although we do have a web-only registration option, the Print & Online Registration Packages allow you to place your college’s profile in the print publication and on the website
for one low price. You can choose to register with other colleges in your multi-college district or to make a 2-year registration commitment in order to save more money.

12. If I purchase the web-only option will I be included in the printed publication?

A: No. To be included in the print publication, you will have to register for the Print & Online Package Registration option. NOTE: Space is limited in the printed publication and is only made available on a first-come first-served basis.

13. I’m confused by the whole registration process. How do I navigate through it to purchase/register for Profiles?

**SELECT YOUR REGISTRATION OPTION**

1) Go to the URL you’ve been provided:
   www.aacc.nche.edu/study-in-america/InternationalProfile

2) Choose either one of the
   a. Print & Online Registration Packages, or
   b. Web-Only Registration Packages

3) Will your college register individually or along with at least 3 other colleges from the same multi-college district?

4) Do you (if registering as an individual college) or your group of colleges (if registering as one of 4 or more colleges from the same multi-college district) want to save additional money by making a two-year commitment?

5) Once you have made your determination, click on the corresponding registration link.

**ADD YOUR REGISTRATION TO YOUR SHOPPING CART**

4) The screen will change and you will see a box on the right entitled “Product Detail.” Scroll down and check the box next to the option you wish to register for/purchase. Then click the “Add to Cart” button.

5) Your screen will automatically update so that the box on the left (Shopping Cart) will show that an item has been added and provide you with a dollar amount. Now, click on the “check out” button.

6) You are now in your shopping cart. Check the items and total dollar amount.

7) If you’ve added extra items by mistake, now is the time to Remove them from your cart before checking out.

7) If the total items and dollar amount in your cart is accurate, click the “Checkout” button at the bottom.

**“CHECK OUT” TO COMPLETE REGISTRATION**

8) You will then be asked to login to complete your registration/purchase.
   a. “Return User.” If you have registered for Profiles in past years, enter your email address and password under the “Return User” option. If you do not remember your password, enter your email address in the “New User” option to get an email reminder from jmills@aacc.nche.edu, as described below.

   b. “New User.” If you have never seen this screen before, enter your email address under the “New User” option and click the “Validate” button. Then, fill out the contact information requested on the next screen and proceed to
If you are not asked to provide contact information, but instead, you receive the following message:

AACC has a member record created with this primary email. An email has been sent containing the login and password for this account. Please log in as a Return User by entering the credentials listed in the email or proceed with an alternative email address.

You will immediately receive an email from jmills@aacc.nche.edu containing your User Name and Password. Then, login back in as a “Returning User” and enter the User Name and Password provided in the email and proceed to checkout.

10) Now, you are at the final screen for checkout. You will see a box that says to “Confirm Payment Information and Complete Checkout Information Below.” Under method of payment, determine when you wish to pay. You can pay the registration fee up front during the checkout process with a credit card, or choose to pay later with a check or credit card. Payment must be made no later than September to avoid late fees.

**PAY NOW**

a. If paying by credit card, provide your billing information at the bottom of the screen and click the “Process My Order” button.

**PAY LATER**

b. If paying later by check or credit card, click the box under “Bill Me Later” and provide either your PO number or today’s date (as a string of numbers, e.g. 06152011) in the space provided. Then, click the “Process My Order” button.

**DON’T FORGET TO SUBMIT YOUR COLLEGE PROFILE**

14) You will immediately receive an email confirmation/invoice from wwheeler@aacc.nche.edu that also contains instructions on how to submit your college’s profile information. **NOTE:** You should add the submission deadline to your electronic calendar. Do not rely on AACC to send repeated notices reminding you to submit your information before the deadline. Failure to submit your college profile information on time will not relieve your college of its obligation to pay.

14. Do I have to pay with a credit card?

**A:** No. You have the option of either paying by purchase order, check (without a purchase order), or credit card.

15. Can I pay with a Check or Purchase Order?

**A:** Yes. If paying by Purchase Order, click the box under “Bill Me Later” (check for PO option) and provide your PO number where indicated. If paying by Check without a Purchase Order (PO), click the box under “Bill Me Later” (check for PO option) and enter today’s date (as a string of numbers, e.g. 06152011) where the PO number is requested. Then, click the “Process My Order” button.

16. I want to purchase the 2-yr option. Can I pay for both years now?
A: Yes. After completing registration/“checkout,” email Wayne Horton (whorton@aacc.nche.edu) a request that he send you a revised invoice to pay for both years up front.

17. What if I paid the first year’s installment for the 2-yr option but later found that my college cannot pay/participate in the second year?

A: Contact Wayne Horton at whorton@aacc.nche.edu (and copy Wayne Wheeler at wwheeler@aacc.nche.edu) immediately. Although AACC will waive your obligation to pay for the second year, your college will still be obligated to pay the remainder of the full price (i.e., without the 2-year discount) that it would have had to pay if the 2-yr commitment had never been made.

18. What if my college, and 3 other colleges, in my multi-college district registered in order to take advantage of the Group/District Discount but one of the colleges cancelled or failed to register on time?

A: If the cancellation/failure results in fewer than 4 college profiles, the other/participating colleges will be obligated to pay the remainder of the full price (i.e., the Individual College registration price) that they would have had to pay if the Group/District Discount had never been given.