

Member Policy

The terms that govern Knowledge Hub membership: what a membership includes, who holds it, how renewal and cancellation work, what members may do with the material, and the limits on all of it.

Effective August 18, 2026 · Next scheduled review February 18, 2027

This policy governs every Knowledge Hub membership at every tier, together with your use of the member material, the member sessions, and any member area of this site. Purchasing or holding a membership means you accept these terms.

Our Terms of Use and Privacy Policy continue to apply. Where this policy conflicts with a signed institutional agreement, the signed agreement governs.

Who may become a member

Membership is open to people who carry civil rights compliance responsibility inside an institution, or who work in direct support of it: coordinators, investigators, ADA and Section 504 officers, human resources and student conduct staff, counsel, and the leaders they report to.

We decide questions of eligibility, and we will tell you the reason if we decline. A membership obtained through misrepresentation may be terminated without refund.

Tiers and what each includes

- **Practitioner.** \$900 a year, for one named individual.
- **Institutional.** From \$3,600 a year, including five seats, with additional seats at \$600 each per year.
- **Practice.** Included with an active investigation, fractional leadership, or compliance engagement, with unlimited seats for the duration of that engagement.

Every tier includes all eight collections. Institutional and Practice memberships add quarterly Executive Briefings and a higher training discount. The benefits listed on the Knowledge Hub page form part of this policy.

Term and start date

A membership runs for twelve months on a rolling calendar, beginning when payment is received and processed rather than on any fixed annual date.

Benefits are made available in full for the whole term from the day the membership begins. Choosing which of them to use is yours, and we do not extend a term or refund a fee because material went unused.

Discounts on training and other services apply from the membership start date forward. We do not apply them retroactively to a purchase made before the membership began.

Renewal and price changes

Memberships renew automatically for successive twelve-month terms unless cancelled before the renewal date. We notify members by email at least 30 days before a renewal charge.

We may change membership fees. A new price applies from your next renewal and never inside a term you have already paid for.

Who owns a membership

A membership belongs to whoever paid for it. A membership bought with an individual's own funds stays with that individual and travels with them if they change institutions. A membership bought by an institution stays with the institution.

When an institutional seat holder leaves, the institution may reassign that seat to another employee at no charge. Seats are for one named person each. Sharing credentials, or using one seat to give several people access, is a breach of this policy.

Upgrades, systems, and consortia

You may upgrade at any point before your membership expires, and we will credit the unused portion of your current term against the new one. Write to members@fractionalcoordinator.com to arrange it.

Systems, districts with multiple campuses, and consortia require a separate membership for each institution. We will consider exceptions where governance and policy are genuinely shared, in writing and in advance.

Payment and accounts past due

Individual memberships are paid by card or ACH through Stripe at the point of purchase. Institutional memberships may be invoiced, net 30, or net 60 where your procurement requires it. Stripe handles checkout end to end and we never see your card details.

Where an account is more than 60 days past due, we may suspend access until it is settled and may apply membership benefits against the outstanding balance.

Cancellation and refunds

You may cancel at any time and access continues to the end of the current term.

A membership is refundable in full within 14 days of purchase or renewal if no material has been downloaded. After that point the fee for the current term is not refundable, because the material is delivered in full at the start of the term. We will not charge you again once you have cancelled.

A Practice membership ends when the engagement that carried it ends, unless the institution converts it to an Institutional membership.

What members may do with the material

- Use it in your own institutional work, including adapting templates and checklists to your own policies and processes.
- Share a document internally with colleagues at the same institution, where your membership is institutional.
- Cite our material in internal documents, with attribution.

The license to use and adapt member material lasts as long as the membership that granted it. Documents you have already adapted into your own policies remain yours to use; access to the library and to future versions ends when the membership does.

What members may not do

- Redistribute, resell, or publish the material outside your institution, including posting it publicly or to a drive shared beyond the institution.
- Share seat credentials, or use one seat to provide access to more than one person.
- Use the material to build, deliver, or sell a competing training, consulting, or publishing product.
- Remove attribution, version markings, or notices from any document.

We may suspend or terminate a membership for a material breach of these limits, without refund. Where a breach appears inadvertent, we will raise it with you before taking any action.

Public records requests

Many of our members work at public institutions. If you receive a public records or freedom of information request that would reach member material, member correspondence, or a member session, tell us as soon as you are able at members@fractionalcoordinator.com.

We are not asking you to withhold anything you are legally obliged to produce. We are asking for notice, so that we can be straight with the other members whose material or words are in scope.

Member sessions and community

Office hours, Coffee Talks, and any member community exist for practitioners to discuss practice. Do not bring identifying information about a complainant, respondent, witness, or institution into any of them.

Nothing in a member session is legal advice, and taking part does not create a client relationship, a privileged communication, or an engagement.

No legal advice, and the limits of what we promise

Fractional Coordinator, Inc. is a civil rights compliance firm and not a law firm. Member material, briefings, templates, and sessions are provided for information and practice support. They are not legal advice and they are not a guarantee of compliance with any law, regulation, or agency expectation. Consult your own counsel before adopting a policy or making an institutional decision.

Member material is provided as is. We take care with it and we correct it when it is wrong, and we do not warrant that it is complete, current, or fit for a particular institution. You adopt and adapt it at your own risk.

To the extent permitted by law, our total liability arising from a membership is limited to the fees you paid for the term in which the claim arose.

Disputes

We would rather solve a problem than argue about it, so raise it with us first. Where that does not resolve matters, disputes arising from a membership go to non-binding mediation through JAMS, and then to binding JAMS arbitration. Delaware law governs.

Changes to this policy

We may update this policy as the membership changes. Material changes are notified to members by email at least 30 days before they take effect, and the effective date above always reflects the current version.

How to reach us

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