



Understanding Your Financial Responsibilities for Your Course

We're excited that you've taken the first steps in your education journey! Our goal is to help you succeed in this course, earn your certificate, and ultimately land a job. Keeping these goals in mind, we want to ensure that you have clear guidance about your financial responsibilities.

Below is a breakdown of how we calculate your tuition based on the various circumstances that arrive during your learning journey:

To calculate this course's tuition, we take into consideration your **payment plan** and the amount of time (in months) your account has been active ("**time active**"), starting from your cohort start date. We'll go into more details below.

When Is "Time Active" Used?

We use **time active** to calculate your tuition in the course if you:

1. Choose to cancel the course at any point instead of completing it.
2. Are on the monthly payment plan and apply to complete the course before your course end date.

Your course tuition amounts to the enrolled payment plan's full cost in all other cases. See the section below on **extensions** if you need more time to complete the course beyond your course end date.

How is “Time Active” Calculated?

We calculate **time active** by the number of months elapsed since your cohort start date rounded up to the next month.

- **Time active does** include any time your account was active where you did **not** attend mentor calls, make progress in the curriculum, use course resources, or access the course.
- Time active **does not** include breaks from the course, like pauses, freezes, or any free extensions.

In other words, we calculate tuition based on the amount of time you have access to our resources from your cohort start date. It’s similar to paying tuition at a university: If you don’t attend a class or complete all of your reading assignments, you are still responsible for the full tuition and textbook fees.

Example

- Your start date is January 1 for a **6-month course**.
- You **pause for two weeks** in February *and* **again for two weeks** in April, totaling **one month of pauses**.
- In July, you apply to complete the course by the end of the month (July 31).
- Your **total active time** in the course is **six months** (January 1–July 31 = seven months minus one month of pauses).

What Should I Do if I Notice I'm Not on Track to Complete the Course on Time?

If you feel like you're starting to fall behind in the course, aren't making the progress you're hoping for, or are unsure of how to best use your weekly mentor calls, you can:

- **Email or schedule a call** with your student advisor to discuss what roadblocks you're facing in the course or in your personal life. They'll work with you to get you back on track to complete the course by your course end date.
- **Opt into up to a three-week pause.** You'll still have access to the course curriculum and you'll still be able to schedule career coach calls. What changes is that you'll no longer have your weekly mentor calls scheduled. A pause **does not** count towards your **time active** in the course. You can opt into pausing the course by opening your billing tab and selecting "I need a break."
- **Request for accommodations** if you have any medical conditions or disabilities that may affect your learning or ability to complete the course within the standard time frame. Reach out to your student advisor or [fill out this accommodations form](#).

What Happens if I Need More Time to Complete?

The courses run on a 6-month or 9-month completion timeline (depending on the course you signed up for), excluding any approved breaks. If you approach your end date and need more time to complete your course, you may **extend your time in the course** depending on a few factors:

Free Extensions

- Free extensions are available upon request and are granted if you have **completed at least 50% of your course by the course end date. A free extension can last up to two months.**

- For students **below the 50% mark** at the end of the designated timeline, **you must schedule a call with your student advisor** to discuss your extension options.

Paid Extensions

- If you do not complete the course by the end of the free extension, you have the option to cancel or move onto a paid extension. The paid extension plan is a price reduction of our monthly payment plan. You'll pay this separately from your original payment plan.
- If you are eligible for the job guarantee, you'll have **two months on the paid extension to complete the course and remain eligible.**
- **If you do not complete the course within two months on the paid extension, your job guarantee will be revoked.** However, you can continue on the paid extension and complete the course to receive a course certificate.
- If you are on the deferred tuition payment plan, losing the job guarantee will result in activation of your deferred tuition payments.

Example

- Your start date was March 8 for a **9-month course**.
- You take **one freeze for two months** and a **three-week pause**.
- You've completed 75% of the course when you reach your updated course end date (January 29). You'd be eligible to *opt into* the **2-month free extension**.
- If your progress bar is at 92% by the end of your free extension (March 29) and you still want to complete the course, you'd need to ***opt into the paid extension plan*** until you apply to complete the course.

What Happens if I Want to Cancel the Course?

If you want to cancel the course, **you'll need to reach out to our support team or your student advisor to make this request.** When your account is cancelled, you will lose access to the curriculum, online community, office hours, and mentor calls. ***Cancelling may also have financial implications based on when you cancel the course as well as your payment plan.***

Upon cancellation, tuition is based on the monthly payment plan pricing for your time active in the course, rounded up to the next month.

To break it down by payment plan:

Monthly: Once you cancel your course, your monthly payments will be stopped.

Upfront: Depending on when you cancel, you may be able to request a pro-rated refund for the remaining months in the course. This is calculated based **on time active in the course (rounded up to the nearest month) at the full monthly payment plan rate.** You likely won't be eligible for a pro-rated refund if you cancel within 1–2 months of your course end date.

Financing: You may be able to request a reduction of your principal loan amount. **The tuition would be based on your time active (rounded up to the nearest month) in the course at the monthly payment plan rate.** The deposit you paid is included in the overall tuition amount. Keep in mind the tuition amount does not include any third-party lending fees.

Deferred Tuition: After requesting to cancel, **you'll need to complete an exit survey for your account to be officially canceled.** Upon cancellation, **your tuition would be**

reduced to reflect your time active (rounded up to the nearest month) at the monthly payment plan rate. The deposit you paid is included in the overall tuition amount. Keep in mind the tuition amount does not include any third-party lending fees. Your payments will start roughly one month after cancellation and will be paid through monthly installments over the same time frame agreed to through the loan provider.

Example 1

- You spend **three months** in the course without taking any breaks and made **15% progress** in the course overall.
- You attended **five of your 12 weekly mentor calls**.
- Your course tuition would reflect the **three months of tuition** based on **our monthly payment plan pricing**, regardless of which payment plan you enrolled in.

Example 2

If you are on the **Financing or Deferred Tuition Payment plan**:

- You spend **five months of active time** in the course and take a **three-week pause**.
- Your tuition would be calculated as:
 - $(5 \text{ months} \times \$\text{monthly payment plan pricing}) - \text{deposit fee}$
= reduced tuition

How Do I Find Out How Much My Tuition Would Be if I Cancelled the Course?

If you're thinking about cancelling the course and are curious about what your course tuition would be, you can calculate it by determining your **time active in the course (rounded up to the next month)** from your cohort start date and **multiplying it by the monthly payment plan pricing**. Any deposit paid counts towards the overall course tuition. You can find the monthly payment plan pricing for your course by selecting your course on our [website](#), and navigating to the tuition section.

For any questions about how canceling may impact you, you can reach out to support@springboard.com.