

## Understanding Financial Responsibilities and Available Options for Your Course

This document applies to students who enrolled in the December 2024 cohort or later. November 2024 cohorts and earlier can find the version that applies to them [here](#).

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 and available options.

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

### **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 regular mentor calls, you can:

- **Email or schedule a call** with the student advising team 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. Connect with the advising team at [advising@springboard.com](mailto:advising@springboard.com).
- **Opt into a pause.** You'll still have access to the course curriculum, career coach calls, and mock interviews. What changes is that you'll no longer have your assigned mentor calls, or access to on-demand mentor calls. A pause still counts towards the total amount of time in the course, and does not push out billing dates. You can opt into a pause in the course by opening your billing tab and selecting "I need a break." Please note that pauses are not approved in the first month of the program.
- **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. To do so, reach out to the advising team or [fill out this accommodations form](#). Please note that no extra time may be added to a student's course timeline from accommodations until they've reached their course end-date as well as a certain progress threshold. Additionally, extra time approved from accommodations does not push out billing dates, and does not extend the job guarantee timeline.

### **What happens if I need more time to complete?**

If you approach your end date and need more time to complete your course, you can **extend your time in the course with a free or paid extension.**

Free extension:

- *May be granted to students who reach a minimum of 70% progress in the program before course end date.*

Paid extension:

- Original course tuition is applied to the original course timeline. If more time is needed, the paid extension is paid separately from original tuition to gain more time in the program. This is a recurring monthly payment until you either complete the course or choose to cancel.

Notes on Extensions:

- If you are eligible for the job guarantee, you'll have **3 months after your end date, on any extension, to complete the course and remain eligible. If you are on any/all extensions longer than 3 months, your job guarantee will be revoked.** However, any student who becomes ineligible for the job guarantee 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 automatically result in the activation of your tuition payments.

### **Examples**

- You've completed 73% of the course when you reach your course end date. You could move on to the free extension to gain one more month to wrap up your course and apply to complete.
- You've completed 48% of the course when you reach your course end date. You could move on to the paid extension to gain the remaining time you need to wrap up your course and apply to complete.

### **What happens if I want to cancel the course?**

If you want to cancel the course, **you need to request this on your “my account” page** or email the advising team at [advising@springboard.com](mailto:advising@springboard.com). Before your course will be canceled, you will need to book a call with the advising team to move forward with your request.

### **How is my total tuition amount determined?**

The program in which you are enrolled is distance education-not offered in real time. You have the right to cancel this enrollment agreement and receive a full refund at any time prior to receiving the first lesson and materials. The first lesson and materials will be transmitted to you by your cohort start date.

If, after having received the first lesson and initial materials, you choose to withdraw from the program without accessing the balance of the material, the institution will refund the balance of any prepaid tuition after making a deduction of \$2,000 and any non-refundable fees specified in the enrollment agreement.

If, after having received the first lesson and initial materials, you choose to access the balance of the material, you will have 30 calendar days from the day you were provided access to the remaining materials to withdraw from the program and be eligible to receive a refund of the balance of any prepaid tuition after a deduction of \$2,000 and any non-refundable fees specified in the enrollment agreement.

To request a withdrawal, you must send an email to [support@springboard.com](mailto:support@springboard.com). Withdrawal is effective on the date your email is sent successfully. Refunds will be paid within 45 calendar days of withdrawal.

### **How do I find out how much my tuition would be if I canceled the course?**

If you're thinking about canceling the course and are curious about what your course tuition would be, **reach out to the Support team at [support@springboard.com](mailto:support@springboard.com) for the most accurate information.**

*For any questions about how canceling may impact you, you can reach out to [support@springboard.com](mailto:support@springboard.com).*

### **What if I've completed the course ahead of my course end date?**

That's amazing you've completed your course early! Here's what to know about what this means for your tuition based on your payment plan.

- **Monthly:** Once you complete your course, your monthly payments will be stopped.
- **Upfront:** The course tuition you've paid covers the cost of the course. If 30 calendar days from the day you were provided access to the remaining learning materials have passed, you will not be eligible for a refund.
- **Financing:** The course tuition you've taken a loan for covers the cost of the course. If 30 calendar days from the day you were provided access to the remaining learning materials have passed, you will not be eligible for a refund. Keep in mind the tuition amount does not include any third-party lending fees.
- **Deferred Tuition:** The course tuition you've taken a loan for covers the cost of the course. If 30 calendar days from the day you were provided access to the remaining learning materials have passed, you will not be eligible for a refund. Once you receive a job, your payments will start one month after your job start date.