

Billing and Refund Policy

The \$150 Interview fee is payable on the day of the interview by credit card, cash, or check and is non-refundable.

Students may choose to pay Achieve semester service fees by credit card directly to the Achieve Program or have service fees charged to the student's University Bursar account at the beginning of each semester for which the student requests services. Students are responsible for paying the Bursar in accordance with University policy. Students may choose to pay Achieve fees by credit card directly to the Achieve Program.

Semester based service fees for Fall and Spring semesters are as follows: Level 1: \$3200; Level 2: \$2800; Level 3: \$2000. Fees for Summer semesters are charged at the rate of \$600 per 3 credit hour class. All freshmen are charged Level 1 service fees for each of the fall and spring semesters in the first year. Returning students are charged according to the level of services they request. Upgrades to higher level service packages can be made at any time during the semester. The upgrades will result in additional charges effective upon receipt of the upgrade request.

Refund Guidelines for Fall and Spring semesters:

A standard non-refundable charge of \$1000.00 is imposed beginning from the first day of the semester. The remaining balance will be refunded based on prorated calculations once service has been formally terminated by the student. Refunds can be requested up to the last business day of the 4th week of semester courses. Requests for refunds must be submitted in writing to achieve@siu.edu. Refunds will be calculated based on a \$200 charge per week. Any partial week constitutes a full week's charge.

EXAMPLE:

Full time student Jerry requests a refund on Wednesday of the third week of the semester.

His refund would be calculated as follows:

\$3200 (Service fee paid)
-\$1000 (Standard Non-refundable charge)
-\$600 (3 weeks x \$200)
\$1600 Refund Amount

After the 4th week, refunds will only be granted based on the approval of the university for a medical withdrawal, family hardship, or calls to active military service, according to university policy. Before prorated Achieve service fees can be refunded, the approval must be granted by SIU pursuant to the Board of Trustees' policy after the withdrawal deadlines. The refund will be prorated based on the date the university granted the withdrawal. Request for refunds after the deadline due to poor academic progress will not be granted under any circumstances. Any request for exception to the above policy should be addressed to the Coordinator of the Achieve Program. There will be no refunds under any circumstances after week 8 of the semester.

Refund Guidelines for Summer semesters:

No refunds will be made for Summer service fees after the first week that the class is in session. A standard non-refundable charge of \$200 will be assessed for the first week of services.