

ACHIEVE PROGRAM SERVICE AGREEMENT Level 1

Congratulations! You are formally accepted into the Achieve Program! Please read the following.

Student Name: _____ Dawgtag: _____

Entry Semester/Year: _____ Major: _____

Memo to SIU Admissions, Advisement, and Financial Aid

This student has been accepted as a member of the Achieve Program for the _____ academic year. For financial aid purposes, please include the added expense of _____ per year when determining the student's financial aid.

Billing

You will be billed _____ for Level ____ services for the _____ semester.

- Achieve Program service fees are charged to the student's University Bursar account.
- Achieve Program service fees are billed at the beginning of each semester.
- Achieve Program service fees are coded as CCAP fees on the University Bursar account.
- Students are responsible for paying the Bursar in accordance with University policy.
- Achieve Program service fees will recur every Fall and Spring semester during the period in which the student chooses to retain Achieve Program services.
- To discontinue services, please email achieve@siu.edu.
- To change service levels, please email achieve@siu.edu.
- Please see achieve.siu.edu/fees/ for details regarding services at each level.
- All freshmen are charged Level 1 service fees for each of the Fall and Spring semesters in their first year of participation in the Achieve Program.
- Summer services are available upon request for a flat rate of \$1000 for the semester.
- Achieve retains the right to discontinue services to any student. In the event this occurs, the student will be notified by email prior to the beginning of the new semester. Services will not be discontinued during the course of an on-going semester.

Refund Policy

- Interview fee: Non-refundable. Payable by credit card on the day of the interview.
- Fall and Spring semester service fees refunds:
 - All requests for refunds must be made by email to achieve@siu.edu
 - Weeks 1 - 2 – 100% of service fees will be refunded.
 - Weeks 3 - 8 – 50% of service fees will be refunded.
 - No refunds will be issued after week 8.
- Summer semester service fee refunds:
 - All requests for refunds must be made by email to achieve@siu.edu
 - 100% of service fees will be refunded in the first week of classes.
 - No refunds will be issued after the first week of classes.

Office for Access & Accommodations

To be eligible to receive accommodations, all Achieve students are required to open a case with the university Office for Access & Accommodations (OAA). OAA will complete an interactive process with you to discuss your accommodations needs and provide you with an accommodations plan. You can open a case here: access.siu.edu

FERPA

The Family Educational Rights and Privacy Act (FERPA) of 1974 stipulates that no disclosure of a student's educational records can be made without the written consent of the student, unless otherwise provided for in section 99.31 of the FERPA regulations.

By signing and dating this service agreement, I confirm that I am providing my voluntary, written consent to the Achieve Program to disclose/obtain information about my educational records, admission status, academic performance, services, and accommodations to/from all appropriate university personnel and specific individuals, as listed below.

- Parents / Legal Guardians named in my Achieve application
- SIU Carbondale offices including but not limited to:
 - Admissions
 - Advisement
 - Bursar
 - Dean of Students
 - Disability Support Services
 - Financial Aid
 - Housing
 - Registrar
 - Student Health Services
 - Student Rights & Responsibilities
- Faculty / Instructors / Departmental Representatives
- Achieve Program staff and employees

The authorization provided here does not expire until revoked. I understand that I may revoke this release in the first week of any semester in which I am enrolled by emailing achieve@siu.edu

Consent to Access Student Records

By signing and dating this service agreement, I confirm that I am providing my voluntary, written consent to the Achieve Program to access my academic records and learning management systems (e.g. Salukinet, MyCourses, Pearson, Macmillan, McGraw-Hill, etc.) for the purposes of assisting me with coursework management.

Terms of Agreement

By signing and dating this service agreement, I agree that I have read and understood the fees and services offered by the Achieve Program as stipulated on <https://achieve.siu.edu/>. I agree to the terms and conditions outlined in this service agreement.

Student Name: _____

Dawgtag: _____

Digital Signature: _____

Date: _____

Please return the signed and dated document to achieve@siu.edu