



**Attachment A**

**SAT Improvement Course**

**Implementation Guidelines - Course Management Options**

*Option One: \$300.00 per course*

*Option Two: \$1,000.00 per school year allows unlimited number of courses*

**With your choice of Option One or Option Two above, Horizons Education will provide the following services:**

**Before class begins:**

- \* Post class dates, times, and room numbers on Horizons website.
- \* Provide opportunity for students to register for classes online. Monitor and process registrations, providing updates on current registration totals. Advise on planning for additional classes, if needed.
- \* Process all tuition payments: online, US Mail, and telephone. Horizons will absorb associated miscellaneous costs, such as, fee collection, credit card processing fees, returned check fees, etc.
- \* Manage any customer issues, including but not limited to:
  - notify all parents and students of class cancelation due to school closure or local weather conditions;
  - arrange make-up class and notify parents and students;
  - resolve individual concerns relating to missed classes and make-up work;
  - reconcile customer complaints;
  - process refund should a student withdraw from course (no refund after course commencement);
- \* Two to three weeks prior to registration deadline for the SAT exam, send out first mailer to parents, announcing that test deadline and your upcoming SAT preparation class. Horizons will need access to names and addresses of Junior or Senior class for this service. Postage fees would be billed separately. School supplies letters and envelopes.
- \* Provide report postcards WITH postage.
- \* Provide pencils to distribute to registered students.
- \* One day before class begins, provide class roster to instructors.
- \* Day of class, call Athletic Director to confirm building accessibility.

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### **After completion of class:**

- \* Provide class results to Principal and other key administrators.
- \* Manage rebate process:
  - determine eligibility;
  - process and mail rebate checks directly to parents. Checks will be distributed within two weeks of course completion;
  - provide copies of rebate checks to the school;
  - manage any disputes;
  - issue check payable to your school to equate to total amount of rebate checks not paid.  
**For example:** Twenty students register for class at \$149 each. Fifteen students qualify for rebate of \$100 each, and five do not. Five students x \$100 = \$500. Horizons will forward this overage to the school or apply to any balance due. School can utilize these monies to offset instructor costs.