



<https://www.asb.ac>

## Enrollment Agreement

Name:

*Last*

*First*

*Middle*

Home Address:

*Street Address*

*Apartment/Unit #*

*City*

*State/Province*

*Zip Code*

*Country*

Home Phone:

(   )

Date of Birth: (MM/DD/YY)

Program Applied for:

Regular tuition fees for the 2023 academic year are listed below. The tuition fees include: all textbooks, instructional materials, and educational services. All payments are to be made in USD (or the equivalent amount in EGP).

Tuition can be paid over different installment plans up to 12 months. Students should email [accounting@asb.ac](mailto:accounting@asb.ac) for more information.

### Tuition fees for the Master of Business Administration Program:

<b>Tuition Fees*</b>	<b>2023</b>
Application Fee (one-time fee, non-refundable)	\$100
Library Fee (one-time fee)	\$250
Technology Fee (one-time fee)	\$250
Tuition	\$6,000
<i>per module (x10 modules)</i>	<i>\$550</i>
<i>per final project</i>	<i>\$500</i>
Graduation Fee (one-time, non-refundable)	\$250

\*Scholarships are available for students who reside in Egypt.

**Preferred payment frequency:**

- |                                       |                                    |
|---------------------------------------|------------------------------------|
| <input type="checkbox"/> Monthly      | <input type="checkbox"/> Quarterly |
| <input type="checkbox"/> Semiannually | <input type="checkbox"/> Full      |

**Methods of Payment**

1. Tuition and university fees can be paid electronically online via Credit Card in USD through the Student Information System (SIS). Invoices are generated by the Accounting Office and sent prior to the start of a module and is due for payment on the 14<sup>th</sup> day. Invoices are available on the SIS for the fastest, most secure, and convenient way for students to make payments online. The SIS notifies students of an invoice by sending an automated email.
2. For students residing in Egypt, cash payments in USD are available. For more information, please contact [admission@asb.ac](mailto:admission@asb.ac)

**Cancellation and Withdrawal Policy**

1. Charges may be refunded if a student cancels their enrollment or withdraws from a module. Cancellation or withdrawal requests should be made in writing by sending an email to the Registrar at registrar@asb.ac. Refunds will be issued using the same method of payment within 30 days from the date the School receives the student's withdrawal request. No tuition refunds will be issued if a student has not submitted a cancellation/withdrawal request.
2. A student requesting cancellation of their enrollment within 7 calendar days after signing an enrollment agreement is entitled to a full refund of all tuition and fees paid except the Application Fee.
3. A student requesting cancellation more than 7 calendar days after signing an enrollment agreement, but prior to beginning a course, is entitled to a refund of all tuition and fees paid minus: (i) the application fee and (ii) the library fee.
4. A student requesting to withdraw from a module after the module has begun is eligible for a refund of tuition and fees paid in accordance to the schedule in the Refund Policy.
5. Agora School of Business will issue a full refund of the tuition charges for modules that have been canceled by the University.

**Refund Policy**

Tuition is refunded if a student cancels their enrollment, or withdraws from the program, or from one or more courses. The refund is on a weekly basis as per the refund schedule below (please refer to the Cancellation and Withdrawal Policy above for refunds such as the application fee).

Cancellation or withdrawal requests should be made in writing by sending an email to the Registrar (registrar@asb.ac).

**Refund Schedule (applicable to each module of the program):**

	<b>Percent of tuition refunded after start of</b>
(Before start of classes)	100%
1 <sup>st</sup> week	70%
2 <sup>nd</sup> week	40%
3 <sup>rd</sup> week	20%
4 <sup>th</sup> week	0%

**Sample Refund Calculation**

If a student sends a withdrawal request during the second week of the module, the student will receive a refund of 40% of the tuition and the technology fee. For tuition of \$550 per module, the refund amount would therefore be \$220 ( $\$550 \times 40\%$ ) + \$250 (technology fee).

**Grievances & Complaints**

*Students are free to speak with professors to express concerns about final grades. If a student does not feel his or her professor has resolved the issue satisfactorily, he or she may express in writing a grievance or complaint to the dean. (If the complaint is against his or her dean, the student may appeal directly to the CEO, as described below.)*

**Submitting an Inquiry/Complaint to the Office of the CEO**

*When the Office of the CEO receives a formal letter of inquiry/complaint, the CEO will convene an Administrative Hearing Committee to consider the inquiry/complaint. The Administrative Hearing Committee will conduct an appropriate investigation and will render a written explanation/decision within 30 days of the filing of the inquiry/complaint to both the student who made the complaint and the Dean. The office of the Dean will keep a record of all student complaints and documentation of how they were handled. The decision of the CEO is final.*

**Non-Academic Grievances**

*Agora School of Business takes all complaints very seriously. All complaints are treated in confidence, including those associated with bullying, racial and religious vilification, sexual harassment and unlawful discrimination allegations made by students.*

*NOTE: These complaints may be formal or informal, where formal complaints are communicated in writing and an informal complaint is one considered to be unwritten.*

**Sexual Harassment**

*Sexual Harassment is defined as unwelcome sexual advances, unwelcome requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature when a person's submission to such conduct is implicitly or explicitly made the basis for employment decisions, academic evaluation, grades or advancement, or other decisions affecting participation in a School program (quid pro quo), or when such conduct creates a hostile working*

environment. When complaints address the matter of sexual harassment, the School will allocate 60 days to investigate the matter.

### **Registering a Complaint**

**Option One:** The complainant may initially raise an informal complaint (unwritten) with the appropriate School official (regularly, the Registrar). Following receipt of the informal complaint, the issue will be reviewed by the Dean within three (3) business days and a response will be provided to the complainant within five (5) business days. Depending on the nature of the complaint, the Dean may choose to meet with the CEO to gain further information and resolution of the complaint raised. The Registrar will raise the complaint directly with the Dean if the complaint is perceived to be of an extreme, threatening, or criminal nature.

**Option Two:** In the event that the complainant is not be satisfied with the outcome, he/she may submit a formal complaint in writing. As an alternative to the Option One informal complaint, the complainant may opt to go directly to the formal second stage. The formal written complaint must be received by the Registrar within 10 business days of the complainant receiving feedback. The formal complaint will be reviewed and addressed within three (3) business days and a response will be provided to the complainant within five (5) business days.

If not satisfied with the decision of the Registrar, the complainant may submit the complaint in writing to the Dean within 10 business days of receipt of the formal complaint decision. The complaint will be addressed within 15 business days of receipt of the complaint, and a response will be given within 30 business days. Complaints should be resolved within 30 days of the initial date of response from the Dean.

### **Acknowledgment**

1. I have carefully read and received a copy of this enrollment agreement and affirm my acceptance of the refund and cancellation policies.

\_\_\_\_\_ Student initials

2. I understand that the School may terminate my enrollment if I fail to comply with the academic and financial requirements or if I disrupt the normal activities of the School. While enrolled in the School, I understand that I must maintain satisfactory academic progress and that my financial obligation to the School must be paid in full before a diploma may be awarded.

\_\_\_\_\_ Student initials

I, the undersigned, have read and understand this agreement and acknowledge receipt of a copy. It is further understood and agreed that this agreement supersedes all prior or contemporaneous verbal or written agreements and may not be modified without the written agreement of the student and the School. I also understand that if I default upon this agreement, I will be responsible for payment of any collection or attorney fees incurred by Agora School of Business. My signature below signifies that I have read and understand all aspects of this agreement and that I recognize my legal responsibilities regarding this contract.

Accepted on this date \_\_\_\_\_

Contract valid for one(1) years from this date.

\_\_\_\_\_  
Signature of Student

## ***Office of Admissions Acknowledgement***

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*I hereby certify that there have been no verbal or written agreements or promises other than those appearing on this agreement. Students will receive an executed copy of this enrolment agreement confirming their acceptance at the School once all documents for admission have been received and satisfactorily reviewed.*

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*Director of Admissions*