

Full Extension Policies and Terms

To ensure that every student is able to complete their course material and receive the full benefits from their enrollment in an American Water College resource, we offer several options to extend your course material if you find yourself needing additional time.

Each of the extension options are listed below. If you have any questions regarding any of our policies, please always feel free to reach out to our helpful support staff who are ready to answer any questions that you may have.

2 Week Extension

Any student who has previously enrolled in a course but was unable to complete the course within the allotted original enrollment time will be allowed a 1-time 2-week grace period to complete the remaining course material.

To request this extension option, you may call our support staff to process over the phone or you may also send an email to info@americanwatercollege.org with the following information:

- Confirmation of your current student account – Including your full name, your student username or email and the course you would like to extend

45 Day Extension

If you have an exam date scheduled that is beyond your course expiration date, we will extend your exam preparation course which matches the discipline and grade level of your test* free of charge for a 1-time grace period of up to 45 days prior to your exam date. To qualify for this extension, you will need to provide additional documentation for your upcoming exam date.

To request this extension option, please send an email to info@americanwatercollege.org with the following information.

- Confirmation of exam date – Must include your name, exam name/type, exam date, and exam location on the confirmation notice
- Confirmation of your current student account – Including your student username or email address

*If you are not enrolled in one of our grade specific exam preparation courses but are enrolled in a course appropriate for your exam's discipline and grade level, we will apply the same terms of this policy. Our risk-free guarantee does not apply to non-exam preparation courses.

Extensions Under the Guarantee Terms



If you do not pass your state exam after you fully complete the appropriate exam preparation course for the grade level and discipline of that exam, you may choose to either receive a 100% refund of your original enrollment fee for the exam preparation course or reset your enrollment in the course.

If you choose the enrollment reset, all previous progress will be cleared, and the new expiration date on the course will be set to 6 months after your failed exam date. As noted in our Guarantee terms, if you choose to reset your enrollment, the course must be completed again, prior to your next exam for our Guarantee to continue to apply.

To request the extension option, please send an email to info@americanwatercollege.org with the following information:

- Confirmation of failure notice – Must include your name, exam name/type, exam date, and exam score
- Completion certificate from your exam preparation course
- Confirmation of your current student account – Including your full name, your student username or email and the course you would like to extend

Re-Enrollment

If none of the previous extension options apply and you still need additional time to access your course materials, you may also process a re-enrollment of your course. This will allow you to gain access for the full standard enrollment time at the current course cost.

This may be processed online through our main site utilizing the standard checkout process or may be requested through our support staff.

All Other Exceptions

In cases where you are unable to proceed with your course material, we may place a hold on your enrollment time so that you can continue your course at a later date upon request. Your progress will be saved in your account and the remaining course time will be applied when you're ready to begin your course again.

To request this option, please send an email to info@americanwatercollege.org with the following information.

- Documentation verifying the inability to continue with the course e.g., deployment papers, medical notice, jury duty summons
- Confirmation of your current student account – Including your full name, your student username or email and the course you would like to place on hold

