Verbatim Transcript of the TE 101 Series recorded August 6, 2022

Hello, Friends!

0:04

This is Janet, and we are very excited that you are going to take the next few minutes to join us on, understanding a little bit more about Tuition Exchange one. oh one, So let's find out what's available in all the other on demand series.

0:30

We have created four new T Low Liaison Officers training series that is available on demand, but you don't have to be new to join us if you're looking for something quick. 101 is the basics, which is what we're going to talk about today.

0:50

And 102 talks about the website, as well as the easy Online app 103 helps you to understand the guidelines that you need to have as a part of the program, as well as expectations for yourself and employ eligibility issue explanation.

1:15

In our 104 we provide a reminder that there's monthly training in addition to this particular series.

1:24

We also talk about reporting that's required for the Tuition Exchange officer as well as a plethora of frequently asked questions that are asked by you and responded to by TE Central so let's go ahead and get started.

1:45

Today's focus is on the responsibilities of the Tuition Exchange Liaison Officer, also known as chillout, the expectations of the T low, and a brief explanation of the EEZ online application.

2:04

Remember, that is more. We talk about that a lot more in the 102.

2:14

As a T Lowe, where do I find information?

2:18

Most of our information is now shared in the Liaison Officer Section, which is has that green circle around it on our homepage.

2:29

So you go to tuition exchange dot org And then across the top, you will see about Tuition Exchange Family section, which has all kinds of information for families, the Liaison Officer section, as well as prospective member. Within the Liaison Officer. If you hover by that carrot, you will see additional pulldown menu options.

3:00

Within the training, calendar of the Liaison Officer Section is the T lo Handbook and we encourage you to pull that down and to enjoy it for maybe a late afternoon, Friday reading or something along that line. It's not that long. There is a table of contents. And so if you're looking for something very specific, please look there first.

3:33

So what are the primary responsibilities that you've assumed as your institutional T lo?

3:41

Number one is to maintain fiduciary compliance, which means pay your dues on time.

3:49

And if you have exports who are, who appear on your enrollment report, which we talk about a lot in 103 and again, in 104, Make sure that that is up to date.

4:05

Your dues are due no later than July 15th, every year, and your participation fees will be due after you submit your mostly complete, or hopefully, complete, enrollment report, which is due no later than October 15th.

4:32

It's also your responsibility to create and share equitable and fair guidelines for both your exports. Those are your employees levy. And imports. Those are students coming in from other institutions.

4:51

It's also your responsibility to make sure that all eligible employees and their families are aware of the Tuition Exchange Program.

5:04

You also, in your guidelines, need to have determined what defines an eligible employee.

5:13

And based on that definition, then you certify all eligible faculty and staff family members.

5:23

I remember bye certifying that the faculty or staff the employee is eligible does not mean that the student will receive tuition exchange.

5:39

And it's also important for you to understand that before June 20th, you need to have re certified all eligible exports each year for the next year.

5:53

Please do not do any recertification until February, and yes, we will remind you.

6:04

The handbook that we have created is your Guide to make sure that you understand your responsibilities.

6:14

As I said earlier, imports are those students who come to your institution receiving tuition exchange.

6:25

You need to make sure that not only you know that the imports are coming, but they're also your financial aid office, your admissions office, potentially your registrar's office, and certainly student accounts is knowledgeable.

6:42

You also need to make sure that the imports actually enroll.

6:48

So just because you said yes to you are eligible, Ms. Import does not mean that that student actually attends your institution.

6:59

Make sure your registrar is asked the question.

7:05

While there is no balance, any more that we still expect that all institutions will remain, will maintain some type of reasonable respective balance between the exports and imports. Absolutely, we understand and recognize that students say yes, and then end up staying home.

7:29

So it's not your fault.

7:31

You need to make sure, though, that within your guidelines you talk about approving all eligible imports, knowing that not all eligible imports will probably enroll.

7:46

If for some reason, tuition Exchange, Central imposes limitations or restrictions, you will be notified and then you must comply.

7:57

Because every import school is also an expert school and vice versa. It is expected that you would be solving issues between the other T low involved with the student.

8:12

Certainly, tuition Exchange is here to help, but we're not here to solve problems.

8:19

Your initial enrollment report is due no later than September 30th, and every August, we provide training that details that details to the enrollment report only.

8:33

So please make sure that if you have not attended the enrollment report training, that you take time to do that, and all training, past training, is available inside the Liaison Officer section just where you found this.

8:52

As a reminder, the enrollment report is organic, fluid, and changes.

8:59

And so it is your responsibility to review and modify that report at the end of every academic term or semester, and also after the beginning of that term. And then one final time at the end of the year.

9:17

It's your responsibility to keep the mandatory profile and overview up to date.

9:23

That's where families go to find information. And if it's wrong, then you have to stand behind it.

9:29

And we have seen a tremendous amount of changes within the T low system.

9:38

It is your responsibility to keep the T low information up to date, as well as any other types of school information to date.

9:51

As a former financial aid director, document everything, and you usually hear me say document, document, document.

9:59

You need to also make sure that you keep CI central, updated. When you are leaving your position.

10:07

You need to make sure that you don't walk out the door without at least notifying us that you're leaving.

10:15

Every school is expected to have at least one primary and one secondary tello beginning July 2024.

10:25

That expectation will become mandatory.

10:28

So, if you do not have two separate people with two separate e-mail addresses, then you technically are no longer income clients, will come back and ask you, who's going to be your backup, Particularly since the Lottery's has been so big. If you're buying a ticket, you may say, I'm done. I think I would at this time of year.

10:53

So, where do I find the information about my school inside your T lo portal, which is different than being on the front page?

11:02

So, the portal, an institution account, has all kinds of information that you, as the teal only, to keep up to date.

11:10

The institutional, the mandatory institutional profile, is a survey that needs to be responded to every July, To make sure that what it says today is what you are doing today.

11:24

The institution information is what you see on this screen to the right.

11:29

And every school should be accepting online applications, and every school must have a priority application date. If you do not have one, enter, 8, 15, 20, 20, 4.

11:43

By the way, if you don't have an application deadline, you don't show up on any of the lists. Please make sure you take care of that today.

11:52

And the liaison contact should be somebody other than me.

11:57

So, please make sure that you have not only the e-mail of the primary contact, that you also have an e-mail, and the backup contact.

12:07

If you need to change your super secret password, which hopefully is not tuition, the account information section that you see here on the right, is where you are left, is where you would change that.

12:22

Let's talk briefly about, the easier.

12:26

So, make your hours count friends. You are not a data entry clerk, Allow the families to complete their own applications.

12:33

As a reminder, the application goes first to the export school for approval, provided the employee knows where they work.

12:43

The export could school controls whether you say yes or no to that easy online app that you've received.

12:53

And once you hit Submit, that application is approved for this student.

12:59

Unless the parent is no longer eligible, and at that point you would need to change it.

13:07

So, let's talk about the process itself.

13:10

The family completes the online application and submits the information to you Hopefully you are the expert score.

13:19

We found some families being confused this year, and then you will receive an e-mail from no reply telling you that an application is now available.

13:31

The Exports gilo is going to go to the portal, look inside the Applications tab, then at new exports 23, 24 decision pending, and if you look cool there, over to the right, you will see in red, are waiting, school approval.

13:53

That means that you need to click on that app, the student's name in that application, and say yes, approved, or no denied.

14:03

And this only means friends, that the employee has met your eligibility guidelines.

14:12

This is one of the reasons you should never refer tuition to tuition exchange as an employee benefit.

14:21

There is no guarantee that the student will meet the import guidelines to receive.

14:30

Once you click approved, then family members listed on the on the application with a valid e-mail address will receive an e-mail telling them that the export decision has been made and it's approved.

14:47

If you deny it, only the employee will receive that e-mail.

14:53

From this point forward, until the student enrolls, they shift all of their communication thought process to the import school as our dear friend, Sergeant. Schulze will say in Hogan's Heroes, the export school knows nothing.

15:11

Quite frankly, you shouldn't need to know anything. You did your job. Now, the student focuses on the Import school.

15:23

There are challenges with the EEZ app in, that, the data entered by the family sometimes gets a little screwy, or they Forget what they said.

15:35

Now, we remind folks to take a picture of the application, but you know how far that goes.

15:42

So, we have a couple of options that the families can track the application, but the family also needs to remember what they, what they added.

15:53

The last floor of the social or ...

15:57

combination, they wish the birth date, including the correct year, and the e-mail of the student. So the errors that we find repeated over and over again is they put in the wrong birth date.

16:12

Sometimes they put in mom's birthday.

16:14

Or the day before the day after, it's been comical to listen to the to the reasons why, as well as the student's valid e-mail address. There could be a challenge if the student is going to school, where the school provides e-mail addresses, rather than using a Gmail account. The student is using whatever account they read most.

16:37

The TILA can share a copy of this app with the student upon request. So how do you do that, Janet? It's right here.

16:46

You're going to go to your T lo portal.

16:50

You're going to open up applications, You're going to open up export applications: new in the correct year, which would be 2324.

17:00

You'll click on any one of the student records, and now you see on the right what you will see.

17:08

Go to the top, which is, which says, Print Now, and it's so far, it's always below the sidewalk, right? That series of pictures, there's a sidewalk.

17:19

Click Print Now, Printed as a PDF.

17:24

And e-mail that PDF to the student's e-mail address, what they choose to do with it, That's fine, but you provided it to the owner of the data, which is the student, not the peerage.

17:42

Continuing students can also track, there's, there, says a little bit different.

17:47

It's going to be the e-mail that was entered on the initial application, so they, too, may have, they may to be scratching their heads like me. I don't know what I wrote. So you can using the same formula as like, provided on slide number 13.

18:05

You can print an app for the, for the continuing student, as well.

18:10

Please be very mindful of FERPA issues, the Family Educational Rights to Privacy Act, and do not provide today information to the employee without having something in writing, specifically from the student, telling you that you can share with X All right, Never share something over the phone.

18:32

Even if you recognize the voice import schools, Make sure that you have funded the student in the spring, so that the student will see a clear and accurate picture.

18:47

And if you're not sure if the student's been funded, you can go to your T lo portal.

18:53

In the application section, this time, you're going to look for review submissions. And when you click on that, you should see new, continuing, approved.

19:04

Students don't get thrown by the word new. It's just a new year, a new request.

19:12

Alright, so that concludes our information today. We thank you very much for joining us. If you have any questions about the process, please feel free to contact myself and I'm Janet or Suzann.

19:29

If you have questions about the money, please visit with Christine directly through e-mail. Her e-mail address is here. And if you have program in general questions or you have a school that you would like for us to reach out to, please contact Bob. Again, thanks for joining us.

19:49

There welby a series of questions launched after the end of this webinar, so please take the time to complete that. That way we know that what we've shared is valid and is helpful to you.

20:06

Thank you so much. Have a great day, and, again, stay well.