**This email is being sent to all TELOs. Please read the entire message. There are several reminders and potential actions required.**

The Tuition Exchange Liaison Officer (TELO) portal and TE-EZ Online App will be disabled in early June as we transition from the current system to a new, much more efficient TELO system and student application process. Your cooperation and action are needed to move correct and dependable data.

Suzanne and Janet are reviewing all facets of the current system daily. We will contact you and remind you (relentlessly) to approve all new Export and Import decisions now! We will email you weekly if your school has any outstanding Re-certifications. We will contact you and the Admissions Contact in mid-May if there are still pending Import applications.

**Before May 15**, you reviewed the Institution Account; Institution information is accurate.

**Before the end of May**, every eligible continuing Export student listed on your 2023-2024 Enrollment Report must be Re-certified or listed as n/a.

**On June 5**, every NEW student should be Approved for 2024-2025, Rejected for 2024-2025, or Withdrawn for 2024-2025.

Also, **on June 5**, every eligible continuing IMPORT student listed on your 2023-2024 View Submissions must be found in Imports – Rejected Continuing Forms or Imports - Approved Continuing Forms.

All New 2024-2025 Applications in either Export Decision Pending or Import Decision Pending must be acted upon.

1. Export Decision Pending 2024-2025
   1. Do you have any student applications with the status in the EZ-App Certified column in red stating Awaiting Export School Certification?
      1. If yes, please approve or deny each application in this red status.
      2. If yes, and the application is duplicate, share a screenprint of the duplicates to be deleted with Suzanne or Janet. We need to know the TEID, student name, and other school(s) involved.
   2. All Export Decision Pending 2024-2025 students must be approved, denied/rejected, or withdrawn by June 5.
2. Import Decision Pending 2024-2025
   1. Do you have any NEW students in this status?
      1. If yes, please approve or deny each application by June 5.
   2. When approving new students, please review the student’s self-reported Total number of academic years, total number of semesters, and class.
      1. For example, the total number of academic years for a NEW, first-time student should be four (4), the total number of semesters (8), and the class should be a freshman.
      2. For the graduate student, the total number of academic years for a NEW graduate student should be two (2), the total number of semesters should be four (4), and the class should be graduate.
   3. If you discover errors, please contact Suzanne or Janet for corrections. We need the student’s name, TEID, and correct information. If it is more manageable, you can share a screenprint, but be sure to include the correct information.
   4. If yes, and the application is duplicate, share a screenprint of the duplicates to be deleted with Suzanne or Janet. We need to know the TEID, student name, and other school(s) involved.

The new system brings significant changes to the student application process. Students will create an account that will be connected to an email address. Your help to encourage all employees to alert their NEW TE scholar-seeking dependent(s) to set up a non-school email account, such as Gmail or Yahoo. Should students set up their TE-EZ Online app using their school email account, access to that address expires when they graduate. Expired email addresses will cause challenges for all, but mainly the student(s)! Information is being developed for you to share with your eligible employees. Your assistance in communicating this critical information is appreciated.

Employees and potential student scholars often email TE Central ([info@tuitionexchange.org](mailto:info@tuitionexchange.org)) asking when the 2025-2026 application will be available. The answer is July 1. At that time, student accounts can be created by students seeking TE scholarship opportunities for the 2025-2026 or 2026-2027 academic years.

The TE-EZ Online app podcast, PowerPoint, and FAQ documents are being updated and will be shared in advance with all TELOs. You are encouraged to review the documents so that you are familiar with them and thus better able to assist your employees and their dependents in creating the student’s account and completing the application.

To date, TE Central has provided TELOs with information on what to expect in the new system. The podcasts and PowerPoints are available on the Tuition Exchange homepage, Liaison Officer tab, and new TE Portal option. If you have not attended or listened to these live webinars after the fact, please do so soon.

Required TE member changes include:

* All member schools must adopt the TE-EZ Online app.
* There is a maximum of ten (10) active schools listed on the application.

Students can modify their school choices until the student’s record is claimed by an Import school as enrolled.

* The application reports information on the eligible employee.
* Eligible employees must use their school email address. **\***
* TELOs can no longer enter student applications.
* Every member school must have a primary and secondary TELO:

**The primary TELO** is responsible for maintaining all user accounts, which includes adding and removing individuals who need system access or leave the school’s employment.

* Every member school sets up an annual school year account:

Until the annual school year account is completed, the school does not appear as a selectable option for the student’s TE-EZ Online application choice.

* Every member school has three custom fields:

The fields are character fields and cannot be sorted for reporting purposes.

* A Daily Digest replaces today’s emails.
* A calendar of actions performed by system rules will clean up the system, move unclaimed students from one status to another, and create the student’s expiration date.

More information will be provided as the new system continues to be released. TE Central looks forward to sharing the entire system very soon. Every primary and secondary TELO is required to attend a live training session. Sessions will be offered beginning in July through August 15. When the calendar is released, please make every effort to attend a live session. With this advanced announcement and six weeks of training options, we are confident that at least one session will fit your calendar.

**\***Schools can choose to ignore the .edu rule.