Verbatim Transcript of the TE 102 Series recorded August 6, 2022

0:03

Well, hello, friends, This is Janet, and we're so glad that you've taken time out of your day, to listen to Tuition exchange's Series 102.

0:14

And rather than do much more, let's just get started, as we have a lot of ground to cover today.

0:26

If you're a new T low, or if you're a seasoned T lo, looking for some specific answers, we hope that this on demand training session will provide you what you're seeking.

0:39

One-on-one is the basics.

0:42

And it's about 20 minutes in length and gives you a very good overview.

0:48

1 O two is a little bit longer, because we're dealing with the Web site, as well as the easy app.

0:57

1 of three talks about guidelines, T low expectations, as well as employee eligibility issues, and it runs about 25 minutes.

1:10

And the last 1, 104, covers monthly training, reporting, and frequently asked questions by tuition, exchange liaisons, as well as issues with payment, and that one this our longest, but we certainly hope that you will take the time to listen and to learn.

1:33

In 1 of 3, our focus is working on understanding the website, the portal, which is where you work most of the time, The tea, easy online app process, Both from the export as well as the import frame of mind, and then tracking that application.

1:58

Look at our home page, tuition exchange dot org, So awful lot of information in there.

2:05

And there are two sections that are important to you.

2:09

The Liaison Officer Information is where we are now housing, Oliver training information. And please encourage your families, too.

2:21

Pay attention.

2:22

And to access the website for family information, so that they can find the information they're seeking.

2:32

It's interesting to me how many families say that they can't find the application or the website, or, excuse me, the list of schools, when they are able to find our e-mail and our address. Well, let's get going. So, for you, friends, on the tuition exchange dot org website, there are three issues. You have, the ..., which provides a lot of information general information, opportunities of membership, which helps you explain to your families what tuition exchanges are the place that I hope you'll spend most of your time, is inside the Training calendar.

3:14

On the family side, we have a quick webinar that talks about what tuition Exchange is for families to listen.

3:25

We also talk about, in general, the scholarship awarding process. What's available, as well as you can see the application, which we hope they all listen to the podcast before they complete. But we know sometimes that does not happen.

3:43

The online application itself, an application status is for new students, first time students, and the continuing recertification process is for those that are continuing.

3:59

So as I shared inside your section, you could find the ... handbook, which has been recently rewritten and available for you to download and refer to often it even has a table of contents.

4:15

There's the material Order form, which is available.

4:19

All materials are available to you free of charge, reason why membership has its value, The training calendar, as well as past webinars, recordings of those, and the training materials available to families, for, excuse me, training materials available to you.

4:41

Other pieces of the website, above where you saw the Liaison Officer, is where you login.

4:51

We also provide, in those bright green buttons.

4:54

The current membership list, which is updated as new members, are added.

4:59

The podcasts, which we really want folks to listen to before they start the process of applying for tuition Exchange. And then the Apply Now button is where the actual, easy app can be found.

5:17

Please encourage your families to take a tour of the family section as most of the questions that are asked of family can be fair. And the answer can be found here.

5:33

So let's dig into the Hilo portal, which is where you will do your work.

5:42

You have a T code that is assigned by tuition exchange.

5:48

Then you use your e-mail address, and then you use your password.

5:57

When it's rigidly setup, we use the super secret password of tuition. Sleaze friends, update that password to wishing is not a super secret password.

6:09

And remember, no T low should be sharing their login with anyone else. We are happy to provide you with your personal login.

6:26

Every active T lo requires a personal login and again, do not share.

6:33

If you need your own, please e-mail Suzann and provide the following information the name of the new T lo and their title.

6:44

The e-mail and phone number of the new T low and what role with that T low share? Are they the primary, are they the secondary, should they have access on the export side only worthy import access only?

6:59

And when e-mailing Suzann, please share who the new T low is replacing And if that person who's being rude the person who's being replaced, should they be deleted from the system? And we, Suzanne will provide all the details necessary for the ... to log in.

7:27

In your menu, there are a variety of things found over on the left section.

7:33

You'll always click on the plus sign to expand the individual areas underneath. So, under Institution Account, we've expanded it.

7:47

And Institution account is where you update scholarship and tuition amount, and add that very important application expiration date.

7:59

Account information is where you change your super secret password from tuition to something else.

8:08

The Enrollment Report is where you find your current year's enrollment report, as well as previous year enrollment reports.

8:19

And while the Balance Sheet has been eliminated, we still provide you with the Balance Sheet.

8:27

And if you're questioning whether your dues have been paid or not, you can confirm right there inside the institution account, the last option, membership dues.

8:44

Talking about membership dues and online fees.

8:49

To the left, if you see the button that says Pay Fees Online, or paid dues online, That means that you have not satisfied the fiduciary responsibilities of your membership.

9:05

So, please click on the paid dues online, and make sure that you get those pages as soon as possible.

9:14

They were due on July 15th, and they will be considered late September 15th, with the possibility of late fees occurring And accruing to the tune of $50 a month, So please make sure that you pay those on time.

9:31

If you want to pay by check, you can still follow the link at the top on the left, above the pic, or right below the pictures.

9:43

There's a picture of a sidewalk click on the sidewalk and you will be able to print your invoice to be sent to accounts payable.

9:53

The 2324 Duce are $600.

9:57

Should you see pay fees online, you click the blue button and that's for your participation fees. And 104 talks about participation fees in detail.

10:10

Again, we accept check or credit card and you are not charged any processing fees if you choose to use your credit card.

10:22

Participation fees are tied to the Enrollment Report and will be due on October fifth and will be considered late on November fifth, and the same $50 assessment fee is there.

10:38

Participation fees for the 2324 year are $45 per successful export. And those fees are to be paid by the school, the export school. Please do not send us family checks.

10:54

And as I shared, the invoice for the participation fee is tied to the enrollment report, and if you go to 104, it talks in detail about what you need to do.

11:08

Membership dues, Remember, I talked about the sidewalk. There's a picture, and invoices were mailed or e-mailed to the primary and backup to Lowe's as well as the invoice contact If a person was listed.

11:24

If your dues are paid in full, the pay dues online option is missing from this section when you login. And of course, you can always check your membership dues statement inside the institution account.

11:44

If you have paid your dues, you can you will receive an invoice. The invoice will tell you that there is no payment due, but, again, you can always go look at your invoice inside the institution account.

12:03

When paying by check, there's the time for processing, and we ask you to please allow at least 50 14 days from the time. The check is mailed.

12:17

From your institution to T Central, it just mail is slow friends. And the processing of checks is, is a bit.

12:29

Not awkward, but it's time consuming, and Christine gets lots of checks in batches and it just takes her a little bit of time to do that.

12:38

So, we appreciate your patience If it's been more than 30 days since your check was mailed and it has not been cached, please reach out to kersting directly, and all of our contact information is available on the last slide.

12:58

You need to keep your school profile up to date.

13:01

Again, institution account, The mandatory institutional profile is where you answer all of your survey questions. And please review that every year, after July one, to make sure that what you're doing today is the same as what you did last year. Or, if you changed the way you're doing something, Obviously, you need to update your survey.

13:27

Institutional information.

13:29

That is where you are going to list all of your telus, your HR person, your financial aid, person, your president, and so on. Please refer to that and make sure that it is up to date.

13:50

On the left is inside the institution information.

13:56

Everyone should be accepting new students, and everyone should be using the online application option.

14:05

If your application deadline spot is empty, you will not appear on any membership lists.

14:14

Please update that soon.

14:18

In fact, as soon as you're done listening, would be very good.

14:23

And make sure that the name of your institution is right and your address is correct. We've had a lot of schools go from college to university, and we would like to make sure that we are sharing the information correctly.

14:37

Again, review all listed employees We had little pushback this year when we asked everyone to confirm all of those and friends, that's because we want to say thank you to your President.

14:51

We will never e-mail anyone listed on that list without including you, but there's times when we need to say Thanks. And if we don't have the right person, we don't do a good job of expressing our appreciation for all that you do.

15:10

So the things that you need to make sure updated every year, tuition and scholarship amount.

15:17

Tuition is what you charge, not fees, not room and board just tuition.

15:23

The scholarship amount is the amount of the tuition Exchange scholarship. Remember, if your tuition is less than set rate, then your scholarship amount is your tuition.

15:37

If your tuition is greater than set rate, and for 2324, that amount is 41,000, then you would list whatever the amount of the scholarship is that you're providing to your students.

15:52

Please make sure that you have an application deadline listed if you don't have one, and that is fine. Please make sure you enter 815, 2024.

16:04

I've found several of you entered 2023 or you listed something that had a 23 year, but was really like September. I'm not sure that you've got the right date. Just go back and look one more time, and as a reminder, no date means that you are not on any list of school membership.

16:28

As a reminder, if the T low information is not correct requires updating e-mail Suzann with the name, the e-mail, the phone, and the title of the new person.

16:42

Make sure that we know who the new person is replacing.

16:46

If any, one, and if your school name or mailing address is no longer valid, please update susann with that information as well.

17:02

When you're updating your tuition and scholarship amounts, which is still in the institution account, please take a moment to read what you say about your school.

17:14

We give scholarships, but only until the 15th of June for everybody who's applied and been admitted, is not a friendly message.

17:23

So please think about how you can share that message better.

17:27

And with more information than just the negative information.

17:33

Ask your marketing staff to help you. Please remind or share, with your marketing staff, that this is just text, at this point, it cannot be dressed up or flashy or anything like that.

17:48

Everyone should be using the easy app.

17:52

And again, I cannot stress this enough to make sure that your application deadline is not empty.

18:03

Review your mandatory institutional profile.

18:08

Making sure that the information you are providing is what you actually do.

18:16

And you can update this at any time, just make sure at the bottom that you hit Save to update that information going forward.

18:27

Here is what the family sees based on the information that you provide, so it's, and you, and look at the additional information provided here.

18:41

There's also, um, if you continue down on the U S C, lace, you will also see other FAQs, which really, help families understand the process.

18:59

The Message, is the Message Friendly?

19:04

Does it tell people about your school? Is it informative?

19:10

Again, look what they've done, scholarship it, at Agnes, Scott College is equal to tuition less any institutional mirror, or grant aid. So, that's another place to say it very clearly so that there are no misunderstandings.

19:30

As we move forward, we're going to start referring to T Lowe's as a primary, and a secondary.

19:38

The primary and the secondary have equal responsibilities in that they are, they are responsible for the entire process. And the lottery is kinda high right now, friends.

19:49

So if you're buying lottery tickets, good for you, I hope you're a winner. And if you're a winner, I'm sure you're gonna say, bye, bye, now, All right?

19:58

So that means everybody needs to know, at least enough to be able to get into the system and to be able to respond appropriately.

20:10

Make sure that everybody is in tune.

20:14

And also, recognize that, if the TILA, the primary ...

20:20

is an HR, they probably are not familiar with admissions and financial aid issues.

20:26

And likewise, if the if the primary gilo isn't admissions, there focuses on new students, and they may not know as much about current employees and even financial aid issues.

20:40

We've been sharing this information for the last eight years.

20:43

And we're going to get even more serious about it, as we move forward, consider telos, with specific knowledge.

20:53

Export kilos, no.

20:56

About employees.

20:59

Import T lows, know about new students, as well as continuing students, and even the current T system can accommodate the split and duties. So please, this fall, have a conversation with all involved, and see how you can better and best run your program.

21:21

Moving along to the easy online application.

21:27

Friends, you're not a data entry clerk.

21:29

Make your hours count.

21:31

Allow the family to complete the application.

21:37

The application always goes to the export school for Eligibility, four, Employee Eligibility, Certification, and approval.

21:50

Now, there have been a few errors along the lines.

21:52

Because perhaps they work at saint Francis, and they did not look at the State name. Or, in a couple of cases, they want to work at XYZ School. So they just fill it in, thinking, maybe you won't notice, haha.

22:08

Once the application is received, the expert application is received, the export to law is responsible to approve or deny the application, and the approval or denial is based on employ eligibility only.

22:25

So, if you say Yes to one, you need to say yes to all of them. If you say no to all than you are one, you need to say no to all.

22:36

And please remember that once you say yes, you cannot go back and take that yes away later, unless, for some reason, the employee no longer satisfies your eligibility requirements.

22:54

The easy online app has three steps.

22:58

The applicant completes and submits the online app, and the student applies for admission to the selected team member schools.

23:10

The employee's export eligibility is reviewed and confirmed, eligible, approved, or ineligible denied by the Export TILA.

23:22

And make sure you take action on the individual apps, as well.

23:26

Then, it goes to the Import School, and the Import school will review the application and determine, based on the student's academic eligibilities, irked requirements, if they meet the requirements necessary to receive.

23:44

So friends never refer to tuition Exchange as an employee benefit.

23:50

if a benefit implies that they will receive, and as you can tell by slide 26, it's a two prong option and there's no guarantees on either side.

24:05

So, for the export process, the applicant completes it and submits it, hopefully to where the state, where the parent is enrolled or working.

24:15

The Export TILA receives a notification that easy apps are available for review.

24:23

Export TILA looks inside applications, export applications, new decision pending and in this case will be for 2425.

24:33

And export teela denies or approves the applications based on the employee's eligibility.

24:41

I'm going to say it again.

24:43

This only means that the employee meets the export school's eligibility guidelines, no guarantees.

24:53

And once you have completed your work, if you approve it, e-mails launch to the applicant and the employee updating them, that action has been taken.

25:04

If you deny the application, only the employee receives an e-mail from this point forward, until the student actually enrolls in school, a year from now, basically the student shifts all of their focus regarding communication and questions to the import school.

25:27

You know nothing about what the import school decides, how they decide, or when they fund, send the student to the import school.

25:42

On the import side, once the export school has approved the applications, you will receive an e-mail And then import telus, You look inside the applications, Import Applications, New Decision Pending 2425.

26:04

And now you're going to either Lec approved, which means the student will receive tuition exchange if they decide to attend your institution, or you will click denied, which means the student does not meet your eligibility requirements, and will not receive now. Please don't get hung up on the words. denied just means no.

26:30

All right, E-mails launch to the applicant and the employee informing them of your decision.

26:38

If it's approved, it's a nice e-mail.

26:41

If it's denied, it says, Your status has changed.

26:46

We don't tell them why.

26:48

Because, we don't know, friends, particularly important. If you are denying a student, please put a reason why.

26:57

So that the export school and T central both know why you did it.

27:04

Families can track, they're easy, online apps, and it's pretty easy to do, but they require some very specific information, and sadly, they don't always remember what they typed.

27:22

And so, what they need to know is, the last four of the student's social, or T E ID that they decided to assign to themselves, the student's birth date, which is oftentimes completed incorrectly.

27:38

And then the student's e-mail, which can be any e-mail across the board.

27:45

So, you can share a copy of that e-mail, if you so desire, with the first case me, you can send a copy of that application to the student directly if they ask for it.

28:02

Alright.

28:03

And that is all explained in another's. I know I don't think I explained it in this one yes. I do. It's explained in another slide, so hold on tight.

28:16

The statuses decision pending means that the application is waiting for somebody to act.

28:23

Enrolled means that the export school hasn't done their work yet.

28:29

Enrolled means that the import school has claimed, the student approved means that the application is moving forward.

28:42

Withdrawn means that the export school said does not meet the requirements. Export school, please include a comment.

28:53

Rejected: Again, please don't get hung up on the verbiage.

28:56

Means that the import school has denied the application, or the student has said, Thanks, but no. Thanks.

29:06

Again, please add a comment why, it just helps us not have to remember 10000 extra things.

29:14

So, when the Student, usually, the mother says, doesn't work, um, you can, the ... can share a copy of the app with the student. All right.

29:30

So, how you do that, is, you go to the Portal, you login.

29:35

You go to Applications, you go to Export Applications, New.

29:40

And you find the student's application, remember, it could be an withdrawn, it could be in denied. It could be, and should be awarded. It could be, or to be enrolled. It could be an approved, or it could be in decision pending. So, you have to look in one of those sections.

29:56

Open the record, scroll to the top under the sidewalk.

30:01

Every print button on our current system is found beneath the sidewalk, on the pictures at the top of the screen.

30:10

Click Print, save it as a PDF, and e-mail a PDF to the students, and if the e-mail for the student is no longer correct, the parent can provide you with a student e-mail, or you can ask the student to do that.

30:29

Remember, friends, FERPA rules, students or schools should never send information to anyone. But the student.

30:42

Import students that are new, new school or noose imports air. But let me try that again. Import schools, You need to do the following things.

30:53

Confirm that the new student is admitted.

30:58

If not admitted, and it's after the first of August, they're probably not coming, deny the application for tuition exchange.

31:10

Anytime that you provide tuition exchange, award tuition exchange to a student, you need to communicate that with financial aid immediately.

31:25

If the student is admitted, then please confirm that the student has paid their enrollment deposit and has registered for fall classes. Your registrar can help with that.

31:36

Then after school begins in the fall, the import school is going to click the enroll button, and that is all covered in our August training, called Enrollment report.

31:53

Continuing students. On the import side, again, you need to confirm that the student came back.

32:00

And if they did not return after the summer, then you need to update the expiration date.

32:08

You also need to check with financial aid or the registrar to make sure the student is eligible for the scholarship and communicate with financial aid that the scholarship continues.

32:22

On your enrollment report, please make sure that the expiration date is valid and if it is not meaning it needs to be extended beyond this year e-mail Suzann or myself with the student's name students T ID what the new expiration date should be and that you've talked with the other school involved.

32:46

Don't ask us to extend it without confirming with the other school that it works, and please, remember, many schools have a maximum of eight semesters of funding eligibility.

33:00

And so, then, you are making a decision on professional judgement.

33:05

It's documented on a case by case basis.

33:10

We talk about that in the handbook significantly and no one should be recertified. Until next spring we'll remind you when it's time to do that.

33:21

Thank you for your attention today. We hope that has answered your questions.

33:25

If you have specific questions related to the overall operation of the program, Bob is a good person to contact. If you have specific questions about program eligibility or needing to fix something, please visit with either myself or Suzann.

33:44

If you have any financial questions, hob doesn't let me manage the money. That's a good thing. Please visit with Christina and her e-mail is there as well.

33:53

We hope that you found this valuable. We thank you for your time, and all that you do, and above all, stay. Well. Bye.