0:03

Hi friends, this is Janet, and we are so glad that you're here.

0:07

All of the announcements before we get started number, one are, particular presentation is for tea lots, which are the Tuition exchange Liaison Officers. We have found that people outside of the Tuition Exchange liaison office profession are finding our webinars and joining us.

0:32

And so, I did cancel several, or rental people today, and got a couple e-mails back from, from the parents saying, I want to know more, and I said, I understand, you talked to your, which exchange liaison officer and I e-mailed the officer where the family was insistent on joining us so and I kinda watching who's with us and most of your names are still very familiar. So please, if you are a parent disconnect and visit with your tuition exchange officer at your institution.

1:10

Alright. I didn't see anybody leave and our numbers keep climbing So again, my name is Janet. And we always start our webinars with a weather report to honor my mom who absolutely loved the weather NK jayhawks. So we won't talk about the Hawks, today, they're doing great.

1:26

But whether in Newton Kansas is 24 cloudy and snowy yesterday, I did not wear a coat and I have shirt sleeves on, Welcome to the mid-west. Robert.

1:38

What's it like in your world, Irving, Texas, it is 41 degrees with the wind chill. And, obviously, when I say that, means it's one day. So it's a little bit of color time period for us at this time of year, but it's supposed to warm up by the weekend.

1:54

Yay!

1:55

Alright, Suzanne, I think you're with us. I am. Hi, good morning. OK. So I know I say it's freezing here, and you all are going to laugh because it's 63 and sunny.

2:07

But for us, Californian's, it's cold, but it's beautiful.

2:14

Oh, thanks, D one, I'd be insurance.

2:19

We actually have Christine with us Cristine, what's going on in your world?

2:23

Hi, there, only Maryland. Little north of DC, we're actually above average and at 50 thick, but it's been raining all day.

2:31

It will rain tomorrow, pretty miserable, and we will go down to a low of a 20th or on Saturday, though, just all over the place. It is. It's the, it's not so much the mid-west as it was. It is, February in America. So Roger, we're glad you're here.

2:52

We have more than 400 people actually register. So they, for you guys, there are two handouts in the toolbox. one is today's handout.

3:04

If you didn't get it, I still have bliss schools that they say, My files are too big. I can imagine haha. The other one is, and I don't know if you all know this, but I'm back in school. This time, I'm going to school, too.

3:19

Live out a dream, and that was the one I always wanted to be a librarian, but the library and told me that I was too noisy and wouldn't work well in the library. So, changed my profession at the time. And now, it's just kind of a dream, But on the other hand, that actually says, Janet's homework, which I have to put together a presentation on something that I know well. So I decided I pick on you guys.

3:47

News is, you're the winners, because it's all about how do I re certify in just a few slides rather than all the yakking that you'll hear over the next next 45 to 50 minutes. So, let's go ahead and get started. And hopefully, everybody has their power up right in front of them. We're going to talk about continuing students today.

4:09

Those are the kids that are in school now, will continue to be in school next semester, new kids, those are the folks that want to come into the program. And received to which an exchange through that program. And please remember, I had a father the other day that I almost, I had to school them because he kept saying, I'm entitled to this benefit, and they said, no, sir.

4:31

This is a scholarship.

4:33

You are eligible to apply, big, and your daughter or son is eligible to apply because of where you work. So please, please, please, I know that you all do a great job, but we still need to keep families in Ford, and then of course, Bob Christine have a few updates that we want to share along the way, which will close us out.

4:54

So continuing students, today, I'll let everybody say it, you can start the recertification process, and that is making sure that students are still enrolled.

5:09

You want to check their academic progress.

5:13

You want to make sure that if anybody's on leave of absence, you know about that, You want to make sure that parents with the parent or employ is still eligible. Never forget about FERPA, it's forgiving. And, of course, in every policy, you want to have some kind of mitigating circumstance. Because if you don't have that on a case by case basis, and you change the rule for one, you change the rule for all.

5:39

So let's talk about recertification.

5:42

Number one: sport schools. Your primary responsibility is ness, that parent is still an eligible employee.

5:52

If they are not, you should not recertify that individual unless you have some kind of re-invent on the side with that individual.

6:04

And you should update their expiration date and also notify ring other school involved.

6:11

On the next slide, we'll actually see a copy of the enrollment report or the enrollment report and how to recertify.

6:20

You may still have some people that are missing a first name. That's usually because somebody in the system, namely moi, probably masked within an application along the way. We have tried very hard if we couldn't figure out who it was, because the e-mail was something other than a name.

6:39

We put the word unknown in, so please update those. Can both support and imports, can now update the first name.

6:47

And, um, exports probably know the name better than than the import schools do, but both of you can change it.

6:55

Now, we heard from a couple of telus this morning, saying the expiration dates, wrong need to fix it and I am happy to fix it.

7:04

But please before you ask, confirm that the import school or the export school, as the case may be is willing to continue to support that students.

7:16

In a couple of pieces, when I look to see what was going on with the student, student actually started as a sophomore or junior in the program and so his or her expiration date was really right. Yeah, let's make sure, You know, we're checking before we ask, so, but I'm happy to change those if we need to.

7:39

And when you e-mail us, and everybody did that this morning, thank you so much. I had the key ID and the new expiration date. So those are also important, that just makes it so much faster, if we have to type in somebody's name, and it's a common name, that we have to figure out who it is, and what school it belongs to, right? So let's look at the crazy enrollment report.

8:04

Recertification Reminder, right here is everything that you all need to do.

8:09

The first thing you're going to do, export schools, are going to open up your enrollment report because all the export schools can recertify up employees, continuing eligibility.

8:24

You're going to click on the word recertified.

8:27

The system opens up the student's record. You scroll to the bottom.

8:31

You click the word, submit, and wala, everything happens.

8:36

And parents will be notified as well as the student.

8:41

The application has been recertified, as long as of course, there's valid e-mails.

8:47

And when you go back to the enrollment report, you will see that the word changed from re certify to research to find that now, once you recertify, I can't go back and on recertified new application.

9:06

The only thing that we could do to stop that application from going forward is to update the expiration date.

9:14

So please do see before you click if you're in and check. If you're not exactly sure.

9:21

So, here's what happens, you're going to click. You can't see me point my finger at the screen, but I yeah. You're going to see the word submit, you're going to do it, and you're going to get this little message off to the left.

9:34

It says the application was processed successfully and, again, we don't know the carrots e-mail is valid, the student's e-mail is valid, but we know that there was an e-mail, was at something dot something.

9:52

And so, in that, case, now we'll go off to somebody, but it may go into never-never land, All right.

9:59

So again, click on the word recertify, scroll to the bottom, hit Submit and wallah.

10:06

It's really amazingly easy.

10:09

This is the e-mail that is sent, Who, the family, So, you should be getting e-mails through this, and, But you may not, If you're not seeing them, please go out and check your spam, because I think that may be where they're landing, because you haven't seen these for awhile.

10:32

Here's an example of what the carrot receives, notice.

10:36

It's prettier, it looks more official than what you already see.

10:40

And, again, it goes out if there's any type of e-mail in the system.

10:47

All right, moving right along: here is our biggest employ misconception And this is exactly why we socked recertification last spring.

10:59

And, um, found that, you know, we, we waited until we squeeze me, we stopped at last fall or put it to the spring. Because, as Jessica just asked, if we have an employer who's no longer at our institution, we don't re certify their child. Absolutely, Jessica, that kid is no longer eligible, intact.

11:23

You should go in and update their expiration date two, the end of the semester if the employee just left, all right? So, you want to make sure friends, that everybody, that can be recertified is still an eligible employee.

11:42

Our biggest challenge last year and we had a couple of lawsuits that schools are writing checks for is because the employee wrongly believed that, because you had recertified, whenever you did that and I quit my job tomorrow, I was still entitled that weren't entitled to reach for my kid to receive tuition exchange. So please, make sure you're always talking about tuition exchange as a scholarship, not an employee benefit.

12:14

Because it really sells up the works. And they found a sympathetic judge and saw mm.

12:21

That was, that was a big win on one side, and not so much on the other.

12:26

All right, now, let's talk about the import school and what your responsibilities are.

12:31

So schools have made a significant student investment Tuition, 41,000, or 6080% of actual tuition is a big chunk of change.

12:42

And we all know that satisfactory academic progress, or sam, as two steps, and your Financial Aid Office is where you need to go to ask your tuition exchange. Students are making the grade. Right, there's an academic measurement, and there's also a time measurement.

13:05

We've had questions over the last couple of weeks. That said, we are, our policy is eight semesters.

13:11

But we have junior and junior at, who are the President's children, and they need to go the longer. So we want to make, we want to make a change and give them, we added tuition exchange.

13:25

Well, my answer, and you all know me well, my answer was, that's great, but you changed it for everyone.

13:32

You can have a mitigating circumstance for our clause friends, that says on a case by case basis, we will review your circumstance and if the student change majors midway through or they're required to take a fifth year, or there was a health issue. Some of those things make great reasons to extend.

13:54

Being the President's child is not a great reason to extent.

13:59

All right.

14:00

So, if you extend without a mitigating circumstance and no review of why you changed the rules for every rule.

14:09

So please think about that.

14:11

Most schools have some type of minimum to narrative grade point average.

14:17

If you don't know what that is, please review all of your information that you provide families.

14:24

Also, look in your college catalog.

14:27

Look inside your employee handbook, and if all else fails, and you're not in the Financial aid office, we'll ask them.

14:34

They can help you with them.

14:36

Most schools provide a maximum of eight semesters for years. Remember, we've got an awful lot of kids transferring from school to school, be, in many of those kids transfer within the Tuition exchange program. So they already receive tuition exchange elsewhere.

14:52

And now they're coming to your institution, and maybe you didn't accept dollar credits or mm or maybe they're ... with us, what they could have.

15:01

And so they still use semesters elsewhere.

15:04

Are you going to give them eight new semesters, or are you saying, that you already had some? We'll give you the remaining.

15:12

Remember, some of that takes a little bit of co-ordination with yourselves, your registrar, massively admissions and financial aid.

15:23

Some things that you also need to think about, are including transfer students.

15:29

Lot of transfer students moving around.

15:31

How much did the Registrar excepts, and perhaps that student is a junior, or maybe a second semester sophomore, some of those kinds of things, are you treating?

15:43

Um, college credit from, from, from kids that took high school classes. You need to think about some of those things as well.

15:52

Above all, you need to make sure you're communicating.

15:55

Because just like the Emily who sued and got their tuition covered by a Check From the Institution, you want to make sure that nobody can say, you didn't tell me. If you have to fill it out and show them that this was written, you've got a case. But if you can't show it, then you can't prove it. So please make sure that you have things in writing.

16:18

And most schools have, or every school has a sap policy, but not every school reviews every semester. So again, your financial aid director and your registrar, or the people.

16:32

Where are your Ghostbusters, who you're going to call, find out information from them, all right.

16:40

Back to who's eligible?

16:41

So, on the sports side, we export responsibilities to make sure that the state that the parent is still employed, which, in turn, generally makes the student eligible, generally, because we've always got something weird happening somewhere.

16:58

And export schools, you key, We employ eligibility record courage. So, that means, just like with Jessica's question, every time somebody gets, you'll want to make sure that you're updating the records. Alright?

17:15

And if it's midyear, please e-mail that import school directly because as we're discovering, families don't confess, all right, on the parent side, if a parent leaves their original school, so they started at the school a Janet and now they've moved to the school of Bob.

17:35

Yeah, the School of Janet needs to update that student's record and expire the student.

17:42

If we employ meets the new the School of Bob's eligibility guidelines, the employee completes a new application, and can be considered that way.

17:54

There's no transfer of rewards from school to school, every school makes their own decisions.

18:03

If a parent leaves, let's pull a Janet, and goes to the school of Timbuktu. And that school is not the Tuition Exchange member.

18:12

We're done.

18:14

So, again, Export school, you're going to update the students expiration date.

18:22

Maybe you should input. And you should e-mail that import school because not always are we working in the same areas, so we don't always know who's on first and who's on second.

18:32

It's the, it's the Law of Change, Leave of absence. We've got an awful lot of kids that take a semester off to do something more. Exciting number one import school. This is all about you, excuse me.

18:47

An official leave of absence is something that is processed and confirmed by your registrar.

18:54

And it's usually only for one semester.

18:58

If the student has gone longer than one semester in the tuition Exchange world, they complete a new application. And the reason is, there's too many things that can change. Number one, The parent may leave.

19:11

Number two, the kid might get married on and on and on. So, again, we're going to require a set a new application.

19:19

When they export school, now that you can recertify, we will remind you in May. well, you need to all those ...

19:27

kids off of alloway, put them back into the system so that you can recertify them. So they're not all on your enrollment work today.

19:39

Right now, if a student takes his own design, the leave of absence that was not approved by the institution, that student's expiration date is updated.

19:53

Because the student left, when he or she may or may not come back.

19:59

Here's how you do it. You go there.

20:03

Got that wrong, just excuse me. Your imports, you're going to go to, actually go to enrolled students.

20:11

Janet, I should have talked about, this, caught me off guard, all right?

20:15

So if you look on your enrollment report and you don't see the student, that's because they're out in LA.

20:22

Holloways are going to need to update. So what you're going to do, friends, is not under applications, You're going to go to enrolled students and date the application that way.

20:34

If you don't see the application in the imports, new continuing forms, which has nothing to do with the student being new, has everything to do with a new application for next year, then, you can certainly contact, either myself or the other school, and we can get it taken care of.

20:55

We will make sure that all galloway's are recertified, we're expired in May, so those kids, we may need a little patience on those folks.

21:04

So here's what it looks like, you actually go to the enrolled students, and then edit students, And you will see, down here, I'm pointing at the screen again. Sorry, folks.

21:18

You'll see at the bottom on the left above the mice that are playing fast. And then, that would be messy calendar. The table wondering who those people are.

21:25

But anyway, you'll see that you would change it from Yes, to No, that's the alloway piece, right? Yes! They're on leave. No, They are not.

21:34

Most of your folks are not on leave, as you can see right here, OK! So only the first student was on leave, and that's the only one that would need to be updated.

21:46

Once you update it, then the import school can recertify it, makes sure that the parent is eligible.

21:56

All right? We always have a few mitigating circumstances. And this is this time of year that people look at budgets and probably some mitigating circumstances are going to happen.

22:06

On the export side, it would be all about employee issues.

22:10

Parent loses their job, parent passes away.

22:13

Parent quits work parrot is fired.

22:16

So please make sure that, in those cases, that you, if you're vast, you can certainly make case by case decisions.

22:26

Depending the wish. An exchange would absolutely support, encourage, and applaud.

22:33

All schools would maintain an employee's eligibility after their passing.

22:40

There's no reason to not do that.

22:44

On the import side, you're going to have mitigating circumstances that are related to health.

22:49

But just because I don't feel good doesn't mean that I can take an loa. It needs to be substantiated by somebody bigger than me. Alright? An loa needs to be needs to go through the proper systems and in Tuition Exchange world, that's one semester only.

23:06

We have students that get lost in the semester, either formally or informally, and so there's some things that way enrolling less than full-time.

23:17

So in most, in all schools, generally, full-time is 12 or more credit hours per semester term, or trimester. And so if a student chooses to enroll in less than full-time, two things need to make sure that you're aware.

23:34

Number one, they're still using a full lick of the semester there's no pro rating.

23:40

Number two, make sure that you're not giving them the full tuition when they're only now being charged for six hours. So please make sure that you're double checking. All of that, you don't want to give kids money back, is the bottom line there.

23:54

And if students need additional semesters of support, make sure that you're doing it for the right reasons and not just because they happen to be somebody's boss.

24:07

All right.

24:09

Well, there's Alley, which is christine's, little for child. And this is where Janet wants to be rather than where she is. So everybody just stretched to this guide for a minute.

24:21

Wiggle your fingers.

24:24

OK, back down to Earth we're back in Kansas where it's snowing.

24:29

But for a first year students, these are the new kids.

24:32

These are first time applications, but maybe a transfer student.

24:37

Or, it may be a student whose parent is now just eligible.

24:42

There's other things, there's students that dropped for awhile, and now they're back.

24:47

There's ... issues that please be very aware of.

24:52

Repair it, who changes jobs, We have that constantly. And, of course, my favorite mitigating circumstances.

24:59

So, yeah, first time applicants, when the export side, new export schools are going to approve or deny the online app, it's as simple as that.

25:10

If an employee is no longer eligible, you withdraw their eligibility.

25:16

Yes, stop their application, Please make sure that you are offering help to employees who are looking for information. Our website's pretty complete, but families only want to look at the first page.

25:29

So, I encourage you to have lunch and learns to to do all kinds of things that way so that you can help families help themselves, because, of course, they want information in the middle of the night and you want to sleep right for you.

25:46

Well, so please make sure that your website is up to date for our purposes, and make sure that you're looking at institution account, and making sure everything is clean. They're kept those dates, friends, check your scholarship amount, friends, It's that time of year.

26:03

People are already looking at next year and keep your import and export to low, or backup to yellow and invoice too low, weren't on our system.

26:15

On the import side, you get the opportunity to approve waitlists, deny, reject the applications. If you deny reject, please put a note in the Comments section.

26:26

You also need to make sure that students are informed about the requirements for maintenance, which of course is sap, j.p.a., those kinds of things. Again, keep your website information up to date as well as the contact information on your school website. And again, keep your to Lowes, backups and so on and so forth up to date in please do not share my direct phone number with families. I am here to help you solve problems.

26:58

I don't know what your individual issues are with that employee or without richer guidelines are, and so when employees call me, I feel like I'm put on the hot seat and that's not but we're not here to help families. We're here to help you.

27:15

All right?

27:16

Now, you have applications. Let's look at this decision Pending, 23, 24. Missy Hanson on the first one applied and Noticed floor over to the right.

27:30

There's an easy app, yes, an Easy app cert. Yes.

27:34

So Missy completed, like it or not, the application and batulo, certified it, for her to go out and shop, this, he came back and said, Why want to go to another school, too?

27:46

So she filled out a second application and the T Lowe has not come back and improve that. So please look for things that are in red on the export side decision. pending Notice down here at the bottom.

28:03

Missy replied again, but this particular school said No, report school rejected her.

28:12

All right. So let's see. Sharp at two schools, if it's pretty low, level glitz small went on approving it. And every two, you should do it quickly.

28:24

She was also denied rejected on the H P P School, all right, so now we are on, we're still on the export side.

28:35

Remember, you have to do each one individually. Somewhere, it's possible.

28:40

Missy applied for both the same time, but the teal I'll only approve the first one. So you have to open up each application today.

28:49

Man, approve each one individually.

28:53

We're working on changes, but, you know, it takes time.

28:56

So we, thank you for your patience.

29:01

All right, So then, here's the rest of the story.

29:05

On the import side, you're either going to approve, and that means that you have said yes, you are going to receive a Tuition Exchange Award at my institution.

29:16

Friends, you can't go back and change your mind later. You can't say, Oh, we've got somebody smarter than you.

29:22

If you said yes, you have to stay on behind it.

29:25

Decision pending means that it's still being looked at.

29:29

It has you guys, as an import school have not made a final decision, alright? Rejected, means, sorry. You will not receive tuition Exchange in our school.

29:40

And withdrawn is the export school determined that for whatever reason, this application is no longer valid, South, and most likely to the employee left.

29:53

Sure.

29:54

The student is no longer interested in your institution, it's nice if you add comments, but we're finding that not all comments make sense. So, again, think about, you know, try to be generically specific.

30:07

It's kind of an oxymoron, isn't it?

30:09

All right, transfer students, what an opportunity for confusion.

30:17

So if a student wants to go to a new school, the student needs to tell the export school, that's what I want to do, And a new application is required.

30:30

And the, either school can update the expiration date on the enrollment report.

30:39

If, so the import, the new Import School, you cannot do anything with that application, and tell the former import school, or export school, updates the expiration date on the enrollment report.

30:52

Because you'll get, you'll get a message that says, duplicate, not done. If you get that, and you're stuck, and you're frustrated, Call me, and we'll figure it out, All right.

31:02

So, former school update the expiration date, new export school treated as a new application. There are no guarantees in tuition exchange.

31:14

And if a student was a stellar, high school student, went to college, didn't do so well, her first semester is going to transfer.

31:23

Well, guess what? You're going to review his or her application based, somewhat, if not entirely, on their new academic transcript from that institution. So, again, think about, you know, you may have different rules for transfer students than you do for first time, freshmen.

31:42

OK. I've got a couple of questions that I want to make sure that I go back and respond to before we go any farther. So number one, let's see, my friend.

31:54

Got all kinds all of a sudden. OK, so for imports, what's the difference between denied, reject, nothing?

32:01

Deny or reject, or the same thing? You're saying, no.

32:05

It's just that some places, we put it one way and other places, we put it in another. Because Catherine, some people were offended by the name, by the word reject. Others were offended by deny. So we split the difference.

32:19

I know that sounds kinda snarky, but that's the truth of why we did what we did.

32:24

How do you fix recertification? If you hit no, it's changing to yes and submitting. Tiffany, you're gonna send me an example of that, an e-mail afterwards? I don't know that we can do anything with that. So we'll have to see what happens. OK. Stacy asks, What happens when you have several applications from the same student?

32:44

For the same institution, Ives certified one for each school, but the duplicates are just sitting out there, Yep. So here's how that happened, Stacy. The family went but didn't go through. Click, click, click, click.

32:58

Every time they hit Click, it created a new application. You can actually go in and delete those as the export school.

33:05

But why don't you Send me an e-mail with that? The key ID and the student schools that should be deleted, and I'll get rid of them for you. But, yeah, that's what's happening. We have enough that says, Please be patient, and hit it only once, but, you know how things go. So that's that's why that is, if we can help you clear that up.

33:28

Well, I should say, that the above, OK, Exports. Yeah.

33:32

Export, same thing, Stacy, there.

33:34

They're just click, click, click, OK, going back to Recertify. How can we update the expiration date?

33:40

All right, So, Jessica, if you need it, if you need an expiration date updated, that's job security for T Central, you'd send me an e-mail.

33:50

It says, I have talked to the other school, and we're all in agreement. We're going to fund this kid for another semester or a year.

33:57

You'd send to me an e-mail that says, Here's the kid's name, P ID, and the new expiration date, OK? So that's how you do that.

34:07

Um, if I approve an import, basically offering a scholarship and the student decides not to attend, you're still always rejecting sherry because the student rejected you.

34:20

Export schools, withdraw, import schools, reject, or deny depending on where you are in the system.

34:28

Can T explain how to eat works in terms of money, school, seat, to balance. OK, Bob, I'm gonna let you talk about that at the end. We need to just talk real quickly about import export and the financing of tuition exchange.

34:45

So I'll put that one on you at the very end. All right. We're gonna move away from this. Now the student left and he realized that he or she needs to be back in school.

34:55

So guess what?

34:57

Student has been gone for more than one semester, a new application is required.

35:02

Why?

35:03

Well, a lot can change, namely that the student may have moved out and is no longer dependent on the parent.

35:10

The student may have aged out of the system and bottom line, they drop, it's not a leave of absence. It's a new application.

35:20

Now, if you look on the screen to the right, you see scholarship Recertification of Eligibility.

35:26

one of the best things that that happened by us moving meaning recertification until now, is that all those kids that pooped out, that's a technical term during the spring semester, aren't on your enrollment record anymore.

35:44

They're there, but their expiration date is such that you cannot recertify them if everybody did their work right?

35:51

So that student is going to have to complete a new application.

35:55

All right, Now let's see as Export Schools Research. Right, so, Darcy asked the question, do we review. Absolutely Darcy, you review at the end of the semester to make sure that parent is still enrolled, and you review, and all before school starts to make sure that employed, and that employees are still eligible. This is not the benefit program, and that's one of the biggest reasons that we want to make sure that everybody uses the word Scholarship.

36:23

You have to be eligible, somebody says, I read certified as a transfer student, and now they want to go someplace else. You cannot undo a recertification, that's why we want everybody to wait as long as they can to make sure that everything is right. So what you'll have to do Lilly is you'll have to update the expiration date on that student.

36:45

Samantha asks, what's the age out limit? 20 floor has left, the Fasfa Forbes says, and that's usually when students can no longer be blamed on a tax return talk to your admissions office and ask them what they are says. It's an export student rejects. You don't withdraw Denise.

37:07

If an export student reject, export school rejects, yes, you're going to withdraw export schools, withdraw, Or schools.

37:17

Reject, all right, so you all schools, you're always withdrawing.

37:23

All right, FERPA, you hear me talk about this all the time.

37:27

But please make sure I'm very concerned that FERPA is going to be the next thing that, that the Department of Education is going to start really pounding on schools.

37:37

So, once that student graduates from high school MR turns 18, whichever's first, you can no longer talk to the employee about the student.

37:51

And I know employes are constantly badgering me, and you about what do I need to do? So one of the biggest things that you can do is anytime a parent asks you a question, you say all the you know Your student about that.

38:06

And then what the student chooses to share is fine, but you haven't shared it. So please make sure that you're being very vigilant about FERPA.

38:17

All right.

38:18

Let's keep moving, Jessica. I'm going to have to go back on the on, on you later, OK, because we've moved beyond the expiration date at this point.

38:29

So, let's talk about parents changing employers.

38:33

We have an awful lot of people this year who changed employers, or they're calling me, saying, I'm thinking about switching jobs, and, of course, I say, I can't help you, But what pair it has to be working and considered benefit eligible at his place of employment.

38:52

Whatever that means, benefit eligible typically means healthcare, then retirement, and tuition assistance.

39:01

So if you're providing tuition assistance to an employe, then I would encourage you to consider also offering tuition exchange opportunities at the point that an employee says undone. Whether they resign, they quit, they're fired or they retire.

39:17

Man, export schools, update that expiration date.

39:21

That employee has said I'm done, and it would be the end of the current semester, unless it's summer.

39:29

If it's summer, it's the end of the most.

39:32

So, recently completed semester, if the student is applying for the first time, there you go, you are going to export, schools, withdraw the application.

39:47

because that employee is no longer eligible.

39:51

If the parent is no longer an eligible employee, we shouldn't expect his has dependent to receive tuition exchange.

40:01

Nobody's going to confess, if you if you export schools, don't update things. All right. Now, I, this year, we've had an awful lot of parents call us, saying, my old school, I'm not there anymore.

40:14

And you need to fix this. So my kid keeps getting things. Well, number one, we can't fix it. And so then we send the person back but, you know, it gets very convoluted and then they get mad because we're not helping. And we can't help.

40:28

And we say that many, many times over the parent needs to contact their new employer, did see when that they might be eligible, if they're eligible right away from, here, it goes out, completes a new application, or the process goes pretty quickly.

40:44

We never change the name of the Export School to accommodate changes and employment, why?

40:52

Because you still use, the students still used to wish an exchange at the first school.

41:00

And now it's going to use it at the second, if we overwrite the record, it's still one record in the system. We overwrite it. We lose our history.

41:09

So please make sure that everybody's paying attention to that Enrollment report. That's your Bible.

41:16

Now, Bob doesn't have a real pet, but he's got a grandchild, pat. And this is all it.

41:22

And all we have is the Pug, who Snores So let's all stretch again, wiggle those fingers, real quick.

41:33

Back to reality and a cup of coffee.

41:36

Bob, we're going to talk about dues, fees, website updates, spring calendar, and May one. So Robert, take it away, OK. So we did make changes to the cost of the participation fees in annual dues. There wasn't notice that was sent to the telos last year.

41:57

After, I think it was, in July, that we had indicated the increases that were forthcoming one this year, And then the following two years. Incidentally, that was, these were the first increases since 2017. So it's, you know, it doesn't change this thought that often. But here is what it is.

42:17

So for this year, participation fees increased $50 to increase.

42:25

Bye. Bye. Well, you know, what does that, the dollars, dogs, you guys don't have street. Went from 40 to $45.

42:35

For current, for this current fiscal year, next year will increase $50 from 550 to $600. And then the following year, in 20 24, 2025 participation fees will increase in other $5. And we'll go from its current $45 to $50. So, as I said, we don't increase these phase that often, as I said, these are the first increases since 2017, and I anticipate going forth, it'll be awhile. Before more changes will be there, but we just wanna make sure everybody's on the same page, and realizing these increases, and what they are.

43:14

Rob, and I'll change that when I, When I post this again.

43:19

All right, let's see, will come on you silly thing, what's going on here?

43:24

We go, Christine, you're up OK, and I'd like to start off by saying, of course, your invoices will be updated when these changes take place, so you will not really have to do anything differently. OK, for the next three slides, I'm just going to quickly do some review of payment of membership dues and participation fees.

43:44

For 99% of you, you are Bills are paid for this year. Thank you very much. For 22 to 23.

43:52

I only have a handful of gold that have not paid membership dues and or participation fees. And if you are one of them, you would have received an e-mail, the invoice this morning.

44:03

Please take care of it and, or reach out to me, Let me know what's going on.

44:07

Thank you.

44:08

So for the coming year, um, the end of June after June 20th. Let me just address a few things here. You will get your new membership dues invoice.

44:20

And when you go into your portal, on the left there, you will be paid, do it online, if you would like to take care of it online.

44:30

Or you can print out the invoice that is e-mailed to you and get paid by check, of course.

44:37

Um, and then for the first time that'll be later in the fall, we did, we recommend that you do not try pay paying participation fees until after your enrollment report has been submitted.

44:50

So that you know all of your exported students that you will be paying participation.

44:56

Fees are for that, September 15th or later, if you want to put that in a calendar. After June 20th is when your membership dues come after September 15th is when we would like you to pay participation fees? And again, that big blue button will be there on the left if you have not yet paid your participation fee.

45:16

OK, I guess it could move on. Membership dues. I think most of this is review.

45:23

As I said, you will be e-mailed your membership dues, invoices in late June, but also you could go in and find your invoice on your menu under institution account. It's actually all the way down at the bottom there. It'll say, membership dues in white and all.

45:44

But, you know, No, I don't e-mailed pretty frequently. You do not usually need to go out and look for your invoice, because they will come to you.

45:55

And thank you for always taking care of them.

45:59

OK, and Participation fees this is important.

46:03

And quite a few schools that maybe have added recently a new export mito, $45 now. And several people have written to me to say, How do I pay this remaining participation fee ballad?

46:19

Because after you pay your initial participation fees, that big blue button, on the left that we just talked about, that'll pay fees online. That goes away.

46:28

So, all you need to do is go into your enrollment report, Scroll down to the bottom, hit Submit, and your current participation fee invoice with your new balance will pop up.

46:41

And it will have two online payment buttons.

46:44

For a credit card or a PHD, if you would like to pay online.

46:47

Again, you can always print your invoice and pay by check.

46:54

I think that's it.

46:56

Thank you, Ryan.

46:57

Welcome, fixed mistimed, Bob, before we got a website updates, would you talk about balance and money?

47:04

Yeah, So as far as balance, we made a change now, almost three years, where we eliminated the balance sheet, so there's no issues anymore with your balance for incoming and outgoing. Exports and imports.

47:20

We do, although we do require institutions to make at least three new ano, import offers each year.

47:31

On a minimum basis, obviously, we would like you to do more than the three and the most schools do more than the three, but that's what the requirements are. So it's not an issue where you would need to be concerned about balance anymore and how this works.

47:47

Then you want to talk about how the export school doesn't send any money to the import school.

47:53

Yes. And so the export schools do not fund the scholarships for the students.

47:59

The import schools are offering the tuition Exchange scholarship to the students that they are role at their institution.

48:07

So that's who funds the important school funds the scholarship, not the export school, where the students come from.

48:15

And for those of you in Financial Aid and Admissions, it's, it's a tuition discount. And for those of you in HR, it's still a tuition discount, but you might want to talk to admissions and financial aid to find out what that actually means at your institution.

48:33

But friends, there's no money, goes back and forth. It's an agreement, because you are a member, so perfect. Thanks, Bob.

48:40

All right.

48:41

I've got a few updates to the website, and then I'll go back to questions, which keep rolling in. So first of all, my good friend, Mark, the entry of Bethany and Bethany just up the street. And one of the things that they say is Roker spoke, or which is a suite, which are Swedish words, and basically you'll need to ask Mark what rural ... asked me, How can one say that? How many different ways you say it?

49:08

So I decided to tell him how I roll those R's.

49:11

Anyway, the website is always in motion, and we're really trying now to just put everything for you guys on the low side, and one single access point. So, you just go to liaison, and everything is there for you.

49:29

And on the training, every training that we do is recorded and posted. So if you didn't make the live, you are welcome to join us. Through memorex, if you remember what that is, that was the old days. But it's all recorded and posted. And please, please, please make sure that you go back to your institutional section on our website. And make sure that everything is clear because Emily's, they're really looking at that information. And they're scratching their heads. So take the time to look and revise, if necessary. It's pretty important that you do that.

50:07

And where do you do it? It's right here under Institution Account.

50:11

Click on the plus, make it a minus, and it's the first two options.

50:15

The other thing that we've tried really hard that I tried really hard this year is to put all the announcements right here when you log in. So, many of you said, I can't re certify, it's not working well. We put it out there that it would be available as of yesterday. And we got it working today. Thank you for your patience. Several of you are asking you about separate, most, right here for you.

50:40

And we also posted the updates to the Duke. So take a look at that. And we try really hard to keep map, which you need to know immediately, right in front of you. But I also know that it's really easy to say, nothing new and move right along.

50:58

So export schools, let's get those guys recertified, but don't go so fast that we make errors.

51:06

More importantly, act on your new students, you either approve them, waitlist or reject deny.

51:14

On the import side exports, you always withdraw and import schools.

51:22

Make sure that on your enrollment report, the expiration dates are correct.

51:27

And if you need to change something, you know, let us know. We'll be happy to do that for you. I think, Jessica, that answers your question.

51:36

You e-mail me with the student's name, or ID. and the new expiration date, we'll change it.

51:43

Please also, make sure that you tell me that you talk to the other school and all is good.

51:49

Finally, before I turn it back to Bob, no returning Student should ever complete a new application if they're going back to the same school.

52:02

And they're only break as Christmas, Holiday break at Spring break. Summer, all right? We've had an awful lot of schools go in for whatever reason, and create new applications, and folks do not do that.

52:16

That is not what you need to do, That's what recertification is all about today. If you are not in the HR department, please make sure that you share that with our HR friends. Because somewhere along the line things Scott Scurry this year, and we have awful lot of students who are continuing students, fill out a new application for next year and that's absolutely not necessary.

52:41

Wow.

52:42

It's you, so, my first reminder, this is known as the National Candidates Reply.

52:49

They were students make a decision where they're attending college, so we continue to receive questions about this. as schools, some schools are asking for, some of our member schools are asking for students to commit earlier than they want.

53:07

So this is guidance that we're providing to you as members of our program.

53:12

And also, most of you, if not, all of you, are also members of naca, the National Association of College Admissions Counselors.

53:21

And so the candidates National Kennedy's reply to colleges should use that recognized date of May one is the earliest enrollment confirmation deadline, before being asked to make an enrollment decision and commit to an institution.

53:35

Students should have time to hear from each school that admitted them and receive notice of offers of financial aid and scholarships, including tuition exchange, and admissions to honors on all other programs that they should have that information in hand in order to make their decision.

53:53

We encourage our tuition exchange members to work with other campus offices, such as academic departments, housing, and financial aid, to create a consistent deadline that does not require students to commit or accept an offer before May one.

54:08

Of course, this does not include those students who have been accepted under early decision binding early the decision plans or recipients of athletic scholarships because those are recognized.

54:21

Ought to be exceptions to this recommendation of May one. Since those students are normally required to make that decision.

54:29

Commitment before. one.

54:32

Offers of admission Also state that if that deposit as refundable or non-refundable, when the student deposits to go to the institution, some institutions do allow that to be refunded if the student changes their mind before May one, and also, even if after May one.

54:51

But again, that should be made clear to the students when they made the offer of admission.

54:57

Notification of scholarships and financial aid offer students should not be required to submit an enrollment confirmation until the institution has notified them of all their financial aid offers.

55:10

Scholarships: again, we have situations where students, institutions may have offered the student admission, but do not tell them what the financial aid is, and they need to have that information of that financial aid, what it will be, including school tuition, exchange scholarships before they can make their decision, Again, this has guidance that we're encouraging you to follow this.

55:34

And that.

55:35

That's what makes it possible for students to make a conscious decision and an informed decision on the one of the most important decisions that they're going to make and where they go to college.

55:47

Perfect! thank you Robert!

55:49

OK I'm gonna go through some questions that I received. So by what date should an export school recertified? Jennifer, I'm going to start bugging you on probably a first of April.

55:59

Everybody needs to be recertified no later than you like, or June 15th. Right? We I, three ... is no longer an applicable program. So you can ignore that on the enrollment report. Just leave the answers as they are.

56:16

It doesn't, it doesn't change, or, or, or make anything better.

56:22

Monica asks, Can we charge our employees a fee to cover the participation fee cost. Absolutely. You can, As long as it's reasonable, you get to define reasonable and a defendable, as well.

56:36

Inside the institution information, there's actually a question. Do you charge? So, please, if you decide to do that, make sure that you update that.

56:47

Sarah: yeah, just ignore the I three program.

56:52

Uh, let's see, last year when they certified students, and only about me a certain.

56:58

Denise, nope, You can recertify all students. I'm not sure what that was all about. You can certainly reach out to me directly.

57:06

Our tuition is more than 41, and I am.

57:10

I input our actual rate in the system. Is that OK? Well, we, if you provide tuition, absolutely.

57:17

Go to the institution account for scholarship amount, and you are permission. Amount should be made to be the same if you do that.

57:28

All right, So we have an export student who is enrolled at a school that is closing at the end of the year. Should I recertify? Jonathan? That's a great question. Why don't you send me the name of the student?

57:39

We have reached out to those to the school, I think, Donations, and it's closing, and we know who has chosen to accept our offer of continuation. So, if you'll just e-mail me and let me know who that student is, I'll let you know if, if they took us up on the deal.

57:57

Do we really need to ignore the I three entirely friends, It is no longer there, but because of the way the system is written, I cannot eliminate it.

58:09

We'll see if I can blanket out.

58:11

But I'll have, that's not something I can do. I've talked to programmers about that.

58:17

OK, so please, ... three, just just wipe it out, friends. You don't even have to worry about it.

58:23

All right, So, that was the end of the questions.

58:27

Here's Mike for a baby, and this is, her, isn't at five o'clock somewhere position, and she starts this about two in the afternoon. Can you imagine it's not for beverages, it's for that kind of, you know, I can't say it.

58:43

All right.

58:43

So, today we talked about continuing students, new students, and view updates.

58:49

We want to say to all of you, thank you for everything that you do to support yourselves, higher education, and, most importantly, your employees. We appreciate everything that you do, and we want you to stay healthy.

59:03

So, last slide: in order to receive, I treat the first 30 people, because we had over I think we had over 300 people join us overall. The first 30 e-mail me at J Hansen at tuition exchange dot org with the names of two of the three fur babies with a little treat. All right, thank you so much for being here. We appreciate everything that you do. If you have questions. Don't hesitate to call, or e-mail me directly, and we'll see what we can do to make it work, right. Have a good day, friends! Take! Care! See you next month.