

September, 2014 Webinar Q and A

General Questions

Q. Is there a charge for the table tents and/or general brochures?

A. TE Central does not charge for any of our general marketing materials.

Q. For TE scholarship value, how do you answer if the TE amount equals tuition less merit scholarship?

A. TE Central suggests all written material carefully explain how TE scholarships are funded. For example, in the case where the TE scholarship covers tuition provide an example. 2014-15 Iota College tuition is \$31,000. The TE scholarship plus any other institutional aid dollars (academic, special ability, co-curricular, institutional scholarships/grants) will equal tuition of \$31,000.

If the school is a set-rate school, 2014-15 Iota College tuition is \$35,000. The TE scholarship is \$32,500. The TE scholarship plus any other institutional aid dollars (academic, special ability, co-curricular, institutional scholarships/grants) will equal tuition of \$32,500.

Now here is the kicker! What if the student is no longer eligible for the other funds? As a TE scholar – unless the student does not meet the minimum TE GPA requirements, the lost merit or special ability dollars must be replaced with TE dollars.

Q. When do schools typically close their application submission of imports?

A. This depends on the competitiveness of your program. TE Central encourages all schools to communicate their deadline dates. Many schools use the date of January 15. However, it is entirely up to the school.

Q. Please briefly explain the Co-op program.

A. The TE Co-Op program was developed as a way to help schools with little import activity and wanting to have lots of export activity.

The biggest benefit to E/I 3 is the exporting school has the opportunity to export their employees' dependents to ANY TE School.

Q. When does the window open for accepting applications for 2015-16? We thought it was November 1 but have received a couple applications.

A. The window opens once the Annual Report is submitted.

Q. Our school still shows to have 3 exports as Decision Pending for 2014-15. At this point I am sure they are not accepted/enrolled- can the Importing institution(s) be required to indicate that the applicants are rejected?

A. Thank you asking this question – again it is important that ALL TELO's be mindful of cleaning up your lists. This year TE Central closed the 2013-14 school

year on August 1. Please take time to review the Import and Export lists no later than mid-July, if not sooner and make a decision. It is appreciated by all.

Q. I always get confused on students who are on our academic co-op program at my school for a term and how to report that on the Annual Report. So, for example, Sally Snowflake is a renewed TE student coming to my school. She is on a co-op program for the fall term. On my annual report, how do I report her? What would be the end date?

A. In the case of a Co-Op student, not to be confused with the TE Co-Op program, process a Leave of Absence for the fall semester and note why. If the student is doing a Leave of Absence for the spring, use the expiration date of 01/01/2015 on the student's record inside the Annual Report.

If the student is gone for the entire year, remove him from the annual report and make a note in your personal TE files to see if he returns for the following year.

Q. Can a student apply for TE in many schools or just one school?

A. Students can request that the TELO at their EXPORTING school submit their TE application to X number of schools. The student will receive funding at only one school.

"X" is something that each school determines. As a courtesy to the other schools PLEASE confirm the student has applied and been admitted not just shopping. Processing hint: when in the TE system and the student is applying to many schools use pull down box - hold down CTRL key to choose more than one school (you can choose as many schools as the student is applying to)

Q. Is there a way to certify a student for 2015-16 prior to us completing our 2014-15 annual report?

A. Yes, open up the Annual Report and then hit submit. This will open up the system for next year applicants. Just don't forget to go back and clean up your annual report no later than October 31.

Q. I am trying to enter a potential new export for 2015-16; my question is, do I have to submit a separate Scholarship Certification and Application Form for each school they are applying? The student that I am trying to enter is applying to four different colleges.

A. Processing hint: when in the TE system and the student is applying to many schools use pull down box - hold down CTRL key to choose more than one school (you can choose as many schools as the student is applying to)

Q. Is tuition exchange for undergrad or does it go into grad school?

A. Some TE member schools offer TE as either an undergraduate and/or graduate school option. This is a school's decision to participate in whatever academic program level they want.

Q. Does TE require scholarship recipients to fill out a FAFSA?

A. No, TE doesn't require TE scholarship recipients to complete the FAFSA. This would be a guideline that the individual TE member institution determines. Some of our member schools do require it. Should you decide to make it a requirement – you need to share this with all TE scholar applicants

Q. Will the balance always be based on the last five years of Imports and Exports?

A. At the current time, TE Central has no plans to modify the five year snapshot.

Annual Report

Q. What about those students that once appeared on the report and are no longer showing?

A. There are a couple of reasons why the student may no longer appear. 1. The student graduated or the qualifying family member is no longer eligible or 2. The student was not approved timely by the other school.

Please confirm that the student is eligible at your school – enrolled or family member is still employed. If one of these statements is true – contact the other school's TELO asking – did the student enroll or is the family member still employed. If the student is enrolled and the eligible family member is still a TE eligible employee, one of the schools need to ADD the student to the Annual Report.

TE Central publishes monthly a mis-matched list inside the TELO Resources section of our website – you might want to check that out as well.

Q. How do I remove a person from the annual report?

A. Inside the Annual Report – click on the errant student and change BOTH the IMPORT and the EXPORT schools to NOT ENROLLED. Not enrolled is the first option on the scroll down listing. This will cause the student to fall off all annual reports.

Q. Where can we see our current status?

A. By current status I assume you mean – Satisfactory, Alert or Restriction. Once you complete and submit your Annual Report – the Balance Sheet becomes available. The Balance Sheet reports your current status.

Q. What is the Annual Report due date?

A. October 31 of each year.

Q. What if I add a student and the other school removes the student, will I get a notification?

A. In the case where a school removes the student through the Annual Report process, the other school will NOT receive any type of notice. TE Central encourages all schools to notify the corresponding TELO in such cases.

Q. If you recertify that means that you do not have to add the student as previously explained, correct?

A. The act of recertifying a student on the Annual Report occurs when you CLICK on the Recert button. This moves those students to the next award year. You are able to Recert only EXPORTS. Please do not recertify students who will graduate during the current academic year. If you discover that a student is no longer eligible after you have recertified the student, please notify the other school and UPDATE the student's expiration date accordingly on your current year's annual report.

As a reminder that button does not change color or become unavailable once you click on it. If you recertify the student more than once, you are creating duplicates in the system.

Q. For the annual report, if we give tuition and room, is the value of the tuition exchange the sum of both of those?

A. You report the value of the TE Scholarship as Tuition only.

Q. Are we certifying for the full academic year, or each semester individually?

A. Typically the school will certify for the full academic year. There are always exceptions – like the student who graduates early or the student who drops out a semester. The Annual Report should be reviewed after the beginning of each semester to ensure that the Annual Report reflects the year correctly.

Q. I have noticed on my Annual Report for returning students that sometimes the expiration date changes which in turn changes the semesters remaining. If I have not made this change, why would this occur?

A. Remember there are two parties involved in the annual report reporting process. If you did not change it, it is possible the other school did. TE Central encourages all to practice positive communication. When making a change – please notify the other school involved.

Q. When/What time of year should we recertify?

A. This depends on your TE application cycle. If you recertify at the point you submit your Annual Report please be sure to review your Annual Report mid-year confirming all EXPORTS and IMPORTS remain eligible.

Q. We just added three CIC imports to our balance sheet that this is not reflecting in our annual report.

A. In checking this school's annual report, an incorrect XP code was used. Be sure to list your school as the IMPORT and the Exchange program as the EXPORT.

Remember all TE Central approved DC 3 options begin with "XP". This was done so that you can find them quickly.

Q. In the annual report, should the semester(s) remaining reflect the semester(s) the student has until graduation or the semesters remaining that they can use TE?

A. This might be a trick question. If the student will graduate early – update their graduation date and the number of semesters updates too. Please be sure that your early graduate understands that just because they graduate early does not mean they get to pocket the extra semester of funds.

If the student takes longer than the typical eight semesters to graduate – refer to your TE guidelines. If you are willing to support the student longer than eight semesters – you need to confirm that the other school will also certify support for the student. FYI – people talk...if you extend the benefit for one you just extended it for all.

Q. For instance, a student awarded TE as a sophomore may only have one year until graduation but technically has 4 semesters available of TE.

A. If the student will graduate early – update their graduation date and the number of semesters updates too. Please be sure that your early graduate understands that just because they graduated early does not mean they get to pocket the extra semester of funds.

Q. My annual report is already showing the Recert for 2015-2016 but it is my 2014-2015 annual report that is showing?

A. Remember you are confirming 2014-15 students either exported from your school OR imported to your school. The Recertification button is only for students who you believe will continue to be eligible for TE scholarships in the 2015-16 year.

Q. I have another question. You said that you can wait until spring to recertify but would you not run the risk of the student losing the TE scholarship by not letting the school know that they are interested in returning. Couldn't the other school give the scholarship away?

A. TE scholarships should be awarded and accounted for as a four year, eight semester commitment. Unless the student fails to make grades, has social decorum issues identified by the school or drops out, the TE scholarships are normally an on-going obligation.

Q. I submitted our annual report. We had no imports or exports for 2014-15.

A. You should always submit your Annual Report regardless of having or not having imports and exports. By submitting your report you open up the following year allowing you the ability to add potential student records.

TE Central suggests that you visit with your Enrollment Management team to be sure they are aware that you belong to TE and the variety of opportunities available. TE Central firmly believes there is a school for everybody and TE has a diverse number of academic choices.

Q. Also, do I put in 1 in the box for extra credits, if we give room, or do I put in 2 since we gave out two scholarships with room included?

A. The value of the room credit has not changed. It continues to be one credit for each year of room allowance per student. In the example provided you will post 2.

Q. I am trying to complete our annual report. There is one student (a transfer student) that I cannot include in our report. I continue to get an error message that the social security number already exists and duplicates are not allowed. Is this because she attended another school the first two years?

A. Possibly. In this case you can make the student's id 9999. This will allow you to add the student's record.

Double Credit 3 (DC 3)

Q. How do I apply double credit on my annual report? I don't see it on my annual report.

A. The Double Credit option is earned by creating a new student record in the annual report. Click ADD and use 5555 as the student's TE ID complete the rest of the information. You are the IMPORTING school and the EXCHANGE program is the EXPORTING school. As a reminder, all EXCHANGE programs start with XP for ease of locating them.

Q. Does the double credit program add restrictions to the other exchange programs?

A. The Double Credit program is strictly a benefit offered by TE Central. It has no bearing on the other programs or their usage. TE Central notified all nine of the TE Central recognized programs.

Q. And the "real" export doesn't really even need to know because it only impacts my balance, not theirs.

A. If this question is referring to Double Credit 3. And yes, this is a benefit provided by TE Central and has no bearing on the student or the other approved exchange program.

Q. What is the latest that you can apply for E/I3 or DC 3?

A. TE Central has no established deadline.

Q. How do you sign up for double credit?

A. There is no official sign-up for Double Credit. You participate by creating matches on your Annual Report between your school as the IMPORT and the TE Central approved Exchange Program.

Q. Do I manually enter the student the second time with CIC as the export?

A. Yes.

Q. Does the 3 students include the re-certification students?
A. If you are asking about DC 3 then yes, you may consider continuing or re-certified students.
If you are asking about E/I 3 this pertains to new TE scholars beginning with the 2014-15 school year.

Q. The cost for double credit option is an additional \$35 correct?
A. The cost per Double Credit 3 is \$35 per student per year.

Q. Can a school participate in both E/I 3 and Double Credit?
A. Absolutely. Sign-up for E/I 3 by updating your institutional profile question number 7. To participate in DC 3 match up students inside your annual report by adding up to three students as IMPORTS for your school and EXPORTS as a TE Central approved Exchange program.

Q. Would we participate in both DC3 and EI3?
A. All TE member schools have the option of participating in none, one or both. That is the decision of the individual TE member school.

Q. Does the 3 students include the re-certification students?
A. If you are asking about DC 3 then yes, you may consider continuing or re-certified students.
If you are asking about E/I 3 this pertains to new TE scholars beginning with the 2014-15 school year.

Q. Again, I can include a student's name who is participating in another allowed program? Just use the XP code?
A. Yes, you can earn double credit for up to three students annually, by including the student(s) on your Annual Report.

You add the student, like you do any new student. Please use 5555 as the TE ID for these students. Remember you are the IMPORTING school and the Exchange Program is the EXPORTING school. The XP is our way of grouping the Exchange Programs together.

Q. If I am in CIC and TE Inc. and an import student's school is also in CIC and TE Inc. and I want to count that import for a double credit, does that other school (the export) have to agree to it first?

A. The DC 3 opportunity is a TE Central program and has nothing to do with the other TE Central approved exchanges. TE Central notified all nine approved exchanges of our program enhancement. You do not need to seek their approval.

Q. Can I just manually enter the student the second time with CIC as the export?
A. As a reminder, the DC 3 program involves students not already exported via TE. TE Central asks that you use 5555 as the student's TE ID, provide the full

first and last name and of course match the student with the appropriate Exchange program as the exporting agent and list your school as the importing agent.

Q. Do the DC 3 people have to be new - incoming freshmen?

A. No, they do not need to be freshmen.

Q. Can the DC 3 be part time – we have a grad program and we currently have 1 online student enrolled and another one that we are thinking of accepting - and I will accept if I can pay the \$35 and get the credit from TE

A. Part time is the school's decision – and it is still at the \$35 fee. So yes, if you provide them an exchange scholarship from one of the 9 exchange programs, you can add them to the DC 3 list provided it is no more than a total of 3.

Export/Import 3 (E/I 3)

Q. We fill our TE slots every year. Our export policy is 2 per year. Does/can EI3 apply?

A. This is an institutional decision. Remember, when signing up for E/I 3 you are agreeing to fund up to three new TE scholars at your school annually, provided that you export up to 3 annually.

E/I 3 provides more flexibility to your employees. It also provides your school the opportunity to increase enrollment, retention and footprint.

Q. Is there a cost to sign up for E/I3?

A. No

Q. Does opting into the EI 3 program mean that you become restricted to importing and exporting amongst EI 3 schools only?

A. No. You have access to apply to all TE member schools.

Q. What is the latest that you can apply for E/I3 or DC 3?

A. TE Central has no established deadline. I understand we get 3 "free" exports. Do those exports count in the formula for exports/imports to determine availability of other spots?

A. The up to 3 free export opportunities when signing up for E/I 3 are outside the Satisfactory, Alert and/or Restriction status. TE Central reserves the right to inquire about your import traffic.

Q. I want to make sure I understand, we can no longer export through co-op. That we will go from 1 export to 3 and could do more if we are favorable.

A. The TE Co-Op program is no longer an option for new exports beyond 2014-15. That being said, all students currently in Co-Op continue in that program. Schools signing up for E/I 3 have the ability to export up to three new students

annually. The expectation is that you will also fund up to three, and beyond, if student requests warrant IMPORT TE Scholarships.

E/I 3 schools should never be on ALERT or Restriction provided they maintain a one-to-one ratio beyond the first three export and imports. Remember the first three are free; if you sign-up.

Q. Why would a school not sign up for E/I 3? Are there any consequences?

A. TE Central has certainly been asked this question a lot. TE Central had one conversation that focused on fiduciary concerns.

TE Central believes that only positive results can occur. TE Members have the opportunity to potentially involve more employees, to import more students, increase auxiliary income and improve your national footprint. Please visit with your Supervisors and other areas like Financial Aid and Enrollment Management before making the decision in a vacuum.

Q. Can you speak about maintaining the import/export balance? We would like to offer more export opportunities, but if we don't get the imports, we will be out of balance.

A. This is exactly why TE Central created E/I 3 and DC 3. Both of these new programs offer you solutions to the issue of more EXPORT requests than IMPORT students.

E/I 3 offers schools, who sign-up, the opportunity to export up to three new student annually without a penalty to your balance. DC 3 allows schools participating in other TE Central recognized exchange programs the ability to purchase up to three extra credit exports annually in order to participate at levels higher than the 3 amount each year.

Q. If you sign up for E/I 3 can you export to any school in TE Inc. or only to those who have signed up for E/I 3?

A. By signing up for E/I 3 your school has the ability to export to any TE member school.

TE Central feels confident that all Co-Op schools have the ability to benefit by signing up for E/I 3. Please consider signing up today.

Q. Can a school participate in both E/I 3 and Double Credit?

A. Absolutely. Sign-up for E/I 3 by updating your institutional profile question number 7. To participate in DC 3 match up students inside your annual report by adding up to three students as IMPORTS for your school and EXPORTS as a TE Central approved Exchange program.

Q. I understand we get 3 "free" exports. Do those exports count in the formula for exports/imports to determine availability of other spots?

A. The first three exports and imports for all schools signing up for E/I 3 will be ignored in the balance calculating formula.

Q. Does E/I 3 limit you to 3 exports only since TE co-op is dead?

A. No E/I 3 provides three exports without penalty to any school the export has been admitted to and is interested in attending. Beyond the first 3 exports and imports, school needs to be mindful about maintaining balance. This is all predicated on signing-up for E/I 3.

Q. Do we have unlimited export to E/I 3 schools?

A. Thank you for asking the question in this manner. No, you do not have unlimited exports to E/I 3 schools. You have up to three exports annually, if you sign-up for E/I 3, to all TE member schools.

Q. If we sign up for E/I 3, if we send out one Export does that mean we have to import one student?

A. If you participate in E/I 3 your school agrees to offer a TE Scholarship to an equal number of imports, up to three annually.

Please remember the key word here is OFFER. If your school does not have any import applications – note in your files for that award year. You can continue to export up to three annually for a maximum of 12 in a four year period.

Q. Would we participate in both DC3 and E/I3?

A. All TE member schools have the option of participating in none, one or both. That is the decision of the individual TE member school.

Q. I do have a question on the TE-Coop. Prior to this year, my understanding was that we could export unlimited students through the TE-Coop program, but could only export 1 through the TE program. Since the TE-Coop plan has gone away, has the ability to export to those schools (formally TE-Coop) also gone away? I understand those who formally participated will be grandfathered. But going forward, can we now only export 3 per year if we don't have the credit to export more?

A. Going forward in order to export more than three annually, schools need to maintain a healthy export/import balance.

TE data tells us that on average, most TE schools exchanged at a rate of less than 3 per year. By signing up for E/I 3 most former TE Coop schools will gain opportunities rather than be limited by the new program.

Q. We may include UP TO 3 imports (from another one of the approved programs on the list)?

A. YES, up to 3 double credit imports annually.

- Q. If we sign up for E/I 3, can we export more than 3?
A. Yes you may export more than three provided your balance sheet allows it. Any exports beyond three require balance of at least 2 to 1.
- Q. Does the 3 students include the re-certification students?
A. If you are asking about DC 3 then yes you may consider continuing or re-certified students.
If you are asking about E/I 3 this pertains to new TE scholars beginning with the 2014-15 school year.
- Q. How do we confirm that we signed up for E/I 3?
A. Inside the TE homepage, where you do your work, in the REPORTS section on the left, the last report provides you a listing of all schools currently signed up.
- TE Central is also adding a note to your balance sheet. If you have signed up and do not see a note on your balance sheet that says DUE to E/I 3 please contact Janet directly. This is a manual process. Typically profiles are updated weekly.