

## TE March, 2015 Webinar FAQ

Please be aware, in most cases, the questions are shared as submitted.

### Updating incorrect information

Q. What if the expiration date is incorrect and the student should have more semesters remaining OR I mistakenly entered the wrong number of academic years and/or semesters for the student, how can I re-certify or edit them?

A: Yes, you may change the date and re-certify or edit them. In the case of extending the expiration date, send the student's name, their TE ID (4 digits), the import and export school names, and NEW EXPIRATION DATE OR the Information to be edited to Central for re-processing or updating. Send your requests to [JDodson@tuitionexchange.org](mailto:JDodson@tuitionexchange.org).

The decision to lock this down came from a variety of updates made in error or without the knowledge of the other TELO.

Q. Can we use the edit form to add a school after we submitted an initial TE application? E.g., student submitted 3 applications and now wants to send an additional one. May we use that form to add the one additional school?

A. In the case of a student wishing to add additional new schools to a current TE application for consideration – schools need to create a new application. I will add this to our list of future enhancements.

### Double Credit 3

Q. Please provide an explanation of the DC3 program.

A. DC 3 offers TE semester credit on the TE balance sheet for up to three students annually who have been placed at the TE member school through other exchange programs. To obtain credit, the TE member institution pays the TE participation fee per Import from another TE recognized program. Recognized programs are listed inside the TELO Handbook. The Handbook is available inside the TELO ONLY Form portion of the website filed in the Communications folder.

Member schools may import annually up to three students, regardless of balance. TE member schools participating in other like Tuition Exchange programs may earn TE credit for these imports by adding the student to the TE database.

To do this – Open up your TELO Portal and chose EDITING and click on the Student option. The plan is that the current DC 3 students will roll forward each year, provided the student maintains eligibility.

A DC 3 student who transfers to another TE DC 3 member school does not have to be designated at the new school as a DC 3 student. If a DC 3 student becomes TE ineligible you can replace the student. You will be billed another \$35 in this case.

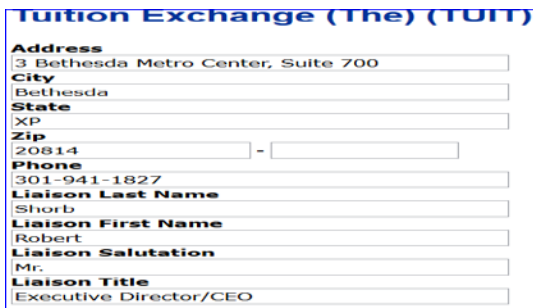
- Q. Please describe the DC 3 program. Does the program equal the previous year or renewed students?
- A. I am not sure that I fully understand this question – but here goes. Schools utilizing Double Credit 3 (DC 3) are provided the opportunity to add up to three IMPORT students to your Annual Report yearly. These students are currently enrolled but through another recognized exchange program. These three new import options provide extended EXPORT power. The updated TE Handbook located inside the TELO ONLY Resource portal provides a complete program description and a current listing of the TE recognized exchange programs.

### **Issues of Tuition**

- Q. On Annual Report, for "Value of your Tuition Exchange Scholarship" what do you put if you cover total tuition with a combination of merit award and a TE grant?
- A. For schools with tuition less than the annual Optional Set Rate are required to offer full tuition. If your school combines ALL Institutional dollars together – the total must equal full tuition. TE Central recommends including a statement on the institutional profile found on the TE website and a notice in consumer information regarding the combination of institutional funds. This notice should be where TE students can find it easily – i.e. college catalog – it is the school's contract with the student.
- One additional consideration – should the student lose their eligibility for merit dollars – the school remains obligated to provide full tuition funding – provided the student meets the renewal criteria for TE funding.
- Q. Please give an example on the tuition set when your tuition is less \$33,000. Do we have to offer board, room?
- A. A school's tuition is \$24,500. This is the maximum amount of institutional funds offered to a qualified TE applicant obligated by the TE Agreement. Room and board is never an expected element of TE. Some schools offer room as an incentive to increase TE awardee's to enroll. Schools offering Room garner one (1) extra import credit.
- Q. Can families see the updated tuition amounts on the TE site, or only liaison officers? I'm concerned about putting new rates on the TE website until it has been made public to the campus.
- A. Once you update your profile, all information becomes available to the public. In the case of not wanting to share next year's tuition – then update the profile with current year data. In the comment section indicate when next year's tuition will be available.

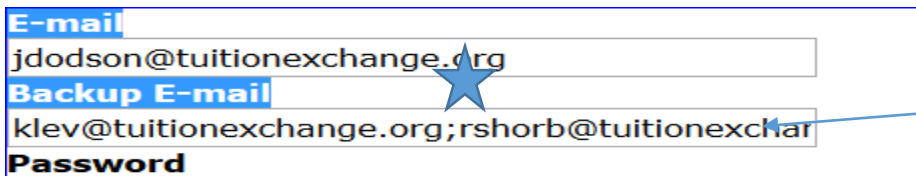
## TELO Portal and how do I

- Q. Would there be an opportunity to add a second TE liaison for a College?
- A. Absolutely. To do this – open up your TELO portal and click on the Editing option (see below) select Contact Information and Password option



A screenshot of a form titled 'Tuition Exchange (The) (TUIT)'. The form contains several fields with the following values: Address: 3 Bethesda Metro Center, Suite 700; City: Bethesda; State: XP; Zip: 20814; Phone: 301-941-1827; Liaison Last Name: Shorb; Liaison First Name: Robert; Liaison Salutation: Mr.; Liaison Title: Executive Director/CEO.

Scroll to the bottom of the above screen and in the BACKUP Email option add as many e-mail addresses as you like – separating each with a semi-colon. An example is provided as a reference. Note the blue star is where one inserts the semi-colon.



A screenshot of the 'E-mail' and 'Backup E-mail' fields. The 'E-mail' field contains 'jdodson@tuitionexchange.org'. The 'Backup E-mail' field contains 'klev@tuitionexchange.org;rshorb@tuitionexchar'. A blue star is placed over the semi-colon in the backup email field. A blue arrow points from the right side of the page towards the star.

- Q. Can you enter more than one student email address?
- A. In testing the system, it appears that the line will accept more than one email address. A semi-colon is required between each address.



A screenshot of the 'E-mail' and 'Backup E-mail' fields, identical to the previous one. A blue arrow points from the right side of the page towards the semi-colon in the backup email field.

- Q. On slide 33, what does the term "Decision" refer to - the Admission decision or the TE decision?
- A. The term decision is in reference to the TE award decision. As a reminder, on this web page Withdrawn is not a valid option. TE Central has provided copy of slide 33 for your reference below.

<b>Student Name:</b>	Muffy Hanson
<b>Social Security Number:</b>	1234
<b>Student E-mail:</b>	jdodson@tuitionexchange.org
<b>Telephone:</b>	402.418.1081
<b>Permanent Address:</b>	8 Pioneers Ct Crete, NE 68333
<b>Parent Employment Category:</b>	Faculty
<b>Parent/Guardian Name:</b>	C N Hanson
<b>Parent E-mail:</b>	jkhd76@gmail.com
<b>Years of Parent Employment:</b>	45
<b>Total number of academic years:</b>	4
<b>Total number of semesters:</b>	8
<b>Application Status:</b>	Approved for Admission
<b>Class:</b>	Freshman
<b>Exporting Comments:</b>	This is a test application
<b>Decision:*</b>	<input type="radio"/> Approved <input type="radio"/> Rejected <input type="radio"/> Wait List <input checked="" type="radio"/> Withdrawn
<b>Tuition Offer:*</b>	<input type="radio"/> N/A <input type="radio"/> Full Tuition of . . . <input type="radio"/> "Set Rate" amount of . . . <input type="radio"/> Other amount of . . . \$ <input type="text"/> Must be a number
<b>Comments:</b>	<input type="text"/>

### Issues of Recertification and timing

- Q. I recertified exports for 2015-2016 prior to this new system. Do I need to recertify with the new program?
- A. Previously 2015-16 recertified exports do not need to be certified again. In fact, if re-certified again will create duplicates.
- Q. Not sure I know the significance of using an ID that is not SSN when any number I use will not be relevant to the importing school. I use the ssn to match with my admission data to be sure I have the right student. An exporting school's non ssn ID # is not going to mean anything to me. Can you help me understand your thinking here? How will we know what number the school is using? ex: what if they're not using SSN and we think they are?
- A. To require a student to provide the admissions office with their SSN is prohibited by law as it relates to being the students only means of identification.

TE member schools have objected specifically to TE Central asking for the last 4 digits of a student's ssn. Schools may use whatever four (4) digits they wish. TE Central will no longer refer to the TE ID as the last four (4) digits of a student's social security number. Schools are at liberty to use whatever four (4) digits they wish. As a reminder if using the same four digits for all students, that will be problematic. Another TE Central hint is to provide the FULL first name rather than merely the student's first initial

The weblink provided may help to better understand the reason TE Central changed the title from SSN to TE ID. <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/library/ssnumber.html>

- Q. Please encourage schools to make their 2015-16 decisions -several applications are still pending.
- A. TE Central does not have a generic decision date. However, it is important that schools keep in mind about the May 1 decision date for many of our TE member schools. Please update your TE records as soon as you can in fairness to all.
- Q. Does/when is the dead line for receiving a yes or no decision.
- A. TE Central does not have a generic decision date. However, it is important that schools keep in mind about the May 1 decision date for many of our TE member schools. Please update your TE records as soon as you can in fairness to all.
- Q. We wait to recertify until after first semester so we can see if the student has done well academically
- A. This an excellent strategy for first time recipients and those on shaky ground. Timeliness is the key. With first term grades released in mid-January or earlier – there is no reason for a student’s recertification to still be pending.
- Q. Instead of graying out the Re-Certify button, can you make it so we can't click on it again?
- A. Yes, this is the case – once the Recert button is used – it is rendered unusable.

**Export/Import 3 (E/I 3)**

- Q. Please explain E/I 3
- A. E/I 3 allows each TE member institution, in satisfactory administrative standing, the opportunity to export three students each academic year regardless of balance and number of annual incoming imports. There is no charge to participate in this program. To sign-up, update your TE Profile question 7 to YES.

Member schools may export annually up to three students, regardless of balance. TE member schools participating in the E/I 3 program shall annually award TE scholarships to at least an equal number of admitted and awarded E/I 3 students eligible for TE import (up to three) for purposes of balance.

TELO’s need to update their Annual Report for 2014-15 to reflect which students are to be considered E/I 3 students.

To do this – Open up your current Annual Report and update up to three students as E/I 3 students for 2014-2015. TE Central suggests making your E/I 3 students true freshman so that you receive a maximum credit benefit. The plan is that the current E/I 3 students will roll forward each year, provided the student maintains eligibility.

An E/I 3 student who transfers to another TE E/I 3 member school does not have to be designated at the new school as an E/I 3 student. If an E/I 3 student becomes TE ineligible – regardless of reason cannot be replaced.

- Q. How do you sign up for E/I3?
- A. Signing-up for Export/Import 3 (E/I3) is easy. Update question 7 on your Institutional Profile from NO to YES!

- Q. How do I add 3 students to E/I 3?
- A. See the example below on how to identify up to three (3) Export/Import 3 students annually  
Open up your Annual Report – go to the Export portion of the report and click on a total of three (3) students per year. The system is programmed to allow you a maximum of three per year.

Exports for 2014-2015							
Name	TE ID	Imp. Inst.	Start Date	Exp. Date	Semesters Remaining	EI3 for 2014-2015	Re-certify 2015-2016
Fields, Test	34491	TE TEST SITE	9/1/2015	6/1/2017	4	Yes <input type="radio"/> No <input checked="" type="radio"/>	Re-certify
Holman, Test	34489	TE TEST SITE	9/1/2015	6/1/2017	4	Yes <input type="radio"/> No <input checked="" type="radio"/>	Re-certify
Test, Heather	34482	TE TEST SITE	9/1/2015	6/1/2019	8	Yes <input checked="" type="radio"/> No <input type="radio"/>	Re-certify
Testing, Test	34490	TE TEST SITE	9/1/2015	6/1/2017	4	Yes <input type="radio"/> No <input checked="" type="radio"/>	Re-certify

### General TE information and other miscellaneous questions

- Q. Do you have a contact person for additional questions, in the future? I am a new employee and will be taking over this process
- A. Absolutely - Janet Dodson, [jdodson@tuitionexchange.org](mailto:jdodson@tuitionexchange.org) 402.418.1081 is responsible for Communication, Member Services and training. Kristine Lev, [klev@tuitionexchange.org](mailto:klev@tuitionexchange.org) is responsible for all issues financial. Bob Shorb – [rshorb@tuitionexchange.org](mailto:rshorb@tuitionexchange.org) is Tuition Exchange’s Executive Director/CEO.
- Q. Is this new website live right now? I'm following while in the website - my screen does not have same options.
- A. Yes, the website is live. TE Central uses Firefox, Safari, Chrome and Internet Explorer as our browsers.
- Q. I have hit the Control key and add all those schools at one time and it does not work on a Mac. Any suggestions? I am doing each school one by one which is time consuming.
- A. While I am not a MAC user – I did a Google search and discovered that the OPTION KEY should work. Holding it down while highlighting the student’s choices.
- Q. When will the academic year change on the balance sheet (bottom)?
- A. The academic year currently reads 2014-15. It will change in November, 2015, once all 2015-16 Annual Reports are on file.

- Q. Is eight (8) the max number for semesters? Our architecture program is a five (5) year program, which means 10 semesters.
- A. Each TE member school has the ability to set the maximum number of semesters/terms by major or globally. Typically eight semesters is the standard – TE Central encourages TE Schools to review their semester policy and consider adding a change to the wording.

For example: Iota School supports an eligible TE student for a maximum of eight semesters or graduation, whichever is first. And if TE members wish to support students in majors requiring 5 years to graduate – consider the following: In the case of TE scholars majoring in (name the major) a maximum of ten semesters is available.

As a program reminder, while one school (either the Import or the Export school) is willing to support/provide the student additional funding, TE awards are a two way street. Bottom line both schools must be in agreement. In the case of the Import school being willing to fund the student may do so with Export approval. However, if the other school is unwilling to export the student – the funding school cannot receive Annual Report credit for their generosity. It never hurts to reach back to the other school asking for special consideration.

- Q. Why the Pell question? Unless the student completed a FAFSA listing our home institution, we wouldn't know this.
- A. The Pell grant question was initially added, at the request of our Board of Directors, as a way to determine general assessments of TE recipients. As pointed out in the question – the information provided is less than accurate. TE Central will review this question for its continued presence in the application process.