



TUITION EXCHANGE

Opening doors since 1954

THE TUITION EXCHANGE HANDBOOK for TELOs

Updated Fall 2026

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The Tuition Exchange: Mission, History & Vision

Tuition Exchange, Inc. is a non-profit organization operating exclusively for educational purposes, for the benefit of public and private, non-profit colleges and universities through the advancement and administration of reciprocal tuition scholarships for children and other dependents of faculty and staff at all 700+ Tuition Exchange member schools. The Tuition Exchange is focused on promoting access to affordable, post-secondary educational opportunities. It also serves the dual purpose of assisting with the recruitment of new students at Tuition Exchange member schools, while offering an attractive benefit to recruit and retain faculty and staff employees.

The underlying concept originated in the tradition of remitting or reducing tuition costs for faculty children attending their home school. Vanderbilt University has offered "tuition discounts" to faculty and staff children since its founding in 1875. In 1901, the trustees of the University of Chicago voted to provide "tuition assistance" to faculty children. During the depression of the early 1930s, the availability of tuition-remission programs rapidly increased; today, such programs are in place at many American colleges and universities.

In 1947, Dean Robert R.R. Brooks of Williams College introduced multi-school exchanges (as distinguished from one-to-one student exchanges). In 1952, 41 colleges and universities joined to create the Faculty Children's Tuition Exchange. Following a 1953 study on the post-war economic status of college teachers by the Teachers, The Insurance and Annuity Association (TIAA) and the Ford Foundation Fund for the Advancement of Education made a generous grant to support the exchange program. On May 28, 1954, Tuition Exchange (successor to the Faculty Children's Tuition Exchange) was incorporated.

From 1954 to 1972, Williams College served as headquarters for Tuition Exchange. From 1972 to 1993, Muhlenberg College served as host to the organization under the leadership of G.N. Russell Smart. In August 1993, the organization's headquarters moved to the Washington D.C. metro area. Since 2010, TE Central has maintained a small, physical office space in Bethesda, MD, just outside of Washington D.C. but all staff do work remotely.

Today, Tuition Exchange (TE) is a nonprofit consortium of more than 700 colleges and universities. Its participating schools are in 50 states/districts, and ten countries abroad. One of TE's strengths is the diversity of its membership: major universities and liberal arts colleges, highly competitive and moderately competitive schools, public and private and schools with specialized curricula. The organization continues to seek to diversify membership by continuing to add Minority Serving schools (MSI's) and public schools, while also expanding into other markets to become the singular, premier exchange.

Contact TE Central:

All inquiries should be directed to info@tuitionexchange.org.

Hours: Monday-Friday, 9:00 a.m. - 5:00 p.m. Eastern Standard Time

Mailing Address: 3 Bethesda Metro Center, Suite 700, Bethesda, MD 20814

Phone: 301-941-1827

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Staff:

Dr. Kristin Tichenor, President

Elizabeth Rihl-Lewinsky, Associate Vice President

Kristine Lev, Associate Vice President for Finance & Operations (handles all billing inquiries)

Laura Savage, Associate Director for Member Engagement

Terms To Know

TELO: The TELO, or Tuition Exchange Liaison Officer, is the individual designated by a college/university to administer the Tuition Exchange program for the school. Each school is expected to designate a Primary and a Secondary TELO.

TE Central: The employees of the non-profit organization, The Tuition Exchange, Inc., who support schools in administering the program and ensure TE program requirements are met.

Member school: A college or university that is a member of the Tuition Exchange Scholarship program.

Export: A TE Scholarship applicant or recipient emanating from the employee's home school.
*Example: Bob Smith is an employee at Potter University. His daughter, Sarah Smith, is an eligible dependent that can be considered for a TE scholarship at other schools according to Smith University's TE policy. Sarah would be considered an **Export** of Potter University.*

Import: A student awarded a TE Scholarship by the host school. Bob Smith's daughter, Sarah Smith, applies for admission and is awarded a TE Scholarship by Griffin College. Sarah is considered an **Import** of Griffin College.

TE EZ-Application: Students seeking consideration for a TE Scholarship must create an account and complete a TE EZ-Application at te.tuitionexchange.org/applicantsignin. The TE EZ-Application is only completed the first time a student applies for TE consideration. Subsequent TE EZ-applications would be completed only if the student transfers to another school or the parent separates from the employer listed on the initial TE EZ-Application and obtains employment at a different TE member school.

Continuing TE Scholar: A student that receives a TE Scholarship in the prior year and continues to be enrolled and receive the scholarship at the school.

Set Rate: TE member schools have the option to offer either a full tuition scholarship or a scholarship at the established TE set rate amount, which is determined annually by the TE Board of Directors based on its analysis of tuition costs reported by TE member schools. The TE set rate is based on a weighted average of all TE member schools' tuition amounts. TE members who charge higher tuition are permitted to award TE scholarships for less than or more than the total amount of their annual tuition but not less than the set rate in effect for the academic year. The 2026-2027 TE set rate is \$44,000/year. The 2027-2028 TE set rate is \$45,000 (exception: public institutions are obligated to provide a full-time, full tuition undergraduate award to in-state students (or the TE set rate if that is less) but may offer a scholarship that is 50% of the out-of-state tuition to out-of-state undergraduate students.)

Student Classification: The student classification is the student's grade level, and aligns with the grade level listed on the FAFSA (Free Application for Federal Student Aid). The student selects the student classification (grade level) that they will be the first year they are receiving Tuition Exchange when completing the TE EZ-Application. The Student Classification determines the number of semesters of TE eligibility that a student is assigned in the TELO system so it is important the student selects it carefully.

Student Classification	Semesters of Eligibility Assigned
First year, never attended college	8 (or 7 if spring term start) (12 for trimester/quarter schools)
First year, attended some college	8 (or 7 if spring term start) (10 for trimester/quarter schools)
Second year/sophomore	6 (or 5 if spring term start) (9 for trimester/quarter schools)
Third year/junior	4 (or 3 if spring term start) (6 for trimester/quarter schools)
Senior/5 th year student	2 (or 1 if spring term start) (3 for trimester/quarter schools)
Graduate/Professional	4 (or 3 if spring term start) (6 for trimester/quarter schools)

Eligibility Remaining: This refers to the number of semesters of TE eligibility a student has and it is automatically system-assigned based on the Student Classification selected by the student on the TE EZ-Application. Import TELOs have the ability to increase this number as needed; however, they do not have the ability to decrease this number. If a student still shows in the system with semesters of Eligibility Remaining and is no longer enrolled, the Import TELO can mark them "withdrawn". When an Import TELO needs to increase a student's Eligibility Remaining, they can go to *Imports, Applications*, select the application, click *View Application* and the "Extend Eligibility" button. This will extend the student's TE eligibility by two terms. If the student does not need a full additional year, at the end of the term that the student has completed their program, the Import TELO can simply update their Import Status to Withdrawn. Eligibility increments run in the system on 12/31 and 5/31 to reduce Eligibility Remaining.

User: A member school employee granted access to the TELO system and assigned a specific role by the Primary TELO. User roles include: Primary TELO, Secondary TELO, Billing, Reports, Imports, Exports, Read Only.

Enrollment Report: A fluid snapshot of a school's Imports and Exports that must be reviewed, minimally, twice a year (by September 30th for the fall semester and by January 30th for the spring semester).

Expiration Date: The date the student has exhausted their TE eligibility.

Closed Application: An application that the Import school has updated to not enrolled, withdrawn or denied eligibility OR an application that the Export school has updated to not eligible for TE consideration.

FACHEX: FACHEX (Faculty, Administrator and Staff Children Exchange Program) is an

undergraduate full tuition scholarship exchange program for 26 Catholic, Jesuit schools which allows eligible dependents at Jesuit Export schools to apply for the same benefits at participating “importing” Catholic, Jesuit schools. Visit the [AJCU FACHEX page](#) for more information about the program and to view the list of FACHEX schools. All but two FACHEX schools are also members of the Tuition Exchange Program.

CIC-TEP: Council for Independent College’s tuition exchange program, administered independently by the CIC. CIC-TEP transitioned to using The Tuition Exchange’s online TE EZ-Application and the TELO system beginning with the 2027-2028 award year. Inquiries regarding CIC-TEP should be directed to tep@cic.edu.

Fundamental Principles

Exchange: Members benefit from the opportunity to send employees/eligible dependents to other TE schools. Likewise, the school commits to hosting Import students from other TE member schools, although maintaining an exact balance of Imports/Exports is not required. No money changes hands and no accounting is done for the variation among tuition charges.

Flexibility: TE Central has very few umbrella policies and procedures but within these, colleges and universities have considerable leeway to structure the program as they see fit. See below.

Program Participation Requirements

TE member schools are required to offer a **minimum of three (3)** new TE Import scholarships/year (does not count *continuing* TE Scholars). As of Fall 2020, there is no longer a requirement to balance your Imports/Exports.

Award Amounts: Undergraduate TE Scholarships are in the amount of full tuition or, minimally, the TE set rate if that amount is less than full tuition at an institution. For out-of-state undergraduate students, public institutions can offer a scholarship in the amount of 50% of the out-of-state tuition rate but must offer full tuition, or the TE set rate, for in-state students. These same minimum scholarship amounts apply to Graduate/doctoral TE Scholarships for graduate/doctoral level *only* institutions.

Institutions that currently offer undergraduate TE Scholarships are eligible to offer TE Scholarships to graduate/doctoral level students as follows:

- Private institutions can offer 50% of the graduate tuition rate
- Public institutions can offer 25% of the graduate tuition rate for out-of-state students or 50% of the graduate tuition rate for in-state students

This supplemental graduate award option is **not available** to graduate-only institutions (e.g., law schools or graduate/professional-only TE member schools), which must adhere to the existing full tuition or TE set rate scholarship amount requirement noted above.

TE member schools agree to honor TE eligibility terms, per their internal policy, for Exports and the TE scholarship offer terms they outline for their Imports.

Schools are expected to appoint a **Primary TELO** and a **Secondary TELO** to administer the program for faculty/staff at their school.

The Primary & Secondary TELO, and any other Users the school assigns to administer the TE Program, must complete an online training session (90 minutes) on using the **TELO online system**, which is very user-friendly, and must set up their *School Profile* and *Annual Aid Year School Information* deadlines/guidelines.

The Primary TELO must conduct an **Enrollment Report review** each fall semester (by September 30th) and each spring semester (by January 30th) and pay the annual membership dues and Export participation fees on time.

Schools must establish equitable **eligibility policies** and set forth criteria for determining how employees/employee dependents will be determined to be eligible/ineligible for TE Scholarship consideration (Exports).

Schools must establish **guidelines for awarding** TE Scholarships (Imports) and determine the number of new TE Scholarships awarded each new academic year.

Fees & Payments

2026-2027 Fees	Amount	Billed
TE Membership Dues	\$775	July 1 (Annual)
TE Initiation Fee for New Schools	\$500	One-time fee at point of entry into program
Participation Fee (TE Exports only)	\$60 annual fee per Export Enrolled by Import school*	Annual Fee invoiced: 10/15, 12/15, 2/15, 4/15, 6/15
Late Payment Fee	\$75	Nov. 1 for Dues/Feb. 1 for PFees

*Note: Some schools choose to charge an administrative fee to Exports and or Imports to cover these fees and internal administrative costs. *Import schools pay the same fee for any DC 3 students they enroll.*

schools can pay in the TELO system using a credit card or by check made out to The Tuition Exchange, which can be mailed to: P.O. Box 447, Olney, MD 20830.

FACHEX

FACHEX (Faculty, Administrator and Staff Children Exchange Program) is an undergraduate full tuition scholarship program for Catholic, Jesuit schools. Visit the [AJCU FACHEX page](#) for more information about the program and to view the list of FACHEX schools. All but two FACHEX schools (Boston College and Holy Cross) are also members of the Tuition Exchange Program. FACHEX offers a full tuition scholarship. Students applying for TE that are Exports of a FACHEX school that participates in both the FACHEX and TE programs can be considered for either TE Scholarships or FACHEX scholarships. The Import school designates the Exchange Program the student will be funded under when they *Import Approve* the student or update the Import status to *Enrolled*.

CIC-TEP

CIC-TEP, the Council for Independent College's tuition exchange program, is administered independently by the CIC. CIC-TEP transitioned to using The Tuition Exchange's online TE EZ-Application and the TELO system beginning with the 2027-2028 award year. The majority of CIC-TEP schools also participate in TE, with the exception of ~60. Inquiries regarding CIC-TEP should be directed to tep@cic.edu.

Role of the TELO (TE Liaison Officer)

Each school is required to designate a Primary TELO and a Secondary TELO. These individuals serve as the primary points of contact for TE Central, eligible employees and their families (Exports), Import students applying for Tuition Exchange Scholarships and their TELO counterparts at other TE member schools. The department in which TELOs reside varies greatly from school to school. Approximately 45% are Financial Aid Officers, 26% work within Human Resources and the remainder come from Enrollment Management/Admissions, Academic Affairs, the Registrar and Student Success. TELO titles include: Vice Presidents, AVP's, Directors, Associate Directors, Benefits Specialists and Executive Assistants. Regardless of which department they emanate from, TELOs need to work across the school with Human Resources, Admissions, Financial Aid and the Registrar to administer the program effectively.

TELOs Are Required To:

- 1) Create (or work with Human Resources) and share equitable TE policies that are administered fairly.
- 2) Counsel faculty, staff and their families about the TE program.
- 3) Certify, in a timely manner, the eligibility of faculty, staff and family members that wish to apply for TE Scholarships at other schools (Exports).

- 4) Monitor the eligibility of all Exports (ex.-if the Primary TELO is in Financial Aid, they should ensure Human Resources provides updates when an employee separates from the school whose dependent is a TE Export).
- 5) Monitor the eligibility of currently enrolled Import students each semester.
- 6) Work with Admissions or other areas to ensure the awarding of a minimum of three new Import scholarships each year and inform Financial Aid of awardees accordingly.
- 7) Resolve exchange issues/questions from TELOs at other member schools.
- 8) Complete the fall enrollment review no later than September 30th and the spring enrollment review no later than January 30th each year and print a copy of the Enrollment Report for internal records.
- 9) Update and maintain the *TE School Profile*, including school contacts, *School Users* and the *Annual Aid Year School Information* in the TELO administrative system each year.

Institutional Policies

Each TE member school establishes its policies and procedures for administering its TE program within the **Program Participation Requirements** and in alignment with the **Fundamental Principles** of the Program previously cited.

TE Central does not mandate institutional requirements for Export eligibility but does recommend that schools have a brief policy that is listed where all other employee policies are located (ex.-faculty/staff handbook, internal faculty/staff portal), etc. In addition to listing who is considered an eligible employee/dependent for TE Export certification, the policy should include timeframes for certification (example-four years at the undergraduate level) and when certification ceases should the employee separate from the school. Sample policies can be found in the [TELO Toolkit](#).

TE Central encourages TELOs to work with Admissions on establishing guidelines for awarding new Import scholarships and with Financial Aid on the process for ensuring financial aid packages are correspondingly updated. Additionally, as with any institutional scholarship, TE Central recommends schools provide a TE Scholarship notification letter that specifies scholarship amount, renewal requirements and what the scholarship applies/does not apply to (example-does not apply to fees, does not apply to course overloads beyond XX number of credits, does/does not apply to study abroad terms, etc.). Sample letters can be found in the [TELO Toolkit](#).

TELO Toolkit

The [TELO Toolkit](#) provides sample:

- TE policies

- Presentation to conduct a faculty/staff information session
- TE application receipt acknowledgement letters
- TE Offer letters

The TELO System

TELOs can access the TELO system at te.tuitionexchange.org. Student TE EZ-Applications submitted are transmitted to the user-friendly TELO system in real-time for Export, and eventually, Import Schools to take action on. The TELO system is where TELOs do their work to administer the program, from Export Approving their faculty/staff/dependents that are eligible for TE Scholarship consideration, to approving prospective, new Import students for TE Scholarships at their school. For most actions taken, such as Export Approving or Export Denying a student, or Import Approving (i.e.-offering a scholarship) to Enrolling or Withdrawing an Import student, a notification is triggered to the Primary or Secondary TELO in the Daily Digest email they receive the following day, alerting them to the action taken on the student(s)' specific application. While students/parents do not receive these same email alerts, students can track updates to their applications by logging into their [TE EZ-Application account](#) at any time [<https://te.tuitionexchange.org/applicantsignin>].

The [TELO System Guide](#) provides detailed information on navigating the TELO system, which contains *Reports* and *Change Logs* so TELOs and other institutional users can extract information on their Import and Export applications in a .csv format. The Primary TELO designates User accounts for the school and there is a brief required training webinar active. Users must attend to gain access to the system.

The School Search

Students can search for TE member schools at tuitionexchange.org via the [School Search](#) option. Students can click on a school to determine their Export and Import application deadlines, whether they offer a TE Scholarship in the amount of full tuition, the TE Set Rate, or another amount and to see the TELOs contact information. Additionally, students can do a [School Search](#) based on specific criteria (example-state, major, etc.).

The TE EZ-Application Process

The TE EZ-Application should only be completed by a student applying for a Tuition Exchange Scholarship for the first time, unless the student is transferring to a new school or the parent has changed employers (i.e.-Export school changes).

Continuing/Current TE Scholars (those already receiving a Tuition Exchange Scholarship) should not otherwise re-apply.

Completing a TE EZ-Application is a two-step process:

1. The **student** (not the parent!) applying for consideration for a Tuition Exchange Scholarship must first create an account.
2. This will allow the student to log in and complete the TE EZ-Application.

TE EZ-Application Instructions:

- The student (not the parent employee!) must create the account using his/her information.
- The student should use an email address that will remain with the student after he/she graduates high school.
- The password has to be at least 12 characters long and include one uppercase letter, one lowercase letter, a number and a special character.
- The student can add/delete schools but **the maximum number of active schools allowed is 20**. If a student is no longer considering a school originally listed on the application, they should return to the application and remove that school from the school list. This will notify the school that the student has withdrawn their TE Application (the student should notify his/her Admissions counselor separately). The TELO can see this withdrawal in the Import *Change Log*.
- The student can log back in to **check the status** of his/her application (see status key below), or download the Tuition Exchange mobile app.
- The student cannot change the employee (parent information) after submitting the application. If the employer information changes, a new TE EZ-Application is required, which lists the new employer. The student can click on their Profile to change their own name or email address.
- If the parent's school of employment is not listed as an option on the application, the TELO needs to review the Export application deadline they have in the TELO system for export applications to be considered.
- If the school the student is interested in is grayed out on the application and the student cannot select it, that school's Import application deadline may have passed. Unfortunately, Tuition Exchange cannot adjust this. The school's TELO needs to review the Import application deadline they have in the TE system under their Annual Aid Year School Information for Import applications to be considered.
- Students can create only one account. The system does not allow for duplicate emails. If an account already exists in the system under that email, a new one cannot be created.

TE EZ-Application Statuses:

- **Denied-Not an Employee** - The Export (sending) school has deemed the student is not eligible to be considered for TE Scholarships at any schools because they are not eligible. Direct questions about this to Tuition Exchange Liaison Officer (TELO) at the Export School.

- **Awaiting Import School Decision** - The student's Tuition Exchange scholarship has not yet been thoroughly reviewed by the Import School. Direct questions about this to Admissions counselor at the Import School.
- **Awaiting Export Decision** - The Export school's TE Liaison Officer has not approved the application for Export consideration. Direct questions about this to the Tuition Exchange Liaison Officer at the school the parent is employed at.
- **Export Approved** - the Export (sending) school, approved the student for TE Scholarship consideration at the schools listed on the students TE EZ-Application. Now, the Import Schools need to decide if they will offer Tuition Exchange to the student should he/she enroll.
- **Denied-Other** - Reasons vary (ex.-the family informed the Export TE Liaison Officer that the student is no longer interested in attending that particular school. This action occurred because of information your family shared with your TE Liaison Officer).
- **Denied-Min Req Not Met** -The Export school did not approve the student to be considered for TE at other schools because eligibility requirements were not met. Check with the Tuition Exchange Liaison Officer at the parent's school.
- **Denied-Accepted, Didn't Enroll** - Student was offered a TE Scholarship as an accepted student but decided to attend elsewhere
- **Denied-Did Not Apply** -The student never applied for admission to the school so is no longer being considered for a TE Scholarship.
- **Under Review** - The import school is reviewing the application.
- **Import Approved** - The import school approved the student for a TE Scholarship.
- **Declined-Student Offered But Did Not Want** - Student was offered a TE Scholarship at that school but did not accept it.
- **Waitlist** - The Import school cannot currently extend a TE offer to the student but may be able to at a later time if a slot opens up.

A Typical Path to a TE Scholarship

George Smith has been a full-time employee at Potter University for five years. Potter University is a TE member school. George's daughter, Sarah Smith, is beginning her senior high school year in two months. George checks Potter University's employee handbook to review the qualifications for TE eligibility. Potter University's policy indicates that employees and their dependents (defined as students enrolled as undergraduates that are under the age of 24 and claimed as dependents on the employee's federal tax return) can be certified to be considered for TE Scholarships after the employee has completed two years of full-time employment. Potter University requires that employees interested in TE Consideration complete Potter's *TE Dependent Consideration Form* in their online faculty/staff portal. George submits the form, which goes to Human Resources.

The summer before her senior year begins, Sarah begins researching TE Schools via the [TE School Search](#) and [TE School List](#). She narrows down her interest list to 20 schools. George alerts Sarah that on July 1, she can now create a TE EZ-Application account and apply for Tuition Exchange for the following academic year. Sarah completes her online application, listing 20

schools she would like to consider her for Tuition Exchanges Scholarships. She begins completing The Common Application and/or other internal admissions applications for the same 20 schools.

Potter University's Human Resources routes George's *TE Dependent Consideration Form* to their Primary TELO, who is the Financial Aid Director. The TELO Export Approves Sarah's application in the TELO system. The next day, this triggers a Daily Digest email to the 20 Import schools Sarah listed on her TE EZ-Application. Now the Import schools can review her TE EZ-Application once she is accepted for admission and make a decision to offer/or not offer Sarah a TE Scholarship. If they offer her a scholarship, they will *Import Approve* her in the TELO system. If they do not offer her a scholarship, they can update her Import Status to Denied. While Sarah and George will not get email notifications when these actions occur, Sarah can periodically log into her [TE EZ-Application account](#) to check the status.

Sarah's top choice school, Griffin University, offers Sarah a TE Scholarship (Griffin's TELO updated her status in the TELO system to Import Approved)! Sarah graciously accepts and submits her deposit by May 1 to hold her spot in the class. George, as part of Potter's internal policy, fills out Potter University's required *TE Dependent TE Utilization Form* in their faculty/staff portal which routes to Human Resources and the Primary TELO for internal tracking purposes so they know where their *Export Approved* students, like Sarah, ultimately enroll.

The week after classes begin at Griffin University, Griffin's TELO updates Sarah's status to Enrolled after confirming in their system (or with the Registrar) that Sarah was registered for classes and began attending. This updates Sarah's *Eligibility Remaining* field in the TELO system to eight semesters (as semesters progress, the system will automatically reduce that number by one until Sarah's eight semesters of eligibility are exhausted).

Unless George separates from employment at Potter University, Potter's TELO (Export school) takes no further action in future years. Unless Sarah withdraws, takes a leave of absence from Griffin or doesn't meet Griffin's GPA renewal requirement for her Tuition Exchange Scholarship, no additional action is required on the part of Griffin (Import school) in future years. Sarah never needs to complete another TE EZ-Application in subsequent years, provided her dad maintains his employment and she does not transfer.

Managing Your Export Students

The Primary TELO, in conjunction with Human Resources, is responsible for ensuring that eligible institutional employees are aware and informed about the TE Program and eligibility requirements for the employee and their dependents. Additionally, they must work with Human Resources to ensure which TE applicants from the school meet their TE eligibility requirements. They must determine the Export application deadline and update the **Annual Aid Year School Information** in the TELO system to reflect this date. TE eligibility information might be communicated in new employee orientation sessions, in a faculty/staff handbook, detailed in printed benefits information or on the University website, etc. Some schools provide this information or even conduct an information session as part of a benefits fair/event annually. TE

Central also provides a PowerPoint presentation for use with faculty/staff should the TELO and/or Human Resources wish to conduct an information session for their faculty staff.

It is important to communicate the school's Primary and Secondary TELOs contact information as well as the fact that Tuition Exchange is not guaranteed. The Export school can only certify the employee/dependent's eligibility to be considered for a TE Scholarship at the Import schools they list on the TE EZ-Application. It is up to the Import school as to whether or not they will offer the student a TE Scholarship.

To recap, as the Primary TELO, when it comes to your Export students you must:

1. Communicate internal TE eligibility policy, process and Export deadline to faculty and staff.
2. Update the **School Profile** and **Annual Aid Year School Information** in the TELO system at te.tuitionexchange.org to reflect the school's Export deadlines for each year listed.
3. Ensure the Primary and Secondary TELOs contact information is published, along with the school's TE policy/process/deadlines in easily accessible locations.
4. Guide TE Export families through the TE process.
5. As the school receives Export TE applications, update the *Export Status* in the TELO system in a timely manner, to either *Export Approve* or Export Deny the application for TE consideration at other TE member schools.
6. Update the TELO system to reflect any changes in Export statuses after *Export Approving* a student's TE application (example-if the employee separates from the school, one must immediately update their Export status in the TELO system as TE eligibility will cease).

Managing Your Import Students

Primary and Secondary TELOs will serve as a primary point of contact for prospective students that apply for TE Scholarships at their school. Determine your Import application deadline and update your **Annual Aid Year School Information** in the TELO system to reflect this date. Create an internal process with your colleagues in other departments (example-Admissions, Financial Aid) to review new Import applications received. This may involve convening a committee at certain times throughout the admissions cycle to make award offers. As you make award offers, you must update the Import status to *Import Approved* in the TELO system. You should also Import Deny those students you know will not be offered a TE Scholarship. Once the academic year begins, you must update the Import Status of those offered a scholarship that are attending your school to *Enrolled*. Those that were offered and did not enroll should also have their Import Status updated accordingly (ex.-*Denied-Accepted, Did Not Enroll*)

Once a student is updated to *Enrolled* status, they will remain at that status each year thereafter until their semesters of eligibility expire. The only reason you would update their Import status in a future year would be if they withdraw, take a leave of absence or you receive a notification via a Daily Digest email that the Export school has updated their Export Status to *No Longer*

Eligible (i.e.-the parent separated from employment or the student is no longer considered an eligible dependent according to the Export school's guidelines).

To recap, as the Primary TELO when it comes to your Import students you must:

1. Serve as a primary point of contact from prospective students/parents about your TE Scholarship process.
2. Update your **School Profile** and **Annual Aid Year School Information** in the [TELO system](https://te.tuitionexchange.org) at te.tuitionexchange.org to reflect your Import application deadline for each year listed.
3. Establish an internal timeline/process to review Import applications at your school. This will likely involve coordinating with Admissions and Financial Aid.
4. As you receive Import TE applications, update the Import status in the TELO system in a timely manner, to either *Import Approve* (offer a TE Scholarship) or *Import Deny* the application.
5. Provide a formal notification to students you *Import Approve* just as you would with any merit scholarship, outlining the terms of scholarship, amount, renewal requirements, etc.
6. Update any Import students offered a scholarship that enroll at your school to an Import status of *Enrolled* in the TELO system the first academic year, shortly after classes begin. Should their status change in future years (i.e.-they withdraw, take a leave of absence or you receive a notification from the Export school that they are no longer eligible for TE), update their Import status in the TELO system in a timely manner. If nothing changes, no action is required.

The Enrollment Review Process

At the start of each academic year, once classes begin, TELOs must complete the Enrollment Report review process to ensure all of their *Export Approved* students remain eligible according to their school's TE eligibility guidelines, that all of their Continuing TE Scholars with an Import Status=Enrolled are still enrolled for that semester and they must update the Import Status of all New Imports to *Enrolled* or to the appropriate status if they did NOT enroll. **This review (steps below) must be completed by September 30th for the fall semester and by January 30th for the spring semester.** See steps below to complete this process:

Step #1: Review all Continuing TE Scholars that have an Import Status=Enrolled. **You only need to update their Import Status if they are no longer enrolled.** To do so, go to *Imports/Applications*, select the 2026-2027 year, click the box for the specific application, click *View Application* (bottom right) and update the *Import Status* to reflect the student's status (Ex.-Withdrawn, Leave of Absence, etc.). Be sure to click "Update App" to save.

Step #2: After confirming enrollment with your Registrar, **by September 30th, please update the Import Status to "Enrolled" for any New 2026-2027 entering cohort student that enrolled at your school this fall. Update all other new 2026-2027 students that did not enroll accordingly (Ex.-Denied-Accepted, did not enroll).** Failure to complete this action by the deadline will mean the Export school's Participation fee invoice, which generates in October, will

be incorrect.

Step #3: Review all Export students to ensure they remain eligible based on your school's TE guidelines. If no longer eligible, go to *Exports/Applications*, click the pencil icon/save and update *Export Status* accordingly. Your Participation fee invoice will generate on October 16th based on your Enrolled Exports.

Transferring Schools

If a current TE scholar plans to transfer to another TE school, they can log back into their TE EZ-Application account and click the **CREATE TRANSFER APP** button. The Export TELO will see that application in the TELO System under *Export, Transfer Applications* but will not be required to *Export Approve* the new application assuming the original application remains *Export Approved*.

Student Withdrawals, Leave of Absence

If a TE Scholars withdraws from their school, it is up to the Import TELO to update the Import status in the TELO system to *Leave of Absence* (LOA). They will be prompted to enter a start and end date for the LOA, which will ensure the *Eligibility Remaining* field is not reduced for the LOA semester when the eligibility increment process runs (12/31 for the fall term, 5/31 for the spring term).

The screenshot displays the Tuition Exchange Portal interface. On the left is a navigation menu with options: School, Exports, Imports, Applications, Transfer Applications, Closed Applications, Billing, Reports, Change Logs, and Training. The main content area is titled 'Import Applications' and shows a table of applications. The table has columns: Aid Year, Student Last Name, Student First Name, Exchange Program, Import Status, Actions, Import Status Date, and Modified By. There are four rows of data. The first row is highlighted, and a dropdown menu is open for the 'Import Status' column, showing options: Enrolled, Withdrawn, and Leave of Absence. The second row has a status of 'Enrolled'. The third row has a status of 'Leave of Absence'. The fourth row has a status of 'Awaiting Export Decision'.

Aid Year	Student Last Name	Student First Name	Exchange Program	Import Status	Actions	Import Status Date	Modified By
2023-2024	Vincent (never enrolled)	Clara E	TE	Leave of Absence		12/1/69	No Action Taken
2023-2024	Diaz	Rafael C	TE	Enrolled		12/1/69	No Action Taken
2024-2025	Cat	Wendy	TE	Leave of Absence		09/19/24	Elizabeth R/R Lewinsky
2024-2025	Gilmore	Emily	TE	Awaiting Export Decision		09/19/24	Emily Gilmore

Aid Year	Student Last Name	Student First Name	Exchange Program	Import Status	Actions	Import Status Date
2023-2024	Vincent (never enrolled)	Claire E	TE	Leave of Absence		12/31/09
2023-2024	Diaz	Rafael C	TE	Enrolled		12/31/09
2024-2025	Cat	Wendy	TE	Enrolled		09/19/24
2024-2025	Gilmore	Emily		Import Decision		09/10/24
2025-2026	Savage	Laura		Decision Pending		09/18/24

The maximum LOA timeframe the TELO system will accommodate is nine months. If the student does not get “Re-Enrolled” by the Import school the following semester, the application will automatically close out in the system and the student will be required to complete a new TE EZ-Application. Note that a student on a LOA will remain on the Export school’s Enrollment Report but the Export school will not pay an annual participation fee for the LOA student unless they use at least one semester of TE eligibility during that academic year.

Similarly, if a current TE Scholar withdraws from their school, it is up to the Import TELO to update the student’s Import Status in the TELO system to *Withdrawn* (see above). In each of these instances, the Import Status change will trigger a Daily Digest email to the Export TELO.

Parent Separation from Employer

If the parent employee separates from his/her employer, the Export TELO is responsible for updating the Export Status of the employee or employee’s dependent in the TELO system once the TE eligibility would end according to the school’s internal TE policy. For many schools, this means the TE eligibility will end immediately or, if the separation occurs after the semester has already begun, at the end of the semester in progress. TE Central does not mandate this end point but, typically, full-time, active employment is a requirement for TE Export certification. Once the TELO updates the student’s Export Status to *No Longer Eligible* (if already Export Approved and Enrolled) or *Denied-Other* (if Export Approved but not yet Enrolled), a Daily Digest email be sent to the Import school TELO who should then take action and notify any other offices at their school (example-Financial Aid Office/Bursar to update the student’s financial aid package/bill accordingly).

TE Extended Export Eligibility for Involuntary Separations

Faculty and staff that are forced to involuntarily separate from their institution (e.g.-reduction in force), whose dependents are currently enrolled at a member school on a Tuition Exchange

Scholarship, or who have applied for a Tuition Exchange Scholarship for the upcoming academic year, may be eligible for extended TE scholarship benefits. Eligibility is determined and approved by the member school.

What is the process for extending TE eligibility? The Tuition Exchange Liaison Officer (TELO) at the member school may submit a [request form](#) to TE Central on behalf of a qualifying employee. TE Central will then reach out directly to the family to walk them through their options for continuing the scholarship benefit. Both the Export and Import school will be sent communication regarding required steps they will need to complete. (note: Export TELOs should not mark the student as “no longer eligible” until they receive specific steps).

What does it cost and who pays? Families may purchase extended eligibility at a flat rate of \$300 per semester. Once a family does so, TE Central will take responsibility for certifying scholarship eligibility for the remainder of the student's degree program, in accordance with their original Tuition Exchange Scholarship offer.

Visit the [TE Extended Eligibility for Separated Employees FAQ](#) page for more information.

DC 3

The DC 3 option offers TE credit on the TE Enrollment Report for up to three students placed through other exchange programs, annually. The TE member school pays the TE participation fee per Import from another program to obtain credit. This option may be used by member schools that struggle to meet the “minimum of 3 new import scholarship offers per year” requirement because they do not have a large enough TE applicant pool. Any school can utilize DC 3 if they participate in at least one other TE Central-recognized exchange program. Those 11 exchange programs are:

1. Council of Independent Colleges (XPCIC)
2. Council for Christian Colleges and Universities (XPCCCU)
3. Catholic College Cooperative Tuition Exchange (XPCCCTE)
4. Association of Jesuit Colleges and Universities (XPAJCU)
5. Evangelical Lutheran Churches in America (XPELCA)
6. Associated Colleges of the South (XPACS)
7. Great Lakes Colleges Association (XPGLCA)
8. Associated Colleges of the Midwest (XPACM)
9. Association of Presbyterian Colleges and Universities (XPAPCU)
10. Associated Colleges of the Twin Cities (XPACTC)
11. International Association of Baptist Colleges & Universities (XPIABCU)

Schools that wish to receive DC 3 credit for any Imports must complete this [DC 3 Import Form](#) for each respective DC 3 Import annually. Schools utilizing the DC 3 option will be billed an annual participation fee for each DC 3 Import. While TE Central will track this information upon submission of the DC 3 Import Form to ensure an institution receives "credit" for this Import, the DC 3 Import will **not** appear on the school's Enrollment Report in the TELO system.

Process for TE member school closing, merging, or being acquired

Closing Schools

TE Central is prepared to assist students currently receiving TE Scholarships in the event their school announces closure. Additionally, TE Central may be able to assist students receiving internal tuition remission benefits at schools that are closing. In general, most TE member schools will accept transfers from closing schools and provide the TE scholarship, especially when the transfer school was on the list of approved “teach out” schools provided by the closing school. The Import TE school usually continues to fund the TE scholarship for the TE students attending that Import school. TE Central will serve as the TELO in certifying/recertifying the student who is eligible for TE scholarship consideration at the importing school. The employee/student (family) pays an administrative fee based on the number of years needed to complete the academic program. The administrative fee covers the cost of the membership dues, participation fee and administrative overhead costs for TE Central to act in the TELO role on behalf of the closed school that can no longer administer the program. The fee, which is non-refundable, is \$600 for each year of TE certification eligibility and is paid before the student would be enrolled for the remainder of the academic program, or before upcoming September enrollment. Note the family is paying for the eligibility of being considered for TE scholarship funding. The Import school decides on whether to award the TE scholarship and provides the funding of the TE scholarship. All emails will be sent to the student/parent employee, with copies to the TELOs at the applicable Import schools and Export schools, and TE Central staff.

The steps below outline the process TELOs at closing schools should follow. Students will fall into five categories that will need to be addressed:

1. Current Imports: Any current Imports will be allowed to submit a new TE EZ-Application at tuitionexchange.org as part of their enrollment at another TE school if they so choose and if they are admitted to another school in order to complete their current academic course of study. TE Central will email each student/parent employee and explain the process for them to purchase their remaining number of years of TE eligibility should they be awarded a TE Scholarship at the new Import school. For the 2025-2026 academic year, TE Central will continue certifying Closed School student Imports for an annual fee of \$600, for their remaining years of TE eligibility. All TELOs and TE staff will be copied on the emails sent to families. Keep in mind, the TE Scholarship is contingent upon the current Import school continuing to offer the TE Scholarship to the student. If the student decides to transfer to a different school and that school does not offer the student a TE Scholarship, the fee is non-refundable.

2. New Import Applicants: Log into the TE system and deny any new 2025-26 applicants by updating the Import Status. Please list in the comment box "due to the school closing at the end of the [specify timing, e.g. end of the 2025-26 academic year]." Keep in mind, the TE Scholarship is contingent upon the student applying for TE Scholarships at Import schools and on the Import school offering them a TE Scholarship. The fee is non-refundable.

3. Current Exports: Any current Exports will need additional recertification for their remaining years to complete their current academic course of study. Just as with the Imports, TE Central will email each student/parent employee and explain the process for them to purchase their remaining number of years of TE certification eligibility should they wish to continue utilizing their TE Scholarship. For the 2025-2026 academic year, TE Central will continue certifying Closed School student Imports for an annual fee of \$600, for their remaining years of TE eligibility. All TELOs and TE Central staff will be copied on the emails. Keep in mind, the TE Scholarship is contingent upon the student applying for TE Scholarships at Import schools and on the Import school offering them a TE Scholarship. The fee is non-refundable.

4. New Export Applicants: TE Central will email each student/parent employee and offer the option to purchase up to four years of TE certification eligibility. For the 2025-2026 academic year, TE Central will continue certifying Closed School student Exports for an annual fee of \$600, for their remaining years of TE eligibility. All TELOs and TE Central staff will be copied on the emails. Keep in mind, the TE Scholarship is contingent upon the student applying for TE Scholarships at the Import schools and on the Import school(s) offering them a TE Scholarship. The fee is non-refundable.

5. Employee Dependent Currently Attending Your school & Receiving Tuition Remission

Benefit: Please contact any students who would fall into this category and have them submit the online TE EZ-Application at tuitionexchange.org if they are interested in attending a [TE Member School](#). TE Central would then email the student the offer to purchase TE certification eligibility similar to what was done for current Exports receiving TE from other Import schools. There will be a one-time processing fee of \$500 for tuition remission benefit students and an annual Closed School Export Certification Fee of \$600 that the family will pay for each year of remaining tuition remission eligibility. Keep in mind, the TE Scholarship is contingent upon the student applying for TE Scholarships at Import schools and on the Import school offering them a TE Scholarship. The fee is non-refundable.

Mergers & Acquisitions

Provided that both merging schools are currently TE member schools, Applications and Enrollment Reports for the school being acquired by the primary school will be merged/moved under what will be considered the primary, new combined/fully merged school in the TELO system. The two schools' TELOs should consult with TE Central (email info@tuitionexchange.org) to discuss the timing of this action in advance. Additionally, the TELOs should arrange for internal, joint discussions before this occurs to determine the newly merged school's TE eligibility policy and administrative structure, as well as who the Primary and Secondary TELO will be, as well as any other School Contacts. The *School Profile* and *Annual Aid Year School Information* for the newly merged school in the TELO system should be appropriately updated to reflect this information. The newly merged school's TE policy should be communicated to all faculty and staff, and the TELOs and School Contact Info. should be updated in the TELO system to reflect the newly merged school. Once this is done, email TE Central at info@tuitionexchange.org to delete/close out the former school that has now merged so students cannot select it on the TE EZ-Application.

If the school the TE member school is merging with is not a TE member, then the current TE member school has the option to function as a separate TE entity within the new school (a college within the university or separate academic program-graduate/professional school only) if the new school approves such an option.

Taxation

Generally, scholarships that cover tuition and are not in excess of tuition at the undergraduate level are not taxable; at the graduate level, they may be taxable above a specific dollar amount; however, TE Central cannot offer tax advice or confirmation of non-taxation. Check IRS Publication 970 at [irs.gov](https://www.irs.gov) for additional information.

FERPA

The TE EZ-Application requires the student to respond to a FERPA (Federal Education Rights Privacy Act) question (screenshot below). FERPA governs what student information is shared with other parties. If the student responds yes to the question, the TELO has the student's permission to share information with the eligible employee regarding the student's TE EZ-Application. Because the student authorizes this at the time they create their TE EZ-Application account, this authorization carries over to the TE EZ-Application itself. The TE EZ-Application and TE offer letter should be treated similarly to a legal contract.

By checking the box, you agree to allow the Export (employer) and Import (attending) school ☐ to share your Tuition Exchange application information with the parent listed on your Tuition Exchange application.

For additional information about the Family Education Rights and Privacy Act (FERPA), contact the Registrar at the school you are attending or [click here](#).

CREATE ACCOUNT

Already registered? [Sign in](#) to your account.

Effective Cross-Campus Collaboration for TE Administration

Regardless of what department/division the TELO works in, effective administration of the TE program on campus requires that the TELOs work closely with institutional colleagues. Below are ways in which specific areas are likely to be involved:

Human Resources: Human Resources is typically the primary office that sets institutional policy related to tuition benefits, including Tuition Exchange. As a result, they need to ensure they provide this information to new employees as well as current employees, and keep internal policies updated and easily accessible. Human Resources also has a role in confirming TE eligibility for employees and their eligible dependents and should ensure a reliable and consistent process to keep TELOs updated when employees separate from the school.

Admissions/Enrollment Management: Admissions is often the first point of contact for prospective TE applicants/parents. As a result, the staff should be able to answer basic questions about TE eligibility, the timeline and process, or, minimally, a TE liaison within Admissions should be designated. Additionally, Admissions will typically work with the TELO or be part of a committee to review new Import applications received.

Financial Aid: Financial Aid should be consulted on TE policy, particularly for components related to treatment of federal and state grants for TE recipients. Additionally, Financial Aid should be notified when new TE offers are made or TE eligibility is lost as they will need to update students' financial aid packages accordingly. Additionally, as with any merit scholarship, they are typically involved in ensuring that Continuing TE Scholars have met renewal requirements in future years.

Financial Affairs/Finance & Administration: This office may be essential in determining how many Import scholarships can be offered annually and ensuring there is a line item in the institutional aid budget to account for this. The *Billing User* in the TELO system may reside here.

Registrar's Office: Depending upon their ability to access registration information, TELOs may need to contact the Registrar's Office to ensure that TE recipients are enrolled.

FAQ's

Q: How do I access the TELO administrative system?

A: You can access the TELO administrative system at te.tuitionexchange.org. Please note that you must be set up as a User for your school. Please contact your Primary TELO to do this. If your Primary TELO has left your school, email info@tuitionexchange.org. There is mandatory system training that you must complete in order to access the system.

Q: How can I learn more about the TELO administrative system?

A: Please watch this [video](#), which walks you through the new system and how to update your school-required information in the new system. Additionally, this [video](#) will walk you through how to update your Export and Import records, manage your Enrollment Report and make other necessary changes in the system.

Q: If I have questions about administering the TE Program on my campus, who can help?

A: If you have reviewed the TE training webinar and videos, as well as the TE Handbook, and still have questions, contact TE Central at info@tuitionexchange.org.

Q: Is there a month-by-month calendar of tasks for TELOs?

A: Yes! Use our [TELO Monthly calendar](#) as a guide to ensure you are completing tasks on time.

Q: What requirements do TE member schools have to comply with to remain a TE member school?

A: There are very few requirements to remain a member school. Schools must pay their annual membership dues and participation fees, offer a minimum of three new Import scholarships per year and honor the terms of the scholarship offers they make to their Import schools. Additionally, they should designate a Primary and Secondary TELO and have a clear and accessible TE policy as part of their overall tuition benefit policy. Lastly, they need to make timely updates to their Exports and Imports in the TELO system.

Q: Do TE member schools have to maintain a balance between their Export and Import students?

A: Tuition Exchange eliminated the balance sheet in 2020, so you can give all of your faculty and staff the chance to participate in the program. Consider extending the benefit to populations who might not have had access in the past, such as adjunct faculty and part-time staff.

Q: Can Tuition Exchange be used for graduate/professional study?

A: Yes, it is up to the Export school as to whether they will certify TE eligibility at the graduate/professional level for their eligible employees/dependents. Similarly, it is up to the Import school if they will offer a TE Scholarship for graduate/professional study. Students can search these schools at tuitionexchange.org via the *TE School List/School Search* function.

Q: How do students apply for TE?

A: Completing a TE EZ-Application is a two-step process:

1. The student (not the parent!) applying for consideration for a Tuition Exchange Scholarship must first [create an account](#).
2. This will enable the student to log in and [complete the TE EZ-Application](#).

Q: How many schools can students apply for TE Scholarships at?

A: Currently, students can have up to 20 active schools on their TE EZ-Application; however, they should only list a school if they plan to submit a completed admissions application to that school.

Q: Do Continuing TE Scholars (those students currently enrolled that are receiving a TE Scholarship) need to complete a new TE EZ-Application in subsequent years?

A: If the student receives a TE Scholarship and enrolls at the school that offered the scholarship, no subsequent TE EZ-Application is required in future years; however, the Export school TELO should be contacted to ensure there is no internal form the employee needs to complete annually to maintain the benefit. There are two instances in which a subsequent TE EZ-Application would be completed: 1) if the parent separates from their employer and obtains employment at another TE member school, 2) or the student opts to transfer to another TE member school. In each of these cases, a new TE EZ-Application is required but the student can log in under their existing TE EZ-Application account to complete a new application under the parent's new employer in the first case or to click CREATE TRANSFER APP in the first instance.

Q: What's the TE process if a student receiving TE wants to transfer?

A: The student logs into their TE EZ-Application account and clicks "CREATE TRANSFER APP".

Q: Who defines what constitutes an eligible dependent for TE purposes?

A: The Export school determines what they consider to be an eligible dependent for Tuition Exchange purposes. For some schools, this might be the employee, spouse and any dependent child under 24 years of age that is claimed on the federal tax return but, again, the school has the ability to define this for TE purposes.

Q: If I have an employee that is separating from my school and their dependent is receiving a TE Scholarship, when does the TE eligibility end?

A: The Export school determines when they will update the student's Export status to No Longer Eligible or Denied-Other. Most schools will enter the end of the term if the semester has already started or, the employee's separation date if it has not yet started.

Q: What is FACHEX?

A: The FACHEX (Faculty, Administrator and Staff Children Exchange Program) is an undergraduate tuition scholarship program which allows dependents eligible for tuition benefits at the "exporting" school to apply for the same benefits at participating "importing" schools. It was established by the Conference of the Academic Vice Presidents of the Association of Catholic, Jesuit Colleges (AJCU) in 1971 and continues to the present time. The benefit extended to FACHEX recipients should be consistent with the tuition remission benefits extended to dependents of the home school's employees. The value of FACHEX Scholarship is full tuition. Visit the [AJCU FACHEX page](#) for more information about the program and to view the list of FACHEX schools. All but two are also members of the Tuition Exchange Program.

Q: How do I add or modify the Primary or Secondary TELO (Tuition Exchange Liaison Officer), or update other Users in the new system?

A: Only the Primary TELO can add/modify Users. Visit te.tuitionexchange.org and click on Users to add/delete Users for your school, and assign appropriate access. Primary and Secondary TELOs automatically receive Daily Digest emails. The Primary TELO can designate any other

Users that should receive them as well. If you do not have access to the system yourself, because you were not the TELO or other user, please email info@tuitionexchange.org.

Q: My school cannot be selected by students on the TE School list on the TE EZ-Application (it is grayed out) OR my employees cannot select my school as their Employer on the TE EZ-Application. Why?

A: If your school is not showing or is not available for selection on the TE EZ-Application, it is because you either did not set up your **Annual Aid Year School Information** in the new system for that specific year the student is seeking TE for, or, the import (or export) application deadline you listed in your **Annual Aid Year Information** has passed. Please check your **Annual Aid Year School Information** and [School Profile](https://te.tuitionexchange.org/school-profile) at te.tuitionexchange.org and make the appropriate updates, being sure to review your import and export applications deadlines carefully.

Q: Why wouldn't I see a new 2024-2025 student in the TELO system that was in the old system?

A: All NEW students that were approved or decision pending, provided they had been Export Approved by the Export school, moved with a cohort year of 2024-2025. If they were rejected or waitlisted in the old system, they would not have transitioned into the new TELO system.

Q: Will I still need to recertify continuing TE Scholars each year in the new system?

A: No. Recertification of Continuing TE Scholars (as a system action) is a thing of the past. New students marked as "Enrolled" by their Import school are assumed to have eight semesters of eligibility and unless the Export school updates eligibility (perhaps b/c the employee is no longer employed, the student does not meet eligibility requirements) or the Import school denies the student, the student will roll to the next year automatically, remaining at the "Enrolled" status until their eligibility is exhausted. Once a student is marked as "Enrolled" by the Import School, they remain at Enrolled status and they will appear on the Enrollment Report for each school year after year until their Eligibility Remaining moves to zero, unless the Export school marks them ineligible because a parent separates from employment or or the Import school withdraws them or marks them on a leave of absence.

Q: One of my school's new Export student applicants accidentally selected the wrong application year (or wrong student classification/grade level) when completing the TE EZ-Application. They cannot update it and asked me to. How do I do that?

A: Neither the TELO nor TE Central can update the application year. Instead, in the TELO system, if you did not already *Export Approve* the student, you can click the DELETE APP button at the bottom of the screen. If you already *Export Approved* the student, you should go to *Exports, Applications*, and click the pencil icon to update the Export status to Denied/Other and enter the reason to close out the application. Once the application is closed out, please advise the student to log into their existing TE EZ-Application and create a new application for the correct year.

Q: Do students and parents receive email notifications when their Export or Import status is updated by a TELO?

A: In the new TELO system, just as the TELOs no longer receive individual emails when actions are taken on applications, students/parents do not either. The student can log into their [TE EZ-Application account](#) to review the current status of their applications. It should be noted--the Primary and Secondary TELO will get notifications of updates made to their Import and Export applications via the Daily Digest email the following day.

Q: I have an Import student that graduated but is still listed as Enrolled. What status do I update them to to get them off my Enrollment Report?

A: You can go to Imports, Applications, and update their Import Status to "withdrawn".

Q: What is the Student Classification field mean on the TE EZ-Application?

A: The Student Classification field is the equivalent of a student's grade level. Students should select what their grade level will be the first year they are receiving Tuition Exchange as this determines how many semesters of TE eligibility they are assigned in the system if offered a TE scholarship. The corresponding semesters of eligibility are listed below based on the grade level selected.

Student Classification	Semesters of Eligibility
First year, never attended college	8 (or 7 if spring term start)
First year, attended some college	8 (or 7 if spring term start)
Second year/sophomore	6 (or 5 if spring term start)
Third year/junior	4 (or 3 if spring term start)
Senior/5 th year student	2 (or 1 if spring term start)
Graduate/Professional	4 (or 3 if spring term start)

Q: Why am I not getting a Daily Digest notification when a new Import application is submitted yet I see it in the system under my Import Applications?

A: Import schools are only notified about student applications after the Export school *Export Approves* the application. This was done purposefully because there is nothing for the Import school to do until the Export school has done their part. It seemed like an unnecessary notification for the Import school since they are unable to take any action. The Import school

does receive a notification in the Daily Digest once the Export school approves the application which is when the Import school can begin their work on the application.

Q: Why do students that previously were among my Import applications no longer appear in the system?

A: Go to *Change Logs, Import* in the TELO system, locate the student and view the last change that was made—it is likely the student removed your school from the TE EZ-Application.

Q: Why am I not getting Daily Digest emails when changes are made to my school's Export and Import applications?

A: The Primary and Secondary TELO automatically receive Daily Digest emails. The Primary TELO can designate, under Users, any other system User that should receive Daily Digest emails by clicking on the *Daily Digest* emails box.

Q: I set up the Invoice Billing contact for my school in the School Profile. Can that individual pay the invoice in the TE Portal?

A: While that individual will get invoice notifications via email, currently, for that individual to be able to pay the invoice, the Primary TELO would need to add that individual as a User, with a Billing role.

Q: Can I pay my invoice by phone?

A: Tuition Exchange cannot accept payments by phone any longer. We do accept credit card payments (the payer must be set up with a Billing User role by the Primary TELO) or by check, mailed to: Tuition Exchange, P.O. Box 447, Olney, MD 20830.

Q: How do I update a student's *Eligibility Remaining* field in the new system?

A: While they can extend eligibility for a student, TELOs cannot edit the *Eligibility Remaining* field. It is driven by the Import school marking the student as Enrolled. The number of semesters is determined by the grade level **Student Classification** students select when they first apply. Students that indicate a Student Classification (aka-grade level) of *first-year, never attended* on the TE EZ-Application start off with eight semesters of eligibility, the number adjusts after the semester ends, if the student was marked as Enrolled by the Import school. A student that indicates they are a second year student has six semesters of eligibility, a student who indicates they are a third year student has four semesters of eligibility, a student who indicates they are a fourth/fifth year student has two semesters of eligibility.

If you need to **extend eligibility** for a student beyond the typical eight semesters (or beyond what they currently have), as the Import School, you can go to *Imports/Applications*, select the specific student, right click (bottom left corner) on *View Application* and click "Extend Eligibility" button at the bottom left side of your screen. If the student only needs one semester of eligibility, versus the standard two semesters/one year extension, after the first term of

extended eligibility ends, update their Import Status to "Denied-Other" and indicate in the comment that they graduated.

Q: I need to reduce Eligibility Remaining for a student who used a semester of TE eligibility during the summer. How do I do that?

A: Go to *Imports/Applications*, select the specific student, right click (bottom left corner) on View Application and click "Add Summer Term" to reduce Eligibility Remaining by one semester.

Q: I need to change my school name, my school address or my school's website url in the TELO system. How do I do that?

A: Email info@tuitionexchange.org as we must make updates to those data elements for you.

Q: Can you provide what I had as my School Overview in the old system?

A: Unfortunately, we do not have what you wrote in your previous School Overview as it was in the old system. A good place to start might be your school's website, and clicking "About" from your main menu as it often contains an institutional description.

Q: How do I complete the School Profile and what are the custom fields for?

A: Follow these [instructions](#). Custom fields, which are optional, are what you would like to know about students that might not be on the TE EZ-Application. Examples: Are you a first-generation college student? Do you have other siblings in college? Do you plan to apply early decision?

Q: How will I learn about new TE EZ-Applications that are submitted to my school (imports), as well as status updates made by other schools for my export students?

A: You will receive a Daily Digest email that shows your school activity from the prior day.

Q: How do I pay my TE invoice in the TELO system?

A: Follow these [instructions](#).

Q: How do I access my Enrollment Report?

A: In the TELO system, go to *Reports, Enrollment*. Leave the Application Year drop-down at its default of *All Years*.

Q: What does it mean to Enroll a Student and when/how do I Enroll my Imports?

A: If you have confirmed an Import is Enrolled at your school for the current term (usually confirmed once the term has begun), go to *Imports, Import Status* and select *Enrolled* from the drop-down list. Click the disk icon to save the change.

Q: How do I close an application or update an application for an Export who is no longer eligible for TE due to a parent employee separating from my school?

A: Go to *Exports, Applications* and update the **Export Status** to *No Longer Eligible* or *Denied-Other*, depending on what the Export status was to begin with.

Q: When can I enroll my Import students for the fall?

A: The Enrolled option will become available in the Import Status drop-down on August 15 for the fall term. You typically do not want to mark an Import Enrolled until classes have begun and you confirm they actually did start.

Q: When does the TE system update a student's number of semesters of eligibility remaining, and perform other actions?

A: For semester schools, eligibility increments run on 12/31 and 5/31. For Quarter schools, it runs on 3/15 and for summer only, it runs on 8/15. Please review the [TE system calendar activities](#).

Q: What does the TE EZ-Application look like?

A: Please review the [TE EZ-Application video walk-through](#).

Q: Is there any information I can provide to eligible dependents of faculty/staff at my school re: how to complete the TE EZ-Application?

A: Please feel free to share this [recording](#).

Q: I am also a FACHEX school. How can I tell if a student applied for TE or for FACHEX only?

A: When students that are Exports from a FACHEX school complete the TE EZ-Application and select a FACHEX school, they are being considered for both TE and FACHEX at that school (with the exception of Boston College and Holy Cross which are the only FACHEX schools that are not also TE member schools). It is up to the Import school to designate if the student's scholarship will be TE or FACHEX at the point they either Import Approve them or update their Import Status to Enrolled.

Q: Who can I share information with regarding my TE Import and Export students?

A: Please see [this information](#) on the TE EZ-Application FERPA release and information-sharing.

Withdrawing From the Tuition Exchange Program

A TE member school seeking to withdraw from the TE Program must submit a written notification of their intent to withdraw to info@tuitionexchange.org. This email must come from a ranking officer of the school (Cabinet-level). Upon receipt of confirmation of this email from the President of The Tuition Exchange, the school must complete the following steps:

- 1) Check that you do not have any new Imports or Exports for the coming academic year. If you do, that simply means it will extend the withdrawal timeline as you need to honor those financial commitments in fairness to the families and in compliance with the Tuition Exchange membership agreement.
- 2) Go to te.tuitionexchange.org. Update your **School Profile** and **Annual Aid Year School Information** to reflect that you are no longer accepting new TE scholarship applications for the coming academic year. Review the current academic year as well to update any Import/Export Deadlines as appropriate.
- 3) Communicate to all of your current faculty and staff that the school no longer supports *new* TE scholarships. Your HR colleagues should be able to assist.
- 4) Know that The Tuition Exchange will use your email message as formal notification of your pending withdrawal from the program and will remove the school from the school list on the TE EZ-Application, the membership listing and the map of participating schools so that you do not receive any new applications from other prospective students seeking TE Scholarships.
- 5) Assure your Financial Aid colleagues and Tuition Exchange Liaison Officers that they will still have access to the TELO system, including your enrollment reports and any other information, for current scholarship recipients affiliated with the school--both Imports and Exports--until those students have completed their eligibility.
- 6) Let your Chief Financial Officer or other budget director know that the school is still financially responsible for TE annual membership dues and participation fees until all of your Imports and Exports have completed their scholarship eligibility. During this phased withdrawal, you may want to consider transferring some of those costs to participating families as they are the primary beneficiaries of the program.