



Tuition Reimbursement Program

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Program Overview and Frequently Asked Questions (FAQ)

Who is eligible to apply?

To participate in the Tuition Reimbursement Program, you must be a full-time employee with at least one year of continuous employment.

What courses are eligible for tuition reimbursement?

- Courses in pursuit of an undergraduate or graduate degree related to your current job or future opportunities within the organization are eligible.
- Individual courses that may not be related to your job or future employment opportunities, but that are required to fulfill the requirements of the degree, are eligible.
- Courses must be offered through an accredited institution (college, university, graduate school, or correspondence school).

What can I receive reimbursement for?

Tuition, fees associated with courses for which you have been approved, and required textbooks are eligible for reimbursement up to the annual and total maximum. Tuition paid by grants, scholarships, or through other financial aid that does not require repayment will not be eligible for reimbursement.

To be eligible for reimbursement, you must achieve a “C-” or better if the course is part of an undergraduate program. For a graduate program, a “B-” or better must be obtained to be eligible for reimbursement. “Pass”, “Satisfactory”, “Credit Received”, etc. are acceptable for institutions that use those designations.

Expenses that are NOT eligible for reimbursement include but are not limited to enrollment fees, late fees, parking fees, and school supplies.

What is the maximum amount that I can receive in reimbursement?

Reimbursement maximums are dependent upon the type of degree you are pursuing. See below for details.

Degree Program	Annual Maximum Reimbursement
Associate’s	\$ 5,000
Bachelor’s	\$ 7,500
Master’s	\$10,000

The total maximum amounts above apply to each degree specified. If you complete one degree program and begin a subsequent degree program, the total maximum for the new degree program will apply.



How to Apply for your Tuition Reimbursement Program

To review the program eligibility, details, and policy before starting your reimbursement request, please visit the [Trex scholars page](#).

Click on the "Apply for Reimbursement" button to be redirected to the Trex Tuition Reimbursement Login Page. If you do not have an account, click the 'Register' link below the 'Log In' button and create an account using your email address and chosen password. Once logged in, click the "Begin New Request" button (on the upper right side) to confirm your eligibility by entering your Employee ID and last name. Upon eligibility confirmation, you will be directed to the Course Request form.

Step 1: Course Request

To apply for this program, you must complete the online application and submit for approval. Once you have completed all the required fields, your application can be submitted by clicking the Submit button. If your submission is successful, you will be redirected to your Home page.

A dark green rectangular button with the word "SUBMIT" in white, uppercase, sans-serif font.

Step 2: Review Cycle

ISTS will review your requested coursework to determine eligibility within 3 business days of submission. If your request meets the program requirements, a notification will be sent to Human Resources for review. If your coursework is not eligible or ISTS needs additional information, you will be notified via email.

Once your application has passed review by ISTS, Human Resources will receive instructions to review your request. Once reviewed, you will be notified of next steps.

Step 3: Reimbursement Request

If your course request is approved, you can request reimbursement via your online application after your course has ended and final grades have been received. Reimbursement must be requested within 60 days of your course completion date.

The following documents are required to complete your reimbursement request:

- Transcript or grade report displaying the final grades for your requested coursework
- Itemized tuition bill displaying proof of payment or deferred payment agreement
- Book receipts (if applicable)

Please note: The only acceptable file formats are: .pdf, .tif, .png, .gif, .jpeg, .bmp and .xps. If you have multiple files, you may upload them in a .zip file as long as the individual files are in an acceptable file format. Any other file formats will not be reviewed and will result in an incomplete application.



Submitting your Reimbursement Request.

Click the “Submit” button to send your reimbursement request for review. Once submitted, ISTS will process your documents within 3 business days.

How do I know if my application is complete?

Complete applications will have a green COMPLETE button, as shown below. **Please note**, complete does not automatically mean that your application has been approved. It means that Human Resources has reviewed and either approved or denied the application. You will be notified of the approval decision via email notification.



If your application status has a grey or orange STARTED button as shown below, click the button to view the status of each individual requirement.



What happens after I have submitted my Reimbursement Request application?

Once all documents have been accepted and your application is COMPLETE, ISTS will initiate payment to be processed via payroll. You should see your funds in your paycheck within the next two payroll cycles.



Communicating with the ISTS Processing Team

Notifications are sent via email. You may also monitor your application status on your Home page.

Participants can leave notes for the ISTS processing team directly on the application. The ISTS team will leave notes here for you if direct communication is needed to process your request.

Notes

If there is anything you would like ISTS to know when we process your request, please use the following space for notes:

Notes for the ISTS Processing Team
(Optional)

Word Limit: 300

Word count: 0

Messages from ISTS

The ISTS Processing Team has no messages for you at this time.

What email notifications will be sent to me?

- **Course Approved/Denied:** Once Human Resources has reviewed your courses, you will be notified of the approval status.
- **Rejected Document:** If you uploaded a document that is rejected, you will be notified.
- **Reimbursement Approved/Denied:** Once your reimbursement has been reviewed, you will be notified, and this notification will include your reimbursement amount, if approved.

Your information is never sold to any third party for marketing purposes.

Do I have to repay my benefit if I voluntarily terminate my employment?

Yes. Employees who voluntarily terminate employment within 12 months of receiving tuition reimbursement will be held accountable for repayment of 100% of the reimbursement paid to them during those 12 months.



Navigating the Tuition Reimbursement Program Home Page

As you participate in the Tuition Reimbursement Program, your Home page will display all of your applications, their overall status, and your participation summary of benefits through the calendar year.

Applications View

Each Application form will have its own box. You will see the program name, application link, started or submitted date, and **Status Button**.

A screenshot of a single application card from the Trex system. The card is rectangular with a light gray background and a thin border. At the top, the text "International Scholarship and Tuition Services Tuition Reimbursement Course Approval Request" is displayed in a dark gray font. Below this, there is a horizontal line. Underneath the line, the text "ISTS Course Approval Application" is shown as a blue hyperlink. To the right of the link, there is an orange button with the word "STARTED" in white, uppercase letters. The card is set against a white background with a subtle drop shadow.



How do I use my Home Page to verify my application status?

When you log in to your **Home page**, you will see all applications listed. Each application will have an overall status button visible to you.



A grey STARTED button means you have not submitted your online form.

An orange STARTED button means you have submitted the online form but you are either missing required items for the application, or your documents are still processing.

When you click the status button, you will see the more detailed status. This will show you the status of each individual required portion of the application.

Detailed Status View

Once you click the **Status Button**, your detailed status view will appear. Below is an example.

Date application was started

Application Status

ISTS Tuition Reimbursement Request
Started: 1/24/2017

STARTED

Additional status information about your form is shown below.

GO TO FORM

Attachments

Type	Filename	Status
Grade Report	Sample Grade Report.pdf	ACCEPTED
Itemized Tuition Bill	Sample Tuition Bill.pdf	PROCESSING

Missing action to complete your application

Status



Who should I contact if I have any questions about the program?

ISTS office hours are Monday through Friday from 7:00 AM to 7:00 PM Central Time and Saturday from 9:00 AM to 6:00 PM Central Time. Program Support Representatives are available via live chat and email during these hours. Use the green Help button (as shown below) at the bottom right corner of your screen to contact us. You can even schedule a call back!

