Tuition Assistance Program Frequently Asked Questions

Why are my documents being rejected?

- It does not meet the criteria for accepted documents. (Ex. Tuition Invoice may not have separation of tuition and fees)
- Screenshot submitted instead of printed or "Saved as .pdf" form
- When printing, you will:
  - Right click and then choose print.
  - Please ensure that your print options are set to include both the headers and footers.
  - Choose PDF as your printer and preview should display a document with the URL in the footer.
  - When you execute printing, it will ask you to name the file and choose the location to save it.
  - You will upload that file from your device to the online tuition application.

What is the processing time frame?

- Employee should allow up to 6 weeks for processing of request and application payment to the biweekly pay and may log into the Tuition Benefit site to check the status of the application as it is in process.
- Access the application: Go to your my.jh.edu page > HR > Tuition Benefit

When should applications be submitted?

- Dependent Child Tuition Assistance: Submit up to 30 days before start of courses until 30 days after start of courses).
  - Note: for first application, grades are not required but proof of relationship is required such as the dependent child's birth certificate. If the employee as named in the tuition system is not reflected on the birth certificate, the marriage license(s) to document relationships and name change will be required to be submitted together with the dependent's birth certificate in ONE file.
  - From second application proof of relationship no longer needed, grades from previous submission required (include steps)

- Employee Tuition Reimbursement: Tuition assistance application form must be presented to and signed by the dept prior to the start of courses. It is recommended that once you receive grades at the end of the course to submit the application for reimbursement.

What financial aid documentation is needed?

Documentation should be specific to the term i.e. Spring 2023 not just the year, that lists the amount and type of aid to be applied, printed bearing the student's full name and the URL of the site. If unable to print from student portal please contact the college/university Bursar's Office to get a letter on official letterhead signed by the preparer with his/her direct phone and email, that explicitly states that there is no aid to be applied. If any documents are submitted that do not meet the financial aid detail requirement additional details may be required.

Why does the application say I am not eligible?

- Employee full-time status may have changed (ex. LOA, PRN, Part-time)
- Courses are not part of a degree program (may be certificate or diploma)
- Dependent tuition assistance only:
  - Start of courses may be outside the 30-day window
  - Role or entity has changed from original hire date, only the most recent date shows in the system, admin override needed

What happens when my Employment Status changes?

If the employee does not maintain a full-time, active status or has a change in job classification that will affect eligibility, the employee is required to refund 100% of the tuition received.

What happens if my dependent withdraws before the end of the semester? (Dependent Tuition Assistance)

If the student withdraws before the end of the academic cycle (semester, quarter, etc.), the parent is expected to refund 100% of the tuition cost of the withdrawn course(s). If 100% of the money is not refunded, the benefit will be suspended until amounts owed are satisfied in full.