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Tuition Reimbursement Employee FAQ

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1. **How do I access the Tuition Reimbursement Portal?**
    The Tuition Reimbursement Portal is located at this link: https://maximus.tuition.io. You must have completed one year of service to register on the portal. You will gain access to the portal on the Monday following your one-year anniversary.

2. **Who is eligible for the Tuition Reimbursement Program?**
    Full-time employees with at least one year of continuous service are eligible for the Tuition Reimbursement Program.

    -   Full-time includes part-time employees scheduled to work 30 or more hours a week, based on the scheduled weekly hours field in your Workday profile.
    -   One year of continuous service is based on the continuous service date found in your Workday profile.
    -   Employees must attain a status of "meets expectations" or above in their last performance rating and have no active disciplinary actions or performance improvement plans actively on file.

3. **How do I decide my career path and what education to pursue?**
    -   Maximus offers an Employee Career Development (ECD) team to help you reach your full potential. Refer to the ECD SharePoint page for more details.
    -   Refer to the Maximus Career Framework to review what career levels and career streams exist at Maximus. Keep in mind that career growth is based on your priorities and can translate into upward progression, lateral movement, or moving into a new field.
    -   Partner with your immediate supervisor on how our Tuition Reimbursement Program can support your personal and professional development, along with our existing learning and organizational development programs.
    -   Explore your interests by visiting our learning opportunities on MyLearning, including Skillsoft Bootcamps, Aspire Journeys, and many more topics.

4. **What email address should I use when submitting applications?**
    We recommend a personal email address to ensure accessibility. This should be an email address you check frequently and have access to when not at work.

5. **How do I submit for Tuition Reimbursement?**
    There are two steps:

    1. Submit a request for approval to take a course or certification in the tuition portal (see details in question 5).
    2. After completing the course or certification, submit a request for reimbursement in the tuition portal within 90 days of completion (see details in question 6).

6. **How do I submit a request for approval to take a course or certification?**
    Please review the user guide for step-by-step instructions. Simplified instructions are included below.

    1. Login to the Tuition Reimbursement Portal.
    2. Select **Tuition Assistance.**
    3. Select **View & Apply** for the program you'd like to apply to.

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4. Select **Start Application**.
   a. Update your email address to a personal email and select **Next.**
   b. Input the course or certification information and your career goals or personal development goals and then select **Next.**
   c. Review and accept the terms and conditions of the Maximus Tuition Reimbursement policy by checking the box.
   d. Select **Submit.**
   e. Select **Next.**
5. Select **Apply for Courses**.
   a. Enter the begin and end date and select **Next.**
   b. If taking a degree or course(s), input the course information.
   c. Enter the applicable costs and select **Next.**
6. Repeat these steps for any additional courses and select **Submit.**
7. Select **Done.**

7. How do I submit a request for reimbursement?

Please review the user guide for step-by-step instructions. Simplified instructions are included below.

1. Login to the [Tuition Reimbursement Portal](#).
2. Select **Tuition Assistance.**
3. Select the active program for your account associated with this course or certification.
   a. Click the **Details** button for the course(s) or certification you want to update with the grades and final attachments.
   b. Select **Add Grades**.
   c. If taking a degree or course(s), enter the grade received.
   d. Select **Choose File** to upload the final grade/certification and proof of payment. Once everything has been added, click **Save** at the bottom.
4. Repeat these steps for any additional courses.
5. Select **Submit for Payment**.
   a. **Note:** For Tuition.io to review and approve completed courses, you must include all attachments, such as the proof of grade you received for the course and the detailed invoice that shows the cost of the course and all associated fees.

8. What expenses are eligible for Tuition Reimbursement?

- Expenses such as tuition, fees (such as lab fees), software required for a specific course (should be listed in syllabus), or books for courses or certifications will be considered for reimbursement. Preparatory courses for certification testing, practice exams, and study aid apps will also be eligible for reimbursement. Pre-requisite courses for approved degrees are eligible for reimbursement. Tuition expenses must be on a per course basis; institutions with bundled tuition arrangements are not eligible.
- The Tuition Reimbursement Program cannot reimburse items not paid for by the employee. Grants, scholarships, discounts, or anything that reduces the employee liability will be deducted from the reimbursable total.

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9. **What happens if the certification requires multiple exams before I get awarded the certification?**
   All certification exams required towards earning the certification will be eligible for reimbursement.

10. **What do I write in the text box in the application about how this applies to my career?**
    Professional and personal development goals should be part of every performance conversation between you and your immediate supervisor. Use this field to refer to that conversation to explain to your immediate supervisor why this education will advance your career goals or personal development goals. Some education requests may be clearly aligned with the current role. However, for employees looking to learn a new skill to move laterally or into a new field, it will be helpful to explain to your immediate supervisor how the requested degree, course or certification will advance your career.

11. **After I submit my application, do I need to ask my immediate supervisor to approve it?**
    No, the Tuition Reimbursement Portal will automatically send an approval request to your immediate supervisor. If your application status remains pending for an extended period, you may want to follow up with your immediate supervisor regarding the approval step.

12. **How can I check the status of my application?**
    Go to the employee dashboard. Once you have applied, you can review it in Application Details.

13. **Can I withdraw a Tuition Reimbursement request?**
    Requests can be withdrawn if they have not yet been approved for payment.

14. **What grade do I need to get reimbursed?**
    - For college courses can be taken either pass/fail or graded. For graded course, you must receive a grade of C or higher to be eligible for reimbursement; pass/fail courses need a passing result.
    - For certifications, you need to pass the certification exam or provide proof of obtaining the certification.

15. **What documents do I need when submitting a reimbursement request?**
    Proof of payment and proof of grade or passed certification exam/attainment of certification. Proof of payment must include an itemized receipt showing the course/certification and that the balance was paid in full.

16. **How do I enter costs in the application for approval if I am not sure how much each item costs yet?**
    For the best user experience, work with your program to try to confirm all costs before submitting your application. If you do not know the exact costs upfront, estimate to the best of your ability. At the time of the reimbursement request, the final itemized bill will be used to determine what will be reimbursed.

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17. If I do not have all the documents needed, can I save my application and return to my Tuition Reimbursement portal profile?
Yes.

18. When will I receive my reimbursement?
Reimbursements will be processed through your regular Maximus paycheck within 1-2 pay periods after the approval of the reimbursement request.

19. What happens if I do not pass the class or certification?
Reimbursements will not be processed for grades lower than a C or a failed certification exam. If a course or certification exam is taken multiple times, reimbursement will only be offered one time when the course or certification exam has been passed.

20. What happens if my request is denied?
- Check the notes section for rationale behind why it was denied.
- If the request to take a course or certification is denied, talk to your immediate supervisor about why this request was denied and how this course will advance your career goals or personal development goals. If your immediate supervisor agrees that the requested education will advance your career goals or personal development goals, submit a new request for approval.
- If the request for reimbursement is denied, it could be because your grade was not sufficient, or incorrect documentation was provided.

21. How do I appeal a denied request?
Submit a ticket to the People Services Portal under the Tuition Reimbursement catalog category and request an appeal.

22. How is the annual reimbursement tracked?
Reimbursements are tracked based on course completion, not payment date. This means that if a course ends on December 31, 2024, but is paid on February 5, 2025, that course would be accounted for in the 2024 plan year. Even though the payment was received in 202, in this example, you would still be eligible for the full reimbursable amount in the 2025 plan year.

23. Are there any tax implications with Tuition Reimbursement?
Reimbursements of $5,250 or less within a calendar year are non-taxable as designated by the IRS. However, if a reimbursable course or certification is completed in the prior year but is not reimbursed until the following year, it is possible to receive more than $5,250 in a calendar year. Anything above $5,250 in a calendar year will be taxable and taxed at the supplemental wage tax rate.

24. Does this Tuition Reimbursement Program cover society membership fees?
No. Professional society memberships are covered through the Professional Society Memberships policy.

25. I can't spend this much money on education – are there any other options for me?
Yes. Maximus offers free learning resources through MyLearning to support your career journey.

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26. I can't wait this long for reimbursement – can I get a cash advance?
Cash advances will not be offered. Please refer to question 26.

27. What if I have a payment plan or deferred payment schedule with my school?
Tuition.io will accept either a document that shows payment in full, payment plan information, or deferment agreements granted by the school. If you can provide the deferment arrangement or the payment plan you have made with your school, Tuition.io can move forward with final approval of your application and you will still get reimbursed as if you paid in full.

28. Where do I go with technical support questions?
Reach out to Tuition.io directly for technical support at 855.353.9395.

29. What email address should I look for in my inbox for notifications?
Notifications regarding the status of your request will come from TuitionAssistance@tuition.io. Registration and forgotten password reset emails will come from StudentLoans@tuition.io.

30. Can I access the Tuition Reimbursement Portal outside of my workstation?
Yes, you may access the portal outside of work or at one of the local kiosks, if available.

31. Why can't I login to the portal?
Only eligible employees will be able to access the portal. Regular, full-time employees with at least one year of continuous service are eligible.

Still have remaining questions and concerns?

- Review the Tuition Reimbursement SharePoint on My Maximus.
- Reach out to tuition.io directly for technical support at 855.353.9395 or email support@tuition.io.
- Submit a ticket to the People Services Portal under the Tuition Reimbursement catalog category.