



FREQUENTLY ASKED EDUCATION QUESTIONS

Q1. My dependent is receiving Tuition Remission. He/she dropped a class, and is now enrolled in less than 12 credit hours. Can he/she still receive Tuition Remission with less than 12 credits, for the semester?

A1: No. He/she must maintain full-time status (enrolled in 12 credits or more) for the semester in order to receive Tuition Remission. If he/she drops below full-time status, the Tuition Remission will be reversed. He/she will then be responsible to pay the tuition. The employee may choose to request a Course Fee Waiver. (We do consider a listener/auditor as enrolled for purposes of Tuition Remission).

Q2. When I try to submit the electronic webform for Course Fee Waiver or Tuition Remission I receive an error message that says “cannot locate career and/or term information”. What does this mean?

A2: This means:

- ▶ The system cannot find you or your dependent’s enrollment in UDSIS.
- ▶ The dependent must register for classes before you can submit the Course Fee Waiver or Tuition Remission request.
- ▶ Your dependent’s social security number (SSN) must be entered accurately in the UDSIS and Human Resource system.

Q3. When I try to submit the electronic webform for Course Fee Waiver or Tuition Remission, my dependent is not listed in the drop down box. Why?

- A3:
- ▶ He/she is not included in the HR records as a dependent
 - ▶ The information in the HR records for your dependent may be incomplete
 - ▶ A Family Status Change must be submitted to HR with the required supporting documentation in order to add the dependent to the employee’s benefit. The FSC may be completed at any time during the year.

Q4. I submitted a Course Fee Waiver which has been approved and now I have changed my course. What do I need to do?

A4: If the course is the same level (i.e. undergraduate to undergraduate or grad to grad) AND the credits are also the same, then nothing needs to be done.
If the level or credits of the course are different, please send an email to hrhelp@udel.edu notifying HR of the original course (level and credits) and the new course (level and credits). HR will update the system and notify Student Financial Services (SFS).

Q5: Can I use my education benefits simultaneously?

A5: Yes, it is possible to use more than one education benefit in a semester as long as you are within the parameters of the education policy. For example: if you have a set of twins on tuition remission in the fall/spring semester, an employee and/or other dependent may also use Course Fee Waivers. Please see the HR web site for other examples.

Q6: I currently take courses at another university because UD does not offer the course or program. Is there educational assistance available to assist with the costs since the program aligns with my job at UD?

A6: Currently UD does not have a reciprocal or reimbursement program for employees through educational benefits in the event their area of study is not offered at UD, Del Tech, or Del State. You can ask your department if funding has been allocated towards employee development.



Q7: Will the Course Fee Waiver cover Certificate Programs offered through PCS?

A7: Yes. There are Certificate Programs offered through PCS that are approved for use of Course Fee Waiver. These certificate programs have an incremental fee not covered by the Course Fee Waiver. To obtain the most up to date approved list of offerings, please contact Professional & Continuing Studies either by calling 831-8843 x-7600 or emailing access-advise@udel.edu or Continuing-registration@udel.edu.

Q8: When should the education webform be submitted?

A8: No later than the free/drop add day for the given semester. This is usually 10-12 days after the semester has started. Submitting later could result in denial of the waiver form and/or a course drop.

Q9: I am newly hired and my dependent attend UD. When will I be able to have the education benefits applied?

A9: No later than the free/drop add day for the given semester. This is usually 10-12 days after the semester has started. Submitting later could result in denial of the waiver form and/or a course drop.

Q10: If I have received or I am receiving education benefits, and I resigned my position at UD, will I be required to reimburse UD for the value of my tuition benefits?

A10: You must be employed in your benefit eligible position on the free/drop add deadline to be eligible to use your education benefits for that semester or session. If you terminate your employment before the free/drop add date, you will not be eligible for education benefits for that semester or session.