

TEN REASONS WHY SBC TURNS DOWN TUITION AID

To: All Local Presidents - SBC Bargaining Unit

From: Kristie Darling, CWA Representative

Subj: Tuition Aid

According to several SBC Representatives; we seem to be having a rash of tuition aide denials based on improper application. I requested the Company review the applications and give me the top 10 denial reasons that may help us assist our members when they are making the request.

Here they are:

- ! Employee submits application while having no final grades on a previous course.
- ! Employee submits application without bar coded fax cover sheet.
- ! Employee submits application after the course end date.
- ! Employee submits application with dates in the wrong format. [Correct format is MM/DD/YY - not spelled out]
- ! Employee submits application without a rate sheet.
- ! Employee submits application listing all tuition, fees & books under tuition.
- ! Employee submits application with rate sheet indicating books & fees are included in the price - per the contract - books are paid at 50% and fees at 100% [not to exceed \$250] upon successful completion of course - rate sheet must itemize cost of tuition, books & fees.
- ! Employee submits application without their name, SSN, work address, work phone #, city, state, zip code, company name, job title, scholarship/grant box selection, course name, course number and/or program selection.
- ! Employee submits an outdated application or the SBC1027M.
- ! Employee submits application with incorrect SSN and/or NCS.