

# Human Resources

## Tuition Reimbursement Program

### Frequently Asked Questions

*Note: Tuition reimbursement program has limited funding, you should submit all required documents as you know your course begin dates. Tuition reimbursement is based on the funds available once all initial completed paperwork is submitted and approved to the Human Resource department. FAQs are subject to change based on updates made to Administrative Directive 3-22.*

**1. What are the requirements for eligibility consideration for tuition reimbursement?**

Permanent, full-time employees with six months or more of service may be eligible for the program. The program includes education beyond the high school level.

**2. Reimbursement is paid for the completion of courses with following grades:**

Obtaining a “C” or better in undergraduate degrees.

Obtaining a “B” or better or “Pass” in a Pass/Fail course for graduate degrees.

**3. Is tuition reimbursement retroactive?**

No. Tuition reimbursement is not retroactive to cover courses taken prior to the reinstatement of the program.

**4. How much can I be reimbursed per year?**

You can be reimbursed 70% of your combined costs for tuition and mandatory fees up to \$1,500.00 per fiscal year October 1 – September 30.

**5. What types of courses are approved?**

Courses must be taken from an accredited college or university and must be related directly to your current work assignment or to a position that you might reasonably expect to fill in the foreseeable future, or a part of a degree plan that is job related.

**6. What documents should be submitted to begin the process for requesting reimbursement?**

To determine eligibility for tuition reimbursement, you will need to submit the Tuition Reimbursement Form, itemized bill or statement to show proof of payment, and course schedule or unofficial transcript showing enrolled courses and course dates. Course(s) must be from an accredited college or university. Submit all documents **no later than the first day of your course, per AD 3-22**. All required paperwork required above must be submitted via Workday per the job aid found here: [Tuition Reimbursement Job Aid](#)

**7. Are signatures required for my Tuition Reimbursement Form?**

Only your signature is required. Departmental signatures are no longer required on the Tuition Reimbursement Form. Approvals are now done in Workday to acknowledge the employee has made their request for tuition reimbursement.

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**9. How do I complete the actual tuition reimbursement payment?**

When you receive the transcript of your final passing grade(s) of the course(s), send it to your manager. Your manager must then complete a One-Time Payment request in Workday and attach the transcript, Tuition Reimbursement Form, itemized bill or statement showing proof of payment, and course schedule. One-Time Payment requests must be completed **within 30 days of the date grades were reported, per AD 3-22.**

Instructions for completing the One-Time Payment can be found here: [One-Time Payment Job Aid](#)

**10. What if my One-Time Payment request is completed after September 30?**

Payments completed after September 30 will be deducted from the new fiscal year budget and from your \$1,500.00 fiscal year tuition reimbursement limit. For example, if an employee's courses end on September 15 and the One-Time Payment is not completed until October 1 or later, the reimbursement for the courses is deducted from the new fiscal year (October 1 – September 30) budget.

**11. Where can I find the Tuition Reimbursement Form?**

The form can be found online at City of Dallas Intranet page under HR Forms: [Tuition Reimbursement Form](#)

**12. Do I still need a vendor number or direct deposit form?**

No, vendor numbers and direct deposit forms are no longer required. All tuition reimbursement payments will be processed and included in your payroll paycheck within 2 pay periods after completion of the One-Time Payment Request.

**13. What will happen to my paperwork if it is submitted incomplete?**

The request will be sent back to the employee in Workday, along with a Workday comment or corresponding email advising them of the missing documents required for approval.

**14. Are certifications reimbursed?**

Certifications are not reimbursable. The college or university where the course(s) are taken must issue college credit hours as well as a grade for the specific course(s) the employee submits for reimbursement.

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**15. Where do I send my paperwork?**

In Workday, attach paperwork during the Create Request process and during the One-Time Payment request. **Please do not send any paperwork via email.**

**16. What if I receive additional assistance such as a grant or loan?**

Employees will not be reimbursed if they are currently receiving full financial assistance from sources such as a GI Bill, grants or scholarships etc. However, student loans may qualify for reimbursement.

**17. Can I submit a copy of my official transcript?**

Yes, official transcripts must be attached to the One-Time Payment request.

**18. When will I receive the reimbursement payments?**

All tuition reimbursement payments will be paid through CCO Payroll and included on your paycheck within 2 pay periods from time the One-Time Payment request is completed in Workday.

**19. Who do I contact about the status of my reimbursement payment?**

If your manager has submitted your One-Time Payment, but it has not been completed, you can contact [HRCompensation@dallascityhall.com](mailto:HRCompensation@dallascityhall.com) for the status. If your One-Time Payment request has been completed and you have questions about your paycheck, please contact CCO Payroll at [CCOPayroll@dallascityhall.com](mailto:CCOPayroll@dallascityhall.com).

**20. Who do I contact if I have questions regarding the program?**

If you have questions, you may contact [HRCompensation@dallascityhall.com](mailto:HRCompensation@dallascityhall.com).