



# HRConnect Procedure - Tuition Waiver Inquiry and Tuition Waiver Request



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## **HRConnect ServiceNow Case Procedure: Tuition Waiver HR Service – Tuition Waiver Inquiry.**

If an employee has an inquiry about the tuition waiver benefit, a case can be submitted via the Employee Service Center for Tuition Waiver Inquiry/Request.

- The employee should navigate to the [Employee Service Center](#) and choose Request Assistance/Benefits/Tuition Waiver Inquiry or search for “Tuition Waiver” and choose “Tuition Waiver Inquiry.”

- This HR Service allows employees to ask a question about tuition waiver by entering the question. The employee may add attachments if necessary and press “Submit.”

- The inquiry is routed to the benefits work group via email notification and appears as an “Open-Unassigned” case.

Open - Unassigned 594 Last refreshed 1m ago. Refresh Settings Print Filter Edit Export New

| Number     | Created             | State | Opened for    | Subject person | Company               | Personnel subarea | HR service             |
|------------|---------------------|-------|---------------|----------------|-----------------------|-------------------|------------------------|
| HRC0007789 | 10-20-2022 10:49:22 | Ready | Demo Employee | Demo Employee  | Bloomsburg University | 9191 - Management | Tuition Waiver Inquiry |

- Any available member of the HR Benefits work group may open the case, assign it to self, and mark it “Ready for Work”.

Details HR Tasks Cases Opened for User (45) Interactions Task SLAs (2) AI

**HR Total Rewards Case**

Opened by  
Kristina Wood

Assignment group  
Benefits

Assigned to  
Benefits HR Agent

Showing 1-1 of 1  
**Benefits HR Agent**  
benefits.agent@example.com

- Once assigned, the HR Benefits Agent should mark the case “Ready for Work” and begin work on the case.
- The HR Agent may use case “Comments” to ask additional questions and/or provide an answer to the employee. Once the inquiry is answered, the HR Agent should mark the case “Closed Complete”.
- The employee is notified of the resolution via email notification and may accept or reject the resolution.

## HR Service - Tuition Waiver Request

### Employee

- An employee who is requesting a tuition waiver should navigate to the Employee Service Center and choose Request Assistance/Benefits/Tuition Waiver Request or search for “Tuition Waiver” and choose “Tuition Waiver Request.”
- The tuition waiver form is embedded into HRConnect, and the employee can complete the form directly in the Employee Service Center. Note that all “Required Information” is listed on the right and each field is removed as it is completed for ease of use.

**Tuition Waiver Request**  
Use this form to request a tuition waiver.

This page is for submitting a request to get a Tuition Waiver. If you have questions about the Tuition Waiver process, please use this link instead to submit a question: Tuition Waiver Inquiry

**Employee Details**  
 \*Employing University: -- None --  
 \*Bargaining unit: -- None --  
 \*Employee phone number: [text field]

**Student information**  
 \*Student's relationship to employee:  
 Self  
 Legal dependent  
 Spouse  
 Domestic partner

**Enrollment**  
 \*Attending University: -- None --  
 \*# of credits scheduled: [text field]  
 \*Year of enrollment:  2022  2023  2024  
 \*Semester of enrollment:  Fall  Spring  Summer  Winter  
 \*Academic level:  Undergraduate  Graduate  
 \*Degree seeking:  Yes  No

**Required information**  
 (Employing University)  
 (Employee phone number)  
 (Bargaining unit)  
 (Attending University)  
 (Year of enrollment)  
 (Semester of enrollment)  
 (# of credits scheduled)  
 (Academic level) (Degree seeking)  
 (Course List for Tuition Waiver)  
 (Are any of these courses during your working hours?)  
 (I have read and understood these terms)

**Submit**

- Important items to note:
  - If any student other than “Self” is chosen, additional fields to identify the student appear and are required.

**Student information**  
 \*Student's relationship to employee:  
 Self  
 Legal dependent  
 Spouse  
 Domestic partner

\*Student's Name: [text field]  
 \*Student's University ID #: [text field]  
 \*Date of birth: [calendar icon]  
 Please enter this date in MM-dd-yyyy format.

- Employees taking courses (submitted for self), must complete the “Course List for Tuition Waiver” by pressing “Add” to enter each course.

**Add Row**

\*Course name: Baking 101  
 \*Credit hours: 3  
 \*Time of course offering: MWF - 1:00 PM to 2:00 PM

Cancel Add

**Course List for Tuition Waiver**

| Actions            | Course name | Credit hours | Time of course offering |
|--------------------|-------------|--------------|-------------------------|
| No data to display |             |              |                         |

- If the course is for self, the employee must indicate if the course occurs during working hours. If the course occurs during working hours, the form workflow will include approval by the supervisor on record.

\*Are any of these courses during your working hours?

No, all courses are during non-working hours.  
 Yes, at least one course is during my working hours.

- Once the employee selects “Submit”, the inquiry is routed to the benefits work group via email notification and appears as an “Open-Unassigned” or “Total Rewards” case in the HR

### Agent Workspace.

### HR Benefits Agent

- When working in the HR Agent Workspace, the HR Benefits Agent may visit the “Open-Unassigned” or “Total Rewards” case to view the case.

| Number     | Created             | State             | Opened for    | Subject person | Company               | Personnel subarea | HR service             |
|------------|---------------------|-------------------|---------------|----------------|-----------------------|-------------------|------------------------|
| HRC0007959 | 11-14-2022 20:48:15 | Awaiting Approval | Demo Employee | Demo Employee  | Bloomsburg University | 9191 - Management | Tuition Waiver Request |

- The HR Agent accepting ownership of the case, should open the case to commence work.
- Note that the “State” of the case is “Awaiting Approval.” The case will remain in this state until all approvals are obtained.

- Any available member of the HR Benefits work group may open the case and assign it to self.

- The HR Benefits Agent should scroll down in the case “Details” to review all waiver information.

- The HR Benefits Agent reviews all information and scrolls to the bottom of the case “Details” section to complete the “HR Staff Only” section.

- All Benefits HR Agents appear in the “Approvers” tab and the “State” of the approval is shown in the left-hand column.

| State     | Approver                | Comments | Created             |
|-----------|-------------------------|----------|---------------------|
| Requested | Shelly Williams         |          | 10-20-2022 10:34:33 |
| Requested | Patrick Schulte (Agent) |          | 10-20-2022 10:34:33 |
| Requested | Benefits HR Agent       |          | 10-20-2022 10:34:33 |
| Requested | Kimberly Powell         |          | 10-20-2022 10:34:34 |
| Requested | Diana Balla             |          | 10-20-2022 10:34:33 |
| Requested | Patrick Schulte         |          | 10-20-2022 10:34:33 |

- Choose the linked state to the left of the your name to open the approval.

| State     | Approver                |
|-----------|-------------------------|
| Requested | Shelly Williams         |
| Requested | Patrick Schulte (Agent) |
| Requested | Benefits HR Agent       |

- Change the Approval state to “Approved” or “Rejected” as appropriate. Note that other choices are available such as “Cancelled” or “No Longer Required” if appropriate. Press “Save” to change the state.

HR Case: HRC0007788

Approval

Approver: Benefits HR Agent

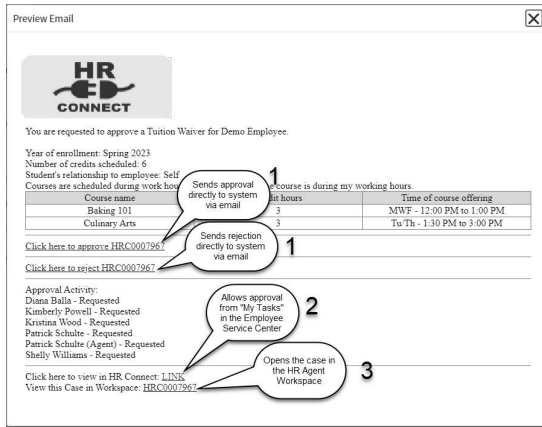
State: Requested

Options: Not Yet Requested, Requested, Approved, Rejected, Cancelled, No Longer Required

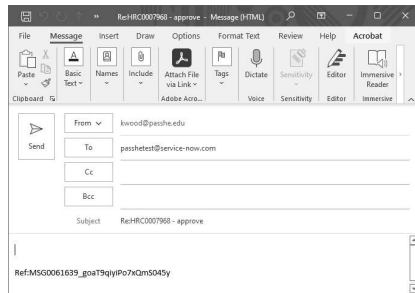
- Refresh the screen to confirm that the state of the approval was changed from “Requested” to “Approved.” Note that approval by the other “Approvers” is “No Longer Required.”

| State              | Approver                | Comments | Created             |
|--------------------|-------------------------|----------|---------------------|
| No Longer Required | Shelly Williams         |          | 10-20-2022 10:34:33 |
| No Longer Required | Patrick Schulte (Agent) |          | 10-20-2022 10:34:33 |
| Approved           | Benefits HR Agent       |          | 10-20-2022 10:34:33 |
| No Longer Required | Kimberly Powell         |          | 10-20-2022 10:34:34 |
| No Longer Required | Diana Balla             |          | 10-20-2022 10:34:33 |
| No Longer Required | Patrick Schulte         |          | 10-20-2022 10:34:33 |

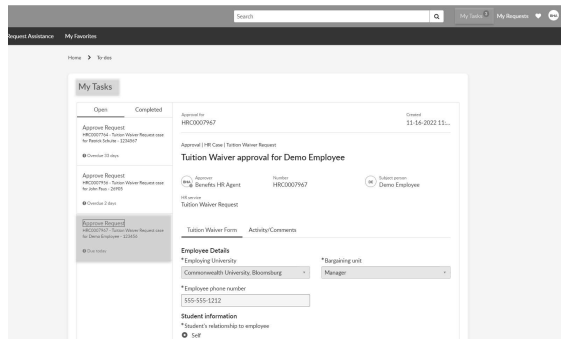
- An alternate method of approving the request is to use the email notification sent to the “Approvers” group. The email notification contains several useful links.



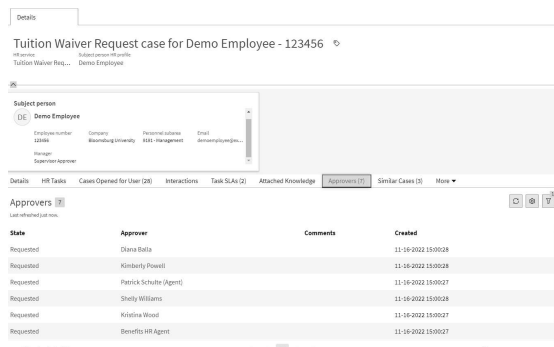
- o The first alternate method (1) allows the HR Benefits Agent to approve or reject the tuition waiver via email.



- o The second alternate method (2) allows the HR Benefits Agent to approve or reject the tuition waiver request from "My Tasks" in the Employee Service Center.

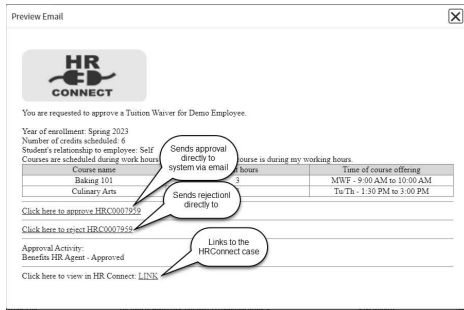


- o The third alternate method (3) allows the HR Benefits Agent to approve or reject the tuition waiver request from the HR Agent Workspace using the Approvers tab as previously described.

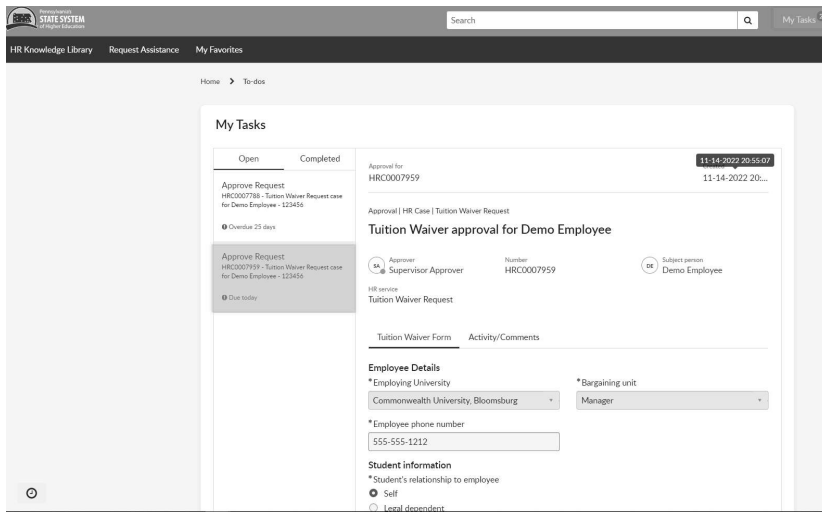


**Employee's Supervisor**

- If the employee indicated that the courses occur during working hours, the approval is routed to the employee's supervisor via email. This step is skipped if the request is for a dependent waiver. The supervisor could choose to accept or reject the tuition waiver via email using the top two links.



- Alternatively, the supervisor can choose the HRConnect “LINK” to open the Employee Service Center for more detail. The approval request appears under “My Tasks” and shows a full copy of the tuition waiver request.



- Scroll down to view the full request and approve or reject the tuition waiver request.

**Student information**

\* Student's relationship to employee

Self  
 Legal dependent  
 Spouse  
 Domestic partner

**Enrollment**

\* Attending University: Commonwealth University, Bloomsburg | \* # of credits scheduled: 6

\* Year of enrollment:  2022  2023  2024 | \* Academic level:  Undergraduate  Graduate

\* Semester of enrollment:  Fall  Spring  Summer  Winter | \* Degree seeking:  Yes  No

**Course List for Tuition Waiver**

| Course name   | Credit hours | Time of course offering    |
|---------------|--------------|----------------------------|
| Baking 101    | 3            | MWF - 9:00 AM to 10:00 AM  |
| Culinary Arts | 3            | Tu/Th - 1:30 PM to 3:00 PM |

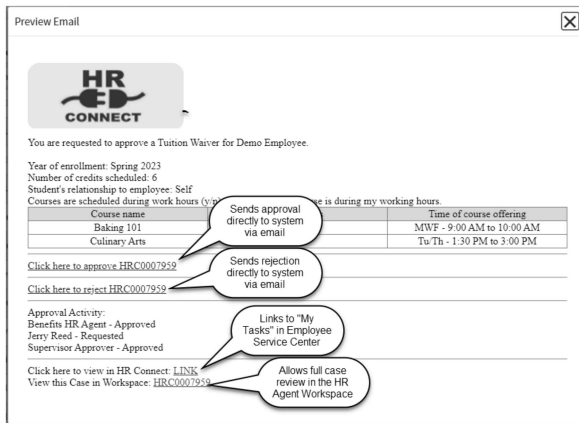
Are any of these courses during your working hours?

No, all courses are during non-working hours.  
 Yes, at least one course is during my working hours.

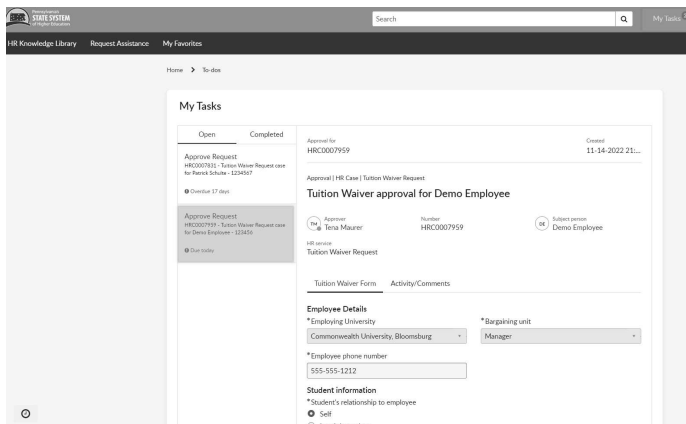
- Once approved by the employee’s supervisor, an email notification is sent to the Local HR Designee for tuition waiver approval.

Local HR Designee

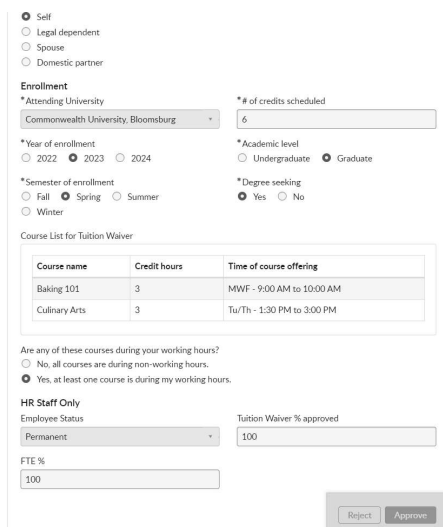
- The Local HR Designee can choose from multiple methods to approve the tuition waiver.



- The Local HR Designee can choose to accept or reject the tuition waiver via email using the top two links.
- Choosing the “LINK” to the tuition waiver request opens the Employee Service Center and the tuition waiver may be reviewed and approved from “My Tasks.”



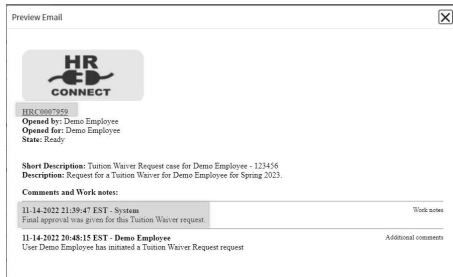
- Scroll down to view the full request and approve or reject the tuition waiver request.



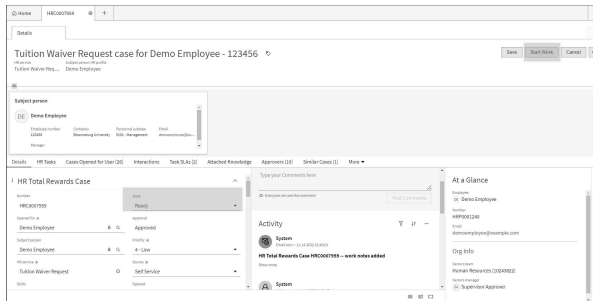
### HR Benefits Agent

- The Benefits HR Agent receives a notification email stating that the final approval has been received for the tuition waiver. A link to the case is included.

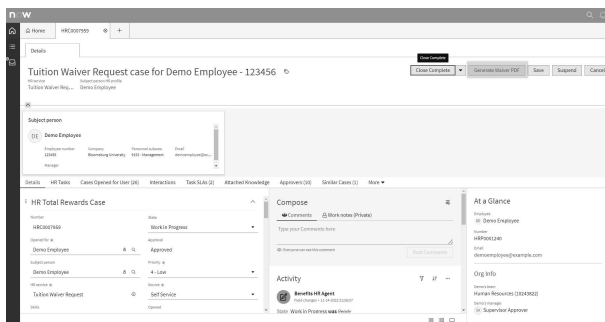




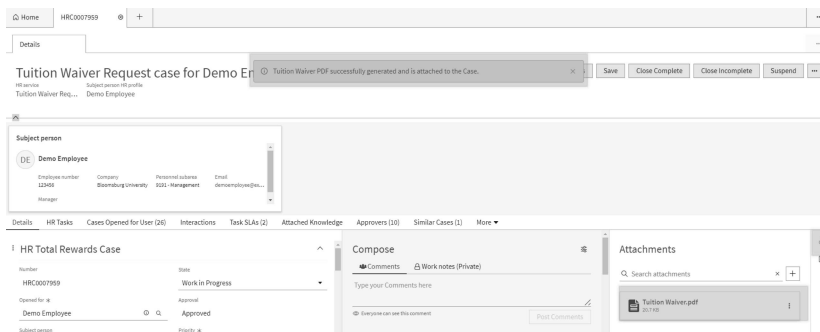
- The case has now moved from “Awaiting Approval” state to “Ready”. The Benefits HR Agent selects “Start Work” to finalize the process.



- The Benefits HR Agent selects “Generate Waiver PDF” to generate an official document to send to the Student Billing Accounts representative.



- The tuition waiver form is now attached to the HR Case as a .pdf file.



- The form can be viewed or downloaded from the case, if necessary.

**Spring 2023 Tuition Waiver for Demo Employee (123456)**

**Waiver information**

Employee: Demo Employee  
Employee #: 123456

- Year of enrollment: 2023
- Semester of enrollment: Spring
- Employing University: Commonwealth University, Bloomsburg
- Employee phone number: 555-555-1212
- Bargaining unit: Manager
- Student's relationship to employee: Self
  - Are any of these courses during your working hours? Yes, at least one course is during my working hours
- Student's Name: Self
- Student's University ID #:
- Date of birth:
- Attending University: Commonwealth University, Bloomsburg
- # of credits scheduled: 6
- Academic level: Graduate
- Degree seeking: Yes

| Course name   | Credit hours | Time of course offering    |
|---------------|--------------|----------------------------|
| Baking 101    | 3            | MWF - 9:00 AM to 10:00 AM  |
| Culinary Arts | 3            | Tu Th - 1:30 PM to 3:00 PM |

**For HR reference:**  
Generated on 11-14-2022 for Case HRC0007959 assigned to: Benefits | Benefits HR Agent

- Employee Status: Permanent

- The Benefits HR Agent selects “Compose Email” to send the approved tuition waiver to the Student Billing Accounts Representative.

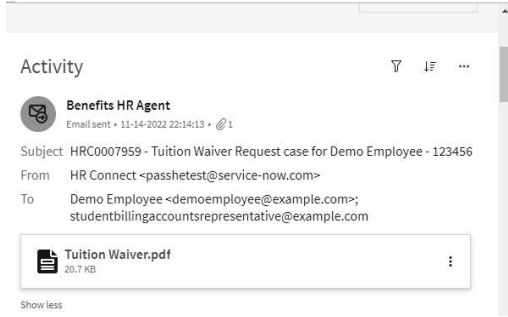
- The HR Benefits Agent populates the following:
  - Email address of Student Accounts Billing Representative in the “To:” field; and
  - Appropriate email body information.

- The HR Benefits Agent attaches the tuition waiver form using “Add File”, “From Record.” Choose the approved tuition waiver from the available files.

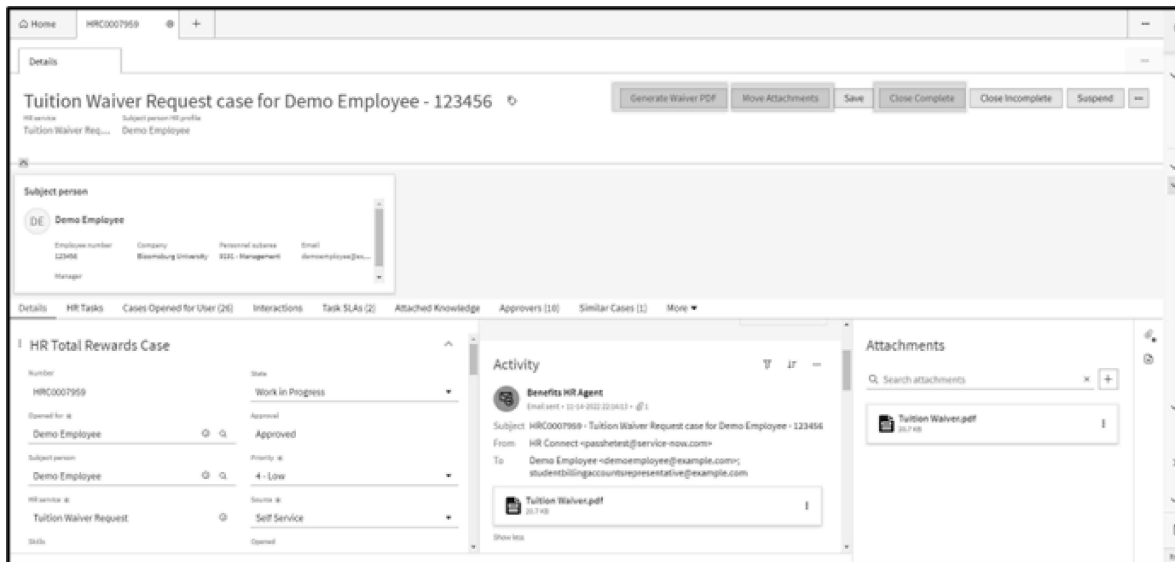
- The HR Benefits Agent selects “Send Email” when all fields are complete and the form is attached.



- A copy of the sent email appears in the case Activity Log.



- The HR Benefits Agent chooses “Close Complete” to close the HR Case. If any edits are made to the tuition waiver request information a new form can be generated by choosing “Generate Waiver PDF.”



### Employee

- An employee who submits a tuition waiver request can view their request at any time from “My Requests” in the Employee Service Center.



- All employee requests are located on the “My Requests” page, including the most recent request, and the “State” is shown for each request.

**My Requests**

View  Search open requests

| Request   | State             | Updated           |
|---|-------------------|-------------------|
| Tuition Waiver Request case for Demo Employee - 123456<br>HRC0007968        | Awaiting Approval | 5m ago            |
| Tuition Waiver Request case for Demo Employee - 123456<br>HRC0007967        | Awaiting Approval | 3h ago            |
| Tuition Waiver Request case for Demo Employee - 123456<br>HRC0007959        | Work in Progress  | a day ago         |
| Death in Service case for Demo Employee - 123456<br>HRC0007933              | Ready             | 7d ago            |
| Tuition Waiver Request case for Demo Employee - 123456<br>HRC0007788        | Awaiting Approval | 23d ago           |
| Tuition Waiver Inquiry case for Demo Employee - 123456<br>HRC0007789        | Ready             | 28d ago           |
| Benefits Inquiry case for Demo Employee - 123456<br>HRC0007719              | Ready             | about a month ago |
| Organization Structure Change case for Demo Employee - 123456<br>HRC0007630 | Ready             | about a month ago |
| Benefits Inquiry case for Demo Employee - 123456<br>HRC0007510              | Ready             | 2mo ago           |

- An employee can select the “Request” link (document title shown above) to open the request for review.

Tuition Waiver Request case for Demo Employee - 123456 Actions

Subject person: Demo Employee    Opened by: Demo Employee

Activity    **Approvers**    Attachments    Additional Details

Type your message here... Send

**Demo Employee**    7h ago - Additional comments  
User Demo Employee has initiated a Tuition Waiver Request request

**Demo Employee**    7h ago  
HRC0007968 Created

- Choosing the “Approvers” tab allows the employee to review the approval status of the request.

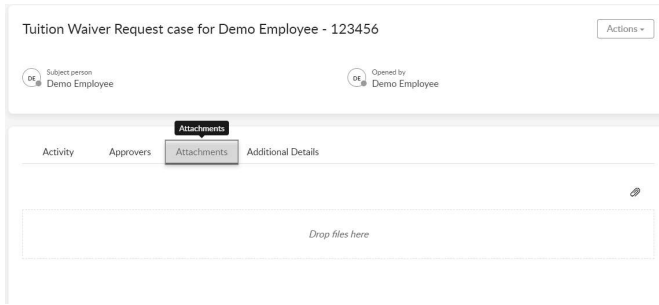
Tuition Waiver Request case for Demo Employee - 123456 Actions

Subject person: Demo Employee    Opened by: Demo Employee

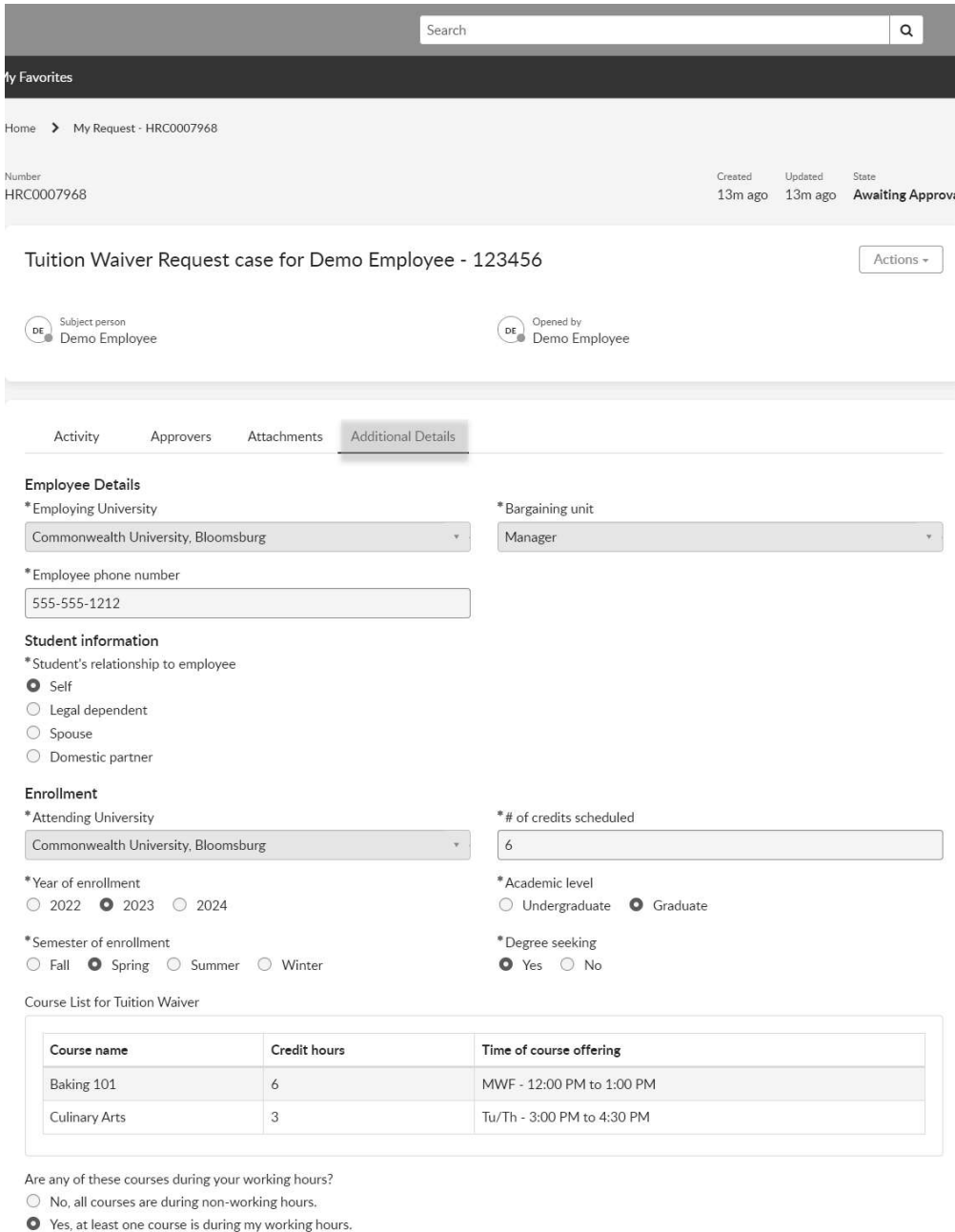
Activity    **Approvers**    Attachments    Additional Details

|                                   |                |
|-----------------------------------|----------------|
| Diana Balla Requested             | Updated 6m ago |
| Kimberly Powell Requested         | Updated 6m ago |
| Shelly Williams Requested         | Updated 6m ago |
| Patrick Schulte Requested         | Updated 6m ago |
| Patrick Schulte (Agent) Requested | Updated 6m ago |
| Kristina Wood Requested           | Updated 6m ago |
| Benefits HR Agent Requested       | Updated 6m ago |

- If the employee or HR Agent attached any documents to the case, selecting the Attachments tab would allow the employee to see those attachments.



- Selecting the “Additional Details” tab enables the employee to see the submitted form at any time.



Copy Permalink