# FAQs for Tuition Reimbursement

## Online Application System FAQ's

**What programs are covered?**
There are three programs covered under Synopsys's Tuition Reimbursement Program:
- Tuition Program
- Certification Program
- Academic Advising

**What is Academic Advising?**
As part of Synopsys's relationship with Edcor, you are now able to receive FREE personalized Academic Advising for undergraduate degrees.  Academic Advising can help determine if you're on the best path for success or if there are better options for you.  Advisors are not affiliated with any particular school – they work for YOU, not a school.  We recommend considering undergoing advising if you are just starting your education or if you are returning to continue education after a break in time.

Your advisor will discuss:
- What school you want to graduate from and how many transfer credits that school will accept
- What major you are interested in pursuing and why
- How much your degree will cost and how much out-of-pocket expenses you should anticipate
- How long it will take to finish your degree

**How do I apply for tuition assistance for classes that begin after January 1, 2022?**
You may access the Synopsys Tuition Reimbursement Program website beginning January 1, 2022.  Go to https://synopsys.tap.edcor.com to log into the tuition website.  You should discuss your educational plans with your manager before submitting an application.

1. If you do not have an email address on file, you will be asked to enter one.
2. After you read and agree to the site's Terms and Conditions select "Submit Application" from the left side of the Welcome Page to begin the application process.

**What information will I need in order to submit my application?**
The information you need to apply online will be similar to what was required when you applied by paper. You *may* need to provide the following:

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- o Student Identifier (Student ID)
- o Degree type (if applicable)
- o Major field of study
- o School name and address
- o Term start and end date

- o Course number
- o Course name
- o Course credit hours
- o Course tuition amount
- o Course related fee amount
- o

**Is there a deadline for submission of my application?**
Yes. Applications must be received no sooner than 120 days before and no later than 30 days after the start of the term. Failure to submit your application within this timeframe will result in the rejection of your application.

**Can I apply for more than one class at a time?**
You are able to enter up to four (4) courses on an application for each term.  If you are taking more than four courses in a term, you must submit another application.  Applications should be entered for courses taken each term, not for an entire year.

**How will I know when my application is approved?**
When you submit your online application, your manager will be sent an email informing him/her that a request for pre-approval of tuition assistance has been submitted. This email prompts your manager to access the online system and approve or deny your request for tuition assistance approval. You will be notified of your manager's decision by email.  Edcor will perform a final check on the application to ensure it meets Synopsys's policy guidelines and will send a final approval email to you.

**Can I track the status of my application?**
Yes. Through www.trackmystatus.com, you can track the status of your application. To access the site, you will need the 16-digit tracking number assigned to your application. If you need additional assistance, you can call 1-833-363-1397 to speak with an Edcor representative.

**Do I still need to submit grades once the class is complete?**
Yes. You must submit your grade(s)/transcript and an itemized receipt by using payment the request/grade submission form from Edcor's website as the cover sheet.
Your cover sheet can be found in two areas on the tuition website:

- From the Home page under the "Actions Needed" tab, click on the appropriate 16-digit Tracking Number link, or
- From Application Status page, you can select to "View" the application or use the "Request Payment" quick link icon.
- If you need help, select "Need Help?"

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Grades and receipts should indicate the student's name and either appear on school letterhead or from a screenshot/printout clearly listing the school's URL. We suggest uploading these documents directly through the tuition website or, alternatively, these documents can be faxed to Edcor at 1-248-283-8723, using the cover sheet generated on the website.

**How do I know you received my documents/fax?**
You can verify receipt within 24 hours by accessing the tuition website or by going to www.trackmystatus.com using the 16-digit tracking number assigned to the application.

**How do I minimize the chance of rejected documentation?**
Follow a few simple suggestions regarding document submission:

- **If faxing, be sure to use the proper payment request/grade submission form as the fax cover sheet**
  (Our system uses this cover sheet to route your documents)

- **Upload/fax all documentation in one package, piece mail is not accepted**
  (We look at your payment request as one claim using the bundle of paperwork provided)

- **Upload/fax clean copies of materials**
  (Do not write on documents. Illegible documents cannot be processed)

- **Upload/fax documents in portrait (8.5" wide x 11" long) format**

**Is there a deadline for submission of my payment request?**
Yes. All requests and appropriate documentation must be submitted within 60 days after the course has ended for your request to be considered for reimbursement. Visit the tuition website or www.trackmystatus.com anytime to check the status of your tuition reimbursement request.

**How do I know if my school is accredited?**
**Tuition Program:**
Accreditation is a status granted to educational institutions found to either meet or exceed academic quality standards established by an accrediting agency through an assessment process. In accordance with the Tuition Reimbursement Program Policy, all courses must be taken at a regionally or nationally accredited educational institution. Schools listed on the Tuition Assistance Website have been determined by the Department of Education to be accredited. If your school is not listed, or if you have questions about accreditation, contact your school directly or call Edcor at 1-833-363-1397.

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**Certification Program:**

Approved certifications and certifying bodies have been loaded into the Tuition Reimbursement Program website.  If you do not see your certification or certifying body listed, please reach out to Edcor for assistance.  Edcor will escalate your request and a determination will be made by Synopsys Corporate on whether or not the addition is approved.

**What expenses are and are not covered?**

Synopsys will cover the following expenses; no other fees will be paid:

**Tuition Program:**
- All fees required for the course
- Lab fees
- Material fees
- Registration fees
- Required software
- Books, taxes and shipping/handling

**Certification Program:**
- All fees required for the course
- Materials related to the certification
- Prep courses
- Registration fees
- Recertification fees
- Books, taxes and shipping/handling

Duplicate tuition costs for classes that are repeated and have, at any time, been reimbursed under the program are not reimbursable**.**

**What am I required to do after I complete a course?**

Required documentation may include, but is not limited to, itemized invoices, grade reports/proof of successful completion, etc.  All required documentation will need to be submitted by upload via the website or by fax along with your payment request/grade submission form as a cover sheet, to 1-248-283-8723.  Faxed documentation received without the proper cover sheet or without the cover sheet as the top/first document received, will not be processed. You can obtain the payment request/grade submission cover sheet on the Tuition Assistance website at https://synopsys.tap.edcor.com.

**Will Synopsys still accept paper applications?**

No. Paper applications will not be accepted or processed after 1/1/2021. You must submit your application online through https://synopsys.tap.edcor.com.

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**Where can I view the Tuition Reimbursement Program policy?**

You can find the policy under the Program and Contact Information tab on the website or access it from the [Synopsys Benefits Site](#).

**What if I have further questions?**

You can call Edcor's Contact Center at 1-833-363-1397, Monday-Friday from 8am – 8pm EST.

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