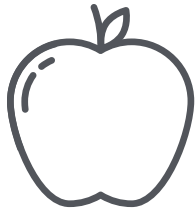


UT PROMISE

STUDENT
RESOURCES





COMMUNITY SERVICE

IMPORTANT



Eight hours of community service MUST be completed and submitted by the established deadlines (December 1 - Fall and June 1 - Spring).

WHY?

Community service is a way to give back to your community, to become involved and to foster a mindset of bettering our communities! It is also a great way to meet new people and learn about your community.

WHAT?

Community service is time contributed to a nonprofit or public service organization.

The community should be benefiting from the work you do! Make sure you are not being paid and you are being supervised by someone who is not a family member. Students can volunteer with more than one organization to meet their eight-hour requirement. Travel time to and from destinations does not count as service. Make sure your service aligns with your UT campus service guidelines.

YES! THAT COUNTS!

- Volunteering at an animal shelter
- Tutoring at a school or community center
- Participating in an environmental cleanup day
- Volunteering on a service-oriented trip
- Volunteering for race registration
- Serving meals at a homeless shelter
- Doing laundry for nursing home residents
- Helping setup and take down an event

NO! THAT DOES NOT COUNT!

- Job shadowing*
- Tutoring your friend or grade school neighbor
- Picking up trash on a hike
- Volunteering for academic credit
- Paying to run in a race
- Raising money for the homeless shelter
- Donating blood*
- Attending a philanthropy event

*Please note that job shadowing and donating blood were acceptable forms of community service for high school seniors completing service for UT Promise through tnAchieves; however, they will not count as acceptable forms of community service hours for UT Promise once enrolled at UT.

HOW?

1. Find an organization!

Looking for places to volunteer? Contact your appropriate campus office, local United Way or ask your mentor! Already have a place in mind? You are welcome to complete your hours anywhere that meets the requirements. You do not have to complete service in the city your campus is located in; you can serve in other cities, states or countries!

2. Complete at least eight hours!

Don't forget: Every service hour completed will be reviewed and verified by your UT campus service tracking administrators. Before you leave your service site, ask your supervisor for their name, email address and phone number so they can confirm you were there if needed.

3. Submit your form!

Visit your campus service tracking site and complete the service submission form entirely. You can find instructions and links to your campus service tracking site at tennessee.edu/ut-promise/current-students/community-service.

LIST OF CAMPUS SERVICE TRACKING SITES

UTK: leadserve.utk.edu/serveutk

UTC: utc.givepulse.com

UTM: runway.utm.edu

UTHSC: leadserve.utk.edu/serveutk

UTS: utsouthern.typeform.com/to/RRh4d7vo

HAVING PROBLEMS SUBMITTING THE FORM?

Contact your campus service tracking site administrators.

Visit tennessee.edu/ut-promise/current-students/community-service for contact information and instructions on tracking service at your campus.

WHEN?

- Community service hours **must be submitted each semester** and additional hours over the required eight hours **cannot be carried over** to the next semester. Hours must be completed and submitted within the allotted time frame (December 1 - Fall and June 1 - Spring).
- Completing your community service before the deadline but failing to submit to your UT service tracking site before the deadline will result in the **loss of your UT Promise eligibility**.
- Make sure **YOU submit your community service hours by the deadline**. Do not rely on the organization or another person to complete this important step for you.

Semester	Timeframe for Completion	Submission Deadline
Fall 2024	June 2, 2023 - December 1, 2023	December 1, 2024 by 11:59 PM
Spring 2025	December 2, 2023 - June 1, 2024	July 1, 2025 by 11:59 PM
Fall 2025	June 2, 2023 - December 1, 2023	December 1, 2025 by 11:59 PM
Spring 2026	December 2, 2023 - June 1, 2024	July 1, 2026 by 11:59 PM
Fall 2026	June 2, 2023 - December 1, 2023	December 1, 2026 by 11:59 PM
Spring 2027	December 2, 2023 - June 1, 2024	July 1, 2027 by 11:59 PM

FINANCIAL AID INFORMATION

IMPORTANT



If you lose your FSA ID and password or have trouble accessing your FAFSA, contact the FAFSA helpline at 1-800-4FEDAID (1-800-433-3243).

If you need to make edits to your FAFSA, please work with your UT campus' Financial Aid Office.

FILING FAFSA ANNUALLY

Once you begin college, you still have to meet requirements to maintain your UT Promise eligibility! See the list below for a few to keep in mind:

The Free Application for Federal Student Aid (FAFSA) serves as the application for federal Pell Grant; Tennessee Education Lottery Scholarship (TELS), also known as the HOPE scholarship; and Tennessee Student Assistance Award (TSAA). In addition to this step being a UT Promise requirement, filing the FAFSA by the Feb. 1 established deadline increases the probability that eligible students will receive more aid.

1. The FAFSA opens annually on Oct. 1. On or after this day, visit studentaid.gov/h/apply-for-aid/fafsa. This is the official FAFSA website. **DO NOT complete the application at www.fafsa.com or any other website that asks you for a fee. FAFSA filing is free.**
2. **DO NOT submit the FAFSA prior to Oct. 1** of each year, or you will complete the wrong academic year's FAFSA. If you file the wrong year's FAFSA and do not file the correct academic year FAFSA by February 1 of each year, you will no longer be eligible for UT Promise.
3. **Please make sure to select the UT campus you plan to attend as your first-choice school!** If you change your mind, you must log back into your FAFSA and change it so the correct campus can retrieve your information. You must also change your institution on the TSAC Portal.
4. You will use the previous year's tax information on your FAFSA. For example, when filing the 2021-2022 FAFSA, you would use the 2019 tax return. If you and your parent(s)/guardian(s) have filed and completed your taxes for the previous year, you can select **I have filed my taxes** and answer the financial questions based on the previous year's taxes. If you or your parent(s)/guardian(s) have not completed the previous year's taxes at the time of FAFSA completion, you must select **I will file my taxes**, file the FAFSA based on estimations and later update your FAFSA with the filed tax information.
5. Even if you are 18 years old, you will need your parent(s)/guardian(s)' information to complete the FAFSA unless you are married, have children who receive more than half of their support from you, were in foster care, are a ward of the court, are emancipated from your parents, are homeless, and/or have parents who are deceased. If you report one or more of these situations as true, you may be required to provide court documentation.
6. If you feel lost, click inside the answer box for any question. Information will appear indicating where to find the appropriate answer or a tip on how to continue.
7. At the end, you and your parent(s)/guardian(s) will sign your FAFSA electronically using the FSA IDs you created. You can create your FSA ID the same day you file. Make sure you click **Submit to successfully file your FAFSA**. If you click save, your FAFSA will **not be submitted**. You will receive a confirmation email after successfully submitting your FAFSA – **keep it for your records!**

COMPLETE FINANCIAL AID VERIFICATION

What is verification?

Verification is a process initiated by the Department of Education at the time you submit the FAFSA. Students selected for verification are required to submit certain documents to the college's financial aid office to verify the information provided on the FAFSA. Not all students are selected for verification, but if you are selected, no federal or state financial aid awards, as well as UT Promise, can be posted to your account until your financial aid file is verified.

What is the deadline to remain UT Promise eligible?

UT Promise strongly encourages you to submit all requested documents by July 1 to avoid problems. The longer you wait to submit documentation, the longer it will take for your file to be completed. This means you may be required to pay to keep your classes or could be dropped from your classes for non-payment!

How do I know if I have been selected?

You will be notified by your UT Financial Aid Office if you have been selected for verification, so be sure to check your college account! Your college account may show alerts when you first log in. In order to be notified if you have been selected for verification, the college must have your application and FAFSA on file. Click the links in the alerts to determine what information is being requested. You can also check the financial aid section of your college account for details. If you have trouble accessing your college account, contact your campus's Financial Aid Office directly. Many colleges begin posting verification requirements to student accounts in April or earlier. If you are selected for verification, make sure you begin working with the financial aid office as soon as possible. It is important to make sure your college campus is listed as the first-choice school on your FAFSA and your TSAC Student Portal shows the correct institution.

What do I do if I am selected for verification?

If you are selected for verification, contact your campus's financial aid office. Sometimes linking your FAFSA back to the IRS website will be sufficient. Other times, you will need to collect copies of the documents requested by the financial aid office (e.g., parent and/or student W-2, IRS tax return transcripts, etc.). Once all paperwork is submitted, the financial aid office will make corrections and process your financial aid. Remember, it can take up to four weeks for the financial aid office to process this paperwork, and processing documents may trigger the need for other documents to be submitted, so begin addressing this immediately. All requested documentation should be submitted to the financial aid office by July 1 to ensure your file is reviewed and awards are posted to your account prior to the beginning of the term. Simply turning in documents does not mean you have completed verification. The review process at the college is considered part of verification.

TIPS FOR COLLEGE SUCCESS

GO TO CLASS



- Attendance is important! Every day that you are absent from class, you miss out on information that may not be in your books but could be on your test.
- Asking questions during class is tough, but it ensures you receive correct answers. Other students in your class most likely have the same questions – you are just the brave one willing to ask! Once you start asking questions, it will become easier.
- If a class has a review session before a test, attend it. It can only strengthen your knowledge of the subject.
- Be active in class. Taking notes, asking questions and listening makes it more likely you will perform favorably in the class and will get the attention of your professor!

ORGANIZE & PRIORITIZE



- College can be overwhelming (especially as a full-time student) and finding a healthy balance is key to your success.
- Use your syllabus! It will help set your expectations for your classes. It informs you of important dates, materials you will need and how you will be graded. If you do not know how to read it, ask your professor!
- Get organized. Use a planner, make to-do lists and sync your school email and calendar to your phone. Decide what works best for you; there is no wrong way to get organized.
- Manage your time before, between and after classes to study or work on assignments with the resources available on campus.

PLAN FOR ADDITIONAL COSTS



- Some classes have additional fees that you will be responsible for along with your books and school supplies. It is important to find a way to cover these additional costs, as well as your housing and meal plans (e.g., part-time job, work-study on campus, plan of action with family), before classes begin.
- Make a budget so you know what you can spend on food, activities and gas.
- Planning ahead will help you cover your costs with as little stress as possible. This allows more time for you to focus on your classes, activities on campus and to stay on track in order to graduate on time!



ASK FOR HELP

- Professors/instructors hold office hours and usually have time before and after class. Get to know them during these times. They will help you if you find yourself struggling during the semester.
- UT's campuses have multiple resources (e.g., math labs, writing centers, tutors, student success centers, advisors and counselors) that are all FREE. Take advantage of them!
- Fellow students are encountering the same challenges and can relate to you. Surround yourself with students you work well with and hold one another accountable.
- Remember to connect with your UT Promise mentor. They want to be a resource for you, and if they cannot answer your question, they can direct you to someone who can!
- If you meet the qualifications, additional resources and support may be available to you through your campus' student disability services office.
- Update UT Promise if there are any problems or concerns.



BE ENGAGED

- Get involved. Campus involvement is an important part of the college experience. There are hundreds of clubs and organizations to join and campus events you can choose to attend. From sporting events, cultural attractions, community service and volunteer opportunities, comedians, concerts, speakers and art exhibits, there is something for everyone.
- Explore. Discover your passions and academic interests and get experience in your field. Meet with an academic advisor, participate in research, talk to a student success coach, or visit your career center to help you determine your strengths and reach your goals.
- Find community. Get to know the people in your residence hall and in your classes or join a club to feel connected. Step out of your comfort zone to learn about others who are different than you. Plugging in will connect you to others and help you find your place at UT.

Take advantage of the opportunities and support systems on campus to help you navigate the college experience and move towards graduation. By following these tips, you are making an investment in your own success!



UT PROMISE FAQS

What is UT Promise?

UT Promise is a last-dollar, undergraduate scholarship that will guarantee free tuition and mandatory fees to qualifying Tennessee residents enrolling at UT campuses in Knoxville, Chattanooga, Pulaski, Martin and Memphis.

Who is eligible?

Students who are TN residents and eligible for in-state tuition, who have a family household income under \$60,000 and assets under \$75,000, who qualify for the Tennessee HOPE Scholarship, and who gain admittance to a University of Tennessee campus are eligible.

How many semesters can a student receive UT Promise?

If a student continues to meet all requirements, UT Promise funding is available for as long as a student is receiving the HOPE scholarship. UT Promise will only provide scholarship funds when a student is receiving HOPE scholarship funds. Visit <https://www.tn.gov/collegepays/> for more information on termination criteria.

Are GED recipients eligible for UT Promise?

Students who complete a GED or HiSET diploma (and have met all other UT Promise eligibility requirements) must enroll full-time in an eligible post-secondary program within 16 months after they receive their diploma to be eligible for HOPE, and thus, UT Promise.

What if a student graduates early from high school?

Students graduating early from high school can still receive UT Promise as long as they enroll in an eligible post-secondary program within 16 months of high school graduation. Students graduating in the fall term should still follow the high school senior application process, including applying for the TN Promise.

Do non-U.S. citizens qualify for UT Promise?

To be eligible, students must be able to complete the FAFSA, qualify for in-state tuition and possess a valid Social Security number. A student must complete the Free Application for Federal Student Aid (FAFSA) for which the student's U.S. citizenship or eligible non-citizenship status has been confirmed by the federal government. Note: This option is only available for:

1. U.S. Citizens,
2. U.S. permanent residents (with an I-151, I-551, or I-551C permanent resident card); or,
3. Individuals who have an Arrival/Departure Record (I-94) showing one of the following designations: Refugee, Asylum Granted, Cuban-Haitian Entrant (Status Pending), Conditional Entrant (Valid only if issued before April 1, 1980), Victims of Human Trafficking (T-2, T-3, or T-4 visa), or Parolee (who meets certain conditions).

What does UT Promise cover?

UT Promise is a last-dollar scholarship that funds tuition and mandatory fees at UT campuses in Knoxville, Chattanooga, Pulaski, Martin and Memphis. These funds cannot be used for books, cost of attendance fees or fees associated with a specific program or class.

Does UT Promise cover remedial education?

Yes. UT Promise will cover remedial courses if a student should need to take them.

Will a student receive a check for the scholarship?

Students never directly receive funding from UT Promise.

How long after high school graduation will students remain eligible for UT Promise?

To remain eligible for UT Promise, students must enroll in a postsecondary institution within 16 months of high school graduation.

What happens if a student misses a UT Promise deadline

Failure to meet any UT Promise deadline will result in a student being permanently ineligible for UT Promise.

Can a student take a semester off?

Medical or personal appeals will be considered in the following situations: illness of the student, illness or death of an immediate family member, extreme financial hardship of the student or student's immediate family, fulfillment of a religious commitment expected of members of that faith, fulfillment of required military service, or other extraordinary circumstances beyond the student's control where attendance by the student creates a substantial hardship. In order to request a leave of absence after initial enrollment, a student must request a leave of absence through their campus financial aid office.

If students and their families have not filed taxes by Feb. 1, can they still file the FAFSA before the UT Promise deadline?

Students will report income information from the previous tax year. For example, when filing the 2021-2022 FAFSA, you would use the 2019 tax return. Reference pages 8-10 of this handbook for additional information.