Program Application Overview

June 2025

Guild | dh Deaconess

Congratulations, you've created an account! **What's next?**

Program options:

Your Funding Option

Select foundational, college prep, certificate, and Associate's degree programs

Tuition Assistance (TA)
100% of tuition and fees covered

Curated catalog of business-aligned programs with tuition payments facilitated directly to the school

Other certificates, Associate's, Bachelor's and Master's degree programs in select fields of study

Tuition Reimbursement (TR)
$5,250 covered annually

Employee pays tuition expenses out of pocket or sets up deferred tuition with the school. Deaconess reimburses tuition upon approval of reimbursement request

If you have not created an account yet, refer to the **Getting Started Guide**.

Where to go next

Once you've set up your account, you will be able to access the Deaconess / Guild platform. Based on the program you're looking for, navigate to the following pages:
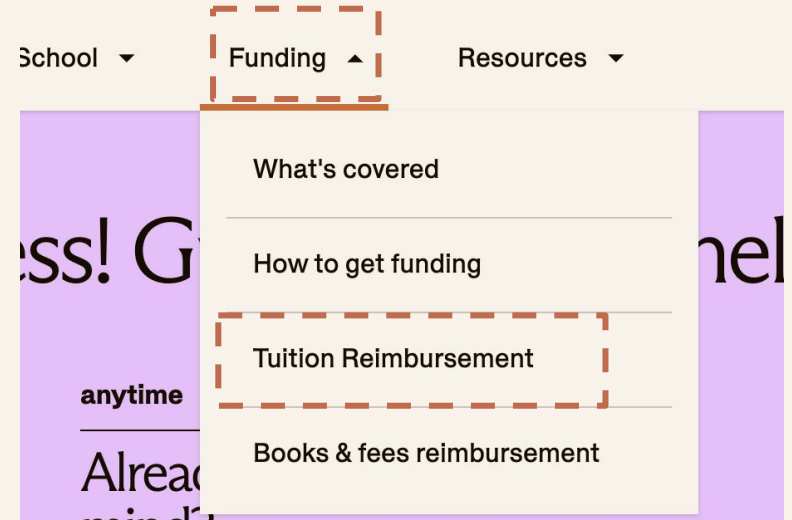
* For Tuition Assistance *

Explore available learning programs eligible for upfront tuition payment within your education benefits portal.
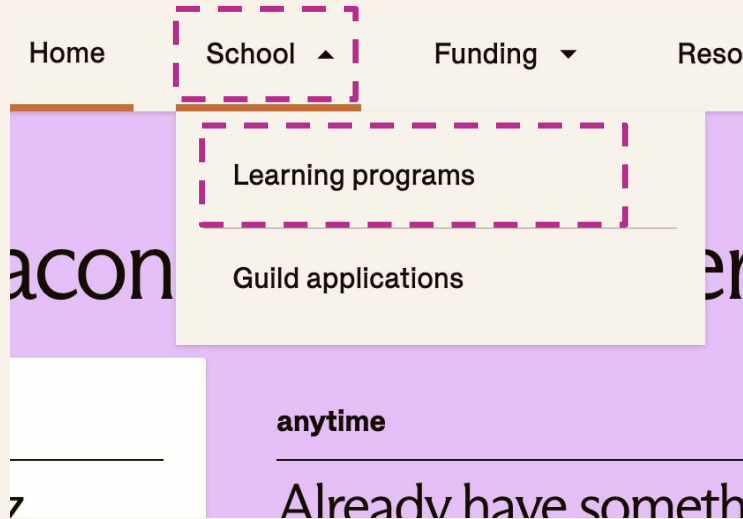
* For Tuition Reimbursement *

View and access other funding options on your education benefits portal for more information & next steps.

Tuition Assistance (TA)

Guild

Select business-aligned programs are available in the catalog via Tuition Assistance

Step 1. Explore the catalog

Not sure which program is right for you?

Reach out to a <u>Guild support specialist</u>.

Step 2. You found the program for you!

Next Steps:

1 **Submit an application** on the program page

2 Follow the instructions and complete the details on your application

3 **Wait to be pre-approved by Guild.** You will receive an email once your application is approved.

Tuition Assistance Program Application Process (cont.)

Step 3. Once you submit your Guild application, monitor your application on your portal
Make sure you've completed all the steps for your Guild application

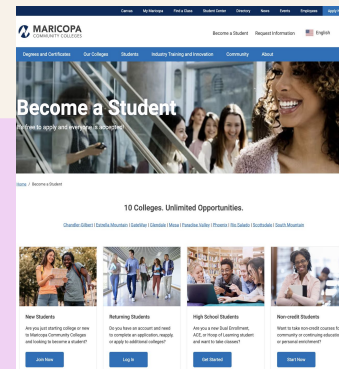## Step 4. You will receive an email once you are approved by Guild
Review any next steps to complete the application process
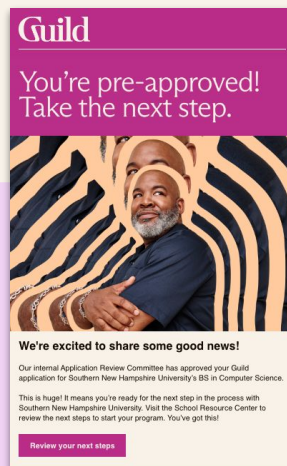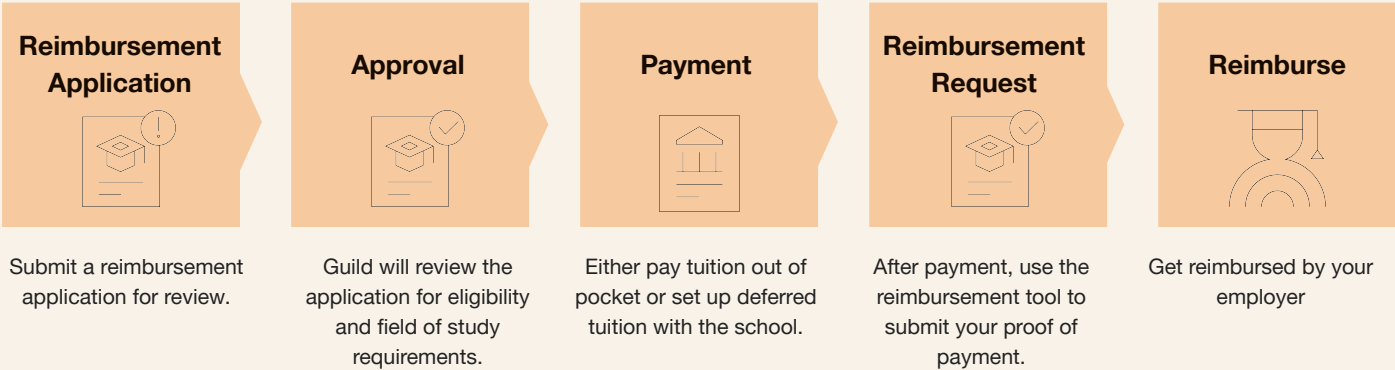

Step 5. Complete required next steps with your Learning Partner
Visit your Guild portal to ensure that you complete all required next steps to enroll.

Tuition Reimbursement (TR)

Guild

Overview of Tuition Reimbursement Process

Reimbursement Application	Approval	Payment	Reimbursement Request	Reimburse
Submit a reimbursement application for review.	Guild will review the application for eligibility and field of study requirements.	Either pay tuition out of pocket or set up deferred tuition with the school.	After payment, use the reimbursement tool to submit your proof of payment.	Get reimbursed by your employer

What are your expenses for?

Select an option and we'll guide you through the process.

○ **New degree or certificate** ⓘ
Tuition, books, supplies, or exam fees

○ **Enrollment fees & professional expenses** ⓘ
Fees you paid during your program application and enrollment process, or professional expenses like membership, conference, or certification expenses.

Not sure? Connect with Guild support for help ↗

How is your tuition paid?

Select one. Your answer helps us guide you through the reimbursement process.

○ **My employer pays my tuition directly to my learning provider**
Reimbursable expenses: Required books, supplies, and exam fees

○ **I pay my tuition out-of-pocket**
Reimbursable expenses: Required tuition, books, supplies, and exam fees

Not sure? Connect with Guild support for help ↗

Tell us about your program

This can be a program you're enrolled in now, or will be within 30 days.

Program type *
Bachelor's Degree ✕

Field of study * ⓘ
Only the fields of study listed below are covered. Select "Not found" if your field of study is not listed.
Business ▾

Program name * ⓘ
Business administration

Expected graduation or completion date * (mm/dd/yyyy)

Gather everything you'll need for this section:

• Course code   Example: ENG101

• Course syllabus   View an example syllabus document ↗

• Receipts   View an example receipt ↗

Summary

Request ID: 569830

Tuition
Submit for expense reimbursement   ✎ Edit   Yes

Course information
Attempted credit hours   ✎ Edit   4.0

Business 101   ✎ Edit   🗑 Delete
Course code   123
Course dates   10/4/22 - 10/26/22
Course credits   4.0
Course cost $0.00

Forgot a course? Add another course.

Proof of enrollment   ✎ Edit   🖺 Proof of enrollment.pdf (10/7/22)

Tuition information   ✎ Edit
Total tuition and mandatory fees paid $12.00
Received grants & scholarships

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Tuition Reimbursement Timeline

If your field of study is eligible, you may be able to submit for reimbursement. **It is highly recommended that you complete your TR application prior to term start.**
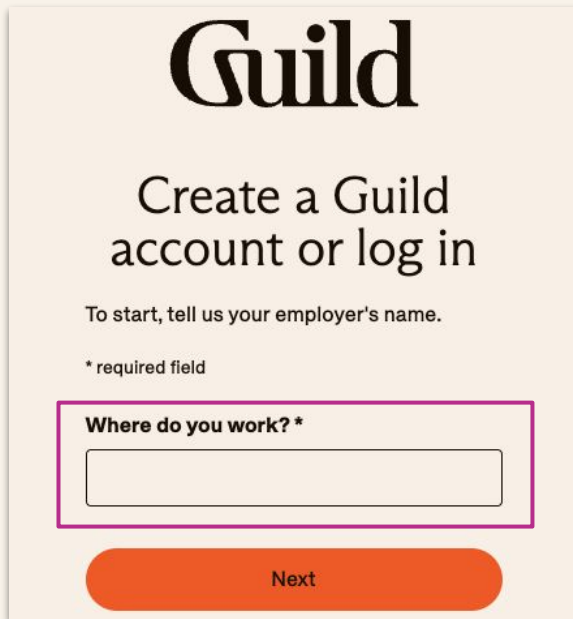
| - 30 days | Term Start | + 14 days | Term End | + 90 days | Request Approval Date + 3 pay periods |

STEP 1: APPLICATION

Application Open ——————— Eligibility Check ————————▶ **Application Closes**

Available 30 days before term start

Highly recommended *to complete prior to term start*

STEP 2: REQUEST

Reimbursement Open ——— Documentation Review ————▶ **Reimbursement Closes**

Available 14 days after term start

STEP 3: PAYMENT

——— Process Reimbursement (5-7 business days) ————▶

Important: *You must be employed by Deaconess when a reimbursement request is submitted and remain employed until the reimbursement is received.*

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Phase 1: Submit Reimbursement Application

Guild

Step 1:

Go to reimbursement.guildeducation.com or log into your

account on deaconess.guildeducation.com

NOTE: If you're navigating from the 'Home' page, click the

'**Funding'** tab at the top of the page and select the
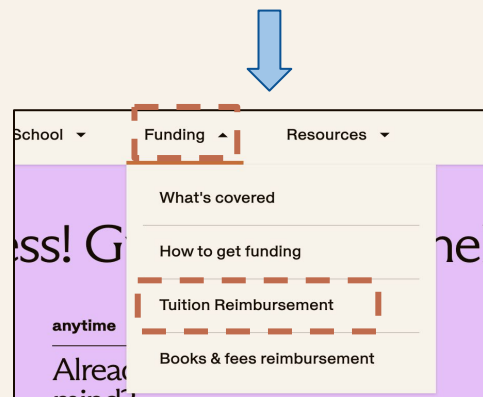
'Tuition Reimbursement' option from the drop down
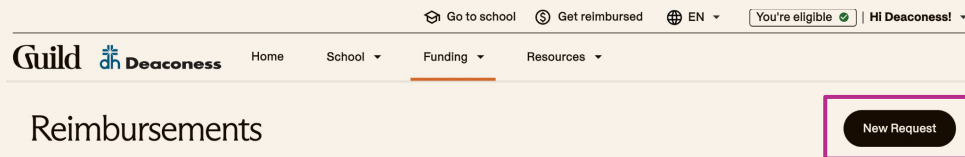
Step 2:

Log in to your account.

Navigate to the **reimbursement page** or to the **funding tab** on your home page

Guild

Create a Guild account or log in

To start, tell us your employer's name.

* required field

Where do you work? *

[   ]

Next

School ▾   Funding ▴   Resources ▾

What's covered

How to get funding

Tuition Reimbursement

Books & fees reimbursement

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Step 3:

Click on **'New Request'**

Step 4:

Select what you are submitting for:

- **New degree or certificate** (tuition, required books & fees)
- **Enrollment fees & professional expenses** (transcript and application fees, eligible certification exam or license fees)

Step 5:

How is your tuition paid?

Select **"I pay my tuition out-of-pocket"**

Note:
- The **"My employer pays my tuition directly to my learning provider"** option will **only** be used by those attending tuition assistance programs (i.e. **programs within the Guild catalog**) to be reimbursed for out-of-pocket **books & fees** expenses

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New request

How is your tuition paid?

Select one. Your answer helps us guide you through the reimbursement process.

○ **My employer pays my tuition directly to my learning provider**
  Reimbursable expenses: Required books, supplies, and exam fees

○ **I pay my tuition out-of-pocket**
  Reimbursable expenses: Required tuition, books, supplies, and exam fees

Not sure? Connect with Guild support for help ⧉

Next

Step 6:

The Welcome page has a link to the steps to receive tuition reimbursement via Guild.

Save your request and return later

Reimbursement request

Save and exit

Use the sidebar for easy navigation within your request

- ● **Welcome**
- ○ School name
- ○ Program details
- ○ Term dates
- ○ GPA
- ○ Agreements

Summary

Welcome!

We'll guide you through a few steps to help you get reimbursed for tuition costs you've paid.

Questions? Learn more about Guild's policy requirements. ↗

Next

Step 7:

Enter the **name of the school** you're attending.

Reminder:
- Not seeing your school in the dropdown? Make sure you've selected the **"I pay my tuition out-of-pocket"** option when starting your request (see step 5)

Reimbursement request

Save and exit

- ○ Welcome
- ● **School name**
- ○ Program details
- ○ Term dates
- ○ GPA
- ○ Agreements

Summary

* required field

Where do you plan to attend school?

If you can't find your certificate provider or non-accredited institution, enter 'Other'.

School name *

[   ]

Previous   Next

Phase 1: Reimbursement Application

Step 8:

Enter your:

- **Program type**
- **Field of study**
  - Fields of study will note which are eligible / ineligible
- **Program name**
- **Expected graduation or completion date**
- **How you attend class**

Tell us about your program

This could be a program you're enrolled in now or within the next 30 days.

Program type *

Bachelor's Degree

Field of study* ⓘ
You can get reimbursed for expenses related to programs in 104 fields of study.

Program name * ⓘ

Associates in Nursing

Expected graduation or completion date (mm/dd/yyyy) *

How do you attend your classes?

☐ **Online**

☐ **In-person**

Step 9:

Enter the **term start and end dates.**

Note:

- Reimbursement requests need to be submitted for each term, individually. Every school has their own definition of a "term," but they are typically called a semester, trimester, or quarter.

Step 10:

Please provide any **cumulative GPA information** from your school. In your documentation we need to see:

- **Your name**
- **Your school name**
- **Most recent cumulative GPA** prior to the current term you are applying for
- **Program name** if applicable

Note:

- If it's your first semester at the school, select **I do not have a GPA for this institution"**
- Most schools provide a GPA if you have attended previous semesters at your school. **Please record and upload a full cumulative GPA document.** Supported file formats are JPEG, PDF, PNG, DOC, and DOCX

Reimbursement request   Save and exit

- Welcome
- School name
- Program details
- Term dates
- GPA
- Agreements

Summary

* required field

Do you have a cumulative GPA from your school? *

Guild checks your cumulative GPA, or cGPA, at the beginning of your term rather than checking course grades at the end.

You can find your cGPA on an official or unofficial transcript, grade report, or degree audit. If your school doesn't provide a cGPA, upload an unofficial transcript of proof of enrollment.

- ● I have a GPA for this institution
- ○ I do not have a GPA for this institution
- ○ The school I attend does not use a traditional GPA format

Cumulative GPA *
Please enter your exact cumulative GPA for this institution.

View example ⤢

Upload transcripts *
Please upload your document to verify your cumulative GPA.

⟲ Drag & drop or upload a file
Supported formats: JPEG, PDF, PNG, DOC, and DOCX

Phase 1: Reimbursement Application

Step 11:

Please read the agreements and **select the checkboxes to agree to the terms of agreements**

- FERPA
- Employer Policy Acknowledgement
- Employee standing attestation
- Tax Implications Acknowledgement
- Work commitment agreement)

Agreements

FERPA

I am affiliated with an employer or organization (my "Sponsor") that has partnered with Guild Education, Inc. ("Guild") to provide me with access to educational opportunities (the "Program"), which includes a course or program of study offered by my Learning Provider. My participation in the Program and in Guild's services requires the exchange of certain information, which may include "Education Records" (records that are directly related to me and maintained by Learning Provider or by a party acting for Learning Provider, and may include my relevant academic history, academic progress, transcripts, course schedules, and the type and amount of approved financial assistance).

I authorize my Sponsor, Guild, and Learning information in connection with my particip

- My Sponsor may disclose to Guild, and relevant information related to my empl information (including sensitive informa and any sponsor-provided tuition assist

- Guild may disclose to Learning Provide information and information related to facilitate the application, admission, an credit, assess benefits eligibility; provid and progress; and enable tuition assista

- Learning Provider may disclose to Guild information from my Education Record admissions, enrollment, Program finan and completion).

Employer Policy Acknowledgement

☐ I have read the Deaconess Educational Assistance policy. *

Employment standing attestation

☐ I have not received a corrective warning in the last 6 months. *

Tax Implications Acknowledgement

☐ I understand that if I receive more than $5250 in education assistance in a calendar year, the amount I receive over $5250 will be subject to taxation. I am responsible for paying those taxes, and my employer may deduct them directly from my paycheck. Depending on my earnings and individual tax elections, these tax deductions could result in a lower paycheck than I normally receive. Your individual circumstances may vary and you may consider speaking with your payroll department or a tax advisor if you have questions. *

Work commitment agreement

☐ I understand that voluntary separation from Deaconess Health prior to completing a work commitment will require me to pay back Deaconess Health based on the timeline of departure. *

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Phase 1: Reimbursement Application

Step 12:

Review your reimbursement application summary to ensure all of the information is entered correctly. Certify that you have read and agree with your employer's policy by checking the required box. **Then submit the request.**

Reimbursement request   Save and exit

- ○ Welcome
- ○ School name
- ○ Program details
- ○ Term dates
- ○ GPA
- ○ Agreements

Summary

Summary

Request ID: 833147

School information ✎ Edit

School name	University of Texas at Arlington
Program type	Associate's Degree
Field of study	RN / ADN (pre-licensure)
Program name	Associate in Nursing
When do you plan to graduate?	11/30/26
GPA for institution	I do not have a GPA for this institution
Term dates	11/15/24 - 2/16/25
Class attendance	Online

Agreements ✎ Edit

FERPA agreement	Yes
Employment standing attestation	Yes

Reimbursement request

Save and exit

You completed the first step!

Request ID: 620018

Your application will be reviewed within 5 business days. You will receive an email with updates and next steps.

Have questions? Contact support. ⧉

View All Requests

Phase 1: Reimbursement Application

Optional:

If your application is approved and the school is on Guild's list for **Deferred Tuition**, **a Letter of Coverage will be generated**. You can provide this letter to your school alongside any additional documentation they may require to defer your tuition.

Note:

- If you aren't provided a Letter of Coverage, you can still work with your school to defer tuition/set up a payment plan if they allow it.
- Guild's Letter of Coverage isn't a guarantee your tuition will be deferred, as the decision ultimately lies with the school.

Request status

✓ **Status: approved**   Download Letter of Coverage 🔗

Want to defer your payment?

Your school may offer deferred tuition or a payment plan. This might help you get your money before your total bill is due.

Show less

What happens next?

1. Once your application is approved, you'll receive a lett[er] eligibility.
2. Provide your letter to your school, if required.
3. Complete a reimbursement request on the Guild webs[ite] after your term starts. You'll need to submit your tuitio[n] agreement from the school.
4. Once approved, your reimbursement will appear in you[r] three pay periods.
5. Pay your school tuition bill in full.

What if my school doesn't agree to defer my bill?
You'll need to pay your tuition bill up front before you get reimbu[rsed] reimbursement request with Guild by submitting proof of payme[nt]

Guild

Letter of Coverage
Guild Education, Inc. & Deaconess
Date of issuance: **06/18/2025**

To Whom It May Concern:

This letter confirms that **Deaconess QE** is an employee at **Deaconess** and is eligible to receive tuition reimbursement through their employer-sponsored education benefit. As of **06/18/2025**, the employee is eligible to receive up to **$5,250.00** per year. This letter is not a guarantee of payment from either **Deaconess** or Guild.

Employee name:	**Deaconess QE**
Employee ID:	**internal-test-deaconess-773711865**
Term/course start date:	**06/18/2025**
Total program assistance per year:	**$5,250.00**
Total funds remaining for the year:*	**$5,250.00**

*Note: If the "total funds remaining for the year" is indicated as $0, the employee is eligible to utilize the next year's funding toward this term/course based on their employer's reimbursement deadline. Employees may not use funding from more than one annual funding window for the same term/course.

Sincerely,

Guild Education Reimbursement Team
reimbursement@guildeducation.com

Phase 2: Start Courses

Guild

Start your courses. No action required on Guild's website.

14 days after your term start, your request will move from Step 2 to Step 3.

Note:
If you are submitting your application after completing your term or a program you will be passed to Step 3 when your application is approved

Guild

Home   School ▾   Funding ▾   Resources ▾

Reimbursement tool
We're here to help you get reimbursed for school.

Active   Approved   Closed

Active requests

These requests are either under review or require action from you.

Reimbursement request ID: 620018
Term dates: 3/30/24 - 5/12/24
College of William and Mary

🔍 Step 1: Check your eligibility
Status: under review

⏳ Step 2: Start courses
After the add/drop date passes, you can submit your expenses.

⏳ Step 3: Complete reimbursement request
Status: incomplete

Phase 3: Submit Reimbursement Request

Step 1:

Ensure you have all of the necessary documentation to submit for tuition and books and fees expenses:

- **Unofficial transcript**
- **Tuition bill**
- **Proof of payment** (either paid in full, or proof of deferred tuition / payment plan set up with the school)
- **Grants and scholarships** (if applicable)

Before we continue, be sure to gather everything you'll need for this section:

- Unofficial transcript   View example document ⧉
  Your transcript will help us verify information about your courses, like credit hours taken.

- Tuition bill   View example document ⧉
  Your tuition bill will help us verify amount you paid for your courses.

- Proof of payment (or proof of payment terms)
  If you have already paid your bill, provide proof of payment.

  If you have deferred tuition or a payment plan, provide documentation that shows your agreement with your school.

- Grants and scholarships (optional)   View example document ⧉
  This documentation will help us verify information about your grants and scholarships

Step 2:

Select **"Yes"** to submit any tuition and mandatory fees for your term.

Would you like to submit tuition expenses? *

Select Yes to get reimbursed for your term courses or certificate program tuition.

○ Yes

○ No

Step 3:

Enter your **total number of attempted credit hours.**

Note: Make sure your course credit inputs add up to your total attempted credits

Step 4:

Add the **course information for each course you are enrolled in**

Step 5:

If you took more than one course in this term, please **make sure to add each individual course to your request** (repeat step 4 for each course).

Do you have another course to add? *

○ Yes, I have more courses to add.

○ No, I have added all my courses.

Step 6:

Upload an **unofficial transcript or proof of enrollment**

Upload your unofficial transcript or proof of enrollment.

Upload an official or unofficial transcript, certificate, or letter of certification. You can upload multiple pages or files as needed.

View an example transcript document ☐

Provide a transcript or other proof of enrollment. *

☁ Drag & drop or upload a file

Supported formats: JPEG, PDF, PNG, DOC, and DOCX

Note:
- View the example transcript linked within the request to ensure yours includes all the necessary details (your name, major/program name, course titles, etc.)

Step 7:

Enter the **total amount of tuition and mandatory fees** charged for the term.

How much tuition and mandatory fees did you pay this term?

This amount should match the payment amount(s) on your tuition bill.

Please do not include any loan amounts; loans will not affect your reimbursement amount.

Total tuition and mandatory fees paid *

$ | 5,000

Step 8:

Enter your **total amount received in grants or scholarships.**

Enter the **total required for room and board** fees (if applicable).

Did you receive any scholarships or grants? *

○ Yes
○ No

Enter the total amount of grants and scholarships you received this term.

Total scholarships and grants *

$ |

Were you required to live on campus and pay mandatory room and board fees?

○ Yes
○ No

Enter the total amount of mandatory room and board fees.

Total room and board fees *

$ |

Note:
Choosing **"No"** will allow you to move past this section, if not applicable.

Step 9:

Select your payment type and upload a tuition bill that

includes all necessary information.

<u>**Note:**</u>
- The itemized bill must include all items on the right. **Please make sure proof of payment or proof of deferment is included.**

- Supported file formats are JPEG, PDF, PNG, DOC, and DOCX.

Upload your tuition bill.

Step 1: Confirm your payment terms.
What type of document are you uploading with your bill?

○ **Proof of deferment or payment plan – I haven't yet paid my bill in full.**

○ **Paid tuition bill – I've paid my bill in full.**

Step 2: Before uploading your document, make sure it includes:

- Full name

- School name or initials

- Term and term year
  Example: "Spring 2020"

- An itemized list of tuition and fees

- Proof of payment (OR proof of your deferment or payment plan), with an itemized list of any payments you've made, plus any grants & scholarships received.

- View <u>Guild Tuition Bill Example</u> ↗

Step 3: Upload your document

Tuition bill *

⬆ Drag & drop or <u>upload a file</u>
Supported formats: jpeg, pdf, png

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Step 10:

If you'll be including required books, supplies or exam fees on your reimbursement request, **select "Yes" and follow the prompts to upload your syllabi and receipts.**

Otherwise, **select "No."**

Review your request before you check the **"I certify…" box** and click **"Submit."**

Your request will be processed within 5-7 business days.

Would you like to submit expenses for books, supplies, or exam fees? *

Select Yes to get reimbursed for required books, supplies, or exam fees that are not included on your tuition bill.

(●) Yes

(○) No

Before we continue, be sure to gather everything you'll need for this section:

- Course code   Example: ENG101
- Course syllabus   View an example syllabus document ⧉
- Receipts   View an example receipt ⧉

Additional Learner Resources for Tuition Reimbursement

Use the available tools to make sure you receive your reimbursement.

Reimbursement Tool
Information on all requests, and available resources are aggregated for ease of access.

Guild Help Center
Articles addressing common FAQs and step-by-step instructions on reimbursement processes.

Student Loan Optimization (SLO)

Student Loan Reimbursement (SLR)

Guild

Accessing student loan support

From your Guild account <u>homepage</u>, **scroll down to the bottom-right** to access Candidly

Follow the prompts in Candidly to input your loan details and access the resources available to you

Other resources

Guild

I need help! How do I get support?
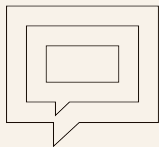
Chat

Live Chat on the Guild platform

Use Case: Best for quick answers on things like logging in, account set up, policy etc.

Call

Call Guild's toll-free number at 1-800-985-4027

Use Case: Best for more detailed guidance such as funding limits, process clarification, navigating programs & funding options, etc

Submit Ticket

Support ticket via Guild's Help Center

Use Case: Best for questions on your specific use case such as your current program coverage or payment questions

Note: Guild's hours of operation are 8am to 8pm Central Time Monday through Friday*

*subject to change on holidays

Guild terminology

Tuition Assistance (TA) or **Guild Learning Marketplace**	Curated catalog of programs based on Deaconess' business-aligned priorities in Guild's Learning Marketplace catalog where **tuition payments are made directly to the school**
Payment Network	Refers to **all other payment options outside of Guild's Learning Marketplace** (i.e. Tuition Reimbursement, Professional Expenses Reimbursement)
Tuition Reimbursement (TR)	Available for employees attending **an accredited institution outside of Guild's Learning Marketplace** in which a learner pays the school directly and is reimbursed via payroll after a 2-step reimbursement process
Student Loan Optimization (SLO)	**Student Loan Optimization:** Eligible employees can access tools and coaching services in the Candidly platform intended to help employees more effectively manage existing student loan debt
Student Loan Repayment (SLR)	**Student Loan Repayment:** Eligible employees in high priority roles can receive monthly student loan repayment installments from Deaconess administered by Candidly, in addition to SLO tools outlined above

Email Notifications for Tuition Reimbursement

If you are conditionally approved, Guild will let you know when reimbursements can be submitted. Be sure to check the email you used for your account creation and return to the portal to complete your request.

Eligibility Review

Once you submit your TR application, Guild will confirm receipt. It will take **approximately one week** for Guild to complete its review.

Conditional Approval

If approved, you will be able to submit for reimbursement **14 days after the term start** you indicated during your eligibility check.

Submit for Reimbursement

Be sure to hold on to your transcript and tuition receipts. They are required for reimbursement.

Guild

Hi Ryan,

We're checking on your eligibility for tuition reimbursement for the term ending in December 2024. You'll receive an email with next steps by November 14, 2024

If you have any questions, just reply to this email.

Guild Education, Inc.
Republic Plaza, 370 17th Street, Suite 3400 | Denver, CO 80202
Privacy Policy

Guild

Hi there,

We've got good news!

You've been conditionally approved to be reimbursed for tuition costs and fees for the term ending on December 2024.

Check your submission windows so you don't miss a deadline, and make sure you follow your employer's eligibility guidelines so you can get reimbursed.

Good luck this term! You can submit your expenses starting 14 days after your term starts.

If you have any questions, just reply to this email.

Guild

Hi Ryan,

Let's wrap this up! It's time to submit your expenses for University of California - Davis this term.

Heads up — you'll need a copy of the following documents:

- Unofficial transcript
- Itemized tuition bill

Once you have these documents, log in to your Guild account and upload them to your reimbursement request.

If you have any questions, just reply to this email.

Guild | Deaconess