The mission of tnAchieves is to increase higher education opportunities for Tennessee high school students by providing last-dollar scholarships with mentor guidance.
Congratulations! Welcome to the TN Promise Class of 2021! This program provides you with a unique opportunity to begin a more rewarding life. A college credential is one significant step to fulfilling your potential.

TN Promise is a last-dollar scholarship that ensures tuition and mandatory fee free community and technical college. We encourage you to visit the eligible institutions’ websites and campuses to familiarize yourself with all the benefits these schools offer. In fact, while you are on the website, complete the simple college application. Trust me, it will save you time later! Yes, some four-year institutions offering associates degrees are eligible too, but the funding may be different. See page 16 for more details.

To remain eligible for the TN Promise scholarship, you must complete the tnAchieves program. tnAchieves is the designated partnering organization for your high school. You will be assigned a volunteer mentor. This individual is investing in you and your future. It is your responsibility to take advantage of your mentor and/or the program for guidance through the college access and success processes.

Your first task is to read your handbook. This is your tnAchieves lifeline. It contains all information you need to ensure you remain a TN Promise scholar. You will find a timeline as well as deadlines in this handbook. If you lose your handbook, you may obtain one at www.tnachieves.org/handbook.

It is important to meet deadlines and complete all the requirements. Failure to comply will result in termination of your TN Promise funding opportunity.

One very critical deadline to consider is the 2021-2022 Free Application for Federal Student Aid (FAFSA) filing deadline of February 1, 2021. You may begin filing your FAFSA on October 1, 2020. Visit www.fafsa.gov to complete. See pages 8-10 of your student handbook for more details.

You must attend your mandatory team meeting to remain TN Promise eligible. Due to COVID-19 concerns, the mandatory team meetings will be held virtually. All details can be found on tnAchieves.org and on page 14 of this handbook.

You are required to follow the directions to access the virtual team meeting and remain engaged for the entirety of the meeting. Your parent/guardian is welcome to participate with you, but it is your responsibility as the student to log in and participate.

Another TN Promise requirement is completing and submitting at least 8 hours of community service prior to the beginning of each semester. You may begin completion of your first 8 hours on November 3, 2020 with a deadline of July 1, 2021. It is important to note that students who wish to attend a Tennessee College of Applied Technology (TCAT) during the summer trimester must submit community service prior to April 1, 2021. To submit, you will visit www.tnachieves.org.

We understand that community service opportunities may be difficult to find due to COVID-19. We have provided resources and community service opportunities on our website. tnAchieves is also offering virtual community service opportunities. Please visit www.tnachieves.org for more information.

Every Monday, tnAchieves will send you an email reminding you of critical deadlines, important dates and necessary requirements. If you are not receiving these consistently beginning in December, tnAchieves has an incorrect email address for you. Please send your correct email address to tnAchieves@tnachieves.org to update. And remember, checking emails at least weekly is fundamental to your future success with TN Promise, tnAchieves and your chosen college.

We are so proud of your achievements and look forward to celebrating your future accomplishments!

Best regards,

Krissy DeAlejandro

tnAchieves, Executive Director
This handbook outlines the steps you will take to complete the college process and begin your journey as a tnAchieves Scholar.

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Maintaining a connection with tnAchieves is vital to your success! Utilize our various opportunities to stay engaged and ensure you never miss a deadline or step along the way!

**Mondays**
Check your email every Monday for an update from tnAchieves. We will be in touch regarding upcoming meeting requirements, college requirements, community service opportunities and other important information. If you do not receive your tnAchieves Monday email, please email tnachieves@tnachieves.org so we can update your email address. You can reply to our weekly email if you have any questions!

**Text Messaging**
We will send text messages regarding various TN Promise requirements. You will receive messages reminding you of your upcoming meeting requirements, the FAFSA filing and community service deadlines as well as other important topics. You can reply to our texts and someone will respond!

**CONNECT**
We will utilize tnAchieves CONNECT, our new online mentoring platform, to send reminders, post resources and provide a platform for discussion. Our team is also available to message or video chat through CONNECT. You will be expected to log into CONNECT regularly to stay up to date on your scholarship requirements and engage with your tnAchieves mentor. Learn more about CONNECT on pages 6-7!

Follow [@tnAchieves](#) on Twitter, Instagram and Facebook for regular updates on requirements and other important information. We will also share interesting stories about our students, mentors and local leaders. We are always available via the chat feature on the social media platforms to answer your questions and provide advice.

**The Team**

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Baylor Williamson  
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PARTNERSHIP

Board Members

Randy Boyd
Founder of Radio Systems Corporation, the former Commissioner of the TN Department of Economic and Community Development, Chairman of knoxAchieves and President of the University of Tennessee. He received a bachelor’s degree from the University of Tennessee in Industrial Management in 1979 and a master’s degree in Liberal Studies from Oklahoma University in 1988.

Bill Haslam
49th Governor of Tennessee. Before being elected Governor, he served as the President of Pilot Corporation and the Mayor of Knoxville. He also served on the knoxAchieves board of directors when the program launched in 2008. Governor Haslam holds a bachelor’s degree from Ohio State, a master’s degree from Virginia Tech and a doctorate from Colorado State University—all in animal science.

Dr. Linda Martin
Vice President for Academic Affairs and Student Success for the University of Tennessee System. Linda earned a bachelor’s degree from Ohio State, a master’s degree from Virginia Tech and a doctorate from Colorado State University—all in animal science.

Mike Ragsdale
Partner in a consulting company, Tennessee Strategies, LLC. He was elected to serve as Knox County mayor in 2002 and again in 2006. The first in his family to attend college, he completed a doctorate in education at the University of Tennessee where he also received the Torchbearer award as an undergraduate student.

Tim Williams
Co-founder and CEO of 21st Mortgage Corporation. 21st Mortgage is the highest volume lender in the manufactured home industry. In 2003, 21st Mortgage was acquired by Berkshire Hathaway Company. Tim holds a bachelor’s degree and master’s of business administration from the University of Tennessee.

TnAchieves is a nonprofit partnering organization to TN Promise. tnAchieves works directly with students as they complete the scholarship requirements, including attending mandatory meetings, completing the FAFSA, working with a mentor and submitting community service hours. tnAchieves supports TN Promise students from high school to a college credential.

TN Promise is a last-dollar scholarship that funds tuition and mandatory fees for up to five semesters at a community college or eligible four-year institution or eight trimesters at a Tennessee College of Applied Technology (TCAT).

As a last-dollar scholarship, TN Promise covers a student’s tuition and mandatory fees not paid by federal or state funds (i.e., the Pell Grant, HOPE Scholarship, Tennessee Student Assistance Award and Wilder-Naifeh Technical Skills Grant).

The Tennessee Student Assistance Corporation (TSAC) is a governmental financial aid agency that handles state and federal aid for Tennessee students. It administers TN Promise funds directly to post-secondary institutions.

The tnAchieves Story

tnAchieves began as knoxAchieves in 2008, launched as an economic development and student success initiative by former Knox County Mayor Mike Ragsdale, then Knoxville Mayor Bill Haslam and businessmen Randy Boyd, Rich Ray and Tim Williams. Because of its success, knoxAchieves was charged with expanding the program statewide, thus tnnAchieves was launched in 2011. tnnAchieves ultimately seeks to build a strong workforce by increasing educational attainment opportunities across the state. More importantly, we hope to improve students’ quality of life, increase the value of education in Tennessee and create more lifelong learners. Today, tnnAchieves partners with TN Promise in 90 of the 95 Tennessee counties.
# STUDENT CHECKLIST

Use the checklist below to stay on track to receive your TN Promise scholarship!

TN Promise eligibility requirements are listed in green.

<table>
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<tr>
<td>FALL 2020</td>
<td>tnAchieves handbook will be mailed to home address.</td>
</tr>
<tr>
<td>BY FEBRUARY 1, 2021</td>
<td>Create your tnAchieves CONNECT account.</td>
</tr>
<tr>
<td>BY APRIL 1, 2021</td>
<td>Apply to an eligible TN Promise institution. A list of eligible institutions can be found on page 16.</td>
</tr>
<tr>
<td>SPRING 2021</td>
<td>Connect with tnAchieves Mentor Learn more about tnAchieves CONNECT on pages 6 and 7.</td>
</tr>
<tr>
<td>BY MAY 1, 2021</td>
<td>Submit all requested admissions documents to anticipated college. Check your college email for admissions updates.</td>
</tr>
<tr>
<td>BY MAY 31, 2021</td>
<td>View TN Promise Mandatory Meeting Webinar Students access the mandatory webinar at tnAchieves.org.</td>
</tr>
<tr>
<td>BY JULY 1, 2021</td>
<td>Complete and submit 8 hours of community service. Submit by 11:59 PM CT at <a href="http://www.tnachieves.org">www.tnachieves.org</a>. See pages 22-23 for future deadlines.</td>
</tr>
<tr>
<td>BY JULY 1, 2021</td>
<td>Complete financial aid verification, if selected. Verification is completed through your college’s financial aid office.</td>
</tr>
<tr>
<td>BY JULY 1, 2021</td>
<td>Ensure your college is listed on your TSAC Portal and FAFSA. See pages 19-20 for instructions on how to update your TSAC Portal and FAFSA, if needed.</td>
</tr>
<tr>
<td>FALL 2021</td>
<td>Enroll as a full-time student at a TN Promise eligible institution. Students must be enrolled in a minimum of 12 credit hours at a community college, eligible four-year college or in a full-time program at a Tennessee College of Applied Technology (TCAT).</td>
</tr>
<tr>
<td>FALL 2021</td>
<td>Connect with tnAchieves Mentor Learn more about tnAchieves CONNECT on pages 6 and 7.</td>
</tr>
<tr>
<td>ONGOING</td>
<td>Stay in communication with your tnAchieves mentor. See pages 11-13 to learn more about your mentor and his/her role.</td>
</tr>
<tr>
<td>ONGOING</td>
<td>Check your email every Monday for weekly updates from tnAchieves. tnAchieves will send you weekly emails containing important information regarding your participation in the program.</td>
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## NOTES
What is tnAchieves CONNECT?
Through the generous support of Bank of America, tnAchieves CONNECT is a new tool that allows students and mentors to interact in a safe, online platform. You will be paired with your tnAchieves mentor on tnAchieves CONNECT, which allows you to easily communicate with one another. Our team will also use the platform to share useful resources, tips and other information that will ensure you are successful transitioning to and through college.

Why is tnAchieves CONNECT important?
We strongly believe in the power of a tnAchieves mentor and the value they bring to a student’s college success. To ensure students and mentors still have the opportunity to meet face-to-face without our traditional in-person meetings, we invested in an online mentoring platform that includes video conferencing and instant messaging. tnAchieves CONNECT gives students and mentors the ability to build a realtionship virtually and remain in consistent contact.

Ensuring that students remain connected to our program when we are not able to meet in person is a priority for our team, and tnAchieves CONNECT helps keep you in the loop! Use the platform to connect with your mentor and the tnAchieves team as well as gain access to valuable resources!

QUICK TIP
The sooner you log into your tnAchieves CONNECT account, the sooner you can begin communicating with your mentor. Once you receive your login link from tnAchieves, promptly login and complete the steps on page 7!
Creating Your tnAchieves CONNECT Account

1. Receive unique tnAchieves CONNECT link from tnAchieves via email.
   • If you have not received your tnAchieves CONNECT link and created your CONNECT account by February 1, 2021, please contact
     tnAchieves@tnachieves.org.

2. Follow this link to activate your CONNECT account.

3. Click Email.

4. On the Create Account page, create a password by typing a password in to the Password field and click Continue.
   • This will be the password used to log into your tnAchieves CONNECT account until you change it.
   • Once you create your password, your account is officially activated. If you return to the unique link used to activate your account, you
     will be directed to login using your newly created password.

5. After creating your password, your account is activated. You will be redirected to enhance your profile on the MORE ABOUT ME
   page.

6. On MORE ABOUT ME, your primary phone number will be automatically filled and you can select personal interests to share with your
   mentor. Once you have selected your preferred personal interests, click Continue.

7. On MY QUICK BIO, you can continue to enhance your profile by uploading a picture and setting your location. Once you have completed
   this page, click Continue.

8. On SMS NOTIFICATIONS, enter your mobile phone number in this format (###) ###-####. Then, select New connection requests,
   Upcoming meetings and New message. By selecting these options, you will receive text message notifications when there is activity
   on your CONNECT account. Click Continue.

9. On PLEASE REVIEW AND SIGN AGREEMENT, review the terms, select I have read the entire agreement above., and draw your
   signature in the designated box. Click Next.

10. After clicking Next, you will be directed to the tnAchieves CONNECT homepage.

Connecting with your Mentor

From the tnAchieves CONNECT homepage, follow the steps below:

1. Under MY DASHBOARD, click MY CONNECTIONS.

2. You will be directed to the messaging interface, where you can instant message, video chat and schedule meetings/goals.

3. Your assigned mentor will be listed on the left side of your screen.
   • If your mentor’s name is dimmed, they have not activated their account.

4. To view your assigned mentor’s profile, simply click the link found in the messaging dialogue box for each student.
   • You can also click the button at the top of the messaging dialogue box. An option to view your mentor’s profile is available in that
     menu.

Connecting with the tnAchieves Team

Our team is available on tnAchieves CONNECT to message or video chat. Connect with us to ask questions or share concerns! We are always
available to help!

1. Click tnAchieves Staff on the menu at the top of the tnAchieves homepage.

2. Staff members that are online will be listed at the top of the page, however feel free to connect with any of the team members available
   in the platform.

3. To initiate a conversation with a staff member, simply click Let’s Connect and send a message.
   • For your convenience, three recommended emails will be available if you have a frequently asked question. You are certainly
     welcome to send a customized message as well.

4. After sending a message to a staff member, the conversation will be stored in the messaging interface where your mentor is located.
FSA ID
In order to file a FAFSA, you will be required to create an FSA ID. The FSA ID gives you access to Federal Student Aid’s online systems and serves as your legal signature for your FAFSA. You, as a student, will need to use your personal information to create the FSA ID. Your parent(s)/guardian(s) will be required to create their own FSA ID to sign your FAFSA as well. Your parent(s)/guardian(s) must use their personal information to create an FSA ID. This means that students and parent(s)/guardian(s) will have their own unique FSA IDs and cannot use the same email address.

You can create your FSA ID any time before you file the FAFSA. You and your parent(s)/guardian(s) are encouraged to create your FSA IDs as soon as possible to avoid delays with the completion of your FAFSA.

Please remember that creating your FSA ID is NOT the same as filing your FAFSA. If you create an FSA ID but do not file the 2021-2022 FAFSA by February 1, 2021, you will no longer be eligible for TN Promise.

Creating Your FSA ID
Visit fsaid.ed.gov and follow these steps to create your FSA ID. If you have questions during the process, click on the grey question marks next to each field for additional information.

1. Under the Create an FSA ID tab, enter your email address, then enter your email address again to confirm.
   - Create a username and password. (The password must include at least three of these four criteria: numbers, uppercase letters, lowercase letters and/or special characters.)
   - Re-enter your password to confirm.
2. Enter your first name, middle initial and last name.
3. Enter your date of birth in the mm/dd/yyyy format (e.g., 01/05/2000).
4. Enter your full Social Security number. Make sure this is your CORRECT Social Security number!
5. Click Continue.
6. Enter your home address, phone number and language preference (English or Spanish).
7. If you have a mobile number, we recommend you select Yes, I would like to register my mobile number for account recovery.
8. Click Continue.
9. You will be required to answer four challenge questions. If you forget your FSA ID password, answering challenge questions is one way to reset it.
10. For Questions 1 and 2, select a question from the list and type your answer. You will create your own question for Questions 3 and 4. Choose questions and answers that are easy for you to remember but difficult for others to guess.
    - The answers you create must have at least three characters. They are not case sensitive.
11. Question 5 is optional. Your answer must be eight digits if you choose to answer.
12. Click Continue.
13. Review the information you provided, and read the terms and conditions.
14. Click the box under the terms and conditions that says, I certify that the above information is correct & accept the terms and conditions.
15. On the next screen, you will verify your mobile phone number if you selected “Yes, I would like to register my mobile number for account recovery” earlier in the application.
    - A text message containing a secure code will be sent to your mobile number. Once received, enter it in the secure code box and click Submit.
16. On the next screen, you will verify your email address.
    - An email containing a secure code will be sent to the email address you provided at the beginning of the FSA ID application. Enter the secure code and click Submit.
17. Finished! You have created your FSA ID.
    - Remember, you will use this information to submit your FAFSA each year, as well as access a submitted FAFSA to make changes.

If you have trouble creating your FSA ID, please contact the FSA ID helpline at 1-800-557-7394. You can also webchat with an FSA ID representative: visit www.fafsa.gov, click Help, click Contact Us, click Live Help.
Filing the FAFSA

The Free Application for Federal Student Aid (FAFSA) serves as the application for the federal Pell Grant, Tennessee Education Lottery Scholarships (TELS) and Tennessee Student Assistance Award (TSAA). You will be required to file the FAFSA every year to not only remain eligible for TN Promise, but to qualify for federal or state financial aid. In addition to being a TN Promise requirement, filing the FAFSA by February 1, 2021 increases the probability that eligible students will receive more aid. You will receive email reminders of the FAFSA filing deadline.

Your high school and local colleges may host events from October-January to assist you and your parent(s)/guardian(s) with the filing process. We encourage you to attend an in-person or virtual FAFSA filing event, if possible, to ensure the accuracy and completion of your FAFSA.

1. On or after October 1, 2020, visit www.fafsa.gov. 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. Make sure you select the 2021-2022 FAFSA application. DO NOT submit the FAFSA prior to October 1, 2020, or you will complete the wrong academic year’s FAFSA. If you file the wrong year’s FAFSA and do not file the 2021-2022 FAFSA by February 1, 2021, you will no longer be eligible for TN Promise.

3. You will need to create an FSA ID. Please see page 8 for detailed instructions on creating the FSA ID.

4. It is important to enter the correct Social Security number. If entered incorrectly, this will lead to future complications with receiving your aid. Triple check that this is correct, as it can cause major issues down the road.

5. Please make sure you select the TN Promise eligible institution you plan to attend as the first choice school! If you change your mind, you must log back into your FAFSA and change it so the post-secondary institution can retrieve your information. You must also change your institution on the TSAC Student Portal. See pages 19-20 of this handbook for instructions.

6. You will utilize 2019 tax information to complete the 2021-2022 FAFSA. If you and your parent(s)/guardian(s) have filed and completed your 2019 taxes, you can select I have filed my taxes and answer the financial questions based on 2019 taxes. If you or your parent(s)/guardian(s) have not completed 2019 taxes at the time of FAFSA completion, you must select I will file my taxes, file the 2021-2022 FAFSA based on estimations and later update your FAFSA with the filed tax information.

7. 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.

8. 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.

9. 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 this email for your records!

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).

QUICK TIP
Do not wait until the last minute to complete the 2021-2022 FAFSA as you may hit a roadblock and need assistance/additional time. Do not allow procrastination to result in the loss of your TN Promise eligibility!
Before You Begin
The fastest way to sign your application and have it processed is to create an FSA ID. The FSA ID allows students and parent(s)/guardian(s) to identify themselves electronically to access FSA websites. An FSA ID is also the only way to access or correct your information online.

If you have an FSA ID but forget your username or password, attempt to log in on the FAFSA home page and click on forgot username or forgot password.

Dependency
If you are a dependent student, you will report your and your parent(s)/guardian(s’) information. If you are an independent student, you will report your information (and, if you are married, your spouse’s). For clarification on your status, please visit: www.studentaid.ed.gov/sa/fafsa/filling-out/dependency.

Reporting Parent/Guardian Information
There are numerous scenarios a student may encounter when reporting parent/guardian information on the FAFSA. The answers to questions regarding parent/guardian information may differ based on your parent(s)/guardian(s)’ marital status and living situation. If you have a question regarding your unique situation, you can visit www.studentaid.ed.gov/sa/fafsa/filling-out/parent-info for a breakdown of multiple scenarios. You can also contact the financial aid office of the college you plan to attend to ask specific questions.

Making Corrections to FAFSA
Log into FAFSA on the Web using your FSA ID and password, and click Make FAFSA Corrections.

When correcting your FAFSA, you can:
• Add or remove colleges from your application;
• Change your email or mailing address; and/or
• Correct any field in your FAFSA other than your Social Security number.

Any corrections you make to your application using FAFSA on the Web will be processed in three to five days. You will receive a revised Student Aid Report (SAR) reflecting the corrections that you made to your application. All of the schools you listed on your FAFSA will have access to the revised information one day after it is processed.

IRS Data Retrieval Tool
The IRS Data Retrieval Tool allows students and parents to access the IRS tax return information needed to complete the FAFSA and easily transfer the data directly and accurately into the FAFSA from the IRS website.

In the finances section of your FAFSA, click Link to IRS and log in with the IRS to retrieve your tax information. On the IRS website, you must enter the requested information exactly as it appears on your tax return. Click the Transfer My Tax Information into the FAFSA box and then review to ensure your information has been transferred into the appropriate data fields. Questions populated with tax information will be marked with Transferred from the IRS. Some data may not be visible in order to protect your information.

Note: There are several scenarios in which you might not be given the option to use the IRS Data Retrieval Tool. Filing your taxes electronically or by mail will determine how quickly you can use the IRS Data Retrieval Tool. Usually the tool is available three weeks after tax returns are filed electronically or seven to eleven weeks after tax returns are filed by mail.
In February, you will be assigned a volunteer mentor who has made the commitment to encourage and support you as you transition from high school to college. This is one of the most valuable resources you have with TN Promise.

This is your chance to receive guidance and support. Mentors are invested in helping you succeed. Applying to college and everything that goes with it can be an intimidating process. Your mentor is there to help! Be willing to openly communicate with your mentor as you prepare to start your first semester of college and do not hesitate to ask them questions.

<table>
<thead>
<tr>
<th>Your mentor is a(n)...</th>
<th>Your mentor is NOT a...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resource</td>
<td>Person with all the answers</td>
</tr>
<tr>
<td>Encourager</td>
<td>Best friend</td>
</tr>
<tr>
<td>Person who wants you to succeed</td>
<td>Tutor</td>
</tr>
</tbody>
</table>

As a TN Promise Scholar, it is your responsibility to engage with your mentor during the tnAchieves program. This is a chance to learn how to develop meaningful relationships with mentors who can provide support and opportunities for you to grow in your education and career.

<table>
<thead>
<tr>
<th>As a mentee, you are...</th>
<th>As a mentee, you are NOT...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Willing to ask questions</td>
<td>Unkind</td>
</tr>
<tr>
<td>Responsive to your mentor</td>
<td>Unresponsive</td>
</tr>
<tr>
<td>Thankful and kind</td>
<td>Rude</td>
</tr>
</tbody>
</table>

Connect with your mentor when...

☐ You have a question.
☐ You complete a step in the process. They want to celebrate with you!
☐ He/she asks a question of you via email, text message or voicemail.
☐ You are excited/nervous/worried about starting college.

You will meet your mentor for the first time via a virtual face-to-face meeting on tnAchieves CONNECT. This is an opportunity to get to know your mentor and for them to get to know you. Be willing to open up, answer their questions and ask any questions of your own.

My mentor’s name: ____________________________

My mentor’s email: ___________________________

My mentor’s phone number: ____________________

QUICK TIP

Ask your mentor questions when you are confused or unsure about the process. Do not be afraid to talk to your mentor—they are here to help! Remember, your mentor is only as effective as you allow him/her to be! Reach out when you need help but also when you want to celebrate!
In February, your mentor will begin communicating with you. They will initially introduce themselves via tnAchieves CONNECT, text message or email. They may share about their college experiences, career and why they decided to become a mentor. Keep an eye out for this communication and be quick to respond when you receive it!

Example Message from Your Mentor

Hello, Jason,

My name is Stephen, and I am your tnAchieves mentor. I am here to help you with the college going process and to help you be successful once you enter college. I am excited to work with you!

I am going to check in with you every two weeks to remind you of upcoming dates and deadlines that are important to your success and eligibility with TN Promise. I am available to help you with any questions that you have about the process so feel free to let me know if I can be of assistance.

You can reach me via tnAchieves CONNECT, email, text or phone call. My contact information is below!

In the coming weeks, I hope to schedule a face-to-face meeting with you via tnAchieves CONNECT! This will give us an opportunity to get to know each other and ensure that I understand your goals and aspirations. In the meantime, please let me know if you have any questions. I am excited to work with you this year and see you accomplish great things!

Do me a favor, and let me know that you have received my email. Even just a “Thank you!” will do.

Sincerely,

Stephen

Example of an Email to Your Mentor

Hi, Stephen,

Thank you for emailing me. I am really excited about the TN Promise scholarship. No one in my family has been to college, so I am kind of nervous about how it all works. Thank you for working with me as my mentor.

I look forward to meeting you!

Jason

Example tnAchieves CONNECT Communication
Your mentor is here to help you succeed! Ask questions! Respond! You should be communicating with your mentor every two weeks. If you do not know what to discuss with your mentor, here are some suggestions:

### March
- Be on the lookout for a message from your mentor about scheduling a virtual face-to-face meeting! Make time to meet with them!
- Let your mentor know that you set up your tnAchieves CONNECT profile and share a little about yourself and your plans.

### April
- Discuss your post-secondary options with your mentor! You have a variety of options when selecting your college, so lean on your mentor when making this important decision.
- Let your mentor know when you have completed your college application(s).

### May
- Discuss your career interests with your mentor! With help from tnAchieves, your mentor’s network could be a valuable resource when searching for job shadowing or internship opportunities.
- If you are having trouble finding volunteer opportunities, ask your mentor for ideas. They are often engaged with their community and may be able to connect you with a great opportunity.
- Ask your mentor about tnAchieves’ summer programs!

### June
- Ask your mentor about the college enrollment process! After you complete your college application, you will be required to fulfill your admissions/financial aid files and register for orientation. Your mentor can help point you in the right direction!
- Let your mentor know when you submit your community service hours. If you are having trouble, your mentor can help you find a solution.

### July
- Let your mentor know how your new student orientation went. This is an exciting step in your college journey and your mentor wants to know about it.
- If you decided on a major, let your mentor know about it. They may have studied in the same field or have connections in that career path.

### August
- If you are anxious about starting college, let your mentor know. They can ease some of your concern and provide you with some helpful tips.
- Let your mentor know about your first day of college classes. Your mentor would love to know about it.

### September
- Let your mentor know how your classes are going. It is okay to feel overwhelmed or confused, so seek help from your mentor.
- Be on the lookout for a message from your mentor about scheduling a face-to-face meeting!

### October
- Remember, FAFSA opens on October 1 and you must submit it every year that you are in college. If you need help, ask your mentor. They can connect you with helpful FAFSA information.
- If you need help finding community service/job shadowing opportunities, ask your mentor for advice.

### November
- Thank your mentor all of their help since February.
- Let your mentor know that you have submitted your 8 hours of community service!
Due to the ongoing COVID-19 pandemic, your mandatory meeting requirement will be completed virtually. The deadline to view the mandatory team meeting requirement is May 31, 2021!

You will access the virtual team meeting on tnAchieves.org, view the video in its entirety and press submit. By viewing the virtual team meeting, you will satisfy your TN Promise team meeting requirement.

**Step 1: Log into the virtual team meeting!**
You will log into the virtual team meeting at tnachieves.org/team-meeting.

To log in, you will provide:
- First and Last Name
- Date of Birth
- Last Four Digits of your Social Security Number

**Step 2: View the virtual team meeting webinar!**
You will view the team meeting webinar in its entirety. Once the meeting concludes, press Submit.

By pressing Submit, you are satisfying your TN Promise team meeting requirement.

**Step 3: Follow up to meet with your mentor!**
After completing your team meeting requirement, reach out to your mentor via tnAchieves CONNECT to schedule a virtual face-to-face meeting. This will give you the opportunity to ask any questions or clarify any of the information you learned during your team meeting.
**How to Apply**

**Community Colleges:** All community college applications can be completed online. If you do not have internet access, most colleges will allow you to complete an application on their campuses.

**Tennessee Colleges of Applied Technology (TCAT):** Most TCAT applications can be completed online. You may also complete a paper application and submit it to the admissions office at the TCAT you plan to attend. Depending on location and program, a student may need to place their name on a waiting list once they have applied.

**Make sure to complete an application by early spring. We recommend an April 1 application priority date!**

**Benefits of Community and Technical Colleges**

**Better Job Opportunities and More Money**
In the future, 80 percent of the fastest growing jobs in the United States will require at least some post-secondary education. By the year 2025, 55 percent of all jobs in Tennessee will require employees to have earned a post-secondary credential (certificate, associates or bachelor’s degree).

Earning a post-secondary degree could represent a quarter of a million dollar increase of earnings over a lifetime!

*United States Census Bureau, “American Fact Finder”

**Smooth Transition**
Community and technical colleges offer less of a drastic change from high school than some four-year colleges. Class sizes are small, and campuses are typically easier to access.

**Specialized Degrees and Licensing Programs**
Community and technical colleges have specialized programs in areas such as welding, automotive technology, nursing, culinary arts and many others that put you on the fast track to a rewarding career.

**Best Value for Your Dollar**
Community colleges are a great place to take general education courses (e.g., English, math, etc.). You can complete your associates degree in two years, transfer to a four-year state school utilizing the Tennessee Transfer Pathway and save approximately 50 percent in tuition as you complete your bachelor’s degree, compared to directly enrolling at a four-year institution.

Below is a possible breakdown of a student who does not receive Pell or TSAA but is both HOPE/Wilder-Naifeh and TN Promise eligible. Please note that these are estimations.

<table>
<thead>
<tr>
<th></th>
<th>TCAT</th>
<th>Two-Year Public</th>
<th>Four-Year Public*</th>
<th>Four-Year Private*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition (No books/fees/ supplies)</td>
<td>$3,000</td>
<td>$4,000</td>
<td>$8,000</td>
<td>$20,000</td>
</tr>
<tr>
<td>HOPE/Wilder-Naifeh</td>
<td>-$2,000</td>
<td>-$3,000</td>
<td>-$3,500</td>
<td>-$3,500</td>
</tr>
<tr>
<td>TN Promise</td>
<td>-$1,000</td>
<td>-$1,000</td>
<td>-$500</td>
<td>-$500</td>
</tr>
<tr>
<td>Your Cost</td>
<td>$0</td>
<td>$0</td>
<td>$4,000</td>
<td>$16,000</td>
</tr>
</tbody>
</table>

*Check with your institution of choice to determine both college cost and the amount covered by TN Promise or other institutional aid as all four-year institutions process TN Promise differently.
The following list includes all Tennessee colleges and universities* students may attend as a TN Promise scholar. Visit the institutions' websites to learn about programs offered and admissions requirements. The digital version of this handbook contains links to each institution's TN Promise or financial aid page.

**Tennessee Community Colleges**
- Chattanooga State Community College
- Cleveland State Community College
- Columbia State Community College
- Dyersburg State Community College
- Jackson State Community College
- Motlow State Community College
- Nashville State Community College
- Northeast State Community College
- Pellissippi State Community College
- Roane State Community College
- Southwest Tennessee Community College
- Volunteer State Community College
- Walters State Community College

**Tennessee Colleges of Applied Technology**
- TCAT Athens
- TCAT Chattanooga
- TCAT Covington
- TCAT Crossville
- TCAT Crump
- TCAT Dickson
- TCAT Elizabethton
- TCAT Harriman
- TCAT Hartsville
- TCAT Hohenwald
- TCAT Jackson
- TCAT Knoxville
- TCAT Livingston
- TCAT McKenzie
- TCAT McMinnville
- TCAT Memphis
- TCAT Morristown
- TCAT Murfreesboro
- TCAT Nashville
- TCAT Newbern
- TCAT Oneida
- TCAT Paris
- TCAT Pulaski
- TCAT Ripley
- TCAT Shelbyville
- TCAT Whiteville

**Public Universities with Eligible Two-Year Programs**
- Austin Peay State University
- Tennessee State University

**Private Colleges with Eligible Two-Year Programs**
- Baptist Health Sciences University
- Bethel University
- Bryan College
- Carson-Newman University
- Christian Brothers University
- Cumberland University
- Fisk University
- Freed-Hardeman University
- John A. Gupton College
- Johnson University
- King University
- Lane College
- LeMoyne-Owen College
- Lincoln Memorial University
- Martin Methodist College
- South College
- Southern Adventist University
- Trevecca Nazarene University
- Tusculum College
- Welch College
- William R. Moore College of Technology

*In order to use the TN Promise scholarship at a four-year college or university, students must enroll in and be accepted into an associates degree program at that school – not a bachelor's degree program. Students enrolling in a health sciences program will not be eligible to receive TN Promise funding until admitted into the actual program of study. If you are a UT Promise student, please see page 27.

At a four-year institution, the TN Promise scholarship may not be last-dollar, meaning it may not fully cover all tuition and mandatory fees. The amount of funding you will receive will be based on the average amount of tuition and mandatory fees at a community college, which is estimated to be $4,000. As a last-dollar scholarship, TN Promise will provide the remaining amount after Pell, HOPE and TSAA funds are applied. For example, if the average tuition and mandatory fees at a community college were $4,000 per year and you were receiving $3,500 in HOPE funds each year but no other federal or state aid, TN Promise would provide $500 to be applied toward tuition and mandatory fees at one of the eligible four-year institutions listed above.
The college application is only the beginning of the admissions process. Below is a list of next steps you need to complete to ensure you will be able to start classes on time. **tnAchieves has a priority date of May 1 to have all admissions documents submitted to your college.**

### Community or Four-Year College Students
- Submit ACT scores, final high school transcript and shot records
- Attend new student orientation
- Take any required placement tests
- Create and check (at least weekly) college account
- Meet with an advisor
- Register full-time (12 credit hours)
  We recommend 15 credit hours each term for on-time completion.

### TCAT Students
- Submit final high school transcript and shot records
- Take any required placement tests
- Enroll in a full-time program
- Attend new student orientation

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**Submit Your Final High School Transcript**
This must be an official transcript sent directly from your high school to your post-secondary institution of choice. Talk with your school counselor to determine the procedure for having your transcript sent to your college. Do not wait until the summer to request your transcript—it may be too late!

**Attend New Student Orientation**
New student orientation is different at every institution. Some have online orientations, some require you to attend an orientation on campus and others host orientation on the first day of classes. Check with the admissions office to determine when your orientation will be held. tnAchieves encourages students to attend orientation on campus.

**Complete Placement Testing**
If you scored below a 19 on your ACT in math or reading or below an 18 in English, you may be required to take a placement test at your college. Check with your advisor to see if additional testing is required.

**Create Your College Account**
If your college has student accounts, create yours NOW and begin to check it weekly. This is where you will be notified if you are selected for financial aid verification (see page 21). This is also how your professors will communicate with you once you are enrolled.

**Register for Classes**
In college, your classes are not automatically assigned to you. You must select and register for classes based on your academic plan. Meet with an advisor or success coach before you complete registration to ensure you will be taking the correct classes. Please remember, at a community or four-year college, you must register for at least 12 credit hours to remain eligible for TN Promise. If you want to graduate in four semesters, you must take at least 15 credit hours each semester for most concentrations. At a TCAT, you must be enrolled in a full-time program.

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**QUICK TIP**
College classes are not automatically assigned like they are in high school. After you have applied and been accepted, it is your responsibility to register for the classes you need. Make sure you work with an advisor to select the correct classes for your major!
The Summer Bridge Program is a FREE three-week program designed to help incoming students start on a more college-ready level, both academically and socially. Each day, students receive reading, English and math instruction and attend a college success Lunch & Learn. On the last day of the program, students have a chance to test out of learning support courses at the college they plan to attend.

Is the Summer Bridge Program for me?
If you answer yes to one or more of the following questions, the Summer Bridge Program is for you!
• Did you score below a 19 on the math section of the ACT?
• Did you score below a 19 on the reading section of the ACT?
• Did you score below an 18 on the English section of the ACT?

Is the Summer Bridge Program mandatory?
No. You are not required to attend the Summer Bridge Program in order to receive the TN Promise scholarship.

Does the Summer Bridge Program use my TN Promise funding?
No! You will still receive the same amount of funding as long as you continue to meet the TN Promise requirements. The Summer Bridge Program is FREE!

What do you mean by learning support courses?
If your ACT math or reading score is below a 19 and/or your ACT English score is below an 18, you may be required to enroll in a learning support class during your first semester of college. At the Summer Bridge Program, you will take a college placement test on the first and last day. The goal is to better prepare you for your college experience. If you score high enough on the placement test, you will place out of the learning support class in that subject! Why does that matter? Students do not receive college credit towards their intended major for learning support courses, which can delay graduation.

Where will the Summer Bridge Program be held?
All 13 Tennessee community colleges host an annual Summer Bridge Program on one of their campuses. They are listed below:

- Chattanooga State Community College
- Cleveland State Community College
- Columbia State Community College
- Dyersburg State Community College
- Jackson State Community College
- Motlow State Community College
- Nashville State Community College
- Northeast State Community College
- Pellissippi State Community College
- Roane State Community College
- Southwest Tennessee Community College
- Volunteer State Community College
- Walters State Community College

When is the Summer Bridge Program?
Dates will differ by campus throughout June and July. Check www.tnachieves.org for details.

How do I sign up for the Summer Bridge Program?
The application will be available at www.tnachieves.org in spring 2021.

If I apply, am I automatically accepted?
Not necessarily. Students must maintain TN Promise eligibility to participate. Students planning to attend TN Promise eligible institutions will be given preference if a program reaches capacity. Acceptance is also first-come, first-served, so we recommend applying sooner rather than later!
When you file your FAFSA, you need to make sure you select the TN Promise eligible institution you plan to attend in the fall as your first choice. If you change your mind, you will need to update the first college listed in two places. First, you will update your FAFSA. Second, you will update your TSAC Portal (next page).

Any change of institution with FAFSA and TSAC should be made by **July 1**. The longer you wait to update your institution, the longer it will take for your financial aid file to be completed. Failure to change your institution could result in a delay of your TN Promise award and result in you having to pay out of pocket.

**Updating Your First Choice Institution on the FAFSA**

1. Go to [www.fafsa.gov](http://www.fafsa.gov), and log in using your FSA ID prior to **July 1**.
2. Enter the save key you created when you began your 2021-2022 FAFSA.
   - If you forgot the save key you created, click **I Forgot My Save Key**.
3. Go to **School Selection** to view the **School Selection Summary**.
4. The school you plan to attend should be listed first. If it is not, click on the school name to select it.
5. Click the grey **First** button on the right side of the schools list. Click **Next**.
6. If the school you plan to attend is not included in the schools listed in the summary, click **Add a School**.
   - Search for the school you need to add by state, city or school name, or type in the Federal School Code, which can be found in the financial aid section of the college's website. Click **Search**.
   - Select the school in the **Search Results** box, then click **Add**. The school should appear in the **Selected Schools** box. When you are done adding colleges, click **Next**.
7. Continue to the **Sign & Submit** page to submit the changes to your FAFSA. You must submit the changes. If you only save them, your school choice will not be updated.
8. Once you submit the changes, you should see a confirmation page that says, “**Congratulations! Your FAFSA was successfully submitted to Federal Student Aid.**”
9. You will receive a confirmation email to the email address provided on your FAFSA when you submit changes. **Please save and print this email for your records**.
10. Changes made to your FAFSA can take up to **three days** to process. Stay in close communication with the financial aid office at the college you plan to attend to make sure they are able to access your FAFSA.

**QUICK TIP**

List the school you are MOST LIKELY to attend as your first institution. You are given space to list up to 10 schools—make sure you select every school you are considering on this list.
Updating Your Institution on the TSAC Student Portal


2. Enter the username and password you created when you applied for TN Promise.
   - If you forgot your username and/or password, click Forgot username or password?
   - If you forgot your password, click the Forgot your password? Click here link. Enter your email address, the last four digits of your Social Security number and your date of birth. Click Submit. A temporary password will be sent to the email address you provided when you applied for TN Promise. The temporary password will expire in one hour. It is suggested that you copy and paste the temporary password from the email into the password field.

3. You may be prompted to answer one of the security questions you chose when you applied for TN Promise. Check the box next to Register this computer to skip this step next time you login from this computer. Click Continue.

4. The next page will show the image you chose. If it is the correct image, enter your password and click Log In.

5. Under the Grants and Scholarship Program Information section, you will see Academic Year 2021-2022 and a list of program names and the institutions (program names include TSAA Tennessee Grants, HOPE Scholarship, HOPE Access Grant, Wilder-Naifeh Technical Skills Grant, Tennessee Promise).

6. You will see a Transfer School button for each program. You may click on any button and update the institution which will update all programs.

7. Select the correct institution from the drop down box. Click Process Transfer Request.

8. Click on View Financial Summary on the top right hand corner to return to your student portal. You should see that the institution was changed under the Grants and Scholarship Program Information section.

9. When you are finished, click Log Out. Please keep your username and password for the TSAC Student Portal in a safe place.

If you need help accessing your student account, or if the portal says there is already an account associated with your information, please call the TSAC Helpline at 1-800-342-1663.

TSAC STUDENT PORTAL USERNAME: ________________________________

QUICK TIP

Your TN Promise funding goes to the school indicated on your TSAC Student Portal. Make sure you list the school you are actually attending in your TSAC Portal. If you change schools, update your TSAC Portal immediately so your funding is posted at the correct college. Waiting to update your portal can complicate your admissions process.
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, including TN Promise, can be posted to your account until your financial aid file is verified.

What is the deadline to remain TN Promise eligible?
tnAchieves strongly encourages you to submit all requested documents by July 1 to avoid any delays with your financial aid package. 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!

How do I know if I have been selected?
You will be notified by your post-secondary institution if you have been selected for verification. 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. If you do not apply to the college, they cannot notify you of any outstanding requirements.

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 or do not have a college account, contact the post-secondary institution’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 at the college you plan to attend as soon as possible.

It is important to make sure your college is listed as the first choice school on your FAFSA and your TSAC Student Portal shows the correct institution. Refer to pages 19-20 if you need to change your FAFSA and/or TSAC Student Portal school choice.

What do I do if I am selected for verification?
If you are selected for verification, contact your school’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 at the college you plan to attend 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.

**QUICK TIP**
All verification is completed through the financial aid office at your college. Check your student account and your student email to see any alerts or notices from the financial aid office. When in doubt, call the financial aid office or stop by in person to check on your account! It is critical that you continue to follow up with your institution to ensure all required documents have been processed.
8 hours of community service must be completed and submitted by July 1, 2021!*

You may begin working on your community service hours November 3, 2020.
*If you plan to enroll at a Tennessee College of Applied Technology over the summer, your first 8 community service hours must be submitted by April 1, 2021.

Why?
Community service is a way to give back to your community, become involved and learn more about potential careers. 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 benefitting from the work you do! Students can also volunteer in their field of interest to gain experience. This means that job shadowing and unpaid internships may count toward your community service requirement.

Make sure you are volunteering with an actual organization (not an individual), 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 8 hour requirement. Students can use unpaid internships and job shadowing opportunities as well! Unpaid internships and job shadowing must be completed at an organization or business directly related to your field of study. Job shadowing submissions are subject to review by tnAchieves staff and may be denied if they do not fit within the guidelines.

tnAchieves is offering virtual community service opportunities due to the limited in-person volunteer opportunities caused by COVID-19. The virtual community service webinars provide insight into various career fields and offer college tips and advice. To access the virtual community service webinars, visit tnachieves.org/virtual!

Examples of what is and is not considered community service:

<table>
<thead>
<tr>
<th>YES! That counts!</th>
<th>NO! That does NOT count!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutoring students at school or community center</td>
<td>Babysitting your nieces or nephews</td>
</tr>
<tr>
<td>Doing laundry for residents of a nursing home</td>
<td>Doing laundry for your elderly neighbor</td>
</tr>
<tr>
<td>Building homes for people in need through an organization</td>
<td>Building a deck with your friend</td>
</tr>
<tr>
<td>Participating in an environmental clean-up event</td>
<td>Picking up trash during a hike with friends</td>
</tr>
<tr>
<td>Volunteering with a JROTC/ROTC group</td>
<td>Service in the military for which you are being paid</td>
</tr>
<tr>
<td>Helping with landscaping at a church</td>
<td>Proselytizing (sharing or teaching faith)</td>
</tr>
<tr>
<td>Job shadowing in your future career field</td>
<td>Cleaning the parking lot at your place of employment</td>
</tr>
<tr>
<td>Attending a tnAchieves job shadow event</td>
<td>Following around the manager of a fast-food restaurant</td>
</tr>
<tr>
<td>Shadowing a vet because you are studying Animal Sciences</td>
<td>Working for free at a store because you are studying Business</td>
</tr>
<tr>
<td>Watching tnAchieves virtual community service/job shadowing webinars</td>
<td>Simply watching a YouTube or other online video not hosted by tnAchieves</td>
</tr>
</tbody>
</table>

If you need help finding community service opportunities, tnAchieves posts multiple opportunities for each county at www.tnachieves.org/community-service.

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.
**COMMUNITY SERVICE**

*Eligibility Requirement*

**How?**

1. **Find an organization!** Looking for places to volunteer? Check out www.tnachieves.org, contact your 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 on page 22.

2. **Complete at least 8 hours!** Don’t forget: someone who works for the organization must be able to confirm you were there the entire time. Before you leave, ask your supervisor for his/her name, email address and phone number. You will need this information to submit your form!

3. **Submit your form!** Go to www.tnachieves.org/community-service/submit-cs-hours and complete the form entirely. Below are a few tips for completing the form:
   - Did you volunteer at the same organization multiple days? When completing the form, make sure you list all of the days you worked and the total number of hours that you completed.
   - Having problems submitting the form? Follow the prompts on the error page to submit a help request. A tnAchieves staff member will respond via email to help troubleshoot your community service submission.
   - After you have submitted your form, you should see a completion page that states, “Thank you for submitting a tnAchieves community service form.” You will also receive a confirmation email at the email address you provided on your form. Save this confirmation email for your records.
   - If you receive an error message when completing your form, this means your form did not submit and your hours have not been received! Please follow the directions provided on the error message, or contact us: volunteer@tnachieves.org.
   - Visit www.tnachieves.org/community-service/check-my-community-service-hours/ to check how many hours of community service you have submitted.

**When?**

<table>
<thead>
<tr>
<th>Semester/Trimester</th>
<th>Deadline***</th>
<th>Timeframe for Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer 2021*</td>
<td>April 1, 2021 by 11:59 PM CT</td>
<td>November 3, 2020-April 1, 2021</td>
</tr>
<tr>
<td>Fall 2021</td>
<td>July 1, 2021 by 11:59 PM CT</td>
<td>November 3, 2020-July 1, 2021</td>
</tr>
<tr>
<td>Spring 2022</td>
<td>December 1, 2021 by 11:59 PM CT</td>
<td>July 2-December 1, 2021</td>
</tr>
<tr>
<td>Summer 2022**</td>
<td>April 1, 2022 by 11:59 PM CT</td>
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</tr>
</tbody>
</table>

*Only students attending a TCAT may enroll the summer directly following high school graduation and must meet the April 1, 2021 deadline. They must also submit an additional 8 hours by July 1, 2021 for the fall term.

**Summer semester/trimester deadlines only apply to students attending a TCAT or students choosing to enroll full time in a summer semester at a community college or eligible four-year institution.

***Students attending South College are required to submit 8 hours prior to each quarter. Contact us for specific deadlines.

It is important to note that you may begin completing your community service hours on November 3, 2020. Any community service completed prior to this date will not be accepted. Community service must be submitted each semester and additional hours over the required 8 hours cannot be carried over to the next semester. Hours must be completed within the timeframe given above.

Simply completing your community service before the deadline but failing to submit to tnAchieves before the deadline will result in the loss of your TN Promise eligibility. Submitting even one minute after the deadline will result in the loss of your TN Promise eligibility.
To remain TN Promise eligible, a student must:

**High School:**

1. **Attend and graduate from an eligible high school.**
   a. A student must apply his/her senior year of high school with the Class of 2021 and meet the TN Promise established application deadline.
   b. A student must be a Tennessee resident.
      i. A student’s residency will be determined by the post-secondary institution.
      ii. A student who resides with a parent outside of Tennessee pursuant to military orders will be considered eligible to participate in the scholarship program.
   c. A student who completes a GED or HiSET diploma must enroll full-time in an eligible post-secondary program in the fall after he/she receives his/her diploma, provided that the diploma was earned before the student reached 19 years of age. This assumes the GED or HiSET student met all TN Promise requirements.

2. **Complete his/her mandatory meeting requirement as outlined in the student handbook and website.**
   a. The mandatory meeting requirement will be completed virtually on tnAchieves.org.
   b. Students must complete the mandatory meeting requirement by May 31, 2021.
   c. A student who graduates high school during the fall term is also required to complete the mandatory meeting requirement.
   d. A parent/guardian cannot view the virtual mandatory meeting on the student’s behalf. The student is required to view the virtual mandatory meeting.
   e. A student requiring accommodations for the virtual mandatory meeting requirement should contact tnAchieves.

3. **Complete the Free Application for Federal Student Aid (FAFSA) by February 1, 2021.**
   a. Failure to qualify for federal aid in the form of a Pell Grant and/or state aid in the form of TELS (e.g., HOPE) or TSAA funding will not affect a student’s TN Promise eligibility.
   b. A student must be eligible for in-state tuition.
   c. A student must complete the FAFSA each year prior to the deadline established by TSAC.

4. **Submit all financial aid verification documents each year for community and four-year colleges.**
   a. A student attending a TCAT must complete the verification process by October 1 each year.
   b. tnAchieves encourages students to submit all documents by July 1 to ensure the post-secondary institutions have adequate time to process.
   c. Student must select the eligible institution he/she plans to attend as his/her first choice on the Free Application for Federal Student Aid (FAFSA) as well as direct his/her TSAC Student Portal to the eligible institution.
   d. It is the student’s responsibility to confirm with the post-secondary institution that his/her admissions and financial aid files are verified, processed and ready for award.

5. **Complete and submit at least 8 hours of community service prior to the start of each semester/trimester/quarter by the established deadline. Community service must be completed under the supervision of a established organization (e.g., nonprofit, public service organization).**
   a. Community service is not:
      i. Work resulting in payment.
      ii. Work done under the supervision of an extended or immediate family member.
      iii. Work done for an individual rather than an organization (e.g., babysitting, mowing a neighbor’s lawn, picking up trash in your neighborhood).
      iv. Proselytizing (sharing or teaching faith).
   b. Students must submit all information regarding community service by the established deadline at www.tnachieves.org. Failure to comply by the established dates will result in loss of eligibility.
College:

1. **Maintain full-time status each semester.**
   - a. If the student falls below full-time, he/she will no longer be eligible.
   - b. TCAT students must be enrolled in a full-time program.
   - c. Failure to attend class could result in loss of eligibility.

2. **Begin at an eligible post-secondary institution in the fall term directly following high school graduation.**
   - a. A student may begin at his/her post-secondary institution prior to the fall term directly following high school graduation; however, the student will be responsible for incurred tuition and fees until fall.
   - b. A TCAT student may begin in the summer directly following high school graduation if he/she has met all TN Promise requirements.
   - c. A student may be granted a medical or personal leave of absence from timely enrollment in the initial semester, full-time attendance or continuous enrollment at an eligible post-secondary institution as long as all other acceptable eligibility criteria are met. A student must request a leave of absence with his/her chosen post-secondary institution for approval.
     - i. An approved leave of absence of six months or less shall not count against the five-semester or eight-trimester limit at an eligible post-secondary institution.

3. **Attend an eligible post-secondary institution for continuous semesters.**
   - a. A student cannot leave the post-secondary institution for a period of time and remain eligible.
   - b. If a student withdraws from all classes or stops attending during the semester, he/she will no longer be eligible.

4. **Maintain a 2.0 cumulative GPA at the end of each academic year.**
   - a. TCAT students must maintain satisfactory academic progress each trimester.

5. **Complete the Free Application for Federal Student Aid (FAFSA) by the established deadline each year throughout his/her post-secondary experience.**
   - a. Failure to qualify for federal aid in the form of a Pell Grant and/or state aid in the form of TELS (e.g., HOPE) or TSAA funding will not affect a student's TN Promise eligibility.
   - b. A student must be eligible for in-state tuition.

6. **Submit all financial aid verification documents by July 1 each year for community and four-year colleges.**
   - a. A student attending a TCAT must complete the verification process by October 1 each year.
   - b. tnAchieves encourages students to submit all documents by July 1 to ensure the post-secondary institutions have adequate time to process.
     - i. A student may be required to pay tuition and mandatory fees out of pocket if his/her financial aid file is not processed and verified by the beginning of classes.
   - c. A student must select the eligible institution he/she plans to attend as his/her first choice on the Free Application for Federal Student Aid (FAFSA) as well as direct his/her TSAC student portal to the eligible institution.
   - d. It is the student's responsibility to confirm with the post-secondary institution that his/her admissions and financial aid files are verified, processed and ready for award.

7. **Complete and submit at least 8 hours of community service prior to the start of each semester/trimester/quarter by the established deadline.** Community service must be completed under the supervision of an established organization (e.g., nonprofit, public service organization).
   - a. Community service is not:
     - i. Work resulting in payment.
     - ii. Work done under the supervision of an extended or immediate family member.
     - iii. Work done for an individual rather than an organization (e.g., babysitting, mowing a neighbor’s lawn, picking up trash in your neighborhood).
     - iv. Proselytizing (sharing or teaching faith).
   - b. Students must submit all information regarding community service by the established deadline at www.tnachieves.org. Failure to comply by the established dates will result in loss of eligibility.
Other components:

1. Only a member of tnAchieves staff may determine a student’s TN Promise eligibility.
   a. Mentors are an extension of tnAchieves but are not tnAchieves staff members.
   b. tnAchieves mentors are volunteers and may lack adequate time to answer all questions; therefore, it is the student’s responsibility to confirm eligibility with tnAchieves staff.

2. TN Promise only funds last-dollar tuition and mandatory fees. It does not pay for books or other post-secondary expenses (e.g., application fee, program and class specific fees). TN Promise only covers fees required of all students.

3. A student cannot be mentored by a family member.

4. Mentors cannot choose students to mentor.
   a. tnAchieves staff will randomly assign students to mentors.

5. TN Promise follows the admissions requirements of the post-secondary institution.
   a. TN Promise will fund learning support classes if the student fails to meet the ACT requirements for college-level coursework.

6. A student is responsible for notifying tnAchieves staff when his/her contact information changes. Incorrect information does not preclude a student from ineligibility.

Should a student fail to adhere to any/all policies, tnAchieves invokes the right to remove a student’s eligibility.

tnAchieves values honesty and integrity. A student who submits misinformation will immediately lose TN Promise eligibility. Be respectful in all correspondence and communication, including social media.

Policies may be subject to change without notice. It is a student’s responsibility to refer to the policies as posted at www.tnachieves.org for updates and changes to the TN Promise legislation.
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, Martin and Memphis.*

As a last-dollar scholarship, UT Promise will be applied after other financial aid is received. UT Promise is an expansion of scholarship offerings and does not replace existing scholarships. It is important to note that UT Promise functions separately from TN Promise and can only be used at universities falling under the University of Tennessee system. Eligible applicants must meet the following requirements:

**DEADLINES FOR FIRST-TIME FRESHMEN**

<table>
<thead>
<tr>
<th>DATE</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOVEMBER 2</td>
<td>Complete the TN Promise application.</td>
</tr>
<tr>
<td>DECEMBER 1</td>
<td>Complete UT Promise application at UTPromise.org.</td>
</tr>
<tr>
<td>DECEMBER 15</td>
<td>Apply for admission to your UT institution of choice.</td>
</tr>
<tr>
<td>FEBRUARY 1</td>
<td>File the 2021-2022 Free Application for Federal Student Aid (FAFSA).</td>
</tr>
<tr>
<td>MAY 31</td>
<td>Complete mandatory meeting requirement coordinated by tnAchieves.</td>
</tr>
<tr>
<td>JULY 1</td>
<td>Complete and submit 8 hours of community service.</td>
</tr>
<tr>
<td>JULY 1</td>
<td>Complete financial aid verification, if selected.</td>
</tr>
<tr>
<td>JULY 1</td>
<td>Ensure UT institution of choice is listed on your TSAC Portal and FAFSA.</td>
</tr>
<tr>
<td>FALL 2021</td>
<td>Enroll as a full-time student at your UT institution of choice.</td>
</tr>
</tbody>
</table>

After you enroll at a UT campus in fall 2021, you will be paired with a UT mentor. You will receive communications about your mentor in fall 2021. To stay informed, check your email for updates from tnAchieves and UT.

**Additional requirements:**
Free tuition and mandatory fees for in-state students meeting all of the following criteria:
- A family household income under $50,000.**
- Receive the Tennessee HOPE Scholarship.
- Be admitted to your UT institution of choice and enroll within 16 months of high school graduation.

**To maintain eligibility a student must:**
- Be a full-time, continuously enrolled student.
- Maintain the Tennessee HOPE scholarship.
- Complete FAFSA annually, including any verification requirements.
- Complete service and mentoring requirements each semester.

*UT Promise is only applicable for undergraduate programs at UT Knoxville, Chattanooga, Martin and the Health Science Center in Memphis.

**The accurate, verifiable total combined amount of parent and student adjusted gross income and untaxed income of less than $50,000, AND a total maximum asset amount of less than $75,000, as defined by the Free Application for Federal Student Aid (FAFSA).

For more information on UT Promise, visit utpromise.tennessee.edu.
Please contact Ashton Braddock at utpromise@tennessee.edu with any questions specifically regarding UT Promise.
What is TN Promise?
TN Promise is a last-dollar scholarship that provides the opportunity for every Tennessee high school student to earn a post-secondary credential. This also applies to students who complete a GED or HiSET prior to their 19th birthday.

Who is eligible?
Any high school senior who graduates from a Tennessee eligible high school or completes a Tennessee homeschool program is eligible to apply. Students will apply in the beginning of the year in which they will graduate (by November 2, 2020) and begin working with tnAchieves. To receive TN Promise funds, students must complete the tnAchieves program.

Are GED recipients eligible for TN Promise?
Students who complete a GED or HiSET diploma (and have met all other TN Promise eligibility requirements) must enroll full-time in an eligible post-secondary program in the fall term after they receive their diploma, provided that the diploma was earned before the student reached 19 years of age.

What if a student graduates early from high school?
Students graduating in the fall term can receive TN Promise. They must apply by the established deadline and and complete the TN Promise requirements as if they graduate in May. Funding will not begin until fall 2021 unless a student attends a TCAT.

Do non-U.S. citizens qualify for TN Promise?
No. To be eligible, students must be able to complete the FAFSA, qualify for in-state tuition and possess a valid Social Security number. The DACA number is NOT a valid entry on the Tennessee Promise application. 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 TN Promise fund?
TN Promise is a last-dollar scholarship that funds tuition and mandatory fees at eligible TN Promise post-secondary institutions. These funds cannot be used for books, cost of attendance fees or fees associated with a specific program or class.

In order to use the TN Promise scholarship at a four-year college or university, students must enroll in and be accepted into an associates degree program at that school – not a bachelor's degree program. Students enrolling in a health sciences program will not be eligible to receive TN Promise funding until admitted into the actual program of study.

At a four-year institution, the TN Promise scholarship may not be last-dollar, meaning it may not fully cover all tuition and mandatory fees. The amount of funding you will receive will be based on the average amount of tuition and mandatory fees at a community college, which is estimated to be $4,000. As a last-dollar scholarship, TN Promise will provide whatever amount remains after Pell, HOPE and TSAA funds are applied. For example, if the average tuition and mandatory fees at a community college were $4,000 per year and you were receiving $3,500 in HOPE funds each year but no other federal or state aid, TN Promise would provide $500 to be applied toward tuition and mandatory fees at one of the eligible four-year institutions found on page 16.

Does TN Promise cover remedial education?
Yes. TN Promise will cover remedial classes if a student should need to take them.

How will the funds be administered?
After students meet all TN Promise requirements, the Tennessee Student Assistance Corporation (TSAC) will send the funds to the eligible institution after all Pell, TELS (e.g., HOPE and Wilder-Naifeh) and TSAA funding have been applied.

When does TN Promise funding begin?
Students must begin at an eligible institution the fall semester immediately following high school graduation. TCAT students are able to begin in the trimester beginning in May 2021 as long as the student has completed and submitted community service hours by April 1, 2021.

Will a student receive a check for the scholarship?
Students never directly receive funding from TN Promise. TSAC will send funds directly to the college.
How long after high school graduation will students remain eligible for TN Promise?
If a student continues to meet all requirements, TN Promise funding is available for five consecutive semesters at a community college or eligible four-year institution, eight consecutive trimesters at a TCAT or until a terminating event (graduation or transfer to a non-TN Promise institution) has occurred.

What happens if a student misses a TN Promise deadline?
Failure to meet any TN Promise deadline will result in a student being permanently ineligible for TN Promise.

May a student attend a four-year institution with TN Promise funding?
TN Promise eligible post-secondary institutions (see page 16) offer associates degree programs. In order for a student to receive TN Promise funding at one of these eligible institutions, he/she must meet all deadlines, as well as be accepted in the associates degree program. At these institutions, funding for TN Promise may not be last dollar. The scholarship will be determined by the amount a student would receive should he/she attend a community college. This amount would be portable to the eligible four-year institution. In other words, if a student’s last-dollar amount at a community college is $0 due to a full Pell Grant being awarded, he/she would not receive any funding at the eligible four-year institution. If a student receives the HOPE scholarship only, he/she would receive approximately $500 each semester from TN Promise at the four-year institution. Check with the institutions’ offices of financial aid to determine student financial responsibility as it varies from college to college.

What should a student do if he/she is having trouble submitting the community service form?
Students that are having trouble with the community service form should follow the prompts on the error page to submit a help request. A tnAchieves staff member will respond via email to help troubleshoot your community service submission.

Can a student take a semester off?
A student may request a medical or personal leave of absence from timely enrollment in the initial semester, full-time attendance or continuous enrollment at an eligible post-secondary institution as long as all other applicable eligibility criteria are met. 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, enrollment for a specific TCAT program being unavailable until a later trimester or other extraordinary circumstances beyond the student’s control where attendance by the student creates a substantial hardship. In order to complete an appeal prior to initial enrollment, a student must visit www.tnachieves.org/resources/appeal-process/ for instructions on submitting an appeal. In order to request a leave of absence after initial enrollment, a student must complete the appeal process as specified by his/her college. In the event an institution denies a student’s request for a medical or personal leave of absence, the student may appeal the decision in accordance with the rules found at www.tnachieves.org/resources/appeal-process/.

How can students transfer to a four-year program or institution once they have completed their degree or certificate through TN Promise?
Tennessee Transfer Pathways ensure that students follow a prescribed curriculum that is transferable, marked by clarity and available for students to review on the first day of enrollment. There are approved transfer pathways that span multiple disciplines and are accepted at all public institutions in Tennessee. More information about participating institutions can be found at: www.tntransferpathway.org/transfer-campus. Although a student who completes an associates degree is no longer eligible for TN Promise, the student should contact the four-year institution he/she is interested in to discuss other sources of aid.

Why is it important to update tnAchieves when emails and phone numbers change?
TnAchieves uses the contact information initially provided on the TN Promise application to send important communication related to program requirements. Failure to notify tnAchieves of changes may result in students missing important emails and texts related to upcoming deadlines. Incorrect information does not preclude a student from ineligibility.

If students and their families have not filed taxes by February 1, 2021, can they still file the FAFSA before the TN Promise deadline?
Yes. Due to changes in the FAFSA application process, students will report income information from 2019 taxes. Reference pages 8-10 of this handbook for additional information.
The checklist below helps you keep track of when you completed each step of the tnAchieves process. Use the additional notes sections to log usernames, passwords or any other important information for each step.

**TN Promise eligibility requirements are listed in green.**

<table>
<thead>
<tr>
<th>Step Description</th>
<th>Date Completed</th>
<th>Additional Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete the 2021 TN Promise application at TNPromise.gov.</td>
<td>November 2, 2020</td>
<td></td>
</tr>
<tr>
<td>Create your tnAchieves CONNECT account.</td>
<td>February 1, 2021</td>
<td></td>
</tr>
<tr>
<td>File the 2021-2022 Free Application for Federal Student Aid (FAFSA).</td>
<td>February 1, 2021</td>
<td></td>
</tr>
<tr>
<td>Apply to an eligible TN Promise institution.</td>
<td>April 1, 2021</td>
<td></td>
</tr>
<tr>
<td>Submit all requested admissions documents to anticipated college.</td>
<td>May 1, 2021</td>
<td></td>
</tr>
<tr>
<td>View TN Promise Mandatory Meeting Webinar</td>
<td>May 31, 2021</td>
<td></td>
</tr>
<tr>
<td>Connect with tnAchieves Mentor</td>
<td>Spring 2021</td>
<td></td>
</tr>
<tr>
<td>Complete and submit 8 hours of community service.</td>
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<td>Complete financial aid verification, if selected.</td>
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<tr>
<td>Ensure your college is listed on your TSAC Portal and FAFSA.</td>
<td>July 1, 2021</td>
<td></td>
</tr>
<tr>
<td>Enroll as a full-time student at a TN Promise eligible institution.</td>
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<tr>
<td>Connect with tnAchieves Mentor</td>
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TN Achieves
PO Box 2723
Knoxville, TN 37901

Changing Lives, Transforming Communities

tnAchieves.org | @tnAchieves