EAP Status Situation Table

Which situation best describes your last standing with our program?

Status	Situation Description	OUR RESPONSE:	Additional Details
Completed program in Good Standing:	*I graduated with a degree (or completed a certificate) and competed in good standing with EAP/Scholarship.*	Congratulations on completing your program. As long as you closed out your last semester with us by submitting your transcripts with your posted degree or provided proof of your completed certificate, our system will confirm you completed all of your program requirements. You will be able to reapply for another degree or certificate.	What do I need to do if I did not submit proof of program completion? You are in DEFAULT and either owe the program the funding for your last semester or need to provide official transcripts for proof of earned degree/certificate. (Refer to steps for DEFAULT STATUS on page 2)
Incomplete Program in Good Standing:	*I was enrolled in EAP but stopped receiving funding and I still graduated with a degree (or completed a certificate) without EAP's help.*	Although you feel you left the program in good standing, you may be in DEFAULT for not submitting Official Transcripts for your last semester with us. To come back into good standing, you need to initiate an AUDIT of your file. To initiate your AUDIT, provide Official Transcripts for the last semester/funded timeframe you were enrolled with us. It will also be helpful to your future status to submit any other official transcripts for earned credits not funded by us (especially if you switched schools or programs from your initial enrollment with us).	The AUDIT will determine if you owe the program back any funds or credits from your last semester.
Incomplete Program in Good Standing:	*I did not graduate (or complete a certificate) but I passed all the classes I was funded for during my last semester*	Although you feel you left the program in good standing, you may be out of compliance with our signed agreement and are in DEFAULT for not completing your degree/certificate with us. To come back into good standing, you need to initiate an AUDIT of your file. To initiate your AUDIT, you are required to provide Official Transcripts for the last semester you were enrolled with us.	
Incomplete Program Not in Good Standing:	*I was on a leave of absence and chose not to come back*	You were required to be in good standing with the program in order to be allowed a Leave of Absence. Since you did not reactivate your status with us, you are now in DEFAULT. You need to initiate an AUDIT of your file by providing Official Transcripts to our office.	The AUDIT will verify your prior status or if you owe the program any funds or credits from your last semester.
Incomplete Program Not in Good Standing:	*I stopped going to school and stopped contact with my Specialist at EAP.*	You are out of compliance with our signed agreement and are in Default.	Default status will require a completed AUDIT before you can be considered for funding. You must submit official transcripts to initiate an AUDIT of your file.
Incomplete Program Not in Good Standing:	*I had to make up credits to get back into good standing with the program*	If you know what credits you needed to earn before clearing your audit, complete them then submit official transcripts to initiate an audit of our file. If your specialist is still working with you, you may be in Suspension. If you have not communicated with your Specialist within the last semester, you are in DEFAULT.	
Incomplete Program Not in Good Standing:	*I know that I am in Default*	If you were in communication with your last Specialist, they may have provided you with information and items you needed to complete to clear your default status. If you did not work with your Specialist, it is in your best interest to initiate an AUDIT. If more than a semester has passed since your last check in with your Specialist, you are no longer on their caseload and are in DEFAULT.	
Incomplete Program	*None of these descriptions fit my situation*	Email ASKEAP@tonation-nsn.gov, give a description of your situation and ask to speak with a staff member that can help you get back into good standing.	*Provide your first name, last name, enrollment number, phone number, email, and a good time to reach you. We may respond back through email.*
Remember, we cannot AUDIT your file until we receive official transcripts from your school(s) to help identify your deficiencies and standing with our program. This process can take up to 6 months before we can consider you for future funding. Send official transcripts to ASKEAP@tonation-nsn.gov			

After reviewing the table above and identifying the situation that describes your standing with our program, there are only two possibilities:

You are in Good Standing with EAP:

> You graduated with a degree (or completed you certification) in line with our signed agreement and closed your last semester with submitted Official Transcripts immediately when your degree or certificate was posted by your school.
> OR…

You are in Default with EAP:

You did not complete your degree (or certification) in line with our signed agreement and you are in Default.

What do I do next?

If you are in good standing, you are clear to initiate the intake process for your next degree/certificate. We look forward to hearing from you!

What do I do if I am in Default?

You have several actions to take before you can be considered for funding again under the Education Assistance Program.

1st: Order any updated transcripts from all schools you have attended since you were last funded under our program. Official Transcripts are certified by each school's registrar's office and either mailed directly to the program or are hand delivered in its original unbroken sealed envelope. We also accept E-Transcripts emailed to AskEAP@tonation-nsn.gov.

Mail to:
T.O.N./Education Assistance Program
Attention: EAP Judy Francisco
PO Box 837
Sells, Arizona 85634

2nd: Contact the Education Assistance Program and provide the following information:

- First and Last Name
- Your current status is default
- You ordered transcripts and we should be receiving them soon from your school
- You would like to begin and audit on your file
- Your phone number
- Your email address
- Your tribal enrollment number

*****It is best to email askEAP@tonation-nsn.gov for documentation purposes.

Our current Data Specialist, Judy Francisco will contact you when we receive your transcripts. This will initiate the audit process.

How long with the AUDIT process take?

The process generally takes between 2 to 6 months. The audit does not start until we receive all the necessary official transcripts from your school(s).   There are several factors that may speed up or slow down the audit process. We continue to improve our internal systems to shorten this timeframe.

Will someone contact me when my audit is complete?

Yes, you will receive a letter identifying your new status with the program (through email and/or mail). It will either include next steps to take if you are still in Default or give you clearance to apply for our program.