CLIENT HANDBOOK

2026

A comprehensive guide to our program administration services and information to help clients maximize their partnership with ISTS.

Welcome from our CEO

Thank you for choosing to partner with ISTS! We are truly grateful for the confidence you have placed in us and honored to play a role in bringing hope and joy to the students and families you support through your program.

Our company is comprised of a diverse and passionate group of individuals who are dedicated to helping you achieve success with your program - however you define it! Since our start in the 1980s, we have embraced a growth mindset, both in what we do and how we do it. We prioritize data security and privacy, ensuring that we embrace new technologies responsibly, and focus on initiatives that enhance the client experience. Throughout your tenure with us, I encourage you to share your insights and feedback on how to best serve you, your organization and your program participants.

This handbook reflects our commitment to communicating clearly and professionally and to making it fun and easy to work with us. We look forward to building a long-lasting and mutually beneficial relationship with your organization.

Becky Sharpe
Chief Executive Officer

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About ISTS

Our story began in 1985 when Dr. Nyles Ayers, a higher education professional with a background in admissions and financial aid, founded a business to help organizations support students through scholarships. He named his company Scholarship Program Administrators, Inc. (SPA) and over the next two decades, SPA refined scholarship management, streamlining and standardizing processes and bringing these services online.

In 2002, Becky Sharpe joined SPA as President, combining her passion for Ayers' founding mission with investments in technology and infrastructure to drive substantial growth. Becky purchased the business in 2008, rebranding as International Scholarship and Tuition Services, Inc. (ISTS) and meriting certification as a 100% women-owned business. The next year, ISTS introduced Applicant Information Manager (AIM), a proprietary and innovative application system that allows for 100% paperless submission and processing.

Today, our expertise goes beyond scholarship program management to include administrative solutions for tuition reimbursement, grants, student loan repayment and more. We are proud to serve a diverse portfolio of organizations and to play a part in distributing over $147M in educational assistance funding each year.

Mission

To make it fun and easy for people to be their best.

Brand Promise

We make you feel like you are our only client.

Core Values

Our Core Values permeate our work every day and we strive to use them as a filter for each decision we make. The acronym for our core values is GROWTH:

Get it Done - Respect Everyone - Own the Outcome
Work Hard & Play Hard - Trust & Be Trusted - Help Others

Executive Leadership

Becky Sharpe

Chief Executive Officer

Becky's passion is to help people grow. Since joining ISTS in 2002 as President and purchasing the company in 2008, Becky has instilled her unique approach to life and business into our culture and driven ISTS to become an award-winning provider of educational assistance management services.

In her spare time, she enjoys biking, hiking, gardening and international travel. She also teaches an executive workshop on positive mindsets called A Sharper You. She has been married to Michael since 1988 and they are the proud parents of three adult children.

Matt Rompala

President

Matt oversees the overall performance efforts of the company and integrates the functions of all departments to ensure alignment and efficiency. He has worked for multiple Fortune 1000 companies in a variety of sales, brand and business development roles. Matt's business philosophy is to treat people fairly, keep a sharp focus on priorities and results, and operate with a high level of integrity.

Matt has been with ISTS since 2015 and outside of work, he enjoys spending time with his family and coaching youth sports.

Munyette Moore

Chief Operating Officer

Munyette leads operational strategy across multiple divisions to strengthen performance and elevate the client and applicant experience. With 25+ years of leadership experience, she is known for developing talent, inspiring teams, and building a culture of accountability, empowerment and continuous growth.

Munyette serves on the Boards of Walk Bike Nashville and CollegeSpring, supporting missions that advance mobility, equity and educational opportunity. She also enjoys the spa, traveling and creating meaningful family memories.

Scholarship Administration

Program Setup & Design

We tailor the application process to reflect your program's eligibility requirements, target audience and award structure (e.g., public vs. employee/member-based, first dollar vs. last dollar, one-time vs. renewable awards, with or without a financial need) and collect all the information necessary for evaluation.

Application Processing

Our team processes applications and uploaded documents, confirming eligibility and verifying key data points (like GPA or SAI) in preparation for the selection process.

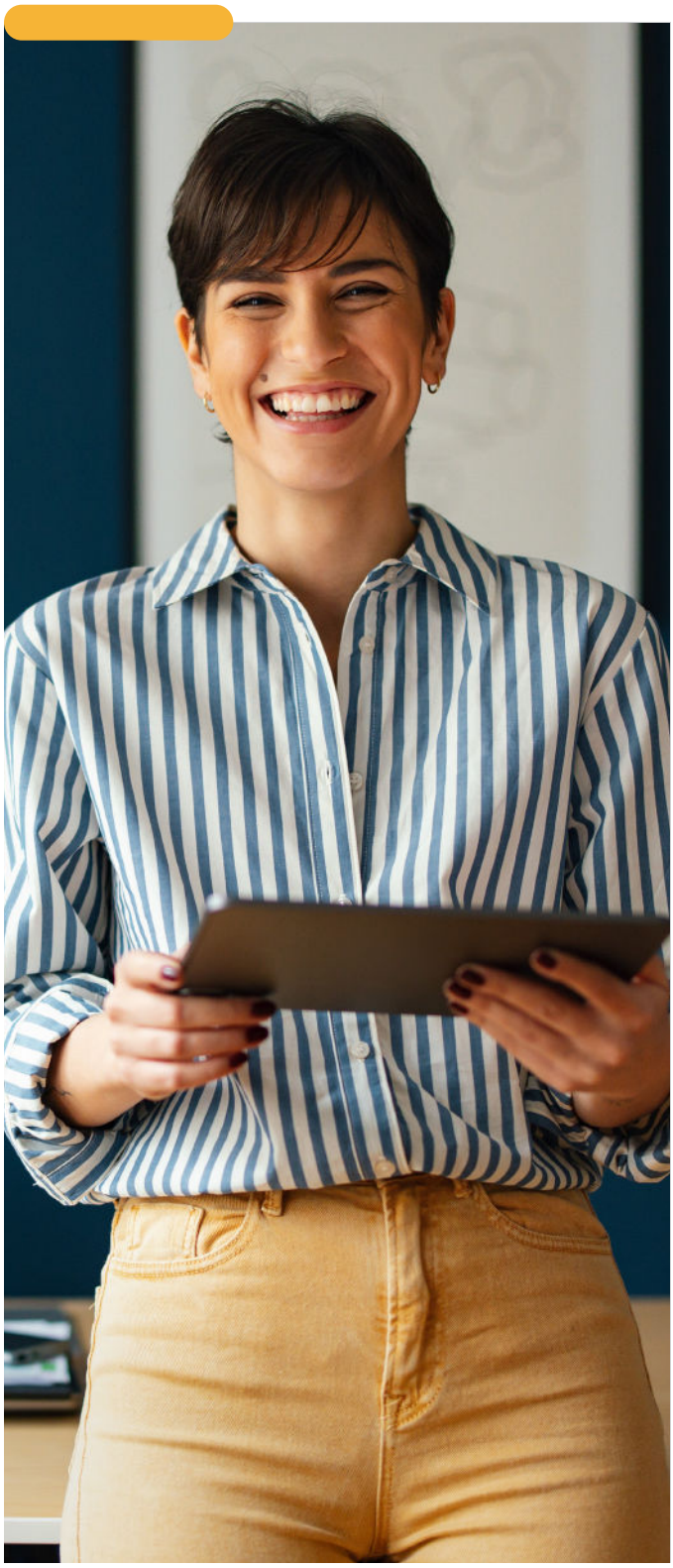
Evaluation & Selection

Using our proven quantitative approach and proprietary scoring algorithm, we evaluate your applicants and identify the most qualified recipients. We can also engage our Candidate Evaluator team for qualitative assessment or host an online portal for your judges to review and score applications.

Award Acceptance & Disbursement

We provide an online form for your recipients to accept the award and confirm their academic institution, then issue your scholarship funds via electronic funds transfer or check.

Tuition Benefit Administration



Program Setup & Design

Whether your company pays for up-front tuition assistance or reimburses employees after course completion, we collaborate with you to scope and design the user experience, configuring application forms and related workflows to align with your program policy and business requirements.

Application Processing

Our team processes course approval applications, reimbursement requests and uploaded documents (like paid tuition bills and grade reports), confirming employment eligibility and ensuring policy compliance.

Automated Approvals

We automate several steps of the process, including manager approvals. Our system notifies managers of pending employee requests and managers can review and approve/deny via a simple online form.

Payment Tracking & Disbursement

We track approved payments for employees, enforcing an annual cap and verifying the available balance before scheduling additional payments. We also provide a payroll report for reimbursement to employees directly through your normal payroll process (or can issue funds via check or ACH to employees or academic institutions).

Other Programs

Childcare Reimbursement

Using a similar service model as our tuition benefit administration, we deliver a comprehensive solution for childcare assistance and reimbursement that streamlines HR processes and makes it easy for you to ease the burden of childcare expenses for your employees.

Grant & Fellowships

We approach educational grants and fellowships much like we do scholarships, providing essential administrative services like application design and processing, document verification, financial need and merit assessment, recipient selection and funds distribution.

Student Loan Repayment

Student loan assistance is in high demand as an employee benefit, making it a great tool for companies to recruit and retain talent. We can help you establish and launch a new student loan repayment program or optimize an existing program.

Our standard scope of services covers policy review, online application development with automated manager approval (if applicable), employee enrollment and account verification, funds disbursement to loan servicers, payment tracking and cap enforcement. We can also facilitate a partner resource for student loan counseling.

No matter the program type, each client benefits from holistic relationship management (as detailed on page 11) and comprehensive support for program participants (as detailed on page 14).

Additional Services

Business Intelligence

Get a deeper understanding of your program's performance and impact through Business Intelligence (BI). Our in-house BI team offers diagnostic solutions (like enhanced reporting or data delivery) as well as analytics (like benchmark data or visual storytelling), consultation sessions and implementation.

Multilingual Support

If you want to provide an application experience in multiple languages, we can facilitate the translation of your application forms, notifications and other program materials (like an FAQ or policy) as well as participant support beyond our standard languages of English, French and Spanish (available in most languages which read left to right).

Program Promotions

Whether you seek to gain more applicants, refine your candidate pool or increase your program exposure, our promotions services are designed to help you achieve your objectives. The ISTS Marketing team can propose a customized promotional plan based on your goals and budget that incorporates activities like collateral design, e-mail outreach, social media campaigns, press releases and more.

Training

Ensure consistent understanding and effective communication of your program across internal stakeholders and participants by collaborating with our Director of Learning and Development to develop a comprehensive training program and supporting presentation materials. We can also produce video tutorials that support user adoption and may be embedded within the user journey or viewed on your benefits portal or landing page.

Technology

Application Platform

Applicant Information Manager (commonly referred to as AIM) is our proprietary application system that allows for the electronic submission, processing and storage of applications and other program documentation.

AIM is 100% mobile responsive, accessible from any device and allows custom branding (including descriptions, field names, colors and logos). Other features like eligibility verification, Single Sign-On and automated requests to third parties contribute to a streamlined process and user-friendly experience. Originally introduced in 2009, AIM is upgraded annually with a variety of design, security and performance enhancements.

Client Platform

ISTS provides each client with a unique, password-protected Client Administration Platform. This Microsoft SharePoint-based site provides easy access to high-demand reports and analytics as well as facilitates the secure file-sharing of information.

All reports we create for you are centralized in the Platform, display real-time information, and may be easily exported into a variety of formats (including CSV, PDF and Microsoft Excel). Your organization's designated program contacts will have 24/7 access to the Platform to view and run reports as frequently as needed for no additional charge.

Data Security

By selecting ISTS as your administrator, you are entrusting us with the collection, storage and transmission of data. We take that responsibility very seriously and are committed to protecting the privacy of your organization and your program participants.

Our approach to safeguarding sensitive client and student information includes practices and protocols such as:

1 Always-On Data Encryption

ISTS encrypts all data, both in motion (using TLS 1.2 as a cryptographic protocol) and at rest (using AES-256). The transmission of non-public data to and from devices to and from the internet is secured via approved strong encryption protocols.

2 Application Security

We execute daily vulnerability scans and retain a firm to perform semi-annual penetration testing to identify and address potential weaknesses. Furthermore, ISTS utilizes secure design principles following OWASP.

3 Cybersecurity Certifications

ISTS is SOC 2 Type 2 compliant as defined by the American Institute of Certified Public Accountants. Flexential, our datacenter partner, is SAS-70 (SOC-1 & SOC-2) certified and adheres to SSAE 16/ISAE 3402 and ISO 27002.

4 Employee Compliance

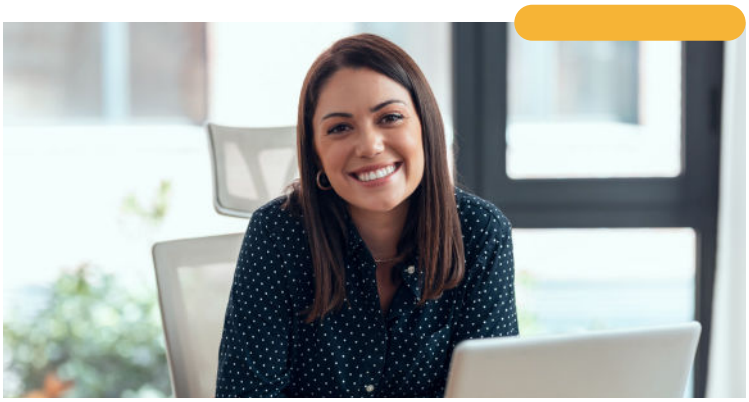
We do not permit the storage of data on mobile devices (e.g., laptops, PDAs, flash drives) and each employee must read and sign our confidentiality and security policies as a condition of employment. Employees also complete cybersecurity micro-training weekly and in-depth security training annually.

5 Physical Security

All data ISTS collects is stored in a certified Flexential facility which utilizes biometric fingerprint readers, card/pin access, combination lock cabinets, and 24/7/365 monitored video surveillance. Physical access to systems requires trifactor authentication.

Relationship Management

We pair each client with a dedicated Program Administrator or Coordinator - a day-to-day contact accountable for all contract deliverables and timeline execution. The Client Success Manager serves as an industry advocate to enhance the overall client experience and partners with the Director of Client Success who focuses on strengthening client relationships, issue resolution, communicating company capabilities and our innovation roadmap.



Client Advisory Committee

The purpose of the Advisory Committee is to garner input and insights about company strategic goals to enhance the client experience and give clients a forum to network and learn from one another. Committee members meet quarterly and commit to a two-year tenure.

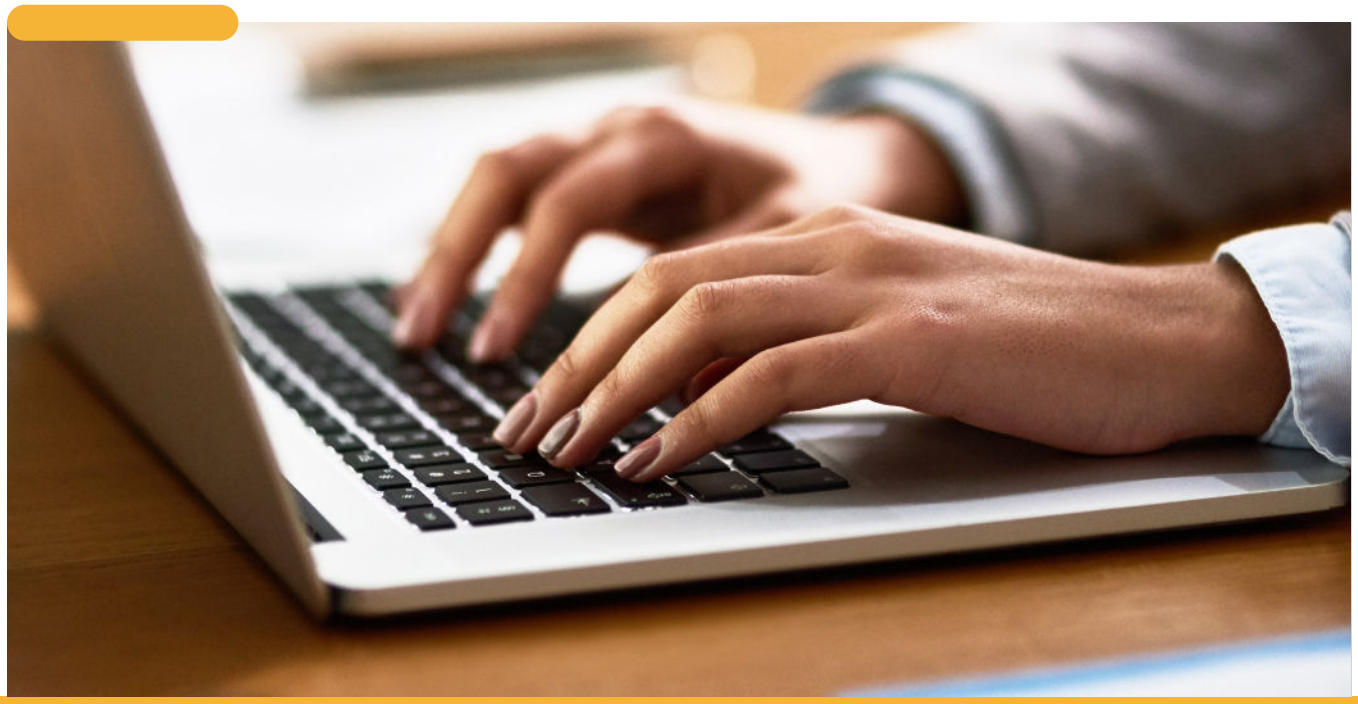
Executive Check-ins

Our Executive Leadership team offers collaboration meetings to new clients during onboarding and to existing clients upon request. The objective of the meeting is to strengthen relationships, discuss business opportunities and align on program goals and objectives.

NPS Survey

Net Promoter Score (NPS) is a key performance indicator ISTS uses to measure how well we are fulfilling our brand promise as well as identify successes and opportunities. We issue the NPS survey twice per year to the main day-to-day client contact.

Communications



Client Newsletter

Each quarter, we synthesize important announcements, as well as time-sensitive recommendations or required actions for clients, in an e-newsletter. Program Administrators/ Coordinators typically send this newsletter via email to the main day-to-day client contact.

Client Resources Page

This dedicated page on our corporate website serves as a hub for updates and reminders, newsletter recaps, reference materials, program and employee profiles, and other information valuable to you as an ISTS client. Bookmark applyISTS.com/ client-resources in your web browser for quick and easy viewing!

Referencing ISTS

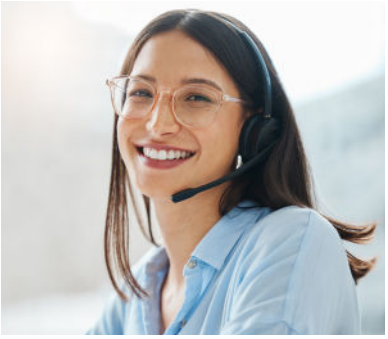
Want to publicize ISTS as your program administrator on your website, in printed collateral or other messaging? We would love that! All we ask is that you use our full company name "International Scholarship and Tuition Services, Inc. (ISTS)", capitalize ISTS in any mention of our domain (e.g., aim.applyISTS.net or applyISTS.com) and follow our brand standards for any visual assets. Web versions of our logo and the ISTS Brand Guide are available for download on the Client Resources Page.

For any additional requests or questions, please contact Carissa Willcoxon, Director of Marketing.

Client Appreciation Program

We are grateful you chose ISTS as your administrative partner and want to show it! Throughout the year, you can look forward to holiday cards, drawings for prizes, knowledge-sharing social media posts and the occasional gift. The cornerstone of our recognition program is Client Appreciation Week, a (mostly) virtual celebration held each summer that includes games, webinars, raffles, special presentations and more.

Participant Support



Dedicated Support Team

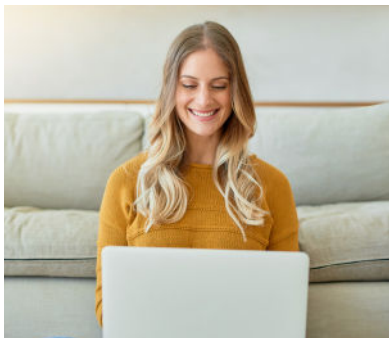
Our U.S.-based Program Support division is online and ready to assist participants via e-mail, call-back telephone service, live chat and text during our standard support hours (Mon-Fri 7am-7pm and Sat 9am-6pm CT). Representatives can answer questions about eligibility, address system access issues, help participants complete their applications and more.

Notifications

For every program, we create and distribute a robust set of program communications to remind participants of key milestones, inform them of a change in their status, and provide instructions on required actions. These notifications are automatically generated via email and viewable from the Notifications section on an applicant's AIM Home page.

Service Level Commitments

We aim to provide first-class customer service to students and other program participants. To that end, our standard Service Level Agreement (SLA) outlines commitments related to technology performance and support like inquiry response time, website availability, issue resolution and document processing.



Student Support Hub

Participants have 24/7 access to our Student Support Hub, which features a searchable knowledge base, support contact form and other resources. One of those resources is ScholarUp®, our monthly e-newsletter and social community that covers academic trends, career development, college planning and of course, scholarships!

Academic Network

Overview

ISTS partners with more than 100 academic institutions to offer reduced tuition and other benefits to participants of the programs we manage – we call this our Tuition Discount Network (TDN). The network includes public universities, private colleges, vocational-technical schools and other respected learning resources in the United States. There is no cost for schools to join our network and no fees for students to access the benefits.

How It Works

To utilize the network, your participants can visit our Tuition Discounts webpage (ISTSprogramsupport.com/tuition-discounts) to explore the up-to-date list of participating schools, learn more about the available discounts and contact their schools of interest using the published links to the school's landing page. (Note: Students must be accepted via the school's normal admissions process.)

Programs & Discounts

Our TDN partners offer degrees from associate to doctoral level, as well as certificates and continuing education, across many fields of study including Business, Health and Social Sciences. Discounts and benefits vary by school but can include a waiver of the application fee, tuition reduction of 10-20% (on average), college and career counseling, and full tuition grants.

New Partners

You can see the most recent schools added to our network plus get updates on new degree programs and webinars from all partner schools on the Tuition Discounts webpage mentioned above. If there is a school of specific interest to your organization, we are happy to reach out to that school about joining our network.

Industry Partners

Academic Pathways

Our workforce education partnership with AllCampus incorporates an easy-to-use platform and wraparound services (pre-enrollment support from Education Benefit Advisors and post-enrollment assistance from Education Success Coaches) aimed at helping learners navigate the process of researching, selecting and enrolling in a school/education program.

Career Development

Build leadership and engagement within your organization, retain top talent and help graduates land their next opportunity faster with solutions from INTOO. Their award-winning platform provides resources and tools to enable job seekers to make a great first impression every time. Paired with on-demand career coaching, individuals can accelerate their professional growth.

Social Media Presence

We use social media to engage with clients and partners, track industry news and trends, present thought leadership, and share company announcements.

Connect with us on the following platforms:

LinkedIn

https://www.linkedin.com/company/international-scholarship-and-tuition-services-inc

Facebook

https://www.facebook.com/applyISTS

X

https://x.com/applyISTS

YouTube

https://www.youtube.com/@applyISTS

Key Contacts

Your Program Administrator/Coordinator is your primary contact at ISTS and your go-to person for questions, recommendations and requests related to the administration of your program. Program Administrators and Coordinators are available during ISTS' standard business hours via e-mail, phone or scheduled meetings.

The following ISTS team members are also available to respond to inquiries specific to their role and area of expertise:

Issue Escalation

Shannon Ring
Program Success Manager
sring@applyISTS.com
615.627.3829

Contract & Billing

Tiffany Turner
Account Manager
tturner@applyISTS.com
615.777.3747

Data Security

Fredrick Campbell
Vice President of Technology
fcampbell@applyISTS.com
615.777.3732

Branding, Media Requests & Promotions

Carissa Willcoxon
Director of Marketing
cwillcoxon@applyISTS.com
615.777.3735

Consultation

Monica Watts
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