Rollins Inc. Standard Operating Procedures

Education Assistance / O. Wayne Rollins Scholarship

Process Owner: Human Resources

Page #: i

Effective Date: 3/15/2024

Replaces 11/15/23

Employee Education Assistance Programs
O. Wayne Rollins Scholarship Program

Policy Number:	**TBD**
Process Owner:	**Human Resources**
Effective Date:	**3/15/2024**
Last Review Date:	**11/23/2023**

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Employee Education Assistance Programs

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Employee Education Assistance Programs Overview

It is the policy of Rollins, Inc. to encourage our employees to continue their education by providing financial assistance for approved courses of study.

Rollins offers **two Education Assistance Programs** applicable towards accredited colleges, universities, and institutions for courses of study. These courses of study must be related to the employee's current position or to the responsibilities that the employee is likely to assume in the future, or be consistent with the strategic direction of the Company, or both.

1. **Tuition Reimbursement Program**
   With this benefit, the eligible employee is **responsible for paying out of pocket** for courses taken from an accredited college or university or for obtaining a designated certification from an approved institution.

   - For undergraduate and graduate programs, the **maximum the Company will reimburse the employee is $5,250 per calendar year** for tuition and books. The reimbursement amount is based on the grade the employee receives for the class.

   - For designated certifications, a maximum of $1,000 will be reimbursed upon providing a Certificate of Satisfactory Completion for an approved certification.
     Read more about the Tuition Reimbursement Program starting on page 4.

2. **Purdue Global Tuition Grant Program**
   This program allows eligible employees the opportunity to **complete an online degree without any out-of-pocket expense for most undergraduate programs, and minimal costs for graduate programs**.

   - For undergraduate programs, the **maximum the Company will pay is $5,250 per calendar year** including tuition and books.

   - For graduate programs, the **maximum the Company will pay is $7,500 per calendar year**. Books are not covered for some graduate programs. More information can be found at Rollins.PurdueGlobal.edu. Read more about the Purdue Global Tuition Grant Program starting on page 9.

A. Who is Eligible to Apply for Employee Education Assistance

Full-time employees of Rollins with three months of continuous service and a minimum rating of 'Meets Expectations' on their most recent performance evaluation are eligible to apply. Employees should not have received any corrective action within the six (6) months immediately preceding application.

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Employee Education Assistance Programs Overview (continued)

B. Programs at a Glance

Tuition Reimbursement Program for Undergraduate and Graduate Programs

Eligible Courses of Study	• Undergraduate and Graduate courses taken at an accredited college or university. • Must be related to the employee's current position, a future position and/or to be consistent with the strategic direction of the Company.
Maximum Reimbursement	• $5,250 per calendar year including tuition and books. • Reimbursement amount is based on the class grade.
How to Apply & Obtain Approval	• Application must be completed prior to the beginning of the course. • Complete the Tuition Reimbursement Request using the instructions on page 5.
How to Get Reimbursed	• Use the instructions on page 6.

Tuition Reimbursement Program for Designated Certifications

Eligible Certifications	• CIA – Certified Internal Auditor or Certified Insurance Adjuster • CMA – Certified Management Accountant • CPA – Certified Public Accountant
Maximum Reimbursement	• $1,000 upon providing a Certificate of Satisfactory for an approved certification. • 100% of exam expenses up to $500 for a maximum of three (3) exam attempts. • $250 bonus upon successful completion of the exam.
How to Apply & Obtain Approval	• Application must be completed prior to the beginning of the course. • Complete the Tuition Reimbursement Request using the instructions on page 5.
How to Get Reimbursed	• Use the instructions on page 6.

Purdue Global Tuition Grant Program

Eligible Courses of Study	• Must be related to the employee's current position, a future position and/or to be consistent with the strategic direction of the Company.
Maximum Benefit	• **For undergraduate programs**, $5,250 per calendar year including tuition and books. • For **graduate programs**, $7,500 per calendar year. Books are not covered for *some* graduate programs • The employee must receive a passing grade for each course to maintain eligibility. Employees receiving a failing grade will be responsible for paying to retake the course.
How to Apply & Obtain Approval	• Application must be completed prior to the beginning of the course. • Complete the Purdue Tuition Grant Request using the instructions on page 10.
How to Get Reimbursed	• N/A

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Employee Education Assistance Programs

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Employee Education Assistance Programs Overview (continued)

C. Repayment

Employees who receive tuition benefits and then leave the Company on a voluntary basis within 18 months of the issue date of the reimbursement check must reimburse the Company on a pro-rated scale (see below). Employees must submit payment for these benefits no later than 30 days following their termination from the Company.

Continued Service after Receiving Tuition Reimbursement	Employee Reimbursement %
0 – 12 months	100%
13 – 18 months	25%

D. Management Responsibilities

The Manager and next level Managers are responsible for budgeting the estimated expenses in the appropriate quarter. Invoice payments will be centralized, and education expenses will be charged to the employee's Location / Accounting unit.

Managers are responsible for approving or denying any requests for educational assistance. The brand/division Human Resource Directors (or equivalent) and the Benefits Department are available to assist Managers and employees with any questions or concerns regarding this policy.

When an employee has terminated their employment, management is responsible for notifying the Rollins Benefits department as soon as practical. The Manager is responsible for initiating the repayment process with Payroll using the Supplemental Payment form and attaching the signed copy of the approved Tuition Reimbursement Request form.

E. Benefits Department Responsibilities

The Benefits Department will be responsible for record-keeping requirements and coordinating reimbursements under the provisions of this program.

More information regarding these programs can be found on the benefits website at
www.RollinsBenefits.com

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Tuition Reimbursement Program

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Tuition Reimbursement Program

A. General Requirements and Guidelines

For All Tuition Reimbursement Programs

- The employee must be employed full-time with the Company with three (3) months of continuous service.

- The employee should have a minimum of "Meets Expectations" rating on their most recent performance evaluation.

- The employee should not have received any corrective action (first, second, or final warning) within the six (6) months immediately preceding application for Tuition Reimbursement.

- Application must be completed prior to the beginning of the course for which the employee is seeking assistance.

- An employee who has been approved for the Program and begins a Company-approved leave of absence after the start of the coursework will remain eligible for reimbursement at the end of the course. However, the employee will not be eligible for further participation in the Program until returning from the leave of absence to an active status.

For Undergraduate and Graduate Programs

- Courses of study must be related to the employee's current position or to the responsibilities that the employee is likely to assume in the future, and / or be consistent with the strategic direction of the Company.

- Courses must be taken from an accredited college or university. Course hours must be outside of the employee's normal working hours.

- Tuition reimbursement covers tuition and books with a maximum of $5,250 per year.

- Eligible reimbursement may be paid in a subsequent year but will count towards the annual maximum eligibility based on the course start date.

- The employee must receive a minimum grade of a "C" or higher for each course to continue in the Program and remain eligible for the benefit. Employees receiving a "D" or "Fail" on a "Pass/Fail" system will not be eligible for reimbursement.

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Tuition Reimbursement Program

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Tuition Reimbursement Program (continued)

A. General Requirements and Guidelines (continued)

For Designated Certifications

- Application must be completed prior to the beginning of the certification course for which the employee is seeking assistance.

- The eligibility requirements for the following designations are listed below:
  - CIA – Certified Internal Auditor or Certified Insurance Adjuster
  - CMA – Certified Management Accountant
  - CPA – Certified Public Accountant

- 100% (up to a maximum of $1,000) will be reimbursed upon providing a Certificate of Satisfactory Completion.

- All exam expenses will be reimbursed at 100% up to $500 for the CIA, CMA, or CPA designations up to a maximum of three (3) exam attempts.

- Time off with pay will be granted for the days of the exams for the first three (3) attempts.

- Upon successful completion of the exam, a $250 bonus will be paid to the employee.

B. How to Apply and Obtain Approval

Step	Action
1	The employee completes the current year Tuition Reimbursement Request for each course and submits it to their Manager for approval prior to the start date of the course. The form can be found on the Rollins Benefits site at www.RollinsBenefits.com.
2	The Manager is responsible to approve the request for tuition reimbursement. • *If approved,* the Manager submits the form to the next higher level of management for approval. • The second level Manager must consult with the brand / division Human Resources Director (or equivalent) to ensure the course or curriculum qualifies for reimbursement under the provisions of this policy. • Once approved, the second level Manager returns the form to the Benefits Department prior to the start of the course. The Benefits Department will place the form in a pending file until the course(s) is (are) completed.
3	***If the request is not approved,*** the Manager and/or second level Manager should indicate the reason on the form and return the form with a verbal explanation to the affected employee.

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Tuition Reimbursement Program

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Tuition Reimbursement Program (continued)

C. How to Get Reimbursed

Step	Action
1	After completing the course(s), the employee must submit a detailed receipt of paid tuition and proof of successful completion of the course, with the grade, to the Benefits Department. A signed letter from the school including the course name, payment and grade information is acceptable.
2	If the employee receives Veteran's allowances, scholarships, grants, alumni discounts, or other non-repayable assistance, this assistance will be applied first to the eligible expenses. The Company pays only those tuition costs not covered by these forms of assistance up to $5,250.
3	Upon receiving the complete information from the employee, the Benefits Department calculates the reimbursement and prepares the check request for reimbursement. Attach the Tuition Reimbursement Request Form, course completion paperwork, and paid invoice to the check request and submit to the next level of Management for approval (a copy of all of the information will be retained).
4	The next level of management approves and forwards the check request package to Accounts Payable. The Accounts Payable department will process as appropriate and will forward the reimbursement back to the Benefits Department to be mailed or direct deposited, if applicable.

A Tuition Reimbursement Program FAQ document can be found on page 8.

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Tuition Reimbursement Request

Process Owner: Human Resources

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Tuition Reimbursement Request
(For institutions other than Purdue Global)

Employee Name: _____ Employee #: _____ Hire Date: _____

Job Title: _____ Phone #: _____ Email: _____

Rollins Brand: _____ Department Name: _____ Department #: _____

Academic Program of Study: _____

Accredited College/University Offering Course: _____

Name of Course: _____

Designation Exam Date (CIA, CMA, or CPA): _____

Date Course Begins: _____ Date Course Ends: _____

Tuition/Books Costs: _____ Veteran's Allowance Amount: _____

How do you plan to apply your coursework to your career at Rollins?

_____

_____

I have read and understand the Tuition Reimbursement Program policy. If Program is approved, I understand that tuition reimbursement will be up to a maximum of $5,250 per calendar year to be used towards tuition and books. I must receive a minimum grade of "C" or higher for each course to continue in the Program and remain eligible for the benefit. Any grade for a course that is below a "C", or is a "Fail" on a "Pass/Fail" system, will not be eligible for reimbursement.

I further understand and agree to the following terms of repayment. If I voluntarily terminate my employment within 18 months of the issue date of the reimbursement check, I will reimburse the Company on a pro-rated scale. I will submit payment for these benefits no later than 30 days after my termination effective day, and hereby authorize the Company to deduct said sum from any monies owed by the Company to me. The pro-rated scale is as follows:

Continued Service after Receiving Tuition Reimbursement	Employee Reimbursement %
0 – 12 months	100%
13 – 18 months	25%

Employee Signature: _____ Date: _____

First Level Manager: _____ Date: _____ Approved   Not Approved

Second Level Manager: _____ Date: _____ Approved   Not Approved

HR Business Partner: _____ Date: _____ Approved   Not Approved

Human Resources: _____ Date: _____ Approved   Not Approved

If not approved, indicate reason: _____

_____

PLEASE RETURN TO ROLLINS SUPPORT CENTER – BENEFITS DEPARTMENT

Rollins Inc. Standard Operating Procedures

Tuition Reimbursement Program FAQs

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Tuition Reimbursement Program FAQs

1. **Are my tech and lab fees for school covered for reimbursement?**

   Assistance is available for tuition and books **only**. Online enrollment fees and other fees of any kind are not eligible for reimbursement.

2. **Am I automatically approved for the program after I apply?**

   Tuition reimbursement requests are subject to approval by your first and second level Manager and your brand/division Human Resources Director (or equivalent). Every effort will be made to approve the request of eligible employees. In some cases, request approval may be postponed or delayed due to budget constraints or prioritization. If your request is not approved, your Manager will provide you with a verbal explanation.

3. **Where do I go to see the full program guidelines?**

   Program guidelines are available on the Company intranet and on the Rollins Benefit portal at www.RollinsBenefits.com.

Purdue University Global Program

The Purdue University Global program leverages Rollins' education benefit in addition to Purdue's "Advantage Tuition Grant" to allow eligible employees an opportunity to complete an online degree without any out- of- pocket expense for most undergraduate programs, and minimal costs for graduate programs. Human Resources and the Rollins Learning Center will be responsible for confirming eligibility, coordinating program participation, and billing under the provisions of this program.

The same policy guidelines and eligibility requirements apply for the Purdue University Global partnership as does the Tuition Reimbursement program. Please continue reading below for information regarding the approval process, reimbursement, and repayment.

A Purdue University Global FAQ document can be found on page 12.

A. General Requirements and Guidelines

- This policy applies to all full-time Rollins employees who have been employed with the Company for three (3) months of continuous service.

- The employee should have a minimum of "Meets Expectations" rating on their most recent performance evaluation.

- The employee should not have received any corrective action (first, second, or final warning) within the six (6) months immediately preceding applying for the Purdue University Global Program.

- The application process must be completed prior to the beginning of the course for which the employee is seeking assistance.

- Courses of study must be related to the employee's current position or to the responsibilities that the employee is likely to assume in the future, and / or be consistent with the strategic direction of the company.

- Course participation and study must be outside of the employee's normal working hours.

- The benefit will cover tuition and books; however, books are not covered for some graduate programs. Please check Rollins.PurdueGlobal.edu for details.

- The maximum the Company will pay is $5,250 per calendar year for undergraduate programs and $7,500 for graduate programs.

- The employee must receive a passing grade for each course to maintain eligibility. Employees receiving a failing grade will be responsible for paying to retake the course.

- An employee who has been approved for the Program and begins a Company-approved leave of absence after the start of the coursework will remain eligible for reimbursement at the end of the course. However, the employee will not be eligible for further participation in the Program until returning from the leave of absence to an active status.

Purdue University Global Program (continued)

B. How to Apply and Obtain Approval

Step	Action
1	The employee completes the <u>Purdue Tuition Grant Request</u> for the program and submits it to their Manager for approval prior to the start date of the course. The form can be found on the Rollins Benefits site at <u>www.RollinsBenefits.com.</u>
2	The Manager will either approve or disapprove the request for educational assistance. • *If approved,* the Manager submits the form to the next higher level of management for approval. • The second level Manager must consult with the brand/division Human Resources Director (or equivalent) to ensure the employee is eligible for the program and their course or study meets the program requirements. • Once approved, the second level Manager emails the form to <u>Purduetuition@rollins.com</u> with the Subject line: **Purdue University Global Application.** Human Resources and the Rollins Learning Center will work together to confirm approval to apply to Purdue University Global. • The employee and second level Manager will be contacted with instructions to apply to the Purdue University Global.
3	***If the request is not approved,*** the Manager and / or second level Manager should indicate the reason on the form and return the form with a verbal explanation to the affected employee.

Purdue Tuition Grant Request

Employee Name: _____ Employee #: _____ Hire Date: _____

Job Title: _____ Phone #: _____ Email: _____

Rollins Brand: _____ Department Name: _____ Department #: _____

Academic Program of Study: _____

Planned Start Date: _____

How do you plan to apply your coursework to your career at Rollins?

_____

_____

_____

I have read and understand the Tuition Grant Program policy and the Purdue University Global policy and guidelines. If my participation is approved, I understand that tuition expenses will be paid directly to Purdue up to a maximum of $5,250 ($7,500 for graduate programs) per calendar year. I must receive a passing grade for each course and remain in compliance with the Purdue Global Standard Academic Progress policy to remain eligible for the benefit. If I receive a failing grade for a course, I will be personally responsible for the cost to retake the course.

I further understand and agree to the following terms of repayment. If I voluntarily terminate my employment within 18 months of the course completion and/or participation date, I will reimburse the Company on a pro-rated scale of the benefits that I received. I will submit payment for these benefits no later than 30 days after my termination effective day, and hereby authorize the Company to deduct said sum from any monies owed by the Company to me. The pro-rated scale is as follows:

Continued Service after Receiving Tuition Reimbursement	Employee Reimbursement %
0 – 12 months	100%
13 – 18 months	25%

Employee Signature: _____ Date: _____

First Level Manager: _____ Date: _____ Approved   Not Approved

Second Level Manager: _____ Date: _____ Approved   Not Approved

HR Business Partner: _____ Date: _____ Approved   Not Approved

Human Resources: _____ Date: _____ Approved   Not Approved

If not approved, indicate reason: _____

_____

PLEASE RETURN TO ROLLINS AT PURDUE AT purduetuition@rollins.com

Process Owner: Human Resources
Replaces 11/15/22

Purdue University Global Program FAQs

1. **Who is eligible for the Advantage Tuition Grant?**

   In partnership with Purdue Global, all full-time employees who have been employed with the Company for three (3) months of continuous service are eligible for this Tuition Grant.

2. **Can I participate if I'm already participating in the Rollins Tuition Reimbursement Program?**

   Yes, you can work with Rollins Benefits and Purdue Global to transfer credits if you would like to participate in this program.

3. **Can I apply for other education benefits at a college or university other than Purdue Global?**

   Yes, you can. The tuition reimbursement benefit of $5,250 annual maximum is available for reimbursement at any accredited college or university. This means you would enroll and pay tuition as required. Once you have completed your coursework and received your grade(s), you would submit documentation for reimbursement. However, the Purdue Global Advantage Tuition Grant will not apply, and you will be required to pay all tuition expenses upfront.

4. **I am an eligible employee. What do I need to do to ensure my classes are paid for?**

   You will not need to apply through the Foundation. The Purdue Global admissions team will verify your eligibility and walk you through the enrollment process.

5. **How does the program at Purdue Global differ from other colleges and universities?**

   The tuition and books are paid upfront by Rollins. There is no out-of-pocket expense for the employee.

6. **Can I earn credit for my prior college courses?**

   If you have any prior credits or degrees, inform your Admissions Advisor when you speak to them about locating and sending transcripts. They will help you find the transcripts and determine if you can transfer the credits.

7. **What if my employment status changes mid-degree?**

   If you switch employers during an academic term, that term is still covered; however, any subsequent terms will not be covered by Rollins.

8. **What if I fail a course or decide mid-degree to stop?**

   You will not have to reimburse Rollins or pay any fees; however, Rollins will not pay for the same class twice. Rollins wants you to succeed; feel free to reach out to your Purdue Global Student Advisor if you need additional support.

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Purdue University Global Program FAQs

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9. **What is the time commitment?**

   Each course is 4, 5, or 6 credit hours. Undergraduate programs total 180 credit hours, and it is suggested that you take 1 to 2 courses per term. Graduate programs vary from 56 to 76 total credit hours, and some allow you to take only 1 course per term. The estimated time spent studying is 15 to 18 hours per week per course for undergraduate programs and 20 to 25 hours per week per course for graduate programs.

10. **How do I enroll?**

    To enroll, you must first complete the Rollins internal application process. Once approved, you will complete the external Purdue Global enrollment process.

    Internal Process: First, complete the Purdue Tuition Grant Request form and obtain approval from your 1st level Manager. Your Manager will forward the request form to the 2nd level Manager and the Human Resources (HR) leader for approval. When all approvals are received, management will submit the approved application to the Rollins Program Administrator at purduetuition@rollins.com.

    External Process: When the Workplace Inclusion (WPI) team receives and processes the application, you will receive a congratulations email. At that point, visit Rollins.PurdueGlobal.edu to self-enroll with an Admissions Advisor. You can also complete the Purdue online request info form and an Advisor will reach out to you with next steps.

11. **When can I start?**

    Once your grant application is approved and you receive the congratulations email, you are considered clear to enroll There are up to 24 start dates per year; speak to your Admissions Advisor to determine the best start date for you.

12. **I have been prompted to pay some fees during the enrollment process. Does Rollins cover these fees?**

    Rollins covers the tuition for your degree. Other fees, such as the background check fee required for certain programs, will be your responsibility.

13. **I've been asked to complete a Student Records Release Form. What is this and why do I need to complete it?**

    This document allows the Rollins team to see your grades each term. This is part of our agreement in funding your full tuition. This allows Rollins to verify that employees are compliant with Purdue Global's Standard Academic Progress policy. The employee must receive a passing grade for each course in order to maintain eligibility. Simply put, we want to help you succeed in the program. Our goal is to reach out to you if you are struggling and see if there's any way we can support you.

14. **What if I have additional questions?**

    Visit Rollins.PurdueGlobal.edu. There you can request more information, live chat, or call to speak directly with a dedicated Purdue Global Admissions Advisor.

O. Wayne Rollins Scholarship

The O. Wayne Rollins Scholarship program annually awards up to fifteen (15) scholarships, each for a maximum of $3,000 per year for up to four (4) consecutive years to a college or university, or two (2) consecutive years to a trade school. These scholarships are offered to qualified children of full-time employees to assist in meeting the costs of a college, university, or trade school education.

- The O. Wayne Rollins Scholarship Program is administered by the O. Wayne Rollins Scholarship Committee.

- Applications are available to all Company locations, during the first quarter of each year. To obtain a scholarship application, the employee-parent may visit www.RollinsBenefits.com or contact the Benefits Department:

<div align="center">

Rollins, Inc.
Benefits Department
O. Wayne Rollins Scholarship Program
2170 Piedmont Rd NE
Atlanta, GA 30324
rollinsbenefits@rollins.com

</div>

A. General Requirements and Guidelines

Children of full-time employees who are entering their first year of post-high school education are eligible to apply.

- An applicant planning to attend an accredited college or university must arrange to have the Scholastic Aptitude Test (SAT) or American College Testing (ACT) scores forwarded to the Benefits Department by the high school, or the employee-parent may forward the scores.

- The student applicant must be registering at an accredited college, university, or trade school located in the United States. When a parent is permanently based outside the United States, the student may attend school in the United States or in the country in which the employee-parent is employed.

- A scholarship recipient must pursue a course of study leading to a baccalaureate degree in a college or university, or a diploma for a completed course of study in a trade school.

- Children of Company Officers, Division Presidents, Vice Presidents, A/DPs (as well as Division Sales / Service Managers), Region Managers, and Rollins Support Center Managing Directors and Directors are not eligible to apply.

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O. Wayne Rollins Scholarship (continued)

B. Application Requirements

The following information must be included with the application request:

- Name of student.

- Complete home address.

- Name of employee-parent, position, Company division or subsidiary, and location where employee-parent is employed.

The Benefits Department must receive the completed application no later than the closing date indicated on the application and before the beginning of the school year for which the scholarship is intended.

C. Selection Guidelines

- Applicants will be judged on the basis of their GPA (grade point average), SAT or ACT scores, financial need, class ranking, and involvement in civic or extracurricular activities.

- Other criteria may also be considered, such as the parent's length of employment with the company or counselor recommendations.

- The Benefits Department will present all qualified applications to the pre-selected Scholarship Committee for selecting recipients of the scholarships.

- The Benefits Department will announce the names of the scholarship recipients to all qualified applicants by the end of May.

- Three (3) alternates will be chosen in the event a recipient declines the scholarship.

D. Guidelines for Scholarship Recipients

- The Benefits Department will notify the school of the scholarship winner's award and request an itemized invoice each quarter / semester for which payment is required. Rollins typically makes two (2) payments of $1500 each to the school each year.

- Scholarship payments will be made directly to the school. No reimbursements are allowed to the scholarship recipient.

- Students must receive a grade point average (GPA) of 2.0 or above, on a four (4) point scale, to receive scholarship funds. If the GPA falls below 2.0 for two (2) consecutive quarters / semesters, the remaining portion of the scholarship will be forfeited and awarded to an alternate student.

- If the student's parent terminates their employment from Rollins, Inc. or any of its subsidiaries, the remaining portion of the scholarship will be awarded to an alternate student.

- If the student's parent retires from Rollins, Inc. or any of its subsidiaries, the scholarship will remain in effect.

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O. Wayne Rollins Scholarship Program

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O. Wayne Rollins Scholarship (continued)

D. Guidelines for Scholarship Recipients (continued)

- Funding is for consecutive school years. If the student drops out of school at any time during the scholarship period, funding for the balance of the period will be evaluated on a case-by-case basis at the discretion of the Scholarship Committee.

- If a student cannot accept the scholarship, the Benefits Department must be advised immediately so that the funds can be awarded to one of the selected alternates.

E. Exceptions

- Scholarships may be applied to the cost of tuition, books, or lab fees, if requested, not to exceed $3,000 per year.

- Any request for an exception must be submitted in writing to the Benefits Department, along with supporting documentation. The request will be reviewed by the Scholarship Committee.

F. Conduct/Responsibilities/ Enforcement

- It is the student's responsibility to ensure that all invoices are received by the Benefits Department.

- For payment to be made, the student must send an official grade transcript for the previous quarter / semester to the Benefits Department.