

# CHAMPLAIN COLLEGE

## Student Accounts

### FAQs for Students

#### What is FORM 1098-T?

IRS Form 1098-T, Tuition Statement, contains information to assist the Internal Revenue Service (IRS) and you in determining if you are eligible for any educational related tax credits. Champlain College provides the IRS 1098-T statement by January 31st for students to use in preparation of their previous fiscal year's tax return.

Please refer to [IRS Publication 970](#), Tax Benefits for Education, for use in preparing your tax return.

#### I'm in my account but my 1098-T statement won't load or is blank.

See the **Troubleshooting** section at the end of this document

#### The numbers on my 1098-T don't match my records. Can I get a revised 1098-T from Champlain College?

No. The amount reported on your 1098-T complies with IRS regulations for reporting by a higher education institution. **These guidelines do not typically allow tax filers to directly transfer the figures to their tax return forms.** Transactions that are posted to your electronic student account during the calendar year, January 1 through December 31, 2023, are reported on the 1098-T. If you are looking for amounts you paid, you can determine the dates and amounts from your TouchNet account and/or billing statements.

#### How were the figures on my 2023 1098-T calculated?

First, we determined the net of your **Qualified Tuition and Related Expenses (QTRE)** from your student account for the 2023 calendar year. QTRE are defined as Tuition expenses and Lab, Software Technology, SGA, First Year, Health & Activities, Comprehensive and Graduation fees. We then determine all payments made to the college during the 2023 calendar year, **less any refunded overpayments**. Payments are defined as cash receipts, loans, scholarships, and grants.

We report the Lesser of your QTRE or your Payments for the calendar year:

- **IF** the net of your **Payments** exceeds your **QTRE**; we reported your QTRE in Box 1
- **IF** the net of your **QTRE** exceeds your **Payments**; we reported your Payments in box 1

Please note, per the IRS regulations, the figure provided in Box 1 will NEVER exceed your QTRE.

Additionally, the figures used in these calculations were put on your student account during the **2023 calendar year**, which may differ from the calendar year your student attended classes.

### **What semesters are included in my 2023 1098-T?**

Charges for qualified tuition and related expenses are included by the date they are incurred. Tuition charges and most fees are included from the date of course registration. Charges for the 2023 Spring semester were likely incurred on the account in 2022, as registration for Spring starts in October of the previous year. The 2023 Summer and Fall semester charges would have occurred in 2023 and the 2024 Spring semester will most likely be included in 2023 if course registration occurred prior to 12/31/23.

Payments are included by the date received by Champlain and loans, scholarships and grants are listed by the date they were disbursed to Champlain, after enrollment verification was completed.

Refer to the IRS Publication [IRS Publication 970](#), *Tax Benefits for Education* or a tax professional for specific advice as to what should be reported on your tax return.

### **Why didn't I receive a 1098-T for this year?**

Here are the most common reasons:

1. Only payments for qualified education expenses within the calendar year are reported on the 1098-T. There will not be a statement issued if there are no qualifying transactions. For example, if tuition and fees for the 2023 Spring semester were charged and paid for in December 2022 and no other activity occurred during 2023, a 1098-T form will not be issued.
2. Statements are not provided to international students who are non-resident aliens. These students are not eligible to apply for federal education tax credits.
3. Champlain provides 1098-T forms for students enrolled in a degree or certificate program **but is not required to report on students taking academic credits without being enrolled in a degree program.**
4. **If your employer was billed** from Champlain College for 100% of your tuition, you will not receive a 1098-T as you don't have any qualified expenses from Champlain.
5. **Students graduating 2023 Spring** will receive a 1098-T statement but the form may not have any amounts listed. It will have Box 8 checked for student status "at least half time" and may have an amount in Box 5 for Scholarships and Grants from the 2023 Spring Semester applied to your account after January 1, 2023. Even though you may have made payments in 2023 for the 2023 Spring semester, if there were no charges posted to your account in the calendar year, we are unable to report those on your tax form. It may be necessary to consult your 2021 and 2022 1098-T forms to complete your taxes. The most accurate data will be in your personal records or in your Account Activity on your online Student Account in Touchnet.

### **Who can advise me on what to do for my taxes?**

Our staff are not tax professionals and cannot give advice on tax preparation. You may refer to IRS Publication 970 or Publication 17, Chapter 34 for more information.

### **Where can I learn more information on educational tax credits?**

Our webpage, “Tax Credits & 1098-T Forms” has good information on viewing forms and links to IRS publications.

<https://www.champlain.edu/compass/tuition-and-payment/tax-credits-and-1098-t-forms>

## **Troubleshooting:**

### **Why can't I see my 1098-T online? or Why is the screen blank?**

There is an error message at the top of the screen to advise the user that the PDF viewer is either blocked or not the correct viewer to see the form.

If it is a pop blocker warning, the user needs to allow pop-ups for this form to load.

If the user is seeing a “blank” form, there is a PDF error and they will need to click on the button to the right to select their PDF option. Adobe PDF reader

You can upgrade to the latest version of Adobe Reader for Windows, Mac or Linux by visiting [the Adobe website here](#).

**Still having trouble seeing the documents? See step by step information specific to browsers below.**

### **Student Account Statement PDF - Cannot Access Online?**

If you are having difficulty viewing your student account billing statement or 1098-T after logging into Touchnet, the online student account suite, please follow the steps below to reconfigure the Adobe Reader plug-in for your preferred browser. This has overcome the issue for most users.

In some cases - users have had to use an alternate browser (i.e. - Chrome instead of Internet Explorer).

**MacIntosh Users-** Statements must be opened with a PDF Reader like Adobe rather than the default Mac “preview” reader. If Adobe is not installed on the Mac, click on the link on the TouchNet page to download the appropriate view.

### **Internet Explorer - Cannot View/Open Student Account or 1098-T Statement**

1. Click the Tools menu and select Internet Options.
2. Click the Programs tab, and then click the Manage add-ons button.
3. In the Show box, select All add-ons or Add-ons that have been used by Internet Explorer.
4. Scroll through the list until you find Adobe PDF Reader.
5. Make sure the status is Enabled.
6. If Adobe PDF Reader is not visible, you will need to download the latest version of Adobe Reader.
7. When opening the Student Account Statement, you may be prompted with the Protected View confirmation.
8. Select the Options button and click Trust this host always.
9. If the statement still displays blank, save the file to the hard drive and open it using Adobe Reader.
- 10. Please note these instructions are for all older versions of IE. Internet Explorer Edge has its own PDF viewer built in.**

### **Mozilla Firefox - Cannot View/Open Student Account or 1098-T Statement**

1. Open Firefox. In Windows click the Alt key to bring up the Firefox menu bar. On MAC OS it is already there.
2. Go to Tools → Add-Ons
3. Scroll to the Adobe Acrobat section and ensure the State: is Enabled.
4. If you cannot find this entry, you will need to install the latest version of Adobe Acrobat Reader.
5. Restart Firefox

### **Mac Users:** Click Go → Applications ...

1. In the Applications Panel find Portable Document Format (PDF) in the Content Type list.
2. Click the drop-down arrow in the Action column for this option and select Use Adobe Acrobat (default).
3. Close the Options menus ("OK" in Windows) and all remaining open browser windows.
4. Re-open Firefox, log into Student Account, and access statement again. Note: You may receive a popup blocker message at this time. Please select "always allow" popup if prompted.
5. When Adobe Reader opens, click Enable All Features as shown on the page for Adobe resources.

### **Mac Chrome Users:** *If this caused an "Adobe License must be accepted" error that you are not able to overcome, please follow these additional steps:*

1. In a Chrome browser URL/address bar, enter chrome://extensions/
2. Select the Disable link for Adobe Reader or Acrobat (may be called Adobe NPAPI plugin).
3. Verify that Chrome PDF Viewer is still Disabled - or Disable it if currently Enabled.
4. Close browser, re-open and attempt to access statement again. It should now download to your computer and open directly from Adobe Reader.

### **Mac Safari Users – to change default PDF viewer to Adobe Reader**

1098-T statements cannot be viewed using the Apple Preview PDF Viewer. Users must download Adobe Acrobat Reader and set it as the default PDF viewer.

1. Open Adobe Reader and select *Adobe Reader > About Adobe Plug-ins...*
2. Select the **Internet Access Plug-in** option. Ensure that the API Loaded status is **Yes**.
3. Set Adobe Reader as the default PDF reader
4. Open the Finder and select a PDF file.
5. Select the PDF file and select *File > Get Info*.
6. Click the arrow to the left of Open With to expose the application list.
  7. Choose either Adobe Acrobat or Adobe Reader from the application list.
  8. Click the Change All button to save the changes.

### **Chrome - Cannot View/Open Student Account or 1098-T Statement**

1. In a Chrome browser URL/address bar, enter chrome://extensions/
2. Select the Enable link for Adobe Reader. If you do not see Adobe then you will need to first install Adobe on your computer.
3. Verify that Chrome PDF Viewer is Disabled - or Disable it if currently Enabled. See next step for this.
4. Click the 3 dots in the top right hand corner → Select Settings → Scroll to bottom and click advanced → Under Privacy and Security click on “Content Settings” → Find PDF and open it → Enable the setting that says “Download PDF files instead of automatically opening them in Chrome.”
5. Log into TouchNet and access Student Account statement.
6. You may be prompted for your permission to load the file. If so, click the Always run on this site button.
7. Alternatively, you may see the Protected View prompt. Click Options, and select Trust this host always.
8. If the Student Account statement still displays blank, save the file to the hard drive and open it.
9. When asked if you want to change all similar documents, click Continue.