



Frequently Asked Questions

[Who is eligible to apply?](#)

[When is the application deadline?](#)

[What is the Program timeline?](#)

[What are the selection criteria?](#)

[When is the recommendation deadline for the Semi-finalist application?](#)

[Should I submit all of my information before I request a recommendation?](#)

[What are the details of the award?](#)

[Is this scholarship renewable?](#)

[Which school should I list on the application if I have not made a final decision?](#)

[How do I change my college choice?](#)

[How do I know if my application is complete?](#)

[I uploaded a document that no longer displays on my application. Do I need to submit it again?](#)

[How do I upload more than one file at a time?](#)

[How do I create a .zip file?](#)

[What is the difference between Official and Unofficial Transcripts?](#)

[What are the Dos and DON'Ts of uploading documents to my application?](#)

[Where and when should I send my supporting documents?](#)

[How and when will I receive notification?](#)

[What are my responsibilities if I am chosen as a recipient?](#)

[How and when are checks issued?](#)

[Are scholarships taxable?](#)

[Who administers this program?](#)

[Who do I contact if I have other questions?](#)

Who is eligible to apply?

Applicants must meet **all** of the following criteria to be eligible for this scholarship. You must:

- Be a high school senior or college freshman, sophomore or junior
- Be enrolled as a full-time college* student pursuing an Associate's or Bachelor's Degree in the fall of 2019
- Have a cumulative GPA of 3.0 or higher
- Be a member of Star One Credit Union
- Be in good standing with the last educational institution they attended and are not on disciplinary or academic probation
- Be involved in community service and extracurricular activities

*For the purpose of this policy, "college" is defined as accredited, nonprofit, two- or four-year community colleges, public and private colleges, and universities located in the United States.

Note: Star One Credit Union's Board of Directors, Volunteers, Management and staff, and their family members are excluded from eligibility.



When is the application deadline?

February 28, 2019 at 11:59 PM PST

What is the Program timeline?

- Application Opens: January 2, 2019
- Application Deadline: February 28, 2019
- Semi-finalist Announcement/Semi-finalist Application Opens: March 15, 2019
- Semi-finalist Application deadline: April 1, 2019
- Semi-finalist Recommendation deadline: April 4, 2019
- Scholarship Recipients Notified: by mid-May 2019
- Scholarship Checks Issued: August, 2019

What are the selection criteria?

An independent selection committee will evaluate the applications and select the recipients considering:

Initial Application

(Deadline: February 28, 2019 at 11:59 PM PST)

- Community Service
- Grade Point Average
- Extra-curricular Activities

Semi-finalist Level

(Announced via email by March 15, 2019. Semi-finalist Application Deadline: April 1, 2019 at 11:59 PM PST. Semi-finalist Recommendation Deadline: April 4, 2019 at 11:59 PM PST.)

- Essay – Topic TBD
- Recommendation
- Video Essay (Optional)

Selection is made without regard to applicant's race, color, national origin, religious belief, sex, gender, marital status, age, mental or physical disability, military status, ancestry, sexual orientation or any other basis protected by law. Decisions of the selection committee are final and are not subject to appeal. No application feedback will be given.

When is the recommendation deadline for the Semi-finalist application?

April 4, 2019 at 11:59 PM PST

Should I submit all of my information before I request a recommendation?

No. You should request a recommendation as early as possible to ensure there is sufficient time for the recommendation to be submitted by the April 4, 2019 recommendation deadline.

What are the details of the award?

- 10 scholarships for \$5,000 each will be awarded annually and are not renewable.
- Students may reapply each year as long as they continue to meet the eligibility criteria.
- The scholarships will be applied to tuition, fees, books, supplies and equipment required for course load at accredited, nonprofit two- or four-year colleges/universities in the United States.
- Students may transfer from one institution to another and retain the award.

Is this scholarship renewable?

No. This scholarship is for one year.



Which school should I list on the application if I have not made a final decision?

You should list your first choice on the application.

How do I change my college choice?

You may update your final school choice on the **My Profile** page at <https://aim.applyISTS.net>. If you are chosen to receive an award, it will be your responsibility to make sure your college is updated at least 30 days prior to the check issue date stated in the award notification so your check can be issued accordingly. This will not update any application or acceptance forms; however, all awards are issued based on the **My Profile** page.

How do I know if my application is complete?

Allow five to seven business days after uploading documents for your online status to update. You may monitor your status of your application on your home page at <https://aim.applyISTS.net>.

- **Started:** items are needed or are being processed. To see the items, click the grey or yellow 'Started' tile next to the application title. This will open another box listing all required items and the current status of each.
- **Complete:** all required forms and attachments (if applicable) have been received and your application will be considered for the scholarship.

You may also monitor the status of your attachments and recommendations (if applicable).

- **Not Received:** the attachment has either not been received or has been rejected.
- **Not Started:** the form has not been requested or started.
- **Requested:** the form request has been created, but the form has not been started.
- **Processing:** the attachment has been received and is being reviewed.
- **Rejected:** the attachment was not accepted and has been rejected.
- **Accepted:** the attachment has been verified and accepted by ISTS.

I uploaded a document that no longer displays on my application. Do I need to submit it again?

There are two situations where your attachment might not upload:

- You upload a file with the same name as one that has already been accepted.
- You upload a file with the same name as one that is waiting to be processed.

Example: You upload your school transcript file and then try to upload the same file with the same name for your test scores requirement because your scores were on it. You simply need to rename the file in order to upload it again so that it may be processed as your test scores.

How do I upload more than one file at a time?

You may create a .zip file containing more than one file as long as everything included is in an acceptable format (i.e. **.pdf, .tif, .png, .gif, .jpeg, .jpg, .bmp and .xps.**)

How do I create a .zip file?

To use this format, follow the steps outlined below:

1. Create a new folder on your Desktop, name it the document type you will be uploading. For example, Test Scores, Transcript, or Financial Documentation.
2. Move all the pages you wish to upload into the new folder.
3. Right click on the document from your Desktop, select "Send to," followed by "Compressed (zipped) folder."
4. Your new **.zip** file will be located on your Desktop, ready to upload.



What is the difference between Official and Unofficial Transcripts?

Official transcripts must be obtained through your high school administration office, or your college registrar office. These transcripts are normally printed on official letterhead and/or state that they are official. These may contain a signature.

*Note: Your official transcript may come to you in a sealed envelope, stating it will become unofficial if opened. When scanning or copying your official transcripts, a watermark may appear noting they are now unofficial. **Despite any watermarks or sealed envelopes, you may open the envelope if needed to upload the document. These documents will still be considered official for our purposes.** When scanning or copying, you do not need to include a copy of the sealed envelope.*

Unofficial transcripts may be accessed through your school's online student portal. These pages must still be converted to one of the acceptable file formats. There are free tools available that will allow you to save various documents (including web pages) as a PDF. Unofficial transcripts must contain your name and the school name and contact information.

What are the Dos and DON'Ts of uploading documents to my application?

DO:

- Upload in the correct file format.
- Only upload the requested documents.
- Black out any Social Security numbers on the documents you are uploading. This is not required, but advised.
- Return to your Home page at <https://aim.applyISTS.net> to verify your documents have been accepted.

DON'T:

- Upload a **Microsoft Word™** document (.doc, .docx).
- Upload more than the requested documentation.
- Assume your documents are correct and accepted once you have uploaded them. Upload a document stating you are mailing your documents.
- Assume the required document does not pertain to you. If the application states the document is required, your application will remain incomplete if you do not provide that document.
- Password protect your uploaded documents. Password protected documents will be rejected.

Where and when should I send my supporting documents?

The required supporting documents must be uploaded to your online application by the application deadline. If you do not follow the upload instructions exactly, your application may not be considered. Documents that meet the criteria required for the scholarship application, and are uploaded by the deadline, will be processed and considered on time.



How and when will I receive notification?

- Notifications are sent to applicants moving forward as Semi-finalists and applicants not selected to receive an award **via email** on March 15, 2019. Notifications are sent to recipients and applicants not selected to receive an award **via email** by middle of May 2019. For recipients, an **Acceptance** link will be displayed on the home page following the notification.
- Add donotreply@applyISTS.com and contactus@applyISTS.com to your email address book or “safe senders list” to ensure these important emails are not sent to your junk mail folder.
- **Do not ‘opt out’ of any email sent from donotreply@applyISTS.com or contactus@applyISTS.com. You may not receive vital information regarding your scholarship applications.**

Note: Your email address will only be used to communicate with you about your scholarship applications or other opportunities administered by ISTS for which you may be eligible to apply. We will not provide your email address to any third parties.

What are my responsibilities if I am chosen as a recipient?

You must enroll as a full-time undergraduate student in the fall of the year in which the scholarships are awarded, continue the entire academic year without interruption unless approved by scholarship sponsor, deliver your scholarship check(s) to the proper office at your institution, and notify ISTS should your check not arrive within 30 days of the issue date.

How and when are checks issued?

Checks will be issued in early August to each recipient’s mailing address and made payable to the institution on the profile page.

Are scholarships taxable?

Tax laws vary by country. In the United States, scholarship funds used exclusively for the payment of tuition or textbooks are normally not taxable. The scholarship recipient is responsible for taxes, if any, that may be assessed against his or her scholarship award. We recommend consulting your tax advisor for more guidance. You may also [click here](#) to consult IRS Publication 970 for further information.

Program Administration

To ensure complete impartiality in selection of recipients and to maintain a high level of professionalism, the program is administered by International Scholarship and Tuition Services, Inc., a firm that specializes in managing sponsored scholarship programs.

Questions

For additional information regarding the scholarship program [click here](#) or call toll free (855) 670-ISTS (4787). Our offices are open Monday through Friday from 8:00 AM to 5:00 PM Central.

