

Hope Scholarship Program

How to Submit an Application Appeal

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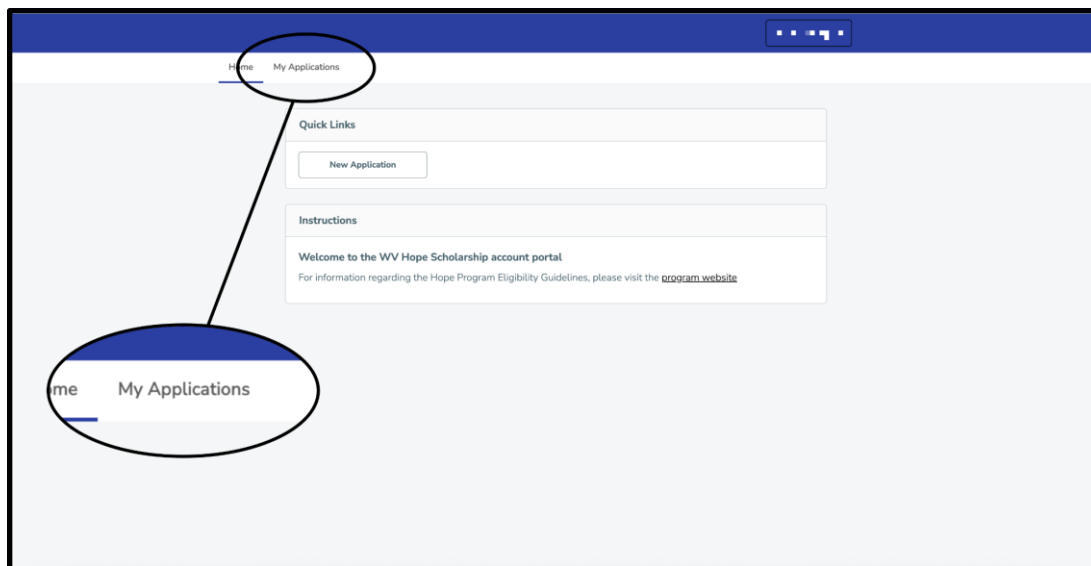
1. Introduction

If a student is found ineligible for the Hope Scholarship Program but the Account Holder believes the determination is erroneous, the Account Holder may appeal the eligibility determination within forty-five (45) days of the student being found ineligible for the program. The Hope Scholarship Board’s three-member Committee on Appeals will review and make a determination on the appeal within forty-five (45) days after the appeal is submitted by the Account Holder. Effective August 1, 2025, application eligibility appeals will be submitted directly in the Hope Scholarship online portal. This guide will walk you through the process of submitting an appeal in the Hope Scholarship online platform for your student’s ineligible application.

2. Submitting an Application Appeal

Getting Started with Your Appeal:

- From your dashboard, click on the "My Applications" tab at the top of your screen.
 - Review your student's application status to locate any ineligible applications.



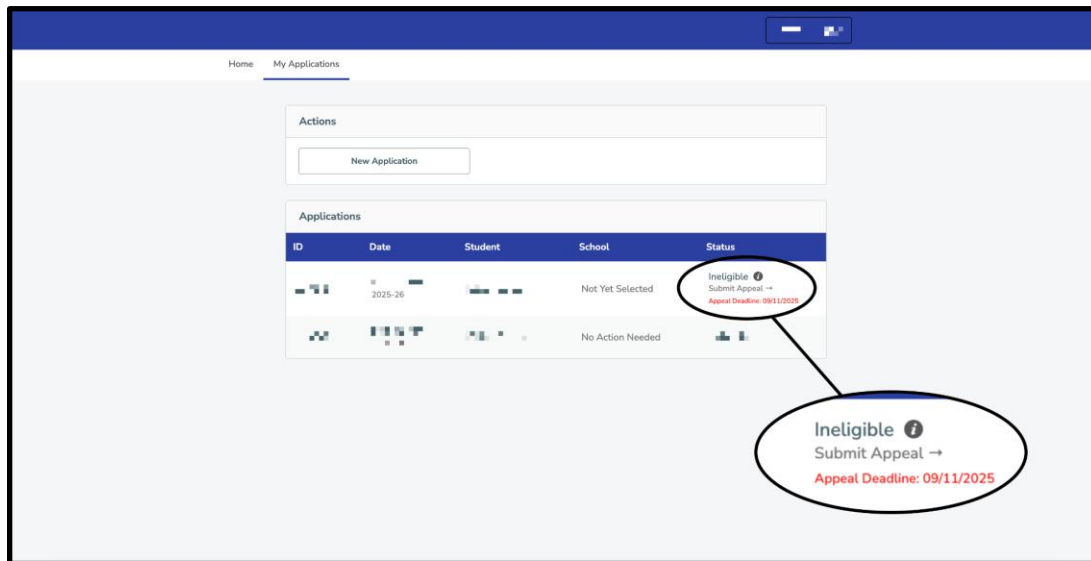
Understanding Application Statuses:

Your application may display one of these appeal-related statuses:

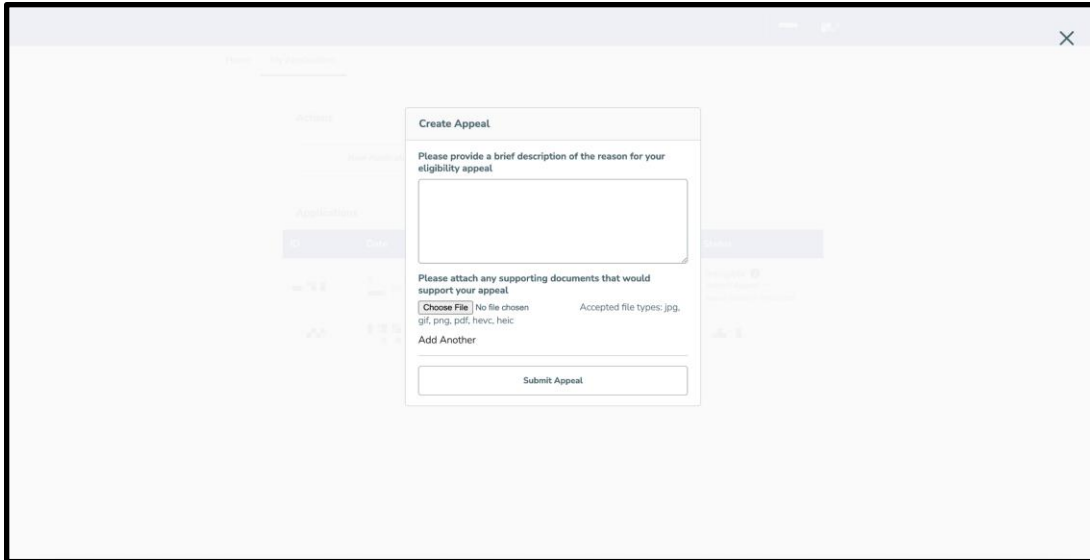
- **Ineligible:** The student has been found ineligible to participate in the Hope Scholarship Program.
 - A "Submit Appeal" button will appear when an application is initially found ineligible.
 - An Appeal Deadline will be displayed in red font.
 - You must submit your appeal before this deadline.
- **Appealed:** An application that was originally deemed ineligible has been resubmitted to the Hope Scholarship Board's Committee on Appeals for eligibility review.
 - No additional action is needed while the application is in this status.
 - Continue to monitor the online portal for updates and a determination on your student's appeal.
- **Appeal Incomplete:** The submitted appeal did not have enough support/context to be presented to the Committee on Appeals or the Committee on Appeals is requesting additional documentation after their initial consideration of the appeal.
 - An "Update Appeal" button will appear.
 - The Appeal Deadline will be extended.
 - The Administrator notes will explain the additional information that is needed to complete the appeal.

Submitting Your Initial Appeal:

- Navigate to your student's ineligible application in the "My Applications" tab.
- Click the "Submit Appeal" button.



- A "Create Appeal" pop-up window will appear.
- In the appeal window:
 - Provide a clear, brief description of your reason for appealing.
 - *Note: If you have a longer, detailed narrative that you wish to submit with your appeal, please create a PDF document that you can upload using the process below. Word documents aren't accepted, but those can be converted to PDF format.*
 - Click "Choose File" to upload any supporting documentation. Only the file types of jpg, gif, png, pdf, hevc, and/or heic will be accepted.
 - Review your information for accuracy.
 - Click "Submit Appeal" to officially send your appeal to the Hope Scholarship Board Appeal Committee on Appeals for review.

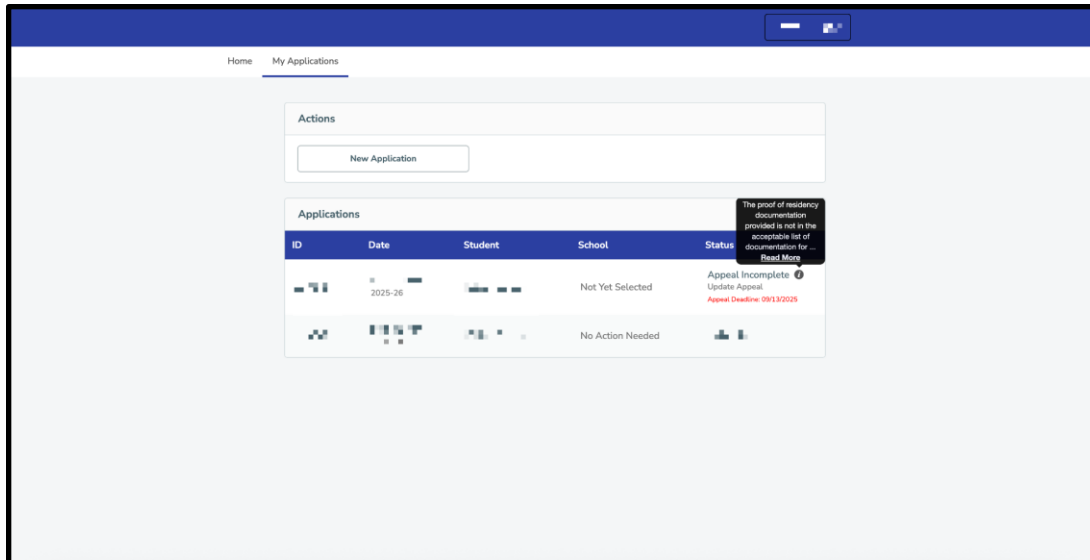
A screenshot of a web application interface showing a 'Create Appeal' modal form. The form is titled 'Create Appeal' and contains a text area for 'Please provide a brief description of the reason for your eligibility appeal.' Below this is a file upload section with the text 'Please attach any supporting documents that would support your appeal.' It includes a 'Choose File' button, a file selection status 'No file chosen', and a list of accepted file types: 'Accepted file types: jpg, gif, png, pdf, hevc, heic'. There is also an 'Add Another' link and a 'Submit Appeal' button at the bottom of the form. The background shows a blurred view of the 'My Applications' page.

- After submission, you will return to the "My Applications" screen where the status will show "Appealed."

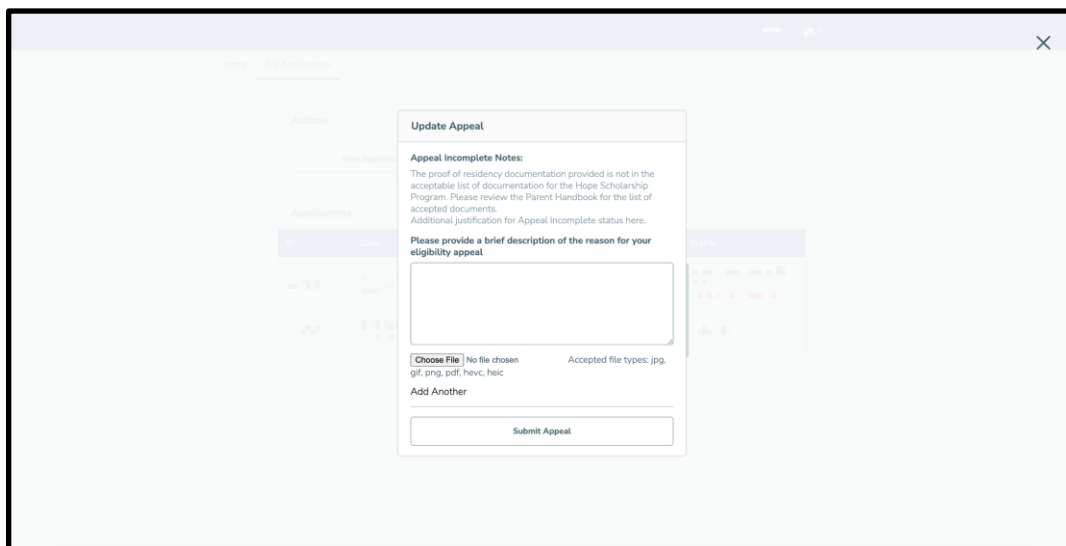
Note: The "Submit Appeal" button only appears for applications with "Ineligible" status. If your application is in Expired status and you wish to submit an eligibility appeal, please contact Hope Scholarship Board staff at hopescholarshipwv@wvsto.gov to discuss your student's situation.

Updating an Incomplete Appeal:

- There may be situations where either Board staff completing an initial review of your appeal to present it to the Hope Scholarship Committee on Appeals or the Committee on Appeals itself will request additional information and support for the appeal.
 - The status will change to "Appeal Incomplete."
 - Hover over the small "i" information bubble to view administrator notes.
 - Click "Read More" to view the complete message.



- Click the "Update Appeal" button.
- An "Update Appeal" pop-up will display which includes the following:
 - Appeal Incomplete Notes which will explain the additional information needed for the appeal.
 - Text field for an additional explanation (if needed).
 - File upload area for any additional documentation requested. Files will only be accepted in the following file formats: jpg, gif, png, pdf, hevc, and/or heic.



- Based on the Appeal Incomplete Notes provided, the Account Holder should:

- Upload the requested documentation.
- Add any additional explanation requested.
- Click "Submit Appeal" to resubmit the Appeal for consideration.

After Submitting Your Appeal:

- Monitor the "My Applications" tab regularly for status updates.
- Hope Scholarship Board staff will review your appeal, request any additional documentation needed to present your appeal to the Committee on Appeals, present your appeal documentation to the Committee on Appeals, and update the status of the appeal with the determination made by the Committee on Appeals.
 - If your appeal is denied by the Committee on Appeals, your student's application will return to Ineligible status.
 - If your appeal is approved by the Committee on Appeals, your student's application will be updated to Conditionally Eligible, Eligible or Approved status depending on the specific situation for the student.

Important Reminders:

- **Always submit appeals before the deadline shown in red on your student's application.**
- Keep copies of all documentation submitted with your appeal.
- Refer to the Parent Handbook for general information related to eligibility appeals.

3. Support and Assistance

If you encounter any technical issues with submitting your appeal in the Hope Scholarship online portal, the Hope Engagement Center is available to assist you by contacting 681-999-HOPE (4673) or help@hopescholarshipwv.com.

If you have questions about the status of your appeal, please contact Hope Scholarship Board staff directly at hopescholarshipwv@wvsto.gov or 304-340-5058.

Thank you for your participation in the West Virginia Hope Scholarship Program!