315 70th St SE
Charleston, WV 25304
304.340.5058
hopescholarshipwv.gov

Refund Instructions for Hope Scholarship Providers

If a Hope student has withdrawn from a participating school or microschool, withdrawn from another program offered by an educational service provider, or cancelled a prepaid order with a service provider, the Hope Scholarship provider will most likely owe a refund back to the student's Hope Scholarship account. Pursuant to the Hope Scholarship Program legislative rules, Hope Scholarship providers must refund student account(s) for any services not actually rendered to the student. As a reminder, providers cannot refund Hope Scholarship funds directly to a parent or student.

To remit Hope Scholarship funds back to the student's Hope Scholarship account in the online portal, providers should mail a check made payable to Student First Technologies to the address below. Please include "WV Hope Scholarship Program" in the memo line of the check.

Student First Technologies
Attn: WV Hope Scholarship Program
304 W Kirkwood Ave, Suite 101
Bloomington, IN 47404

With the check, the provider must include a document with the following information:

Provider Name and Address
Student Name(s)
Refund Amount per Student
Brief Description/Reason for Returned Funds

The documentation summary must contain a total for all students included on the document and that total must match the amount remitted on the check.

Pursuant to the Hope Scholarship Program legislative rules, refunds to a Hope Scholarship student's account **must be completed within 30 days** after receiving notice that the student has withdrawn or will not participate in the program/services.