

# **HOPE SCHOLARSHIP PARENT SATISFACTION SURVEY**

## **2025-2026 SCHOOL YEAR**

# INTRODUCTION

To better understand the needs of Hope Scholarship participants, and pursuant to statutory requirements, the WV State Treasurer's Office distributed a Parent Satisfaction Survey to all families who participated in the Hope Scholarship Program during the 2025-2026 school year on May 26, 2026. The survey was open for 36 days and was completed by 893 participating families. The 13-question survey included 12 multiple choice questions and 1 open-ended question. The purpose of the survey was for families to provide detailed feedback of their experience with the Hope Scholarship Program. This feedback will be included in Hope Scholarship Annual Report, which is completed by the end of the calendar year.

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# KEY HIGHLIGHTS

**96%**

OF HOPE PARENTS SATISFIED WITH THE  
HOPE SCHOLARSHIP PROGRAM

**88%**

OF THOSE WHO SOUGHT ASSISTANCE  
WERE SATISFIED WITH OUR CUSTOMER SERVICE

## TOP REASONS FOR CHOOSING HOPE SCHOLARSHIP

1. *RELIGIOUS-BASED EDUCATION*
2. *CONCERNS ABOUT PUBLIC SCHOOL CURRICULUM*
3. *GREATER FLEXIBILITY*

## TOP EXPENSES USING HOPE SCHOLARSHIP

1. *CURRICULUM*
2. *NONPUBLIC SCHOOL TUITION*
3. *TECHNOLOGY*
4. *DIGITAL COURSES/SUBSCRIPTIONS*

**4 OUT OF 5 PARENTS**

REPORTED NO DIFFICULTY WITH THE APPLICATION PROCESS.

# PROGRAM ADMINISTRATION

Families participating in the Hope Scholarship Program for the 2025-2026 school year were asked three questions about their overall satisfaction with program administration. From these questions it was identified that 96% of respondents were satisfied with the Hope Scholarship Program and 95% of respondents were satisfied with the communication from the Hope Scholarship Program.

**How satisfied are you with the communication from the Hope Scholarship Program regarding Hope Scholarship Board updates, important deadlines, and general reminders?**

- Very satisfied: 663 (74.24%)
- Satisfied: 189 (21.16%)
- Neutral: 35 (3.92%)
- Unsatisfied: 5 (.56%)
- Completely unsatisfied: 1 (.11%)

“The staff that answer call are incredibly kind, reassuring, and helpful. And I'm thankful for the Hope Scholarship as an option for my children. They had an incredible year at a private school and have improved their academic skills at an incredible pace. Thank you for making this possible. It will transform their lives in a great way as it already has.”

**Please rate your overall satisfaction with the Hope Scholarship Program as a whole.**

- Very satisfied: 693 (77.60%)
- Satisfied: 168 (18.81%)
- Neutral: 19 (2.13%)
- Unsatisfied: 13 (1.46%)
- Completely unsatisfied: 0 (0%)

**How satisfied are you with the customer service provided by the Hope Scholarship Engagement Center and Hope Scholarship Board?**

- Very satisfied: 409 (45.80%)
- Satisfied: 143 (16.01%)
- Neutral: 49 (5.49%)
- Unsatisfied: 21 (2.35%)
- Completely unsatisfied: 4 (0.45%)
- Not applicable - I did not request assistance: 267 (29.90%)

# BOARD OF EDUCATION COMPLIANCE

West Virginia County Superintendents and County Boards of Education are responsible for complying with certain Hope Scholarship reporting requirements. These requirements include documenting submitted Hope Scholarship notice of intent forms as well as end of year academic progress reporting. Families participating in the Hope Scholarship Program for the 2025-2026 school year were asked two questions about their experience working with the West Virginia County Superintendents and County Boards of Education. From these questions it was identified that 95% of respondents reported that they had no compliance issues with the county boards of education during the 2025-2026 school year.

**Did you experience any of the following county board of education compliance issues during the 2025-2026 school year?**

I did not experience any county board of education compliance issues: **845 (94.62%)**

Delay in recording of your student's Hope Scholarship Notice of Intent which led to a delay in your student's funding: **28 (3.14%)**

Delay in recording your student's annual academic progress which resulted in your student receiving a 45-day closeout letter: **14 (1.57%)**

Delay in providing your student a WVEIS identification number which resulted in your student being in a different funding/application window: **6 (0.67%)**

**"We love the Hope Scholarship and are so thankful we made the choice to homeschool our son for Kindergarten. He scored in the 94-99th percentile on all categories of his standardized test and we are loving spending so much time with him."**

**If you experienced a county board of education compliance issue during the 2025-2026 school year, how quickly was the issue resolved by the county board of education?**

It was resolved quickly upon identification of the issue: **190 (78.19%)**

It was eventually resolved: **25 (10.29%)**

It was resolved after I sought assistance from the WVSTO/Hope Board: **16 (6.58%)**

It was never resolved: **12 (4.94%)**

\*Only 48 respondents indicated a county board of education compliance issues in the previous question

# ONLINE PLATFORM USE

Families participating in the Hope Scholarship Program for the 2025-2026 school year were asked four questions about their experience and satisfaction using the Hope Scholarship online portal. From these questions it was identified that four out of five families reported no difficulty with the application process and 93% of respondents who had students attending a private school or a microschool found the experience of selecting their school in the online portal to be easy.

**If you found the application process difficult, what areas were most challenging? You may choose more than one option.**

N/A – I didn't find the process difficult: **748 (78.99%)**

Using the Plaid option for residency verification: **73 (7.71%)**

Receiving updates regarding a submitted application: **46 (4.86%)**

Understanding what documents to upload: **28 (2.96%)**

Understanding the deadlines to submit the application: **11 (1.16%)**

Submitting the application online: **10 (1.16%)**

Accessing the application online: **5 (0.53%)**

Other: **26 (2.75%)**

Both of my kids and myself have had nothing but a great experience with the Hope scholarship! I really feel like it is such an amazing opportunity for kids in WV. Some of these children may not be able to afford education opportunities without the scholarship. I am hoping the scholarship continues and is able to bless even more families.

**How was your experience selecting a nonpublic school or microschool and paying tuition in the Hope online portal?**

Very easy: **514 (57.56%)**

Not applicable – my child did not attend a private school: **257 (28.78%)**

Somewhat easy: **77 (8.62%)**

Neutral: **35 (3.92%)**

Somewhat difficult – I needed extra support to complete: **7 (0.78%)**

Very difficult – I needed extra support to complete: **3 (0.34%)**

# ONLINE PLATFORM USE

I'm extremely impressed with the ease of the application process. I like the plaid residency verification minus the small delay it had with realizing it was verified and being able to move on with the application. I love the excellent email communication reminders and status updates.

## How satisfied are you purchasing educational services in the closed marketplace in the Hope online portal?

Very satisfied: 263 (29.45%)

Satisfied: 153 (17.13%)

Neutral: 65 (7.28%)

Unsatisfied: 18 (2.02%)

Completely unsatisfied: 4 (.45%)

Not applicable - I did not use marketplace: 390 (43.67%)

## How satisfied are you with the availability and delivery times of TheoPay orders placed in the new Hope online portal?

Very satisfied: 367 (41.10%)

Satisfied: 184 (20.60%)

Neutral: 58 (6.49%)

Unsatisfied: 21 (2.35%)

Completely unsatisfied: 6 (.67%)

Not applicable - I did not use TheoPay: 257 (28.78%)



# SCHOLARSHIP USAGE

Families participating in the Hope Scholarship Program for the 2025-2026 school year were asked three questions about their general participation in the Program. From these questions it was identified that curriculum and nonpublic school tuition and fees were the most important qualifying expenses that families were prioritizing for their students. These questions also identified that the ability to provide a religious-based education for their student was the most common reason why families chose to participate in the Hope Scholarship Program.

**Please select the top three Hope Scholarship qualifying expenses that are most important to your child's education.**

Curriculum: **692 (25.83%)**

Nonpublic school tuition: **559 (20.87%)**

Technology: **480 (17.92%)**

Digital courses/subscriptions: **289 (10.79%)**

Other: **288 (10.75%)**

Tutoring: **182 (6.79%)**

Microschool tuition: **122 (4.55%)**

Therapy: **67 (2.5%)**

**The Hope Scholarship has given me the confidence and support to give my child a quality education tailored to her specific needs and learning abilities. I am very grateful for this program.**



# SCHOLARSHIP USAGE

**Why did you choose to utilize the Hope Scholarship Program for your child's education? Although multiple reasons may apply, please pick the primary reason from the list below.**

- I wanted to be able to provide a religious-based education for my child: 308 (34.49%)
- I had concerns about public school curriculum: 127 (14.22%)
- I wanted more flexibility with my child's education: 90 (10.08%)
- Other: 74 (8.29%)
- I had concerns regarding the influence of other students and adults on my child: 70 (7.84%)
- I wanted a smaller class size for my child: 53 (5.94%)
- My child needs additional services/support not available in public school: 49 (5.49%)
- I had public school bullying concerns: 44 (4.93%)
- I had public school safety concerns: 27 (3.02%)
- I wanted to spend more time with my child: 18 (2.02%)
- I had issues with a public school teacher and/or administrator: 16 (1.79%)
- My child has medical issues: 15 (1.68%)
- I wanted to send my child to school in a more convenient location: 2 (0.22%)

**“We are completely satisfied with the program. Having had no raise in my salary since 2018, this program has allowed us to continue to provide a Catholic education for our child when our budget has been at its tightest.”**

**Are there any aspects of the Hope Scholarship Program requirements that have been confusing? You may select more than one option from the list below.**

- No, the requirements are clear: 629 (57.87%)
- Qualifying Expenses: 125 (11.50%)
- Reimbursements: 90 (8.28%)
- Completing the Continued Participation Confirmation: 77 (7.08%)
- Annual academic reporting requirements: 62 (5.70%)
- Filing the proper Notice of Intent with the County Board of Education: 53 (4.88%)
- Scholarship funding: 24 (2.21%)
- Completing the initial application: 17 (1.56%)
- Eligibility requirements: 10 (0.92%)

# MORE COMMENTS

We are a middle class working family. The Hope Scholarship helps aid us in giving our child a Christian based private school education. This is important to us in this ever changing world that we are living in and the changes that have occurred in the public school system. We are thankful for the Hope Scholarship and pray that it continues to help our family and others.”

I'm very grateful to have these resources to better provide a well-rounded educational experience for my child. It makes our days easier to have the right supplies and the freedom to choose our curriculum. To learn at my child's pace and follow their passions. And the ability to spend these years together is priceless. Hope makes it not only possible, but easeful.

Our family so is so incredibly thankful for the HOPE Scholarship. With this help, we are able to provide a good education for our daughter while also being able to pay other bills.”

The Hope Scholarship has been such a blessing. There is no complaints but only praise. I am beyond grateful for the support and love that has been giving to my son. It's been a wonderful couple years of homeschooling. There is so much hope (with no pun intended) with the scholarship. Thank you so much. It truly is a blessing and I am forever grateful.

## CONCLUSION

The Parent Satisfaction Survey provides valuable insight into the experiences Hope Scholarship families across West Virginia. Feedback from participating families will help the State Treasurer's Office better understand their needs, identify opportunities for improvement, and inform the 2025-2026 Hope Scholarship Annual Report.