

# HOPE SCHOLARSHIP WEST VIRGINIA

## Program Update from the Hope Scholarship Team

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Thank you for choosing the Hope Scholarship for your child's educational needs. This past month has been a period of significant transition and activity with the Hope Scholarship Program. We welcomed thousands of new students and families taking advantage of the program this academic year combined with the transition to a new program manager, Student First Technologies, to help manage student accounts.

Our staff has been working around-the-clock to assist in these transitions and appreciate your patience as we work through this process.

While this transition period has gone relatively well for families with students attending nonpublic schools, we do know families with students in Individualized Instructional Programs (IIPs) have encountered difficulties with the rollout of the TheoPay™ system designed to process their purchase requests.

For our families affected by these issues: We understand your frustration and empathize with your situation. Our Office is currently working intently with Student First Technologies to clear through a backlog of orders that need to be processed and ensure this system works as promised.

For families with students attending nonpublic schools with Notices of Intent on file with the county board of education, your student accounts should be fully funded and payments to your schools processed. If you do have any lingering issues, please reach out to our Office at [hopescholarshipwv@wvsto.gov](mailto:hopescholarshipwv@wvsto.gov) and we will work on your request.

We would also like to take this moment to further explain why we transitioned to a

new program manager and online portal. Our Office and the Hope Scholarship Board have sought to maximize the educational opportunities available to Hope Scholarship families while adhering to the requirements laid out in the Hope Scholarship Act.

Under our prior system, there was a closed marketplace featuring a more limited number of education service providers participating in the program from which families could choose. In partnering with Student First Technologies and the TheoPay™ system, we will move beyond this kind of closed marketplace system and offer more freedom of choice for families to make purchases with their funds, while staying within the programmatic boundaries.

As we've mentioned before, the TheoPay™ system is designed to “learn” as it goes – the learning curve has been somewhat steeper than initially expected, our program manager is working to clear a backlog of orders while also ensuring the system works smoothly going forward.

The Hope Scholarship Engagement Center will continue to be available by calling 681-999-HOPE (681-999-4673) or by emailing [help@hopescholarshipwv.com](mailto:help@hopescholarshipwv.com).

The Hope Scholarship staff will also continue to work diligently to respond to customer requests and work to resolve any lingering issues families may have.

Again, we thank you for your patience as we continue to work through this transition.

Sincerely,

The Hope Scholarship Team

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If you need further assistance, please contact our new Hope Engagement Center by phone at 681-999-HOPE or by email at [help@hopescholarshipwv.com](mailto:help@hopescholarshipwv.com).

[hopescholarshipwv.com](https://www.hopescholarshipwv.com)





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