

SCARLETT FAMILY FOUNDATION

2017-18 Communication Policy

For all applicants and those selected as scholarship recipients

By reviewing and accepting the Foundation 'Communication Policy', you are agreeing to take ownership and be proactive in communicating changes in your phone number, email address, mailing address, changes in your enrollment status, and any other circumstances that may effect your award. **Failure to adhere to the Community Policy may result in loss of your award.**

Reason for the Communication Policy

First and foremost, the Foundation feels the student should take responsibility for their award, and we are confident all scholarship recipients are capable of keeping us and ISTS informed of changes that might impact your award.

Secondly, due to the volume of applications and awards, it is important that you meet all deadlines in order to keep program expenses to a minimum. If we are unable to reach any of our award recipients, it may delay the processing of applications, renewals, and check distribution for all recipients.

Expectation of the Foundation

Whenever possible, students, not parents or guardians, are to communicate directly to ISTS and the Foundation. As a scholarship recipient, the Foundation expects that the student will take responsibility and ownership of their award and meet all deadlines. We do understand that circumstances may occur where this is not always possible.

During the application process:

It is the responsibility of the applicant to monitor the progress of all application requirements to make sure the application is complete. The status 'Complete' will display on the 'Home' page when all forms have been submitted and all documents have been verified.

How and when will I receive notification?

- Notifications are sent to recipients, and applicants not selected to receive an award, **via email** by the end of March. ONLY students who 'completed' an application will receive notification. For award recipients, an 'acceptance' link will be displayed on the 'Home' page following the award notification.
- Add donotreply@applyists.com and contactus@applyists.com to your email address book or "safe senders list" so these important emails are not sent to your junk mail folder. **Do not 'opt out' of any email sent from these addresses** as you might miss vital information regarding your scholarship applications.
- Note: We will not share your email address to any third parties.

If I am selected as a scholarship winner; when should I communicate with the ISTS and the Foundation?

Before contacting the Foundation, please review the 'Current Scarlett Scholars' page of our website for current deadlines and updates.

Scholarship Checks

- If you have not received your **fall** scholarship check by August 15 – contact ISTS.
- If you have not received your **spring** scholarship check by December 15 – contact ISTS.

Scholarship Renewal Instructions

- If you have not received your 'scholarship renewal' email from ISTS by March 15th- contact ISTS.

Changes in email, phone number, or mailing address

- Contact ISTS

Changes in enrollment status, or college

- Contact the Foundation.

All communication to ISTS should be directed to:

Customer Care – 1-855-670-4787 or email: contactus@applyists.com.

All communication to the Foundation should be directed to:

The 'Contact Us' page of the Foundation website.