Hope Scholarship Program

School and Microschool Administrators FAQs

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Hope Scholarship Program: School and Microschool Administrator FAQs

I. School Setup & Enrollment

1. How do we set up our school account?
Answer:
- Check email for invite link (by July 22nd)
- Set password and complete attestations
- Update school profile
- Connect bank account via Plaid

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- Set tuition and fees

2. When can families select our school?

A: Families can select schools from July 26th, after claiming their accounts.

3. How do we ensure our school is listed as approved?

Answer:

- All platform schools will be in the family-facing drop-down list
- Schools listed as "School Name - City" to avoid confusion
- Public website list updated after all accounts are claimed

II. Funding and Payments

4. When will funds be available in student accounts?

Answer:

- First installment: August 15th
- Second installment: January 15th

5. How does invoicing work in the new system?

Answer:

- Go to Enrollment Periods tab > Manage Roster > Generate Invoice
- Multiple invoices can be submitted throughout the school year
- 7-day approval process, payment within 24 hours of approval

6. Can we use our own invoicing system (e.g., FACTS)?

Answer: Use the new platform for Hope Scholarship students. Your existing system can be used for non-Hope students or portions not covered by Hope.

III. Tuition, Fees, and Services

7. How do we enter varying tuition and fees?

Answer:

- In tuition/fee schedule: Enter maximum amounts for each category
- For non-standard services, such as tutoring/aftercare, use the product functionality

8. How do we handle discounts or varying rates?

Answer: Enter specific discounted amounts when verifying individual student enrollments.

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9. How do we add products or services beyond standard tuition and fees?
Answer:
- Go to Products tab > Add Product
- Select category, enter price and description
- Submit for approval

IV. Student Management

10. How do we process student withdrawals?
Answer:
- Families and Students tab > Mark Withdrawn
- Provide withdrawal date and additional info for refund calculations

11. How are prorated tuitions handled?
Answer: Enter actual start/end dates for late enrollments or early withdrawals. The system calculates prorated amounts based on these dates.

V. Technical Questions

12. How does the system handle bank account connections?
Answer:
- Uses Plaid for secure bank connections
- Must connect before submitting invoices
- Edit Organization > Connect Bank Account > Follow Plaid prompts

13. How do we add additional users to our account?
Answer:
- Your name (top right) > Manage Users > Invite New Admin/View Only User
- Each admin should have their own account and protect their credentials

VI. Need More Help?

For detailed, step-by-step instructions with screenshots, refer to our comprehensive Portal User Portal Guides.

Still have questions? Contact the Hope Scholarship Engagement Center by phone at (681)-999-HOPE (4673) or email help@hopescholarshipwv.com

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