



Program Statistics and Updates

As of September 30, 2024, approximately 10,250 students had been awarded the Hope Scholarship for the 2024-2025 school year. Approximately 475 students had applications on hold for missing documentation or WVEIS ID issues and another approximately 90 students had submitted applications that were awaiting review.

The volume of new applications has increased tremendously throughout this week as students reached 45 days in public school. New applications are being reviewed as quickly as possible, but we want to remind applicants that statute allows up to 45 days to review a complete application from a parent. We don't anticipate processing times to take that long, but issues with WVEIS ID#s and documentation submissions can result in processing delays.



With more than 10,000 participants, transaction volumes are also very high. The program has received more than 11,300 TheoPay purchase requests and the backlog of unprocessed orders is down to around 1,600. Nearly 700 reimbursement requests have been received since the reimbursement module opened nearly two weeks ago and only around 100 of them are awaiting initial review.

Call and email volumes are also very high, so we appreciate your patience if response times are delayed. Board staff and the Hope Engagement Center are working diligently to respond as quickly as possible to all inquiries.

TheoPay Updates

TheoPay Orders

In the Hope Scholarship online portal, there is a new option to "View Details" on both

approved and rejected TheoPay orders which will display the items that were submitted for purchase in the TheoPay cart. It will also include a Family Notes section where the fulfillment team now includes information such as rejection reasons, items that were out of stock and unable to be ordered, etc. Older orders will not have a Family Note because that functionality didn't exist at the time those orders were processed.

The Family Notes for newly approved orders will also include the order number from the vendor once the order is placed until that can be programmed to display as a separate field on the "View Details" screen.

Shipping Address

The Hope Scholarship online portal now includes a field for a separate shipping address for families who cannot have TheoPay orders shipped to their physical address. **All Hope Scholarship families are encouraged to review the shipping address on file to ensure it is accurate.**

To see the shipping address on your student's account, please click on the yellow TheoPay tile on your dashboard. If you need to update your shipping address, please contact the Hope Engagement Center by telephone at 681-999-HOPE to request an update to your shipping address.

TheoPay Returns

To initiate a return of a TheoPay order, please complete the TheoPay Product Return Request Form found at [TheoPay Product Return Request Form HOPE Scholarship](#).

Within a week of completion of this online form, you will receive an email with a shipping label for you to print to return the product directly to the vendor. Upon receipt of the returned item, the vendor will conduct item inspections and process the returns. The processing time for returns will vary by vendor.

Once Student First Technologies receives the credit back from the vendor, they will ensure that funds are restored to the student's digital wallets. If the vendor requires the buyer to pay for the return shipping, the cost of the return shipping will be deducted from the student's account, either through a reduction of the credit or through a separate charge, depending on the specific vendor's policy.

Closed Marketplace Update

Education service providers participating in the closed marketplace in the Hope Scholarship online portal now have the ability to cancel orders on behalf of families.

If you have submitted an order in error to a provider or need to cancel an unfulfilled order, please contact the provider directly to request that they cancel the order. Canceling the order will return the funds to the student's account.



NOI Reminders

Hope Scholarship student accounts are not funded until the awarded student's statutorily required Notice of



Intent (NOI) is submitted to and recorded by the county board of education of the student's county of residence.

If you have not yet submitted your awarded student's NOI to the county board of education, please do so immediately to prevent additional delays with the funding of the student's account.

For students who are completing the 45-day eligibility pathway, please do not submit your NOI to the county board of education until your application has been awarded. County boards of education have been instructed to withdraw students from public school upon receipt of the NOI, so submitting the NOI prior to a final decision on your student's Hope application could jeopardize their eligibility for the scholarship.

If your student has a change in Hope Scholarship pathways (nonpublic to Individualized Instructional Program or vice versa) or your student has a change in their grade level, you must submit a revised NOI to your local county board of education.

A link to the sample Notice of Intent letter can be found [HERE](#). Please send your Notice of Intent to your local county board of education at the email address [HERE](#).

Questions? We Have Answers!

FAQ: Can my child attend a West Virginia public charter school full-time while also receiving Hope Scholarship funds?

No, Hope Scholarship students are unable to attend a West Virginia public school full-time while also receiving the Hope Scholarship. Public charter schools, such as the two statewide virtual charter schools or in-person options such as the new WIN Academy are public schools. If you wish for your child to attend a West Virginia public charter school option full-time, your child cannot remain in the Hope Scholarship Program. Hope Scholarship students can, however, utilize their scholarship funds to purchase part-time services from participating West Virginia public school.



Please see the full list of [Hope Scholarship FAQs](#) for other common questions related to the program.

Thank You!



Hope Scholarship Board staff would like to thank the participants from the Hope Scholarship Family Forum on October 1, 2024.

Your feedback was greatly appreciated and will be provided to the Hope Scholarship Board members for further consideration.



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