



---

# FAQs

School Information


# Q & A

- How do you create Tuition & Fees schedules?
- How is an invoice created?
- How do parents accept enrollment requests so that schools can receive funds?



# Tuition & Fees




 [Business Profile](#)

 [Enrollments](#) **1**

 [Service Offerings](#)

 [Service Providers](#)

 [Billing](#)

 [Help](#)

Entering tuition and fees is as simple as 3 steps. First, click on the enrollment option on the left-hand side of your menu. After this, your school information will display. Please review and confirm the information. Once you do, select the Tuition tab to start entering your school's tuition and fees.

[School Info](#)

[Tuition](#) **2**

[Find Students](#)

[Enroll Requests](#)

[Enroll Forms](#)

[Roster](#)

[Reporting](#)

## Tuition & Fees

Please submit the published maximum tuition and fees for each grade at your school. You may use the same tuition and fees for several grades. You can also create discounted tuition and fees to use when submitting a Student Enrollment Form. Please be sure that your discounted tuition and fees are less than your maximum tuition and fees.

### Tuition

Please add your school tuition. You will have the ability to enter each grade you serve from (Pre-K through 12).

 **ADD**

NAME OF TUITION	GRADES	Amount		

# Tuition & Fee Breakdown

## Tuition

Please add your school tuition. You will have the ability to enter each grade you serve from (Pre-K through 12).

 ADD

NAME OF TUITION	GRADES	Amount
-----------------	--------	--------

## Fees

Please add your school fees. Examples: Uniforms, books, transportation, registration, test fees, etc.

 ADD

FEE CATEGORY	NAME OF FEE	Amount
--------------	-------------	--------

**IMPORTANT:** Once a School Enrollment Form is sent using a tuition schedule, it will be locked and will not be able to be edited.

## Maximum Published Tuition & Fee Schedules

Please add your maximum tuition and fee schedule for every grade you serve. **IMPORTANT:** Once a School Enrollment Form is sent, all maximum published tuition schedules are locked and unable to be edited until the following school year. Make sure to enter every grade you serve.

 ADD

NAME OF TUITION & FEE SCHEDULE	GRADES	Amount	SEF SUBMITTED?		
--------------------------------	--------	--------	----------------	--	--

## Tuition & Fee Breakdown Continued...

### Additional Tuition & Fee Schedules

Please create your tuition and fee schedules. These are the schedules you will use for invoicing. IMPORTANT: Once a School Enrollment Form is sent using a tuition schedule, it will be locked and will not be able to be edited. You can still create new schedules, as long as they do not exceed the maximum published amount for any particular grade. Make sure to enter every grade you serve.

 ADD

NAME OF TUITION & FEE SCHEDULE	GRADES	Amount	SEF SUBMITTED?		
--------------------------------	--------	--------	----------------	--	--

IMPORTANT: Once a School Enrollment Form is sent using a tuition schedule, it will be locked and will not be able to be edited. You can still create new schedules, as long as they do not exceed the maximum published amount for any particular grade. Make sure to enter every grade you serve.

## Finding students

The screenshot shows the 'Find Students' tab selected in a navigation bar. Below the navigation bar, there is a title 'Find Students' followed by two paragraphs of instructions. A search bar with the text 'test' and a 'SEARCH' button is present. Below the search bar is a table with one row of data. The table has five columns: 'SELECT', 'AWARD ID', 'STUDENT NAME', 'GUARDIAN NAME', and 'ENROLLMENT STATUS'. The 'SELECT' column contains a checked checkbox. The 'AWARD ID' column contains '20000004'. The 'STUDENT NAME' column contains 'Test User'. The 'GUARDIAN NAME' column contains 'Guardian User'. The 'ENROLLMENT STATUS' column contains 'Denied'. A 'CONTINUE' button is located at the bottom right of the table area.

**Find Students**

Connect a student and their scholarship to your school by searching the database below. It is not uncommon for students to have the same name; please ensure the information displayed matches the information provided by the parent.

After you select the correct student, click continue and move to the Enroll Requests tab. If the student is not found in the database, please contact the student's parent and ensure the information provided is accurate.

Q test SEARCH

SELECT	AWARD ID	STUDENT NAME	GUARDIAN NAME	ENROLLMENT STATUS
<input checked="" type="checkbox"/>	20000004	Test User	Guardian User	Denied

CONTINUE

Enrolling students in EMA is a simple process; schools type the student's name in the search bar and match the name with the information provided by the parent.

After selecting the correct student, schools can move on to the Enrollment Requests tab.

## Enrollment requests

The student's parent will need to approve the student's enrollment request and the tuition and fees amount before you can see the student in your roster.

School Info

Tuition

Find Students

Enroll Requests

Enroll Form

Roster

Reporting

### Enrollment Requests

Select the students you would like to enroll by checking the box next to their names. Once selected, click the "Add" button to include those students on the Enroll Form tab.

If you want to remove the student from your enrollment request, select the red "X" button next to a student's name. Removed students can be found on the "Find Students" tab.

☐ Enroll All Students

Q

SEARCH

	STUDENT NAME	PARENT NAME	AWARD ID	SCHOLARSHIP	ENROLLMENT TYPE	REMOVE
<input checked="" type="checkbox"/>	Mickler J	Virginia student	20000047	Hope	New Request	
<input type="checkbox"/>	Emily elizabeth	Guardian User	20000056	Hope	New Request	
<input type="checkbox"/>	maddy MARCH	Virginia student	20000058	Hope	New Request	

ADD

## Enroll Form


The students will then appear in the Enroll Form tab.


From there schools can select the school year for which they are enrolling the students, student start date, grade, and tuition and fees.

The screenshot displays the 'Enroll Form' interface. At the top, there is a dropdown menu for the school year, currently set to '2022-2023'. To the right is a search bar with a magnifying glass icon and a 'SEARCH' button. Below these is a table with the following columns: STUDENT NAME, AWARD ID, START DATE, GRADE, TUITION/FEE SCHEDULE, and TOTAL AMOUNT. The table contains three rows of data. The first row shows a student named 'Diya K' with award ID '20000000', start date '6/24/2022', grade '2', a blacked-out tuition/fee schedule, and a total amount of '\$7,100.00'. The second and third rows show students 'Ibana Willis' and 'Deepak k' with award IDs '20000001' and '20000002' respectively, and their start dates, grades, and tuition/fee schedules are marked as 'Select' or 'Set'. Each row has a red 'X' icon in the final column. Below the table, there are navigation buttons (left and right arrows) and a pagination indicator 'From 1 to 3 of 3'. A red 'REQUEST' button is located at the bottom right of the form.


STUDENT NAME	AWARD ID	START DATE	GRADE	TUITION/FEE SCHEDULE	TOTAL AMOUNT
Diya K	20000000	6/24/2022	2		\$7,100.00
Ibana Willis	20000001	Select	Set	Select Schedule	
Deepak k	20000002	Select	Set	Select Schedule	

## Confirm enrollments





### Confirm Enrollments

STUDENT NAME	AWARD ID	GRADE	TUITION & FEES SCHEDULE	START DATE	TOTAL AMOUNT
Diya K	20000000	2		6/24/2022	\$7,100.00

IMPORTANT: NO CHANGES WILL BE ALLOWED after tuition and fees have been certified and at least one School Enrollment Form has been submitted. This means your tuition and fees will be locked-in until the following school year.;

If you think your school will update the Tuition and Fees before the start of the 2022-2023 school year, please wait until such time to certify your tuition and fees in our system and before submitting any School Enrollment Forms.

CANCEL

CONFIRM

# Parent confirmation Email

Once the enrollment process is complete the parent will receive an email notification to approve the enrollment and the tuition charged to the student. Declining the request is a denial of payment to the private school; the school will not receive payment and the parents may be responsible for the full cost of tuition and fees.



## ENROLLMENT NOTIFICATION


Dear [REDACTED]

You have received a request to approve a School Enrollment Form from School [REDACTED] for the student named below.

**Student's Name:** [REDACTED]  
**Academic Year:** 2022 - 2023

A School Enrollment Form links your student to the selected private school for billing purposes. When you accept a School Enrollment Form, you are approving the use funds from your student's Hope Scholarship Account to pay the school directly for the amount of the tuition and fees or the available balance in your student's account, whichever is less. Payments to the school will be divided by the number of deposits made into the students' account. For example, if the student's tuition is \$1,000, and the scholarship is \$400 with two yearly deposits, you are approving two payments of \$200 for the selected school.

# PARENT ENROLLMENT ACTIONS



Scholarship Portal

Dashboard

My Students

Recent Transactions

Help

Enrollment Requests

SCHOOL YEAR	STUDENT NAME	SCHOOL NAME	REQUEST DATE	SCHOOL START DATE	ANNUAL TUITION	ACCEPT	DECLINE
2022-2023			06/23/2022	08/15/2023	\$7,500.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2022-2023			06/24/2022	08/15/2023	\$7,500.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2022-2023			06/28/2022	01/15/2022	\$10,000.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>

My Applications

PROGRAM

SUBMITTED

STUDENT

STATUS

Hope

06/19/2022

[Awarded](#)

Hope

06/19/2022

[Awarded](#)

Hope

06/19/2022

[Awarded](#)

Available Scholarships

Hope Scholarship

Are you interested in applying for the West Virginia Hope Scholarship Program, our education savings account (ESA) program, to tailor an individualized learning experience for your child? If so, apply now.

APPLY

Parents can view and approve enrollment requests from the Dashboard.



Are you sure you want to enroll?

SCHOOL YEAR	STUDENT NAME	SCHOOL NAME	REQUEST DATE	ANNUAL TUITION
2022-2023			06/28/2022	\$10,000.00

YES

NO

Once a parent clicks on the blue check mark, a pop-up will appear asking the parent to confirm the enrollment.

## School roster

The screenshot shows the 'Scholarship Portal' interface. On the left is a sidebar with navigation links: Business Profile, Enrollments (highlighted), Service Offerings, Service Providers, and Help. The main content area has a top navigation bar with tabs: School Info, Tuition, Find Students, Enroll Requests, Enroll Form, Roster (active), and Reporting. Below the tabs, the 'Roster' section displays 'Total Students: 1'. A message states: 'The students below have been enrolled at your school. The parent/guardian has approved the enrollment and all payments for the school year selected until the student is withdrawn from the direct payment process. Please review frequently to make sure all your students are still attending your school and displaying correctly. If the student is no longer attending your school, please click the red button to withdraw the student from your roster.' Below this is a search bar with a dropdown set to '2022-2023' and a 'SEARCH' button. A table lists the enrolled student:

STUDENT	STUDENT ID	GRADE	GUARDIAN	SCHOLARSHIP	TUITION & FEES	START DATE	WITHDRAWN
Diya K	20000102	2	Guardian User	Hope	\$7,100.00	06/24/2022	

At the bottom of the table, it says 'From 1 to 1 of 1' and '20' with a dropdown arrow.

Once the parent approves the enrollment request, the student will appear in the school's roster tab.

## School withdrawal form

A student who is no longer attending a school **or** that needs to have their tuition and fees updated will need to be withdrawn from the system.

The withdrawal form is easy to access from the roster; simply find the student to be withdrawn and click on the red 'X' next to their name.

×

**Please Complete the Withdrawal Form**

Student ID

20000102


Student Name

Diya K


Total Days of School Year: \*

Total Days of Attendance: \*

Last Day of Class: \*

mm/dd/yyyy 

Where is the Student going? \*

Please make a selection 

SUBMIT

## Student reporting

School Info	Tuition	Find Students	Enroll Requests	Enroll Form	Roster	Reporting
Student Reporting						
2022-2023		Q		SEARCH		
STUDENT NAME	STUDENT ID	GRADE	GUARDIAN	SCHOLARSHIP		
dolly s.	20000109	3	Guardian User	Hope		
fluffy m	20000110	1	Guardian User	Hope		
Diya K	20000102	2	Guardian User	Hope		
fiona willis	20000104		Guardian User	Hope		
Deepak k	20000105		Guardian User	Hope		
kelly d	20000106		Guardian User	Hope		
lilly d	20000107		Guardian User	Hope		

By selecting the “Students” option on the menu and selecting the “Student Reporting” tab, schools can see a list of all the students that have received a student enrollment request, and their status – accepted, rejected, or pending.

## How is an invoice created?

Invoices for tuition & fees are created from the Billing option on your menu. The Billing option will give you access to create invoices for services as well as tuition & fees. In addition, you can access the reporting feature for up-to-date records.

You must select the school year you wish to start invoicing for. You may also select individual students or all students, please review the information to ensure it is correct.

Service Orders Service Invoicing **T & F Invoicing** Reporting

### Tuition & Fees Invoicing


Please review the line items below for accuracy. You may select one line at a time or select all in the header row, then click the "Invoice" button to process the lines selected for payment. If the information is not correct do one of the following: If a student is no longer attending your school, submit a school withdrawal form. If the amount is incorrect, submit a school withdrawal form and re-enroll the student. \*Enrollment and withdrawal forms are found in the "Enrollments" menu item.

2022-2023 ☐ SELECT ALL ☐

SELECT	PO#	INVOICE #	STUDENT NAME	GRADE	START DATE	END DATE	AMOUNT
<input type="checkbox"/>					10/01/2022	01/02/2023	\$2,625.00

From 1 to 1 of 1


## Confirmation Window



**Are you sure you want to submit these invoices?**

After submitting your invoices for payment, please use the reporting tab for invoice status.

PO #	INVOICE #	STUDENT NAME	GRADE	Amount
				2625.0



**TIP:** Remember to review the information before clicking on Yes to Submit.

# Reporting

Service Orders

Service Invoicing

T & F Invoicing

Reporting

## Reporting

To create a report, select the school year to view all transactions that have been submitted within a school year. You may also use the search function to refine the report. This report will show you the status of each Service Order. You may use the export button to download a copy of the report for your reporting records.

SCHOOL YEAR

2022-2023

Q

SEARCH

EXPORT

STUDENT NAME	INDIVIDUAL PROVIDER	START DATE	END DATE	AMOUNT	STATUS
		08/22/2022	01/09/2023	\$2,334.50	Approved
		01/10/2023	05/31/2023	\$1,510.36	Approved
		08/22/2022	01/09/2023	\$2,667.50	Approved
		01/10/2023	05/31/2023	\$1,177.36	Approved
		08/22/2022	01/09/2023	\$3,243.00	Approved
		01/10/2023	05/31/2023	\$601.86	Approved
		08/22/2022	01/09/2023	\$3,131.00	Approved
		01/10/2023	05/31/2023	\$1,167.60	Approved

Reporting allows you access to view transactional history for your business, such as payments that have gone out, are pending, or were declined. From this tab, you may also export a report with this information for your records.



## Contact Us!



Have questions about your EMA Account, how to apply for the Hope Scholarship, or the status of your application? Please contact the

EMA Contact Center at:

(833)622-6819

[WVHope@emaportal.org](mailto:WVHope@emaportal.org)

Have general questions regarding the Hope Scholarship Program? Please contact us at:

[hopescholarshipwv@wvsto.com](mailto:hopescholarshipwv@wvsto.com)

(304)340-5058