

# SCARLETT FAMILY FOUNDATION

## 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 affect your award. **Failure to adhere to the Communication Policy may result in loss of your award.**

### Expectation of the Foundation

Whenever possible, students, not parents or guardians, are to communicate directly to ISTS and the Foundation. The Foundation expects that scholarship recipients will take responsibility and ownership of their award and meet all deadlines. We do understand that circumstances may occur that prevent this from being possible and will assess such situations case-by-case.

### During the application process:

It is the responsibility of the applicant to monitor the progress of all application requirements to be 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?

- Notification is sent to scholarships recipients and to those applicants who submitted a complete application but were not selected to receive an award, **via email** by mid-April. 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](mailto:DoNotReply@ApplyISTS.com) and [ContactUs@ApplyISTS.com](mailto: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 never share your email address with 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 our 'Current Scarlett Scholars' webpage for current deadlines and updates.

### Scholarship Checks (annual award is split into two 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 15<sup>th</sup>- contact ISTS.

### Changes in email, phone number or mailing address

- Contact ISTS.

### Changes in enrollment status or college

- Contact the Foundation.

**Communication to ISTS should be directed to:** Customer Care – 1-855-670-4787 or email: [ContactUs@ApplyISTS.com](mailto:ContactUs@ApplyISTS.com)

**Communication to the Foundation should be directed to:** [Katie@scarlettfoundation.org](mailto:Katie@scarlettfoundation.org)