

## 2020-21 Community Scholarship

### Program Overview

Who is eligible to apply?  
When is the application deadline?  
What is the Program timeline?  
Is this award renewable?  
Who administers this Program?

### Award Details

What are the selection criteria?  
What are the details of the award?  
What are the renewal details?  
What are my responsibilities if I am chosen as a recipient?  
How and when are funds issued?  
How do I change my college choice?

### Application Details

Which school should I list on the application if I have not made a final decision?  
What is the difference between Official and Unofficial Transcripts?  
What supporting documentation is required for this application?  
Where and when should I send my supporting documents?

### Notifications

How will I be notified about the status of my application?  
What notifications will be sent to me?  
Who will notifications be sent from?  
When will I receive notifications?  
Can I opt out of notifications?

### Document Upload

What should be visible on my documents?  
What are the acceptable file types?  
Why can't I upload a Word document?  
One of the documents I uploaded has a status of Rejected. What do I do now?  
How do I upload more than one file at a time?  
How do I create a .zip file?  
How long does it take to process my uploaded documents?  
The deadline has passed and my documents are still Processing, what does that mean?  
What are the DOs and DON'Ts of uploading documents to my application?

### Application Status

How do I know if my application is Complete?  
As the applicant, what are my responsibilities?  
How do I use my Home page to verify my application status?  
The deadline is tomorrow and it takes 5-7 days to process. Will I make it?  
The deadline has passed and my application status is Started, what do I do?

### Other Important Information

Are scholarships taxable?  
ISTS Self-Help Portal  
Contact Information

### Home Page Tutorial

Help & My Profile  
How to Apply  
Application Status

## Program Overview

---

### Who is eligible to apply?

Applicants must meet all of the following criteria to be eligible for this scholarship:

- Be a high school senior attending school and living in a Simon® community
- A legal U.S. resident
- Plan to enroll full-time at an accredited two- or four-year college, university, or vocational/technical school in Fall 2019
- Demonstrate academic promise and financial need

*Employees or family members of employees of Simon Property Group and affiliated partners are not eligible for this program.*

### When is the application deadline?

February 19, 2020 at 11:59 PM Pacific Time

### What is the Program timeline?

- Application Open: September 1, 2019
- Application Deadline: February 19, 2020
- Notification of Selection Results: by the end of May 2020
- Funds Disbursed: on/about July 15<sup>th</sup> for fall semester checks and on/about December 1<sup>st</sup> for semester spring checks

### Is this award renewable?

Only **Award of Excellence** scholarships are renewable, up to \$2,500 each year. These awards are renewable for up to three (3) years or until a Bachelor's or Associate's degree is obtained, whichever occurs first. Students must remain in good academic standing, as defined by the Institution. Awards are for undergraduate study only. To be considered for renewal, your application must be completed by the deadline. Failure to do so will result in the withdrawal of the scholarship award and all remaining renewals (if applicable). **All other Community scholarships are one-time awards.**

### Who administers this Program?

To ensure complete impartiality in the selection of recipients and to maintain a high level of professionalism and security, the program is administered by International Scholarship and Tuition Services, Inc. (ISTS), an external company that specializes in managing sponsored educational assistance programs.

## Award Details

---

### What are the selection criteria?

An independent selection committee will evaluate the **Complete** applications and select recipients considering:

- Academic Promise
- Financial Need
- Essay contents
- Work experience, extracurricular activities/leadership, and community involvement

*Decisions of the selection committee are final and are not subject to appeal. No application feedback will be given.*

### What are the details of the award?

- Scholarships in the amount of up to \$1,500, one at each Simon® center, will be awarded annually and are not renewable.
- The scholarships will be applied to tuition, fees, books, supplies and equipment required for course load at **accredited, nonprofit two- or four-year colleges/universities in the United States.**
- Students may transfer from one institution to another and retain the award.
- The top-ranking applicants in selected Simon® regions will be considered for the Award of Excellence. One Award of Excellence Scholarship in the amount of \$2,500 will be given per eligible region. **Only this award is renewable.**
- Scholarships may not be applied to room and board and cannot be used to purchase a laptop if not required for all students attending the institution or course.

### What are the renewal details?

Each year, previous Award of Excellence recipients who remain eligible will receive an email notification with instructions to complete the online renewal application. You will need to provide a transcript showing your cumulative GPA. You must meet the following criteria to be considered for renewal:

- Satisfactory Academic Progress as defined by your college/university
- Full-time enrollment at your college/university

Your renewal application must be completed by the deadline. Failure to do so may result in the withdrawal of the scholarship award and all remaining renewals (if applicable).

### What are my responsibilities if I am chosen as a recipient?

You must enroll as a full-time undergraduate student in the fall of the year in which the scholarships are awarded. You must continue the entire academic year without interruption unless approved by SYF. You are responsible for delivering your scholarship check(s) to the proper office at your institution with its attached instructions. You should notify ISTS should your check not arrive within 30 days of the issue date. You will receive an email notification when your funds are issued.

### How and when are funds issued?

Fall semester checks will be mailed to your home address, as indicated in your profile, and made payable to your College/University listed your **My Profile** page only, on/about July 15. Spring semester checks will be mailed **on/about December 1**. *Your scholarship check cannot be made payable to you, the applicant.* You will receive an email notification once your funds have been issued.

**How do I change my college choice?**

Make sure your **My Profile** page indicates your final college choice. It is your responsibility to make sure your **My Profile** page is correct at least 30 days prior to the check issue date listed above. If your scholarship check needs to be reissued for any reason, a reissue fee may apply.

## Application Details

---

### Which school should I list on the application if I have not made a final decision?

You should list your first-choice school on the application. You can change your college choice any time prior to the application deadline. If selected as a recipient, you will be asked to confirm your final school choice. If your school changes after the acceptance deadline, you will be able to update this information on your **My Profile** page.

### What are the differences between Official and Unofficial Transcripts?

**Official transcripts** must be obtained through your high school administration office, or your college registrar office. Transcripts are normally printed on official letterhead and/or state that they are official. Transcripts may contain or require a signature.

*Note: Your official transcript may come to you in a sealed envelope, stating it will become unofficial if opened. When scanning or copying your official transcripts, a watermark may appear noting that they are now unofficial. **Despite any watermarks or sealed envelopes, you may open the envelope if needed to upload the document. These documents will be considered official for our purposes.** Acceptable file types are **.pdf, .tif, .png, .jpeg, .jpg, .bmp and .xps**. When scanning or copying, you do not need to include a copy of the sealed envelope.*

**Unofficial transcripts** may be accessed through your school's online student portal. These pages must still be converted to one of the acceptable file formats. **Unofficial transcripts must contain your name.**

### What supporting documentation is required for this application?

- **ACT/SAT Test Scores:** Required for current high school seniors and current college freshman who have taken either the ACT or SAT test(s).
- **High School Transcript:** Required for all applicants.
- **FAFSA Student Aid Report:** Required for all applicants.

### Where and when should I send my supporting documents?

All required supporting documents must be uploaded to your online application by the application deadline. If you do not follow the upload instructions exactly, your application may remain incomplete. Documents that meet the criteria required for this application that are uploaded by the deadline will be processed and considered on time. **Mailed documents will not be accepted.**

## Notifications

---

### How will I be notified about the status of my application?

Notifications are sent primarily via email to the email you used to create your account. Some programs offer text and voice notifications. **Ultimately, it is your responsibility as the applicant to verify your application status on your Home page is Complete.**

### What notifications will be sent to me?

- **Deadline Reminders:** Deadline reminder emails are typically sent two (2) weeks and one (1) week prior to the application deadline.
- **Selection Results:** Selection results notifications are sent to all **Complete** applicants.
- **Renewal Instructions:** If awarded a renewable scholarship, you will be sent a notification when it is time to renew your award.
- **Funds Disbursed:** Once your funds have been issued, you will be notified.
- **Other Scholarships:** Occasionally, if you meet the requirements for another scholarship administered by ISTS, you will be notified. These notifications are not guaranteed.

*Your information is never sold to any third party for marketing purposes.*

### Who will notifications be sent from?

You will receive notifications from two (2) possible ISTS email addresses: [donotreply@applyISTS.com](mailto:donotreply@applyISTS.com) and [SYF@applyISTS.com](mailto:SYF@applyISTS.com). You should add both of these email addresses to your “safe senders list” to ensure important emails are not sent to your spam or junk folder.

### When will I receive notifications?

Notifications vary by program based on the Program timeline. Refer to the Program timeline listed above for more specific information. Typically, deadline reminders are sent two (2) and one (1) week prior to the application deadline.

### Can I opt out of notifications?

While you can opt out of notifications, this is **not advised**. It is your responsibility as the applicant to ensure your application is **Complete**. If you opt out of notifications, you will not receive deadline reminders, selection results or renewal instructions. **Your information is never sold to any third party.** The only emails you will receive from ISTS are directly related to your application and, *possibly*, other scholarship opportunities.

# Document Upload

---

## What should be visible on my documents?

All uploaded documents **must** show your name. If you are using an online portal to access your required documentation and all that is visible is the salutation and your first name (Example: Welcome Joe!), this will meet the name requirement.

## What are the acceptable file types?

The only acceptable file types are **.pdf, .tif, .png, .jpeg, .jpg, .bmp and .xps**. Any other formats will not be reviewed, and your application will remain incomplete. You may upload multiple files within a .zip file. All files within a .zip file must be in one of the acceptable file types listed above.

## Why can't I upload a Word document?

ISTS does not accept any file format that is editable.

## One of the documents I uploaded has a status of Rejected. What do I do now?

Review the reason your document was rejected. Once you have corrected that issue, upload a new copy of your document.

## How do I upload more than one file at a time?

You may create a .zip file containing more than one file as long as everything included is in an acceptable file type of **.pdf, .tif, .png, .jpeg, .jpg, .bmp and .xps**. Do not upload additional documentation that is not requested. It will not be reviewed.

## How do I create a .zip file?

To use this format, follow the steps outlined below:

1. Create a new folder on your Desktop, name it the document type you will be uploading. For example, Test Scores, Transcript, or Financial Documentation.
2. Move all the files you wish to upload into the new folder.
3. Right click on the folder from your Desktop:
  - a. PC Users: select "Send to," followed by "Compressed (zipped) folder."
  - b. Mac Users: select "Compress [folder name]."
4. Your new **.zip** file will be located on your Desktop, ready to upload.

## How long does it take to process my uploaded documents?

Documents are processed daily. Your document will be processed within five (5) to seven (7) business days. If your document was uploaded prior to the deadline, it will be considered. However, it is your responsibility to monitor your **Home page** to ensure your document is **Accepted**. ISTS recommends checking the status of your upload periodically to ensure the upload was completed and your document(s) were accepted.

## The deadline has passed and my documents are still Processing, what does that mean?

All documents must be reviewed for the required information and for accuracy. All documents uploaded prior to the application deadline will be reviewed and considered. It is your responsibility to monitor your **Home page** to ensure your document is **Accepted** and that your application status reads **Complete**.

## What are the DOs and DON'Ts of uploading documents to my application?

### DO:

- Upload one of the accepted file types.
- Only upload the requested and required documents.
- Black out any Social Security Numbers. *This is not required, but highly advised.*
- Return to your **Home page** to verify your documents have been **Accepted**.

### DON'T:

- Upload a Microsoft® Word document (.doc, .docx) or any other format we don't accept.
- Upload more than the requested documentation.
- Assume your documents are correct and accepted once you have uploaded them.
- Upload a document stating you are mailing your documents.
- Assume the required document does not pertain to you. If the application states the document is required, your application **will** remain incomplete if you do not provide that document. Contact us if you are having trouble providing a required document.
- Password protect your uploaded documents. Password protected documents will be rejected.
- Upload any file that has a viewing expiration date.



## Application Status

---

### How do I know if my application is Complete?

**Complete** applications will have a green COMPLETE button, as shown below:



COMPLETE

If your application status has a grey or orange STARTED button as shown below, click the button to view the status of each individual requirement.



STARTED

### As the applicant, what are my responsibilities?

It is your responsibility to make sure your application is **Complete**. Your online application form must be **Submitted**, all required documents uploaded and **Accepted** and all required supplements must be **Complete**.

### How do I use my Home page to verify my application status?

When you log in to your **Home page**, you will see all applications listed. Each application will have an overall status button visible to you.



STARTED



STARTED



COMPLETE

*A grey STARTED button means you have not submitted your online form. An orange STARTED button means you have submitted the online form but you are either missing required items for the application, or your documents are still processing.*

When you click the status button, you will see the more detailed status. This will show you the status of each individual required portion of the application. For more details on your **Home page**, review the **Home Page Tutorial** section.

### The deadline is tomorrow and it takes 5-7 days to process. Will I make it?

As long as your documents were uploaded prior to the application deadline, they are considered. You should continue to monitor your **Home page** until you see the status update to ACCEPTED. If the status updates to REJECTED, contact us immediately.

### The deadline has passed and my application status is Started, what do I do?

If your STARTED button is grey, you have unfortunately missed the deadline and your application is now read only. If your STARTED button is orange, click the button to view what is missing. Your required documents may be PROCESSING. As long as your documents were uploaded prior to the application deadline, they are considered. You should continue to monitor your **Home page** until you see the status update to ACCEPTED. If the status updates to REJECTED, contact us immediately.

## Other Important Information

---

### Are scholarships taxable?

Tax laws vary by country. In the United States, scholarship funds used exclusively for the payment of tuition and textbooks are normally not taxable. The scholarship recipient is responsible for taxes, if any, that may be assessed against his or her scholarship award. We recommend consulting your tax adviser for more guidance. You may also consult IRS Publication 970 for additional information.

### ISTS Self-Help Portal

For more helpful information about scholarships plus answers to common inquiries related to ISTS' technology and processes, visit our Self-Help Portal at [ISTSprogramsupport.com](https://www.istsprogramsupport.com).

### Contact Information

ISTS office hours are Monday through Friday from 8:00 AM to 5:00 PM Central. Program Support Agents are available via live chat and email during these hours. Use the green **Help** button (as shown below) at the bottom right corner of your screen to contact us. You can even request a callback!



## Home Page Tutorial

---

Your ISTS **Home page** is located at <https://aim.applyISTS.net>. This will show you all of your applications and their overall status. It is your responsibility as the applicant to monitor your **Home page** to ensure your application is **Complete**.

## Help and My Profile

In the top right corner of the page, you'll find the HELP link to the ISTS Help Portal and your **My Profile** page.

[Home](#)

[Help](#)

[Log Off](#)



YOUR NAME  
*my profile*

## How to Apply

To start an application, click ADD NEW APPLICATION. You will then be asked for the Program Key. If you do not know the Program Key, try the name of the company or organization offering the award.

ADD NEW APPLICATION

FILL OUT A SUPPLEMENT

As the applicant, you will not click FILL OUT A SUPPLEMENT. This will be used only by a third party completing a required supplement form for your application. Not every application requires a supplement. Make sure you review the requirements for each application.

## Applications View

Each application will have its own box. You will see the program name, application link, and **Status Button**.

### Applications

Program Name

[Application Form](#)

STARTED

## Application Status Buttons

Each application will have one of the following Status Buttons:



If your status button is grey, it means you have not yet clicked the **Submit** button on the last page of your application. If your status button is orange, it means you have clicked Submit but you are missing one or more required documents or supplements for that application.

For a detailed status of each application requirement, click the **Status Button**.

## Detailed Status View

Once you click the **Status Button**, your detailed status view will appear. Below is an example. Next, we'll review what each of these statuses mean.

Application Form SUBMITTED  
Started: 8/19/2019 Due: 2/25/2020

Additional status information about your form is shown below.

[GO TO FORM](#)

Supplements

Form Name	Email Address	Status
Recommendation Form	Recommender@email.com	NOT STARTED

Attachments

Type	Filename	Status
ACT/SAT Test scores		NOT RECEIVED
High School Transcript	Transcript.pdf	PROCESSING
College/University Transcript		REJECTED
FAFSA Student Aid Report	FAFSA SAR.pdf	ACCEPTED

Rejected Attachments

Type	Filename	Reason	Time
College/University Transcript	College Transcript.pdf	Missing Student Name	8/19/2019 9:49 AM

## Application Form Section

This top section shows you the date you started the application, application deadline date, status of your form and provides a button to return to your application.

### Application Form

Started: 8/19/2019 Due: 2/25/2020

STARTED

Additional status information about your form is shown below.

GO TO FORM

If you have submitted your online application form, the status would read:

### Application Form

Started: 8/19/2019 Due: 2/25/2020

SUBMITTED

Additional status information about your form is shown below.

GO TO FORM

## Attachments Section

This section allows you to track the status of each required attachment or supporting document(s) for your application. *Not all applications have required attachments. Make sure you review the application requirements for each application.*

There are four (4) attachment statuses:

### Attachments

Type	Filename	Status
ACT/SAT Test scores		NOT RECEIVED
High School Transcript	Transcript.pdf	PROCESSING
College/University Transcript		REJECTED
FAFSA Student Aid Report	FAFSA SAR.pdf	ACCEPTED

NOT  
RECEIVED

This means you have not yet uploaded this attachment and it is required for your application be considered **Complete**.

PROCESSING

This means your attachment has been uploaded and is currently pending review by ISTS. Attachments are processed within 5-7 business days. All documents uploaded prior to the application deadline will be considered.

REJECTED

This means the document you uploaded was not acceptable. Below the attachment section is the Rejected Attachment section. This will tell you why your attachment was rejected.

ACCEPTED

This attachment has been reviewed by ISTS and has been verified as meeting all of the requirements needed for that attachment.

## Rejected Attachments Section

If you have uploaded a document that does not meet the minimum requirements for the application, your document will be rejected. Your attachment status will read:

REJECTED

You will see the attachment type, file name, the reason for rejection and the date/time your document was rejected.

### Rejected Attachments

Type	Filename	Reason	Time
College/University Transcript	College Transcript.pdf	Missing Student Name	8/19/2019 9:49 AM

To upload a corrected document, simply click GO TO FORM and upload your document. Make sure you have fixed any of the issues noted in the reason for rejection so that your document is not rejected a second time.

GOTO FORM

If the application deadline has passed and your application is not **Complete** because your document was rejected after the application deadline it is important that you contact us immediately so that we can assist you. Most programs allow ISTS to help you correct a rejected document within the 5-7 business day processing time after the deadline. However, this is **not guaranteed**. Make sure you follow the Upload Instructions within your application to ensure your document meets all minimum criteria.