



2020-21 Walmart Dependent Scholarship Frequently Asked Questions

Program Overview

- Who is eligible to apply?
- My parent/guardian is a new Walmart associate. When am I eligible to apply?
- Where can I find the Walmart Dependent Scholarship program guidelines?
- When can I apply?
- What is the Program timeline?
- Is this award renewable?
- Who administers this Program?

Application Details

- Which school should I list on the application if I have not made a final decision?
- My parent's employment makes me eligible for this scholarship. Whose contact information should I include?
- 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?

Upload FAQs

- 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?

Notifications

- How will I be notified about the status of my application?
- How do I know that my application has been properly submitted?
- What notifications will be sent to me?
- Who will notifications be sent from?
- When will I receive notifications?
- Can I opt out of notifications?

[Back to Top](#)

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?

Award Details

- If I submit a complete application, am I guaranteed to get a scholarship?
- 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?

Other Important Information

- I attempted to register for an ISTS account but got an error saying "An account has already been created for this email address" - how can that be?
- How do I properly log off?
- Do I have to finish my application all at once, or can I save it and come back later?
- Are scholarships taxable?
- ISTS Help Portal
- Contact Information

Home Page Tutorial

- Help & My Profile
- How to Apply
- Application Status



Program Overview

Who is eligible to apply?

Applicants are required to meet all the following criteria:

- Must be a U.S. Citizen or Permanent Legal Resident of the United States.
- Must be the dependent of a Walmart associate (employee) who has been actively employed within any division of Walmart for at least six consecutive months as of April 2, 2020.
- Must be a high school (or home school) senior graduating between August 1, 2019 and July 31, 2020 or a GED candidate earning their diploma between August 1, 2019 and July 31, 2020.
- High school/home school seniors must have a cumulative high school grade point average (GPA) of at least 2.0 on a 4-point scale.
- Must enroll for the Fall 2020 semester as a freshman/1st year student in a full-time program of study at a two-year or four-year college or university. The school must be an accredited U.S. institution and listed on the official website for the [U.S. Department of Education](#). Military academies are not approved institutions.
- Must have financial need and be able to demonstrate the need with required documents.

Notes:

- Dependents of the Walmart Board of Directors or of Walmart officers (Vice President and above) are not eligible to apply.
- Students with other funds that pay entirely for tuition, fees, books & supplies and on-campus room & board are not eligible to receive this award.
- Dependents of Walmart Associates who are, themselves, employed by Walmart may apply for both the Associate and Dependent Scholarship programs, but may only accept an award in one program for the duration of their undergraduate degree.

IMPORTANT:

As more and more scholarship programs are made available to the public, and as Walmart has transformed its educational offerings with Live Better U, the Walmart Foundation has made the decision to discontinue the Associate and Dependent Scholarship Programs effective February 1, 2021. The Walmart Foundation will continue to focus on strategic grantmaking to organizations.

Calendar year 2020 is the final year that new applications will be accepted for the Walmart Dependent Scholarship. If you are selected as a scholarship recipient, the Walmart Foundation will continue to honor all scholarships through completion of degree or for up to four years (whichever comes first), provided scholars continue to meet all renewal qualifications.

We also encourage you to seek funding through alternative channels. For dependents, Walmart's Live Better U currently offers a program for high school completion. Go [here](#) to learn more.

My parent/guardian is a new Walmart associate. When am I eligible to apply?

Walmart associates (employees) must be employed part-time or full-time for a minimum of six consecutive months by the application deadline in order for their dependent(s) to be eligible to apply for the scholarship.

Where can I find the Walmart Dependent Scholarship program guidelines?

The guidelines are viewable in the scholarship application; a PDF version can also be downloaded at <http://programs.apply1STS.com/walmartdependent>.

When can I apply?

February 1, 2020 – April 2, 2020

What is the Program timeline?

- Application Open: February 1, 2020
- Application Deadline: April 2, 2020
- Notification of Selection Results: Mid-May 2020
- Funds Disbursed: Early August 2020

Is this award renewable?

Yes. After the initial award year, scholars can renew their award for up to three additional years of funding (\$13,000 maximum). The award must be renewed prior to each semester, beginning with the Spring 2021 semester.

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), a firm that specializes in managing sponsored scholarship, grant, tuition assistance, and tuition reimbursement programs.

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.

My parent's employment makes me eligible for this scholarship. Whose contact information should I include?

You, the applicant, must register for an account with a personal email address. *Do not use a parent's work email address.* Your **My Profile** page should reflect your legal name and contact information. If your parent's information is needed, it will be specifically asked for on the application.

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?

- High School Transcript or GED Documentation
- Copy of your FAFSA Student Aid Report
- Copy of your Walmart Associate parent/guardian's most recent federal tax return (IRS Form 1040 - first two pages only)

Note: *The FAFSA submission confirmation page is not the same as the Student Aid Report (SAR) and will not be accepted in place of the SAR.*

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.

Upload FAQs

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 Joel!), 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 (e.g. 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**.

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.

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.**

How do I know that my application has been properly submitted?

When you submit your application, you will see a message stating that you have successfully submitted your Walmart Dependent Scholarship application; in addition, you will receive a confirmation email once your application is successfully submitted.

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, 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 and walmartdependent@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.

Application Status

How do I know if my application is Complete?

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



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.



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** by April 2, 2020 at 11:59pm Central time and all required documents uploaded and **Accepted**.

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.



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.

Award Details

If I submit a complete application, am I guaranteed to get a scholarship?

Approximately twenty-five percent (25%) of all eligible applicants will receive scholarships.

What are the selection criteria?

Only applicants who meet all eligibility requirements and submit a **Complete** application will advance to the selection process. An independent selection committee will evaluate the **Complete** applications and select the recipients considering:

- Financial need
- Academic achievements and records

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?

- Approximately twenty-five percent (25%) of all eligible applicants will receive scholarships.
- Payments will be made two times annually in the amount of \$1,625 per disbursement, beginning with the Fall 2020 semester.
- Funding can only be applied to fall and spring semesters. Scholarship funds cannot be used for summer coursework.
- Scholarship funds will be applied to tuition, fees, books & supplies and on-campus room & board at an accredited U.S. institution listed on the official website for the [U.S. Department of Education](#). Military academies are not approved institutions.
- Students may transfer from one institution to another and retain the award; *all school transfers are subject to accreditation approval.*
- Dependents of Walmart Associates who are, themselves, employed by Walmart may apply for both the Associate and Dependent Scholarship programs, but may only accept an award in one program for the duration of their undergraduate degree.

What are the renewal details?

Twice each year (in December and June) you will receive an email notification with instructions to complete the online renewal application. You must satisfy the following requirements to qualify for renewal:

- Submit an online renewal application by the deadline indicated in the email notification
- Upload a transcript showing:
 - Continuous enrollment as a full-time student (12 credit hours or more) each semester/term
 - Minimum semester/term GPA of 2.0 (on a 4-point scale) for the previous semester/term

Notes:

- If you are attending a two-year institution, **you must transfer to a four-year institution** prior to your junior/third year of school.
- You are required to renew your semester every semester to remain eligible for funding.

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

- You must be the dependent of an actively employed associate with any division of Walmart at the time the scholarship is awarded.
- You must enroll for the fall 2020 semester as a freshman/first-year student in a full-time program of study at a two-year or four-year college or university. The school must be an accredited U.S. institution and listed on the official website for the [U.S. Department of Education](#). Military academies are not approved institutions.
- If you are attending a two-year institution, **you must transfer to a four-year institution** prior to your junior/third year of school.
- You must continue in school the entire academic year without interruption, barring illness, emergency or military service.
- You must renew your semester every semester to remain eligible for funding
- You must maintain an active email address that is able to receive communication from ISTS.
- You must inform ISTS of any changes to your contact information, including email address.

How and when are funds issued?

- Checks are issued by ISTS.
- Checks are made payable to and mailed directly to the accredited college or university indicated on your **My Profile** page at the time checks are issued.
- Fall semester disbursements will be mailed each year in early August; spring semester disbursements will be mailed in early February.
- It is your responsibility to verify receipt of the check by the institution and to notify ISTS should the check not arrive within 30 days of the issue date. 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.

Other Important Information

I attempted to register for an ISTS account but got an error saying “An account has already been created for this email address” - how can that be?

Each ISTS account must be tied to a unique email address – an email address never previously used to create an account on ISTS’s system. If you attempt to register but get the error mentioned above, your email account is already associated with another ISTS account, likely because you previously applied for another scholarship program administered by ISTS. You can attempt to register using a different email address, or you can reset the password on your existing account by clicking “I forgot my password” and following the instructions provided.

How do I properly log off?

Data is automatically saved as you navigate through the application; to ensure that all application information is saved prior to log off, click on the “Previous Page” or “Next Page” buttons at the bottom of any page in the application. Log off by clicking on the “Log Off” link at the top of the page.

Do I have to finish my application all at once, or can I save it and come back later?

You will be able to return to the application to update and edit as frequently as desired. After you have submitted the application, or after the appropriate award period deadline, the application can be viewed, but cannot be edited.

To return to your application:

- Go to <https://aim.apply|STS.net> and log into your account
- Locate the Walmart Dependent Scholarship box on your home page
- Click on the link for the Walmart Dependent Scholarship Application

Are scholarships taxable?

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 Help Portal

For more helpful information about scholarships visit our Program Help Desk at <https://istsprogramsupport.com/>.

Contact Information

ISTS office hours are Monday through Friday from 8:00 AM to 5:00 PM Central. 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 schedule 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

Go to <http://programs.applyISTS.com/walmartdependent> and click on the "Apply Now" button. At the login page, click on the "Register" link to create a new ISTS account (or use the fields provided to log into an existing ISTS account) to proceed to the scholarship application.

ADD NEW APPLICATION

FILL OUT A SUPPLEMENT

As the applicant, you will not click FILL OUT A SUPPLEMENT on your Home page. 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, application deadline, and **Status Button**.

Applications

Program Name

[Application Form](#)

Due 12/31/2018

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: 8/22/2018 Due: 12/31/2018

Additional status information about your form is shown below.

GO TO FORM

Supplements

Form Name	Email Address	Status
Recommendation Form	recommender@email.com	COMPLETE

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	8/22/2018 1:59 PM

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: 8/22/2018 **Due:** 12/31/2018

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: 8/22/2018 **Due:** 12/31/2018

SUBMITTED

Additional status information about your form is shown below.

GO TO FORM

Supplements Section

This section allows you to track the progress of your required supplement forms. Some programs require this information to remain confidential. In those cases, you will not see the status of the form. It is simply your responsibility to make sure the person completing that supplement form received the instructions. *Not all applications require a supplement. Make sure you review the application requirements for each application.*

When your supplement has been requested but not started, you will see the status NOT STARTED:

Supplements

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

Once the supplement has been started, you will see the status STARTED:

Supplements

Form Name	Email Address	Status
Recommendation Form	recommender@email.com	STARTED

Once the supplement form is submitted, you will see the status COMPLETE:

Supplements

Form Name	Email Address	Status
Recommendation Form	recommender@email.com	COMPLETE

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	8/22/2018 1:59 PM

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.

GO TO 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.