



FOUNDATION

2025-26 Kroger Scholars Program FAQ

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Program Overview

Who is eligible to apply?

Scholarships are open to natural, legally adopted children or stepchildren of eligible associates across the company, including Kroger retail divisions (excluding Harris Teeter), Manufacturing, Supply Chain, Kroger Technology and Digital, 84.51°, RASC, KASH, Kroger Health and General Office.

Eligible associates must have two years of continuous service at Kroger as of April 16, 2025. Full- or part-time associates must have worked a minimum of 1,000 hours in the prior year. Children of Vice Presidents or above should not apply. Children of the board of directors of The Kroger Co. Foundation should not apply.

- Applicants must be 25 years of age or younger, a high school senior, or currently enrolled in a college or vocational school.
- The student must meet at least one of the following criteria:
 - Live in the same household as the associate parent/stepparent
 - Be supported primarily by the associate parent/stepparent.
 - Receive health insurance through the associate parent/stepparent.
 - Be claimed by the associate parent/stepparent as a dependent on taxes.
- If an associate has more than one eligible child, each child may apply for a scholarship.

Please note:

- A student who is a current employee of Kroger is not eligible for the Kroger Scholars program unless he/she also has a parent/stepparent who is an associate. A student who is a current employee may be eligible for Kroger's Continuing Education tuition reimbursement program. Visit mylifeatkroger.com for more information.

When is the application deadline?

April 16, 2025 at 11:59 pm PST

What is the Program timeline?

- Application Open: March 5, 2025
- Application Deadline: April 16, 2025
- Notification of Selection Results: July 2025
- Funds Disbursed: August 2025

Is this award renewable?

No.

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 independent 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:

- Essay response
- Community / civic service
- Work experience
- Academics
- Extracurricular activities

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?

- Up to 120 awards ranging of \$2,500 will be awarded and are not renewable.
- Students and previous winners may reapply each year if they continue to meet the eligibility criteria.
- Scholarships will be applied to tuition, fees, books, and supplies required for course work at accredited institutions in the United States. These institutions include: two- or four-year colleges, vocational schools, technical schools. Students may transfer from one institution to another and retain the award.
- 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.
- The majority of scholarships will be awarded to children of hourly associates if enough applications are submitted.

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 the scholarship sponsor. 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?

Your funds will be issued via one (1) check in early August. Your check will be made payable to your institution listed on your **My Profile** page only. *Your scholarship check cannot be made payable to you, the applicant.* The check will be mailed to your home address so that you may deliver it to the correct office at your institution. 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.

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 supporting documentation is required for this application?

- College Freshman: Always required: High School Transcript
- College Sophomore, Junior, or Senior: Always required: College Transcript

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.

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. ISTS and Kroger Scholars recommend opting in for text notifications for this program as emails can go to spam. **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 typically begin 30-45 days prior to the application deadline.
- **Selection Results:** Selection results notifications are sent to all **Complete** applicants.
- **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 ContactUs@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. Deadline reminder emails typically begin 30-45 days 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 or selection results. **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 if 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 one (1) business day. 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.

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 Student Support Hub at [ISTSPROGRAMSUPPORT.COM](https://istaprogramsupport.com).

Contact Information

ISTS office hours are Monday through Friday from 7:00 AM to 7:00 PM Central Time, and Saturday from 9:00 AM to 6:00 PM Central Time. Program Support Representatives 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.

