



PROMISE

SCHOLARSHIP

West Virginia Higher Education Policy Commission

PROMISE SCHOLARSHIP TOOLKIT

The information and instruction provided in this toolkit is intended to assist high school counselors in their role in processing the PROMISE Scholarship Awards each year.

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I. COUNSELOR ROLE

- High School counselors play a large role in the awarding of the PROMISE scholarship for West Virginia students. The West Virginia Higher Education Policy Commission and the West Virginia Department of Education rely on counselors to assist with the PROMISE application process by:
- Helping as many students as possible complete the application and FAFSA by the March 1 deadline.
- Assisting and creating the grade submission file
 - Running the grade file report (PRM.DTA) on WVEIS and assuring the overall gpa is correct for all students.

- Confirming the core gpa is correct on the report, includes all core classes (English, Math, Science, and history) and is being calculated correctly according to county grading policy.
- Verifying each student is meeting the minimum high school course requirements for eligibility. (not missing core courses)
- Verifying each student completed at least 50% of their coursework required for graduation (24 credits) while attending school in West Virginia.
- Reviewing PROMISE Applicants in FAMS to assist students with application errors and missing information.

II. WHERE TO APPLY

www.cfwv.com/promise

Create a WVSAM account and use the account to submit the PROMISE application. Students will receive a confirmation number and confirmation email if the application is submitted successfully.

III. CHANGES

Changes to the PROMISE Scholarship Requirements for the class of 2020.

- There are no changes for eligibility requirements to the PROMISE Scholarship for the 2020 Application year.

Recent Changes

- In 2019, homeschool school students were no longer required to take the TASC or high school equivalency exam to qualify for PROMISE.
- Beginning 2017-18, Dual credit coursework is now included in the cumulative gpa calculation for renewal of the PROMISE award while in college. The credits obtained in high school or outside of a given academic year, will not count towards the credit hour requirement for renewal. visit CFWV.com/promise - Renewal Requirements for more information.

Changes to the PROMISE application process

- **Reporting ACT/SAT scores.** PROMISE applicants should include our office SAT reporting code when signing up for the SAT test to ensure we receive the scores in a timely manner.
 - PROMISE Scholarship **SAT code: 3456**
 - PROMISE Scholarship **ACT code: 4539**
- Scores are automatically reported to HEPC for all students who take the ACT or SAT the test in West Virginia.
- ACT scores take approximately 8-10 weeks to be received.
- **SAT scores will only be reported twice a year for all students. August to December SAT scores will be reported together in February of the following year. January to June SAT scores will be reported in August. If qualifying scores are not received it will cause a delay with awarding students.**
- **Students have the option to pay a fee to have scores sent to our office to be received sooner.**

Self-reporting ACT/SAT scores on WVSAM.

- Applicants may now self-report eligible scores on the WVSAM account. This is for matching purposes only. Only eligible scores should be reported. We must receive official scores before a student can be awarded.

IV. PROMISE TIMELINE

The PROMISE scholarship timeline can guide on what to expect during the school year when students are applying.

May (Junior Year)-September (Senior Year)

- Review 6th semester grade PROMISE report (PRM.DTA). Advise juniors regarding potential eligibility for both gpa and course requirements for PROMISE. Encourage all students to take the ACT or SAT test early.
- PROMISE report (PRM.DTA) submitted to WVHEPC from DOE using 6th semester grades. *Final determinations for PROMISE eligibility are based upon 8th semester grades.*
- Notify rising seniors of October 1 opening date for FAFSA and PROMISE Application.

October-November

- **October 1** - PROMISE Scholarship application become available. Students can apply by creating a West Virginia Student Aid Management Account (WVSAM) and submitting an application at <https://www.wvhepc.org/secure/apps/>. A link to the PROMISE application and full list of eligibility requirements can be found at www.cfww.com/promise.
 - a. Free Application for Federal Student Aid (FAFSA) becomes at www.FAFSA.ED.GOV.
- End of each month HEPC will match on 6th semester grade file for students who have applied. Grades are matched with student applications via SSN, DOB, Student ID, school name in WVEIS. Incorrect information in WVEIS or on application will cause issues with students' information being matched properly.

December-February

- Review PROMISE applications at your school on WVHEPC's database the Financial Aid Management System (FAMS) www.wvhepc.org/secure/fams.
 - Advise students not on FAMS list of applicants to file an application and FAFSA by March 1 deadline.
 - Find missing information or potential problems with applications (FAFSA, ACT/SAT scores etc.)
 - Encourage students to review their status on their WVSAM account.
- Submit 7th semester PROMISE report (PRM.DTA) due by **February 15**.
- Submit grade report form using final grades to HEPC for any early graduates that applied the previous application year.
- End of each month HEPC will match on 6th semester grade file for students who have applied.

March

- **March 1 – PROMISE Scholarship Application and FAFSA Deadline.**
 - *Any student who misses the deadline for application should still apply and may qualify for a late award. This option is contingent upon the availability of funding for late awards.*
- 7th semester grades received by HEPC. Report is matched with student applications via SSN, DOB, Student ID, school name in WVEIS.
- Email from HEPC to prompt counselor review on FAMS once grades are matched. (Mid-March)
 - REVIEW FAMS REFERENCE GUIDE below to resolve problems with PROMISE applications by April 1 with HEPC.
 - Preliminary eligibility will show for students on SAM after grades are matched.

April-May

- PROMISE award/denial notifications sent to students via text/email. (**Late April/Early May**)

- Submit request for PROMISE eligibility rosters for high school award assemblies. Email from HEPC to prompt this. To request a list of PROMISE recipients for award ceremony, contact HEPC.
- 8th semester grades PROMISE report (PRM.DTA) submission. (Submit report asap after senior final grades available).
- Submit grade report forms and transcript for:
 - Any student who didn't qualify with 6th or 7th semester grades but do qualify with final grades.
 - PROMISE applicants graduating a year early.

June-July

- June 1 – Online PROMISE application taken down. Late applicants must contact HEPC for a paper application.
- Final testing dates to meet ACT/SAT requirements for the current application year.
 - **June SAT**- last SAT testing date to qualify for PROMISE eligibility
 - **July ACT**- last ACT testing date to qualify for PROMISE eligibility
- Any student qualifying for ACT/SAT in May/June/July should self-report eligible test scores on SAM account. (*Official score must be received, for a student to be awarded.*)

V. REVIEWING PROMISE APPLICANT STATUS IN THE FINANCIAL AID MANAGEMENT SYSTEM (FAMS)

- To access the FAMS visit: <https://www.wvhepc.org/secure/fams/>
 - If you do not have an account, click on the “New User” link and follow the instructions
 - If you have an account but have forgotten your username or password, contact our office.
- Once you submit your account request, it will need to be approved by staff in HEPC office. Once you are approved, you will receive a confirmation code via email. You will need to insert this confirmation code upon your first login to activate your account.
- To view a roster of students who have applied for PROMISE at your school, click “HS Counselor” tab on the drop-down list. To export or save the file to Microsoft Excel, click the green Excel Icon in the bottom left corner of the roster of students. Information is updated daily; be sure you are reviewing the most current information! What am I looking at? See diagram 1, with matching information on how to review your PROMISE roster.

Diagram I. FAMS ROSTER EXAMPLE

LASTNAME	FIRSTNAME	MI	WV HS 50%	Graduation Date	ACT	SAT	LATE_APP	ELIG	DATE_ELIG	FAFSA	RESIDENT	HS Level	GRADE
Robin	Peter	B	Y	05 2019	No	Ok	Ok	Yes	02/25/2019	Ok	Ok	Ok	Ok
Lane	Foghorn	R	Y	05 2019	No	No	Ok	No		None	Unknown	Unknown	Low
Jones	Willy	H	Y	05 2019	Low	Low	Ok	No		None	Unknown	Unknown	Low
Rogers	Barney	N	Y	05 2019	Ok	Ok	Ok	Yes	02/25/2019	Ok	Ok	Ok	Ok
Rubble	Willy	Y	Y	05 2019	No	Low	Ok	No		None	Unknown	Unknown	Low
Lightyear	Elmer	J	Y	05 2019	Ok	Ok	Ok	No		Ok	Ok	Ok	Low
Leghorn	Lois	T	Y	05 2019	Low	Low	Ok	No		Ok	Ok	Ok	Ok
Coyote	Christopher	D	Y	05 2019	Low	Low	Ok	No		None	Unknown	Unknown	Ok
Pooh	Peter	C	Y	05 2019	Low	Low	Ok	No		Ok	Ok	Ok	Ok

1. **HS Counselor-** select HSCounselor[Default] to review your roster of PROMISE applicants for the current year.
2. **Name-** Name of applicant. Only students who have completed an application and list your high school will be on your roster.

Students should list legal name on application. If name is incorrect, will need updated.

3. **WV HS 50%-** West Virginia High School 50%. Student must complete 50% of high school coursework while attending a West Virginia high school.

Y- Indicates if the student indicated they complete 50% of their coursework while attending a West Virginia high school.

N- Student did not indicate they completed 50% of coursework at West Virginia school.

4. **Graduation Date-** Student must apply within 2 years of high school graduation. Those listing a graduation date from previous years will be flagged. Check to see the graduation month and year are correct. If incorrect, the student can update from the WVSAM account.
5. **ACT/SAT-** An eligible ACT or SAT score is required. See CFWV.com/promise for current ACT/SAT eligibility scores.

OK- Scores on file meet the ACT/SAT requirement for PROMISE

Low- Scores on file, but do not meet the PROMISE Scholarship requirements

No- No scores on file

6. **Late App-** Late application. *Applications* must be received by March 1 deadline.

OK- PROMISE application filed on time

No- no application on file

Late- Application filed after the March 1 deadline.

7. **ELIG/Date Elig- Eligible/Date Eligible**

ELIG- Yes- student is eligible for PROMISE

No- Student is not currently eligible for PROMISE

Date Elig- Indicates the date the student became eligible in our system. Only for reference purposes.

8. **Fafsa-** Free Application for Federal Student Aid required by March 1.

OK- FAFSA is on file and complete

None- No fafsa on file

Invalid- There is an issue with fafsa that is causing it to not be complete. Student should check www.fafsa.gov for issues.

Late- FAFSA filed after March 1 deadline.

9. **Resident-** Student must meet residency requirements to qualify for PROMISE award.

OK- Residency is ok

NO- Student did not meet the residency requirement

Unknown- Student has not completed FAFSA. Residency cannot be determined until a FAFSA has been filed.

10. **HS Level-** High School Level. Applicants must apply within two years of high school graduation. Applicants currently enrolled in college are not eligible.

OK- Student High School level is ok

Unknown- Student has not complete FAFSA. HS Level cannot be determined until a FAFSA has been filed.

NOTFRESH1- Student indicated they will have previously been or are currently enrolled in college.

11. GRADE- Student must have eligible overall and core grade point average to qualify for PROMISE.

OK- Overall and Core grade point average qualifies

Low- Overall and/or Core grade point average does not meet the requirement

No- We do not have grades on file for this student.

12. FAFSA Upload- For those schools who are participating in the FAFSA data share program and need to upload their roster of seniors to retrieve FAFSA completion status.

13. FAFSA Data share- Click here to access your FAFSA data share records. Students who file a current year FAFSA will show here; based upon the grade file of seniors that our office received from the WV State Department of Education

VI. GRADE FILE SUBMISSION: PRM.DTA FILE

Counselors are required to review and submit the PRM.DTA file for the 7th and 8th semesters after grades have posted for each senior at their school. This application is available in WVEIS on the Web (WOW).

- **6th Semester Eligibility**

On behalf of districts and high schools, WVDE staff build a preliminary statewide student file and provide the information to the West Virginia Higher Education Policy Commission (WVHEPC) for an initial review of rising seniors who may become eligible to receive the PROMISE Scholarship.

- **7th Semester Eligibility**

Counselors or other school staff build and submit a preliminary eligibility file following the close of the first semester (the seniors' 7th academic semester in high school). On behalf of the districts, WVDE staff transmit the information to WVHEPC for preliminary determinations about students who may meet academic eligibility requirements for the PROMISE Scholarship.

- **8th Semester (Final) Eligibility**

Counselors or other school staff build and submit a final eligibility file following the close of the spring semester (the graduates' 8th academic semester) and/or students' high school graduation. On behalf of the districts, WVDE staff provide the information to WVHEPC to provide final information about students who meet academic eligibility requirements for the PROMISE Scholarship.

Please Note: Students may lose or gain eligibility with the final 8th semester grades. To qualify, they must have an overall AND core gpa of a 3.0. The Core GPA only includes English, math, science, and history coursework approved for meeting the high school graduation requirements in the state. An updated listing can be found on cfwv.com/promise under the high school course requirements tab.

Students whose information is outdated and/or incomplete may not be considered for a PROMISE award.

Any student who doesn't qualify with 6th or 7th semester grades, but does qualify with final grades, should have a high school counselor submit a grade report form and final transcript for review in

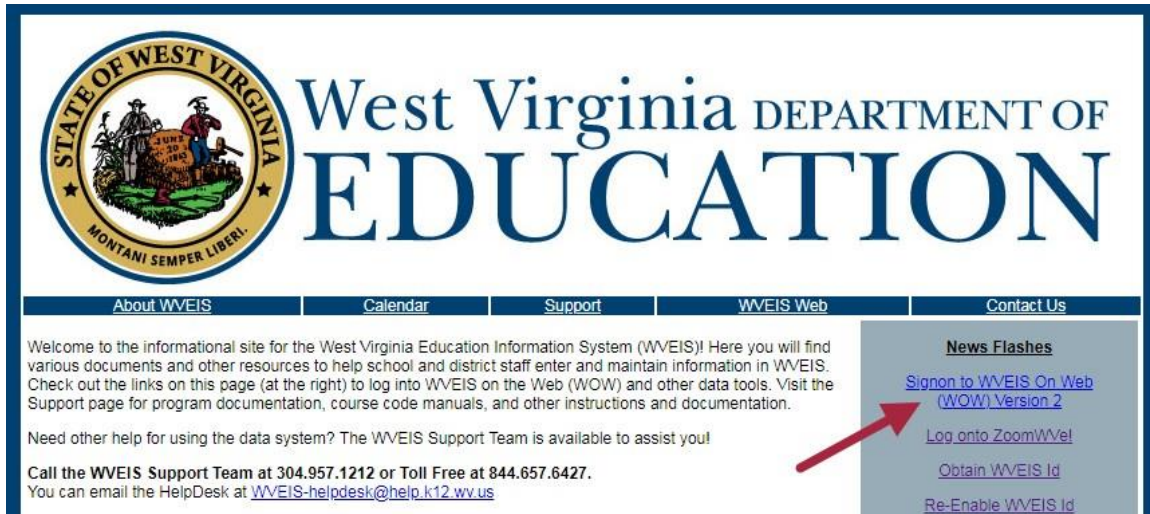
addition to the PRM.DTA report. This will ensure the student is awarded based upon the most up to date information. Once WVHEPC receives the final grade file, most schools are on summer break and there is no one to verify the information on file is correct if there is a discrepancy.

VII. STEP-BY-STEP INSTRUCTIONS FOR PRM.DTA

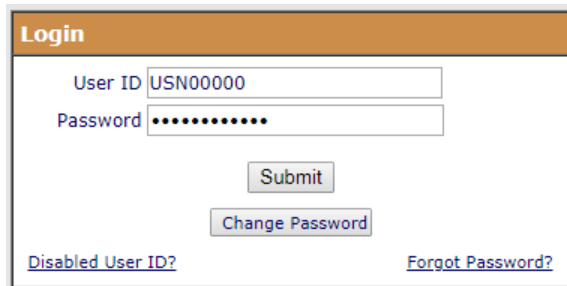
A. Finding the Application:

WVEIS on the WB (WOW) users can take the following steps to find the PRM.DTA application.

1. Go to <http://wveis.k12.wv.us> to access the WOW link.

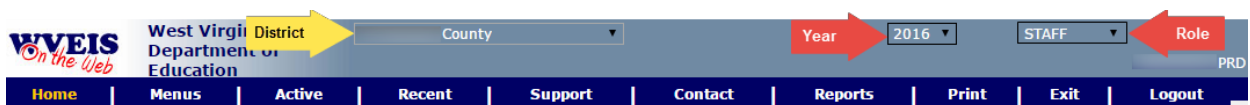


2. Log into WOW using your user ID and password.



Please Note: If you are serving as another role in addition to serving as the school counselor, you must remember to use your COUNSELOR role to submit the data. You may change your role at the top of the WOW screen.

3. Once logged in, review your settings on the top of the screen. You may need to change your role.

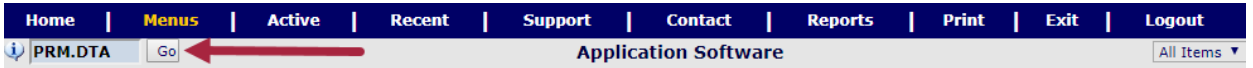


- a. Ensure that you are in the appropriate school year (a setting which should default to the current school year).

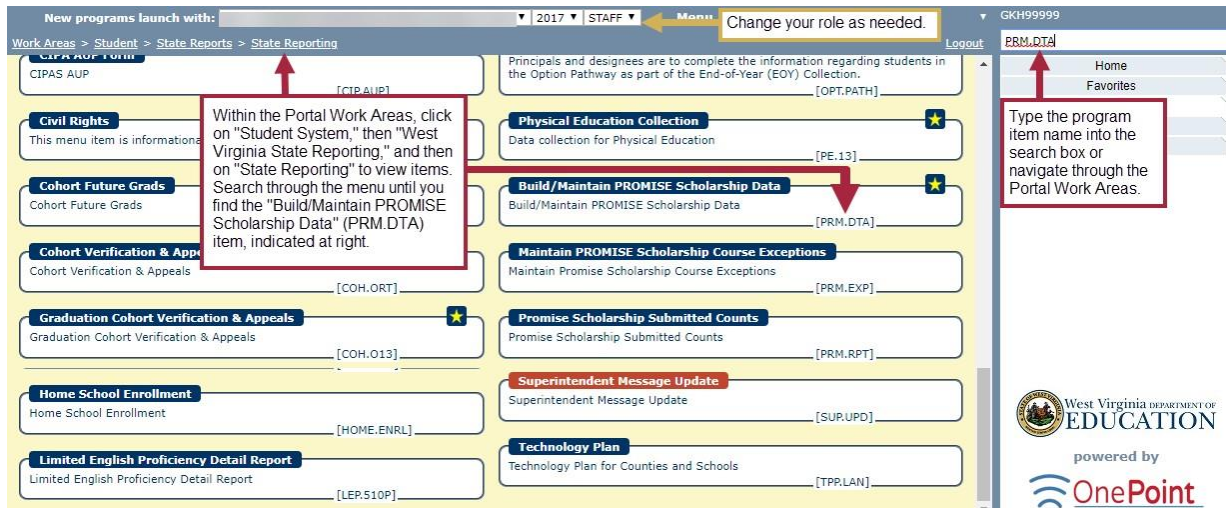
4. Select **Menus** to find the application.



5. Type PRM.DTA in the search box and click “Go.” Doing so will open the application.

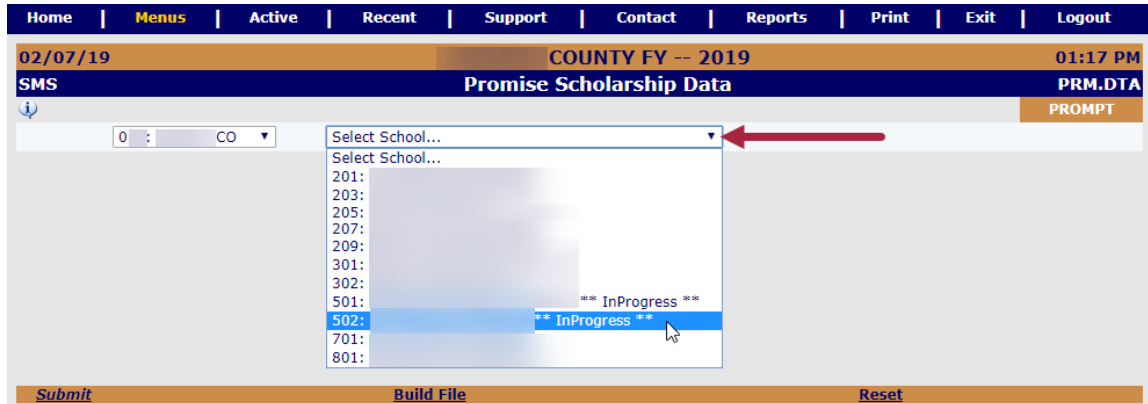


OR You may also find the **PRM.DTA** application (“Build/Maintain PROMISE Scholarship Data”) in the appropriate menu: **WVR100/State Reporting** menu. Expand the menu by clicking on the + sign, then click on the menu item to open the PRM.DTA application.



B. Building the Grade File for Submission

- To begin, select your school from the drop-down menu:



Your roster will display a list of ONLY 12th Grade students in your school. The screen includes a summary of each students’ academic eligibility for the PROMISE scholarship. **The displayed information is based on the data available the last time the file was built.**

You must build or rebuild the file to update the grade information displayed before you begin your review. You must rebuild if any corrections are made for a student.

- Select “Build File” or “Rebuild File” from the menu options at the bottom of the screen:



Selecting these options will return an updated, detailed list of students with their academic eligibility status for PROMISE (based on grades and successful completion of required core courses).

TIP: Before you begin your review, check the “Collected Date” column (item 1 in the following screenshot) to see the data on which the file was last built. If there have been any changes in students’ records since that date, you will need to rebuild the file in order to see the most current information.

Diagram II. PRM.DTA ROSTER EXAMPLE

Student	Name	SSN	Birth Date	Overall GPA	Core GPA	Reviewed?	Workload>50%?	Curr Courses	Collected Date
3	MISSING: ENG9,EN10,EN11,		1/25/00	2.69643	2.38095	<input type="checkbox"/>	<input checked="" type="checkbox"/>		19/01/17
			1/05/01	4.17241	4.24324	<input type="checkbox"/>	<input checked="" type="checkbox"/>		19/01/17
			12/05/00	3.76667	3.50000	<input type="checkbox"/>	<input checked="" type="checkbox"/>		19/01/17
			11/03/00	3.88889	3.86667	<input type="checkbox"/>	<input checked="" type="checkbox"/>		19/01/17
			7/27/01	4.10909	4.14286	<input type="checkbox"/>	<input checked="" type="checkbox"/>		19/01/17

The roster displays the information that will be transferred to the WVHEPC on the school’s and district’s behalf (numbers below correspond to items on the screenshot):

- Collection Date:** Date the file was built or rebuilt.

- 2) **Student identifying information:** WVEIS ID, name, date of birth, and social security number (if available). The student’s demographic information is used for matching purposes with all PROMISE scholarship requirements including; grades, ACT and/or SAT scores, and FAFSA information.
- 3) **Missing courses:** A list of any core courses a student is missing for PROMISE eligibility. They must meet all core course requirements to qualify.
- 4) **Overall GPA** (based on all credit-bearing courses a student has completed)
Core GPA (based on all English, math, science, and history courses found on the PROMISE course code listing and calculated according to county grading policy)
- 5) **50 % indicator:** An indicator of whether a student has completed at least 50% of their high school coursework in the state of West Virginia. You should uncheck this box if a student has been at your school for less than 2 years or not completed at least half of the 24 credits required for graduation at a West Virginia High School.
- 6) **Reviewed box:** Used to indicate a record has been reviewed and is correct.

C. Verifying the Required Courses have been met and overall and core grade point average information is correct.

1. Review each student’s information to ensure that it is accurate.

If a student has not completed core courses, those courses will be listed under the student’s name. Please see below for a list of required courses.

CODE	COURSE NAME	CODE	COURSE NAME
ALGI	Algebra I	USST	US History to 1900 or substitute
MATH	Total of 4 Math Courses	WRLD	World History to 1900 or substitute
BIO	Biology or substitute	ENG9	English 9 or substitute
PSCI	Physical Science for 9 th Grade or substitute	EN10	English 10 or substitute
SCI	Total of 3 Credits	EN11	English 11 or substitute
CIVI	Civics or substitute	EN12	English 12 or substitute
CTST	20 th -21 st Century History or substitute		

2. You may click on a student’s GPA to examine the details about how the GPA was calculated. Both the overall/cumulative GPA and the core GPA are available for detailed reports.

ACT location:			NCE:			
Overall GPA	Core GPA	Reviewed?	Overall GPA	Core GPA	Reviewed?	World
3.98148	3.96774	<input type="checkbox"/>	3.98148	3.96774	<input type="checkbox"/>	
4.17241	4.2432	<input type="checkbox"/>	4.17241	4.2432	<input type="checkbox"/>	
3.76667	3.50000	<input type="checkbox"/>	3.76667	3.5000	<input type="checkbox"/>	
3.88889	3.86667	<input type="checkbox"/>	3.88889	3.86667	<input type="checkbox"/>	
4.10909	4.14286	<input type="checkbox"/>	4.10909	4.14286	<input type="checkbox"/>	

A pop-up window will display the information for the courses included in the student’s GPA per your selection. The window will display the student’s grade and credit earned by each course. The screenshot on the following page indicates the information available.

CUMULATIVE GPA Summary:

Student ID:
Attempted Credits: 27.000
GPA Earned: 107.5000
CUMULATIVE GPA: 3.9815

Export to CSV

**Calculate the GPA via CSV, Sum of the Grade Point Earned and divide it by the Sum of the Credit Attempted.
Similar to this =SUM(G2:G999)/SUM(E2:E999)

Row #	Course	Subject Title	Final Grade	Credit Attempted	Credit Earned	Grade Pointed Earned	Use in GPA
1	30121H	MATH 1 ADV	A	0.5	0.5	2	Y
2	30122H	MATH 1 ADV	A	0.5	0.5	2	Y
3	30141H	MATH II ADV	A	0.5	0.5	2	Y
4	30142H	MATH II ADV	B	0.5	0.5	1.5	Y
5	304710	PROBABILITY	A	0.5	0.5	2	Y

TIP: Use this feature to help students determine if it is possible to raise their GPA to the PROMISE requirements in future semesters. Use to determine if the students' core GPA is including ALL core courses correctly. The core GPA is to be calculated using ALL core courses on the core course listing, according to county/school grading policy.

D. Trouble Shooting Common Issues

Missing courses: If all updates have been made to the student's transcript file and they have a qualifying Core and Overall GPA but are still showing a course missing, then consider the following:

- If multiple students are showing the same requirement missing, verify the correct course code was used.
- The user may analyze the student's transcript to determine if additional courses are present proving the student qualifies (ex: student has multiple advanced math courses but is missing Algebra I). Any substitutions for meeting the course requirements that are not on the PROMISE list, need to be approved by WVDE or HEPC and should be included in the core GPA calculation.

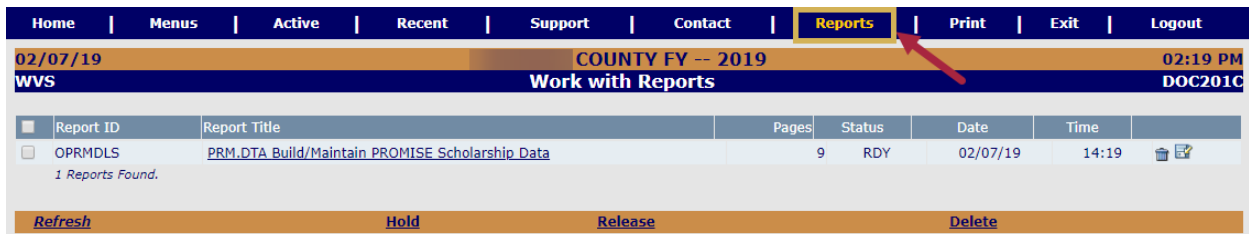
Please Note: If changes are made to a students' transcript files, the PROMISE file must be **“rebuilt to include the updated information. Once a file is “rebuilt” all checks will be removed. Please be sure to make note of any progress made prior to rebuilding the file to ensure an efficient review of remaining records.**

E. Printing the Report

1. If you would like to keep a copy for your records, once all updates have been transcribed properly and each student has been reviewed, you may generate a final report for your records. **Save or print a PDF report by clicking on “PRINT” then “Reports” at the bottom of the page.**



2. After clicking “Print”, click on “Reports” in the header to show the generated report.



Click on the report title to view the report as a PDF. The report will be a pop-up in a new window. Please allow pop-ups from WOW.

Please remember that this report contains protected information from students' education records. Handle any saved or printed reports carefully and in compliance with the Family Education Rights and Privacy Act (FERPA) and WV Board of Education Policy 4350.

F. Finalizing the Data File

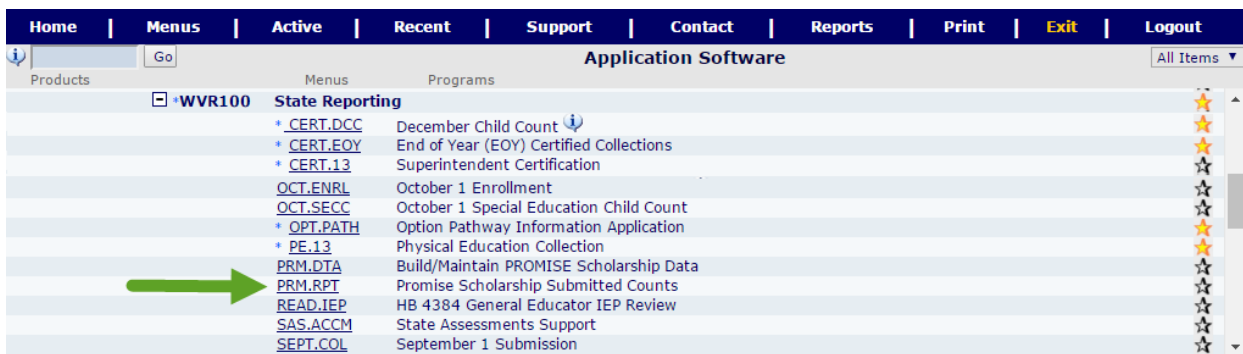
1. When all changes have been made and you are ready to submit, click **“Finalize Data”** at the bottom of the screen to submit.



Once the information from all counties and schools is finalized, WVDE staff will submit the information to the WVHEPC on behalf of the districts.

G. Monitoring School Submissions

In WOW, district users may monitor schools' submissions of PROMISE eligibility data. Under the **WVR100 State Reporting** menu, the item called PROMISE Scholarship Reported Counts (**PRM.RPT**) provides district users with the counts of students submitted by school. District staff who note that no students have been submitted may wish to contact the school to ensure that a plan is in place to provide students' preliminary and/or final academic eligibility confirmations prior to the deadline.



VIII. MATCHING GRADES TO PROMISE APPLICATIONS

Once WVHEPC receives the state grade file, there is an electronic process to match grade records

in the PRM.DTA data file to all PROMISE Scholarship Applications. Some records may not match due to conflicting information between WVEIS and the PROMISE Application.

Once all matching is concluded, you will be prompted via email to review your roster for problems or issues. If you notice, there are students who are listed as “NO” grades on the FAMS report but have completed or will complete the core course requirements and have a qualifying overall and core GPA you should contact WVHEPC. If the information wasn’t received, you may be asked to submit a grade report and transcript for the student.

Please Note: Applicants must meet all eligibility requirements and deadlines for submitting the PROMISE application and FAFSA by March 1 to be awarded. Late applications are accepted but not guaranteed an award.

IX. EARLY GRADUATES GRADE SUBMISSION

1. Any student graduating a year early or semester early must apply and meet all the eligibility requirements for the previous year’s graduating class, including the ACT/SAT test requirements and all deadlines.
2. Junior graduates’ grade information will not be included in the PRM.DTA submission unless they are coded as a senior when the report is run for your school.
 - a. If an early graduate is not listed on your report for 7th or 8th semester grade file submission, counselors must submit a Grade Report Form and Transcript for the applicant.
3. Students graduating a semester early during their senior year and planning to start college the following spring term will not have their grades submitted via the PRM.DTA file.
 - a. Counselors must submit a grade report form and final transcript for any student graduating a semester early once final grades are posted.
4. The grade report form can be found on cfwv.com/promise under the forms tab.

X. PROMISE SCHOLARSHIP NOTIFICATIONS

- WVHEPC will contact students via email regarding their status and eligibility. If a parent email is provided, we also send to the parent email. If a student selects texting as their primary method of contact, we will contact them via text as well.
- WVHEPC sends PROMISE notifications electronically to all applicants. Initial PROMISE notifications typically go out in April.

XI. HIGH SCHOOL AWARD CEREMONIES

- Each year you must submit a request for your PROMISE eligible/awarded students to our office with the person you indicate as your contact for high school award ceremonies. WVHEPC as well as WVDOE will send an email with the links to submit your request for a list of PROMISE eligible students to be announced at the senior award ceremony in March.

- If you submit a request, WVHEPC will send the most up-to-date list of all students in your school who are PROMISE-eligible approximately two days in advance of your planned high school senior award ceremony. This will allow the representative of your choice to have an accurate and current list to announce during your event. If you have questions concerning a student's eligibility, contact WVHEPC.
- Under no circumstances, should a student be given a certificate created by a high school counselor or other party that was not indicated on the list.

XII. NEED ASSISTANCE?

For Assistance with PROMISE Scholarship Application, Eligibility Issues, FAFSA or the Financial Aid Management System (FAMS)

Contact the West Virginia Higher Education Policy Commission (WVHEPC)
 1018 Kanawha Boulevard East, Suite 700
 Charleston, WV 25301
 304-558-4618 or toll free (877) 987-7664
 Fax 18552921415
 Email: PROMISE@wvhepc.edu

For Technical Assistance with the Grade File Submission

- The WVDE tiered support structure emphasizes local ownership and problem solving to ensure a timely resolution to any issues and to build local capacity for long-term data management.
- First level data collectors, including school staff or district staff responsible for any part of a data collection, should address all questions, issues, or concerns about WOW applications to the local WVEIS County Contact. If the WVEIS County Contact cannot answer the question or solve the problem, he/she should contact the RESA Technical Assistance Representative. If the RESA staff member cannot answer the question or solve the problem, he/she should contact a WVDE representative and/or submit a ticket through the online issue resolution and management system.

For Assistance with the Data or Content Being Submitted

- Questions about the data or content being submitted should be directed to the appropriate program office, which may include WVEIS staff. School staff should first reach out to their district office to determine whether the question can be answered within the county, either by a district office or by the WVEIS County Contact. If the district staff member cannot answer the question or resolve the issue, he or she should try to work with RESA staff who may have knowledge of the content area. If RESA staff do not have immediate knowledge of the content area, either the district staff member or the RESA staff member may contact the appropriate WVDE program office, as listed below.
- All questions about graduation data that cannot be answered locally should be directed to the [WVDE Office of Student and School Support](#) at 304-558-3199. Emailed questions may be directed to Stephanie Hayes at stephanie.hayes@k12.wv.us

XIII. PROMISE MYTHS

- Students don't have to apply to be awarded the PROMISE Scholarship. *FALSE*
 - Students must submit the PROMISE Scholarship Application to be awarded. Some colleges will estimate the PROMISE based upon a students ACT/SAT scores and grade information. However,

PROMISE awards are approved and awarded by the WVHEPC. Students who do not apply and submit a valid FAFSA, will not be awarded.

- I can take my PROMISE award out of state! *FALSE*
 - PROMISE Scholarship can only be used at eligible institutions in West Virginia. PROMISE cannot be taken out of state under any circumstances.
 - Student who attend an out of state institution have up to one year to come back to West Virginia and utilize a PROMISE award, if they were awarded. They must meet the academic requirements of a first-year scholar, to have their scholarship reinstated. After the one-year mark, students are not permitted to attend out of state institution and remain eligible.
- We can take paper ACT or SAT score reports from a counselor. *FALSE*
 - Only official ACT or SAT the are received from the ACT or SAT organization can be used to qualify for the PROMISE Scholarship. We cannot accept any other form to certify ACT or SAT scores.
- Public High School Counselors must submit a grade report form for each student. *FALSE*
 - Grades for public high school students are received through the PRM.DTA submission. Counselors should only submit a grade report form for early graduates and when requested specifically for an individual student.
- Students are not permitted to apply after the March 1 deadline. *FALSE*
 - Students who miss the March 1 deadline can apply as a late applicant. Late awards are contingent upon funding of the program and are awarded the following spring term after the first fall term.
- If you graduate from a WV high school, you can qualify for PROMISE. *FALSE*
 - Students must graduate from a WV public or private high school AND complete at least 50% of their required courses for graduation (12 credits of 24).
- My college accepted my SAT or ACT super score, so PROMISE will accept it. *FALSE*
 - You must qualify for the ACT or SAT on one test sitting. WVHEPC does not super score ACT or SAT tests.