



The  
**COMMUNITY  
FOUNDATION**  
of the New River Valley

# CFNRV Scholarship Application FREQUENTLY ASKED QUESTIONS

The Community Foundation of the New River Valley has moved to an all-online scholarship application process. As such, our FAQ below has been updated with additional helpful tips for our online system. For questions, problems, or technical issues, please see the FAQ below first. If you are unable to solve your problem using the FAQ, please feel free to contact us: [CFNRV@cfnrv.org](mailto:CFNRV@cfnrv.org)

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## General Questions

### 1. How much does it cost to apply for a scholarship?

There is no charge to apply.

### 2. Can I apply for more than one scholarship?

Yes; you may apply to all the funds **for which you are eligible** and may be selected as a recipient of more than one scholarship. You may also apply for scholarships from other sources. Check with your school guidance counselor for other possibilities.

### 3. Do I need to pay scholarship money back?

Unlike student loans, these scholarships do not need to be repaid.

### 4. If I am awarded a scholarship, do I receive the check?

No, checks are sent directly to your college, university, or post-secondary vocational school after July 1<sup>st</sup>.

### 5. If I receive a scholarship one year, will I automatically receive the award the following year?

Scholarships are not automatically renewed. **You must reapply each year** by submitting a new application with a current, **official** transcript and all other required documents.

### 6. When will I be notified if I am selected for a scholarship?

Scholarship recipients will be notified in May and scholarship certificates are presented at the Scholarship Breakfast in May.

### 7. What do scholarship funds typically cover?

Scholarship funds can be used for tuition, books, fees, and other appropriate educational expenses.

### 8. Does the Community Foundation fund graduate students?

No; not at this time.

### 9. If I want to send a thank you note, where do I send it?

The Community Foundation **strongly** encourages all scholarship recipients to extend their gratitude to donors who generously provide higher education scholarship assistance by attending the Scholarship Breakfast and meeting the scholarship donor **and** by writing a thank you note. Address a thank you note to:

Scholarship Fund (the name of the scholarship you received)  
Community Foundation of the New River Valley  
P.O. Box 6009  
Christiansburg, VA 24068-6009

## Questions about Online Application

### 10. How do I upload my academic transcript?

- All CFNRV scholarship funds require the submission of an official or unofficial copy of your most recent academic transcript. While official copies are preferred, many schools will not provide digital copies of official transcripts. In this case, an unofficial transcript is acceptable. A pdf version of your transcript can either be downloaded directly from your school's registrar or counselor's office web portal, or scanned from a hard copy to a pdf and uploaded that way.
- At this time, we cannot accept mailed copies of your transcript.
- Some academic institutions charge for the issuing of official transcripts. CFNRV is not responsible for any fees charged by your educational institution(s) for this purpose. Most institutions do not charge for an unofficial transcript, and it is for this reason that we accept unofficial transcripts for our scholarship applications.

### 11. How do I create a pdf file from my text document?

- All commonly used text editing software (Microsoft Word, Apple Pages) has the ability to save a document as a pdf. When you've completed your document, follow the instructions below to create a pdf version of your document. Please note that depending on the particular version of your software, these instructions may be slightly different:
- **Microsoft Word:** Click File>>Save As>> Underneath the field where you type the file name, there is a drop down box labeled "Save as Type". Click this pulldown menu and find the option that reads "PDF". After selecting pdf, a new option will appear below labeled "Optimize For". To keep file sizes to a minimum, please select "Minimum Size (Publishing online)".
- **Apple Pages:** Click File>>Export as PDF >> If you are presented with the option to select file quality, please choose the lowest available quality in order to minimize the size of your file.
- If these instructions do not seem to apply or you use a different software for text editing, please consult the Help menu for your particular software and search "PDF."

### 12. How will I know the status of my application or letters of recommendation?

- Please check back frequently to our online system. When you login, your dashboard will show your current application status. On the far right of your application status bar, you will see text which reads "Third Party Responses \*/2." This number indicates how many of your letter writers have submitted a letter on your behalf. Please keep in mind that an application is not considered complete until all third party responses are submitted, meaning it is your responsibility to remind your letter writers to submit before the due date.

- In terms of your application status, you will hear from CFNRV **before your application status updates online**. There is an automatic two week delay between when a decision is made on a scholarship application and when your online dashboard will display that decision. Shortly after decisions are made, you will receive an official communication from the Community Foundation notifying you of the results of your application.
- *If you have questions about whether or not your application has been successfully completed and submitted, please see your dashboard in the online system. Once you are certain your application has been completed and submitted, please do not inquire as to the status of your application. We will contact you once a decision has been reached.*

### **13. What if my letter writer doesn't have an e-mail address?**

At this time, we can only accept digital copies of letters of recommendation. If one of your letter writers does not have e-mail capability, it is best to select another writer. If you absolutely cannot locate a writer capable of the timely submission of a digital letter of recommendation, please contact [cfnrvc@cfnrvc.org](mailto:cfnrvc@cfnrvc.org).

### **14. What if I forget or lose my login information?**

Don't worry! CFNRV staff can reset your password at any time. Please send an e-mail to us ([cfnrvc@cfnrvc.org](mailto:cfnrvc@cfnrvc.org)) letting us know you need a new password. If you use multiple e-mail addresses, please be sure to include the e-mail address you used to create your login for our online application system.

## **Questions for Letter of Recommendation Writers**

### **15. How do I convert my document to a pdf for submission?**

Please see the above section for students on the same question.

### **16. When must I submit my letter of recommendation?**

Student applications are not considered complete until all pieces of the application, including both letters of recommendation, are completed. Students depend on the timely submission of letters of recommendation from their letter writers, so please be sure to submit your letter as soon as possible.

### **17. Do I have to sign and scan my letter of recommendation?**

No. Simply writing the letter in a pdf will do. Please do include contact information for yourself, including an e-mail and phone number where you can be reached somewhere in the letter.

### **18. I've never written a letter of recommendation. What do I do?**

A letter of recommendation is typically a simple, 1-2 page letter in which the letter writer testifies to the student's character, work ethic, professionalism, etc... A typical letter of recommendation includes the following:

- Description of your relationship to the student, including the context (professional, academic, social, personal, etc...) and duration.
- A brief summary of your experience with the student. This can be anything you want and should be based on your relationship with the student. For example, if you are a work supervisor, this might include comments about the student's work ethic and level of responsibility.
- A statement of support for the student. This can be something as brief as "I strongly endorse this student for any and all scholarship opportunities." This can also be anything you like, and is a nice way to close your letter to give our scholarship committee a strong message of your support for this student.
- A phone number and e-mail contact for you, should we require further information.

Please keep in mind that our scholarship committee relies on all parts of the student's application, including letters of recommendation, to make a decision regarding the applicant, so please be honest, forthright, and clear about your experience with the student.

### **Additional Questions?**

If you have any additional questions not covered in the above FAQ, please feel free to contact us via e-mail: [cfnrv@cfnrv.org](mailto:cfnrv@cfnrv.org).

