



## TOURISM CARES ACADEMIC SCHOLARSHIP PROGRAM FREQUENTLY ASKED QUESTIONS

**Q1: What may the Tourism Cares Academic Scholarship funds be used for?**

A1: Each **undergraduate** scholarship award may be used to cover expenses for fall semester tuition, books, and educational fees only. Each **graduate** scholarship award may be used to cover expenses for tuition, books, educational fees, and research-related expenses only.

**Q2: Do Academic Scholarship recipients receive any other benefits in addition to the monetary award?**

Q2: Yes, along with their monetary award, the Tourism Cares Academic Scholarship recipients are invited to attend the Tourism Cares *Student Mentoring Program* at the NTA Travel Exchange Convention. This gives them an opportunity to shadow professionals from different sectors of the tourism industry and also attend educational sessions to learn and about various career paths and network.

**Q3: Are the Tourism Cares Scholarship awards based on merit or financial need? Also, what criteria are used by Tourism Cares to select the Academic Scholarship recipients?**

A3: The Tourism Cares Scholarship awards are based on merit and awarded through a competitive process. The Academic Scholarship Selection Committee makes their selections based on academic performance, extracurricular and volunteer activities and experiences, motivation, and leadership potential.

**Q4: How are scholarship recipients selected from the students who have applied?**

A4: The Tourism Cares Academic Scholarship Selection Committee consists of travel, tourism, and hospitality educators and industry professionals from across the United States. The role of the committee members is to review the Academic Scholarship applications provided by eligible students and to select the recipients. The committee's decisions are reported to the Tourism Cares Board of Directors. Eligible applicants, who will be enrolled at their college or university for the upcoming fall semester, will be reviewed by the committee.

**Q5: When will I be notified if I am selected to receive a scholarship?**

**Also, when can I expect the disbursement of the scholarship award to take place?**

A5: Notification and announcements of the Academic Scholarship recipients will occur in June. The disbursement of the Academic Scholarship award to the recipient's college financial aid or bursar's department should take place during the summer to be applied to the student's upcoming fall semester (with certain exceptions, such as for Graduate Research Scholarship recipients). A scholarship recipient must be enrolled in school for the upcoming fall semester or term to be eligible to receive an award.

**Q6: Will I be advised if I am not selected to receive a scholarship award?**

A6: Yes, Tourism Cares will email applicants who are not selected in June.

**Q7: Does Tourism Cares offer any renewable scholarships?**

A7: No, currently there are no renewable scholarships available.

**Q8: I have received an Academic Scholarship from Tourism Cares in the past. May I apply for an Academic Scholarship again this year?**

A8: Yes, past Academic Scholarship recipients may apply again, as long as it is for a different calendar year and they meet the Eligibility Criteria.

**Q9: I have applied for an Academic Scholarship from Tourism Cares in the past, but I was not selected as a recipient. May I apply for an Academic Scholarship again this year?**

A9: Yes, past Academic Scholarship applicants, who have not been selected in a previous calendar year, may apply again as long they meet the Eligibility Criteria.

**Q10: Is it possible to receive more than one scholarship from Tourism Cares per calendar year?**

A10: No, you would only be eligible for one award from Tourism Cares per year.

### **ELIGIBILITY CRITERIA QUESTIONS**

**Q11: What level in school do applicants have to be to apply for the Academic Scholarships?**

A11: All applicants must be either an undergraduate or graduate level student to apply for the Academic Scholarships.

**Q12: Are there any specific fields of study required of applicants for the Academic Scholarships?**

A12: Undergraduate and graduate awards are available to travel-and-tourism-related or hospitality-related programs of study. Graduate Research Scholarship applicants may be may studying in any field, as long as they are conducting research on a topic with a tourism focus.

**Q13: Does Tourism Cares require a student to have a certain grade point average (GPA) to apply for an Academic Scholarship?**

A13: All the Tourism Cares Academic Scholarships require student to have a cumulative 3.0 GPA, or greater, on a U. S. 4.0 scale, to be eligible to apply.

**Q14: Does Tourism Cares require a student to be enrolled in school full-time to be eligible to apply for an Academic Scholarship?**

A14: This varies depending on the Academic Scholarship, as some are open to full-time or part-time students, and others are open to full-time students only.

**Q15: Does Tourism Cares offer any Academic Scholarships for students attending community colleges?**

A15: Yes, Tourism Cares has some Academic Scholarship offerings for students currently enrolled at two-year schools.

**Q16: I attend a university in a country other than the United States or Canada. Does Tourism Cares offer any Academic Scholarships for which I am eligible to apply?**

A16: No, currently all Academic Scholarship offerings require the applicant to be attending a school in the United States or Canada.

**Q17: I am seeking financial support for a summer study abroad program that is not affiliated with my school. Does Tourism Cares offer any such scholarships?**

A17: No.

## **GENERAL ONLINE APPLICATION QUESTIONS**

### **Q18: How many application deadlines are there for the Tourism Cares Academic Scholarship Program, and when are they?**

A18: There is only one Academic Scholarship application deadline. The application period for the Tourism Cares Academic Scholarships opens in mid-February 2018 with an application deadline of Sunday, April 1, 2018 at 11:59 p.m. Eastern U. S. time.

### **Q19: Oops, I missed the Academic Scholarship application deadline, may I still apply?**

A19: No.

### **Q20: I did not request my official transcript in time from my school to arrive at the Tourism Cares office by the application deadline. May I still apply?**

A20: Tourism Cares accepts unofficial transcripts during the application process; students must upload the transcript onto the application before 4/1/18. If selected for an award, an official transcript from the school must be sent directly to Tourism Cares within 10 days of award notification.

### **Q21: How many scholarships may I apply for?**

A21. There is one application which screens all applying undergraduate and graduate awards for tuition. Students will be matched with the scholarships for which they are eligible. Exception: If you are a graduate level student, you may apply for either the Academic Scholarships or the Graduate Research Scholarships, but not both.

### **Q22: I am trying to submit my completed online application. But when I click on the "Submit" button at the top right of the dashboard, I receive a message that says my application is not complete. Why am I getting this message?**

A22: Please review your applicant dashboard to see which of the sections of your online application is not showing 100% complete. Please review that section carefully to verify which required questions (indicated by a red asterisk \* at the end of the text in the question) have not been answered. Note: If you are unable to provide a response for a required question, please fill in "n/a". If your Required Items or Essay(s) sections do not show 100% complete, please check that you have uploaded all the required PDF documents. Once you have done this, you should be able to verify that the corresponding section(s) now show 100%, enabling you to submit. Then you should receive a pop up message from Tourism Cares confirming your application has been successfully submitted.

## **QUESTIONS ABOUT REQUIRED ITEMS AND ESSAY(S) IN THE ONLINE APPLICATION**

### **Q23: Do I have to upload all Required Items and Essay(s) that appear in those sections of my application?**

A23: Applicants need to scan to PDF format only and upload all Required Items and Essay(s) marked with a red asterisk \*. *You may also show eligible for scholarship(s) which ask for optional items. If you would like to be considered for any of those scholarships, you will need to upload the additional optional items as well.*

### **Q24: May I submit my Required Items or Essay(s) by paper copy via snail mail or fax, or as email attachments?**

A24: No, Tourism Cares only accepts online applications for the Academic Scholarships.

**Q25: I have a Required Item or Essay that is not in English. May I submit it in a foreign language?**

A25: No. All Required Items and Essay(s) must be submitted in English. If your document is not in English, please submit an official notarized translation in English along with the original language item.

**Q26: What font and format should I use in my Essay?**

A26: Your essay should be typed and double-spaced with 1" margins on all sides using 12 pt. Times New Roman font. Please include a page header at the top of every page which includes page numbers, the title of your paper and your name. The essay must be your original work no more than two pages in length.

**Q27: What format should I scan all my Required Items and Essay(s) into before I upload them into the online application? Also, once my documents are ready, how should I title them?**

A27: Please scan all Required Items and Essay(s) to black and white (not in color as it takes up too much file space), and save them each as PDFs. The maximum file size allowed for each document is 3 megabytes, so if any one of your essays exceeds that size, you will need to zip the file (i.e. with winzip.com or with Adobe Acrobat) to compress the size, before you upload it to the online application. PDF is the only file format Tourism Cares will accept. Also, please do not use any special characters (i.e. &, #, or \$) when you name your documents. If you need help, please contact your school's "Help Desk" or computer lab.

**Q28: We have separate PDFs to upload for one of the Required Items, i.e. the Evaluation Form and Recommendation Letter. How do we upload separate documents when only one attachment box appears for the Required Item?**

A28: The online application will not allow you to upload separate documents where only one attachment box appears. You will need to scan your separate documents into one combined PDF document before you upload to the application. If you are having challenges uploading any PDFs of your Required Items or Essay(s), it is most likely due to browser compatibility issues.

**Q29: My official transcript is not in English. Do you accept transcripts in other languages?**

A29: No. If your official transcript is not in English, you must submit an official notarized English translation along with the original language one.

**Q30: The grade point average (GPA) on my official transcript is not on a U.S. 4.0 scale. How do I report this?**

A30: Once your GPA has been converted to a U.S. 4.0 scale, this number needs to be entered into your online application.

**Q31: Can I scan and upload my unofficial transcript into the online application?**

A31: Yes, unofficial transcripts are acceptable with the online application. If selected for an award, an official transcript is required within 10 days of award notification.

The process of requesting an official transcript: Applicants need to ask their school to send an official student transcript in a sealed envelope directly to: Tourism Cares, 20 Vernon Street, 2<sup>nd</sup> Floor, Norwood, MA, 02062 Attention: Transcript. The Tourism Care Scholarship Department will verify this document, scan, and upload it into your submitted online application.

**TECHNICAL QUESTIONS ABOUT ACADEMIC SCHOLARSHIP ONLINE APPLICATION**

**Q32: What web browser can I use to access the online application?**

A32: The newest version of your browser is suggested. Google Chrome is the preferred browser for accessing the Tourism Cares Academic Scholarship online application. If you do not have access to Chrome, please use Mozilla Firefox rather than Apple Safari. *\*Microsoft IE 10 is no longer supported by Microsoft – if using this browser, we highly recommend you download the most recent version of IE if that is your preferred browser.*

**Q33: What should I do if I am experiencing technical difficulties with the online application?**

A33: Be sure to enable cookies and allow pop ups on your web browser setting. If this does not solve your problem, please email your request for technical assistance to: [scholarships@tourismcares.org](mailto:scholarships@tourismcares.org). This email address is being protected from spambots. Be sure to include your first and last name and email as you entered into the online application and clearly explain the problem encountered.

**Q34: I am having difficulties viewing pages in the online application. What do you suggest?**

A34: You need JavaScript enabled to view them.

**Q35: How do I update my information in the online application?**

A35: Sign in with your user name and password, go to the applicable section and question (i.e. name, email, address, phone, etc.), make the updates, and be sure to save.

**OTHER QUESTIONS**

**Q36: What is the most common reason a student does not receive a scholarship?**

A36: Incomplete applications may be submitted. Request recommendation letters from faculty or industry professionals and the unofficial transcript as soon as possible. We recommend you plan ahead and find a professor or administrator to verify that your online application is complete before you click submit.

**Q37: I am interested in seeking an internship?**

A37: If you are interested in an internship in Lexington, KY area, please email [scholarships@tourismcares.org](mailto:scholarships@tourismcares.org). Limited funds are available for internships with NTA, subject to change.

**Q38: What if I have a question which is not answered in these Frequently Asked Questions?**

A38: If you still have a question after carefully reading over these FAQs, please email the Tourism Cares Scholarship Department at [scholarships@tourismcares.org](mailto:scholarships@tourismcares.org).

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