

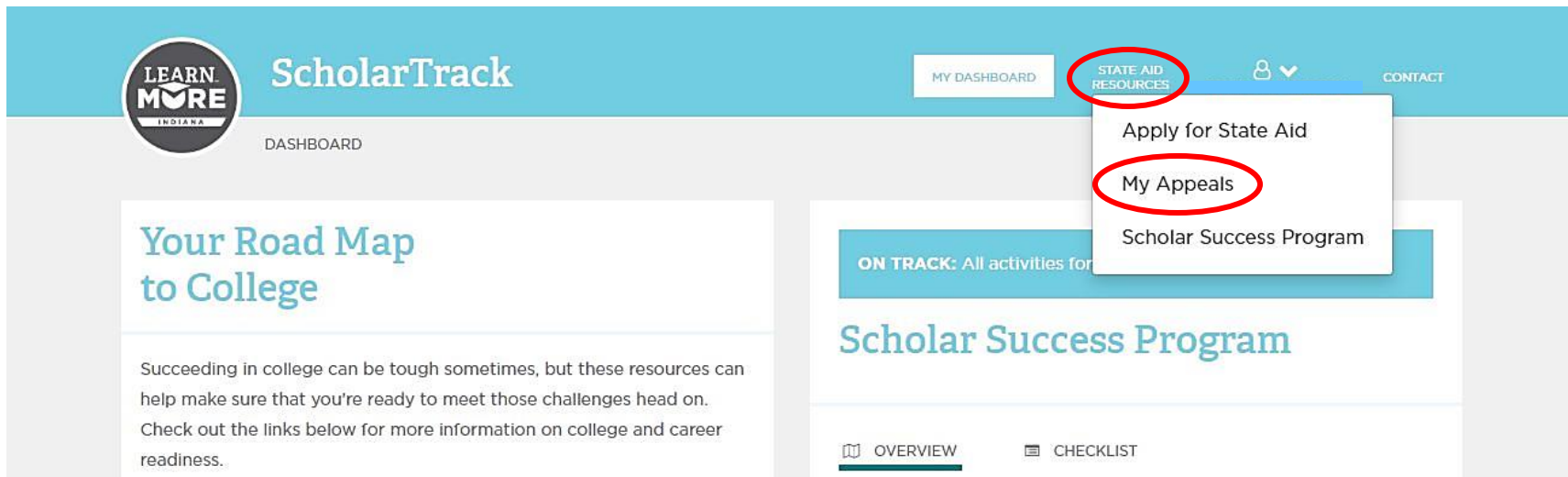
# Appeal Process Steps

## Filing an appeal:

If you choose to file an appeal, it must be done through your ScholarTrack account.

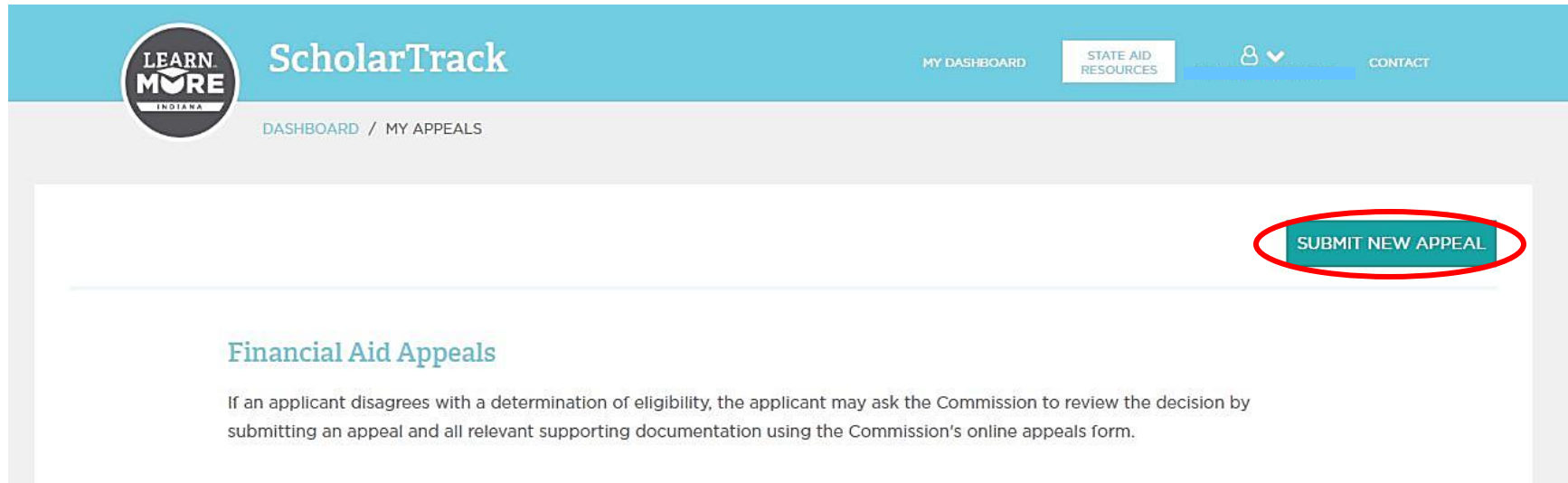
Once you are logged into your ScholarTrack account, you should follow these next steps to successfully submit your appeal.

### 1. Click the State Aid & Resources tab, then click My Appeals.



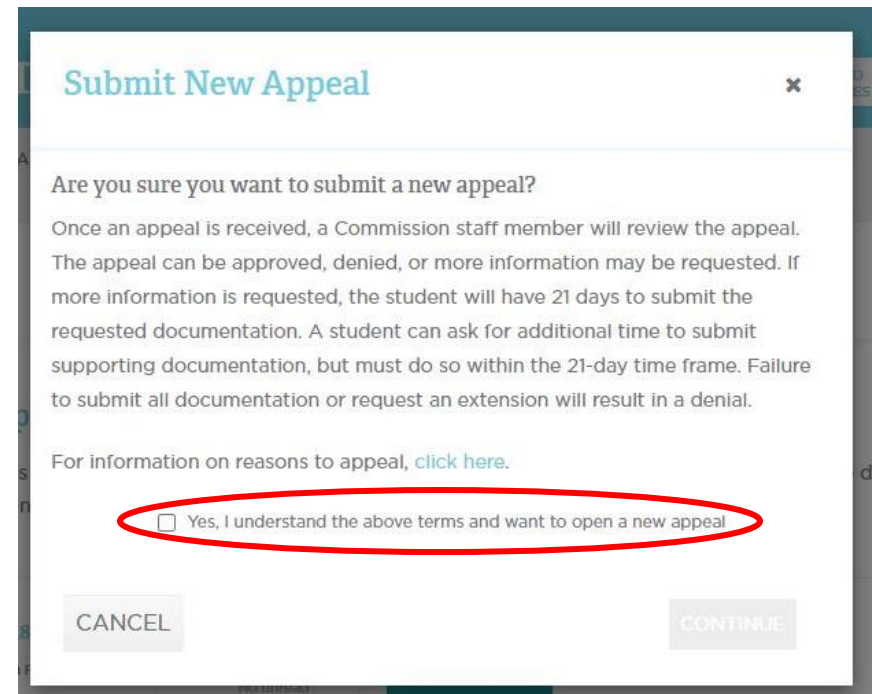
The screenshot displays the ScholarTrack dashboard interface. At the top left is the 'LEARN MORE INDIANA' logo. The main header area contains the 'ScholarTrack' title, a 'MY DASHBOARD' button, a 'STATE AID RESOURCES' button (circled in red), a user profile icon with a dropdown arrow, and a 'CONTACT' link. A dropdown menu is open from the user profile icon, showing three options: 'Apply for State Aid', 'My Appeals' (circled in red), and 'Scholar Success Program'. Below the header, the dashboard is divided into two main sections. The left section is titled 'Your Road Map to College' and contains text about college readiness resources. The right section is titled 'Scholar Success Program' and includes a sub-header 'ON TRACK: All activities for' and two sub-sections: 'OVERVIEW' and 'CHECKLIST'.

2. Now, click the Submit New Appeal button.



The screenshot shows the ScholarTrack dashboard. At the top left is the 'LEARN MORE INDIANA' logo. To its right is the 'ScholarTrack' title. Further right are navigation links: 'MY DASHBOARD', 'STATE AID RESOURCES', a user profile icon with a dropdown arrow, and 'CONTACT'. Below the navigation bar, the breadcrumb 'DASHBOARD / MY APPEALS' is visible. On the right side of the main content area, a teal button labeled 'SUBMIT NEW APPEAL' is circled in red. Below this button, the section 'Financial Aid Appeals' is displayed, followed by a paragraph explaining the appeal process.

3. Read the terms for submitting an appeal. If you understand the terms and want to open a new appeal, check the box stating so and click continue.



The screenshot shows a modal dialog titled 'Submit New Appeal' with a close button (X) in the top right corner. The dialog contains the following text: 'Are you sure you want to submit a new appeal?' followed by a paragraph explaining the appeal process: 'Once an appeal is received, a Commission staff member will review the appeal. The appeal can be approved, denied, or more information may be requested. If more information is requested, the student will have 21 days to submit the requested documentation. A student can ask for additional time to submit supporting documentation, but must do so within the 21-day time frame. Failure to submit all documentation or request an extension will result in a denial.' Below this is a link: 'For information on reasons to appeal, [click here](#).' At the bottom of the dialog, there is a checkbox labeled 'Yes, I understand the above terms and want to open a new appeal', which is circled in red. At the very bottom of the dialog are two buttons: 'CANCEL' on the left and 'CONTINUE' on the right.

4. On the next screen, you will see the 5 steps to submitting an appeal at the top of the screen.

They are as follows:

- 1) Appeal Information
- 2) Narrative Explanation
- 3) Supporting Documentation
- 4) Certification
- 5) Confirmation.

The screenshot shows the ScholarTrack website interface. At the top, there is a teal header with the 'LEARN MORE INDIANA' logo on the left and the 'ScholarTrack' title in the center. To the right of the title are links for 'MY DASHBOARD', 'STATE AID RESOURCES', a user profile icon with a dropdown arrow, and 'CONTACT'. Below the header, a breadcrumb trail reads 'DASHBOARD / MY APPEALS / SUBMIT AN APPEAL'. A horizontal navigation bar contains five steps: '1 Appeal Information', '2 Narrative Explanation', '3 Supporting Documentation', '4 Certification', and '5 Confirmation'. The first step, '1 Appeal Information', is highlighted with a red oval. Below the navigation bar, the main content area is titled 'APPEAL INFORMATION' and contains the text 'Reason(s) for Appeal'.

**This screen will also have you would pick the reason(s) for your appeal. In this case, they did not meet the credit completion requirements, so this should be one of the options they choose. After picking the reason(s) click continue.**

## APPEAL INFORMATION

Reason(s) for Appeal

For ALL Student Financial Aid Recipients:

- Active Military Duty
- Credit Completion Requirements
- FAFSA Filing Deadline
- FAFSA Correction Deadline
- Indiana Residency
- U.S. Citizenship (or Eligible Non-Citizen)
- COVID-19 / Coronavirus
- Other

For 21st Century Scholars ONLY:

- Income Eligibility
- Foster Care
- High School GPA
- Scholar Success Program
- June 30 Enrollment Deadline
- Pledge Violation
- Other

5. For the Narrative Explanation you should use the space provided to describe your reason for appealing.

- NOTE: You are limited to 500 words.

Once you complete this step, click continue.

The screenshot shows the ScholarTrack web application interface. At the top, there is a teal header with the 'LEARN MORE INDIANA' logo and the 'ScholarTrack' title. Navigation links include 'MY DASHBOARD', 'STATE AID RESOURCES', a user profile icon, and 'CONTACT'. Below the header, a breadcrumb trail reads 'DASHBOARD / MY APPEALS / SUBMIT AN APPEAL'. A progress bar below the breadcrumb shows five steps: '1 Appeal Information', '2 Narrative Explanation' (the current step), '3 Supporting Documentation', '4 Certification', and '5 Confirmation'. The main content area is titled 'NARRATIVE EXPLANATION' in teal. Below the title, a red oval highlights the instruction: 'Please use the space below to describe your reason for appealing. Responses are limited to 500 words.' Underneath this instruction is a large, empty rectangular text input field. In the bottom right corner of the page, the text '0 / 500' indicates the current word count.

6. The Supporting Documentation tab is where you will upload any and all of documentation you have available to support your appeal. After you have uploaded your supporting documents, click continue.

**LEARN MORE INDIANA** ScholarTrack

MY DASHBOARD STATE AID RESOURCES CONTACT

DASHBOARD / MY APPEALS / SUBMIT AN APPEAL

1 Appeal Information 2 Narrative Explanation 3 Supporting Documentation 4 Certification 5 Confirmation

## SUPPORTING DOCUMENTATION

You may attach one or more of the following pieces of supporting documentation depending on the nature of your appeal. (Supporting documentation is limited to 10 pages.)

- Academic Performance (*High School or College Transcript*)
- Citizenship/Residency (*Social Security Card, Immigration/Naturalization Documentation, or Fishing/Gaming License*)
- Extenuating Circumstances (*Medical Records, Court Records, Death Certificate, Accident Reports, Military Records*)
- Income Eligibility (*1040 Tax Form, Tax Transcript, Letter of Non-filing Status, Child Support Statements, or Social Welfare Benefit Summary*)

**UPLOAD**

Supported file extensions include: .pdf, .txt, .csv, .jpeg, .jpg, .gif, .tiff, .tif, .bmp, .png, .dat

**\*To find more information about required supporting documentation, you can follow the link below:**

- <https://www.in.gov/che/4500.htm>
- Once there you should be able to see general information about appeals, along with links for types of financial appeals and required supporting documentation. (Shown below)



If an applicant disagrees with a determination of eligibility, the applicant may ask the Commission to review the decision by submitting an appeal and all relevant supporting documentation in ScholarTrack. Either students or parents can submit an appeal in ScholarTrack. Students must create a “Full Student Account” first to submit an appeal. Parents may submit an appeal on behalf of their student by creating a “Parent” account and connecting their student to their account.

**[Click here to submit an appeal.](#)**

Once an appeal is received, a member of the Commission will review the appeal. The appeal can be approved, denied, or more information may be requested. If more information is requested, the applicant will have 21 days to submit the documentation. An applicant can ask for additional time to submit requested information but must do so within the 21 day timeframe. Failure to submit all documentation or request an extension may result in a denial.

Within three (3) weeks of receiving all relevant documentation, the Commission will inform the applicant of its decision via email. If the first appeal is denied, the applicant may file a second appeal using the same process. The second appeal should include any new information and must be submitted within 30 days of the date on the decision letter. Second appeals will be reviewed by the Executive Appeals Committee (EAC). The EAC will meet on a monthly basis to review second appeals. The EAC may approve, deny or request information in the same manner as the first appeal.

If the second appeal is denied, applicants may petition for review of this decision under Ind. Code § 4-21.5-3-7 (third appeal). The third appeal must identify the reasons for review and demonstrate how the applicant has been aggrieved or adversely affected by the Commission’s decision. The third appeal must be filed no later than 15 days from the issuance of the second appeal decision in accordance with IC 4-21.5-3-2. If the third appeal is timely filed and review granted, the Commission will issue a notification of an administrative hearing. The applicant or a representative may be present at that hearing. Applicants may be represented by an attorney at their own expense. The applicant will have the burden of proving the Commission’s decision is incorrect.

**[Types of Financial Aid Appeals](#)**  
**[Required Supporting Documentation](#)**

**7. The Certification tab is where you will submit your electronic signature.**

- NOTE: By typing your name and checking the box, you are signing this form electronically. You agree your electronic signature is the legal equivalent of your manual signature. Further, you attest all information provided is true and correct to the best of your knowledge.

The screenshot shows the ScholarTrack web application interface. At the top, there is a navigation bar with the 'LEARN MORE INDIANA' logo, the 'ScholarTrack' title, and links for 'MY DASHBOARD', 'STATE AID RESOURCES', a user profile dropdown, and 'CONTACT'. Below the navigation bar, a breadcrumb trail reads 'DASHBOARD / MY APPEALS / SUBMIT AN APPEAL'. A progress bar indicates the current step is '4 Certification', with previous steps '1 Appeal Information', '2 Narrative Explanation', and '3 Supporting Documentation' marked as complete, and the next step '5 Confirmation' pending. The main content area is titled 'CERTIFICATION' and contains the following text: 'By typing your name and checking the box, you are signing this form electronically. You agree your electronic signature is the legal equivalent of your manual signature. Further, you attest all information provided is true and correct to the best of your knowledge.' Below this text is a text input field labeled 'Full name' with a red circle around it. Underneath the input field is the instruction 'Type your full name above to serve as your electronic signature'. At the bottom of the form is a checkbox labeled 'I certify that this electronic signature is the legal equivalent of my manual signature', which is also circled in red.

**Once you complete this step, click save. Clicking save will submit your appeal.**