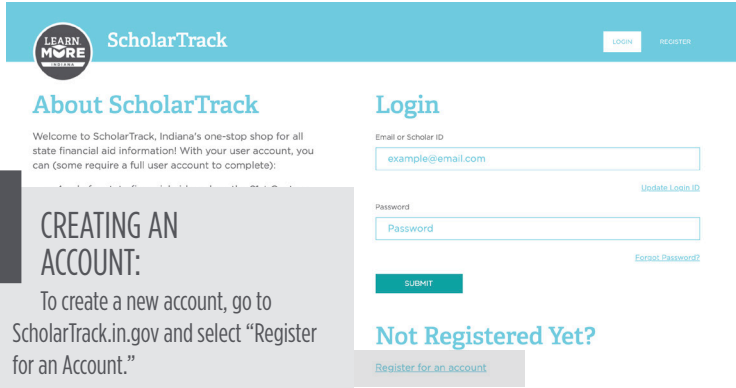




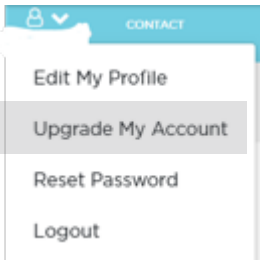
Filing An Appeal

All appeals must be filed through **ScholarTrack**. They can be submitted through a parent/guardian account or through the student with a full user account.

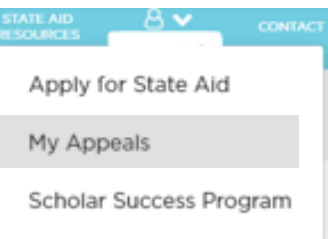


1 **CREATING AN ACCOUNT:**
To create a new account, go to ScholarTrack.in.gov and select "Register for an Account."

2 If you already have a limited student account, you will need to log in and upgrade your account by verifying your social security number and date of birth. You can upgrade by logging into your existing account and selecting "Upgrade My Account" under your name.



3 **STARTING YOUR APPEAL:**
Once you are logged in with a full user account, you can begin an appeal by selecting "My Appeals" under the State Aid Resources menu. From there you will select "Submit New Appeal."



4 Once you begin your appeal, ScholarTrack will ask you to select the type of appeal you are submitting. The types of appeals are:

- Active Military Duty
- COVID 19/Coronavirus
- Credit Completion Requirements
- FAFSA Filing Deadline
- Indiana Residency
- US Citizenship/Eligible Non-citizen
- Used CVO 8+ Years
- Used State Financial Aid 8+ Years

Appeals for 21st Century Scholars ONLY:

- 21st Century Matriculation
- Foster Care
- High School GPA/Diploma Type
- Income Eligibility
- Financial Means Test
- June 30 Enrollment Deadline
- Pledge Violation
- Scholar Success Program

ScholarTrack.IN.gov

5 Once you select the reason for your appeal, ScholarTrack will ask you to provide a written explanation of why you are appealing. Responses are limited to 500 words.

6 Once that is complete, the next step will ask you to upload any supporting documentation. Documentation will fall into four categories, but the types of documentation are not limited to these examples.

- Academic Performance** – High School or College Transcripts, Individualized Education Plans
- 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

Once an appeal is submitted, 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.

Contact the Financial Aid Support Center at 888-528-4719 or Appeals@che.IN.gov with questions.

