Scholarship Account Questions

Can I create an account prior to April 3?
Yes, you can set up an account prior. Visit www.phoenix.edu/foreveraphoenix and click on the “apply here” tab, then click on the link to take you to the third party application site. Creating an account takes less than a minute.

Note: You do need to create an account to access the online scholarship application on April 3. Creating an account is not the same as submitting an application.

I do not remember my password?
If you forget your password on April 3, do not click “forgot password,” as it takes too long for you to reset your password. It is quicker to create a new account with a different email address. Note: Remember the email address you use to submit an application.

Do I apply through eCampus?
No, you will apply through our scholarship application portal. Visit www.phoenix.edu/foreveraphoenix and click on the “apply here” tab, then click on the link to take you to the third party application site. Creating an account takes less than a minute.

Application Questions

When does the application open?
The application will open on April 3, 2017 at 7pm Arizona Time (10pm EDT)*

*Note: Application period will most likely close within minutes of opening.

When does the application close?
The application will close when 1,000 submitted applications have been received

Note: Once the application period has closed the system will seem frozen or that you are having technical difficulties. A note will be posted of the application period closing within the application above all of the icons when you are in the system. Refresh your browser to see if a note appears.

How do I know if I’m one of the first 1,000 submitted applications?
After April 6, 2017, you’ll be able to check if you are one of the top 1,000 qualified applicants. Visit https://1phoenixscholars.communityforce.com to log back into the scholarship application. Click on “My applications” at the top left corner. Then click on “Forever A Phoenix” application. If your status shows “Additional Info Requested,” then you will be receiving an email with next steps.

If your status shows anything other than “Additional Info Requested” (e.g. submitted, withdrawn, pending) after April 6, then your application was not received within the first 1,000 qualified applications. We go by the timestamp within the system.

Will exceptions be made if I miss the deadline?
No exceptions will be made for applications not submitted within the first 1,000 qualified application, which is posted several times within the application. We do not make exceptions for applications that miss the cap, even by seconds, or for any other issue (e.g., technical issues, time zone misunderstandings, application limits, etc.).
Forever A Phoenix Scholarship FAQ

**I sent an email to the scholarship team, will my question(s) be answered before the deadline?**

Questions should be sent to scholarships@phoenix.edu. On April 3, questions will most likely **NOT** be answered prior to the application closing. No exceptions will be made if you attempt to contact the Center for Scholarship Excellence and you do not receive a response prior to the application closing.

If you are emailing the scholarship team, include the name of the scholarship (Forever A Phoenix) in the subject line and within your email. This helps us to route questions to the appropriate team member. If we don’t know the name of the scholarship, we’ll have to ask. This will delay your answer.

**What web browser should I use?**

We’ve found that Google Chrome or Firefox work best when using our online application system. Use one of these web browsers when applying for this scholarship to avoid any issues! If you have technical issues, do not contact University of Phoenix’s technical support team; they will not be able to assist. Instead, email scholarships@phoenix.edu. Be specific in your email and include the name of the scholarship.

**My essays will not upload, what can I do?**

If you’re are having any trouble with the application, first check to make sure you’re using Google Chrome or Firefox. Internet Explorer and Safari don’t work as well with our online application.

If you’re still having issues uploading your file, check that it’s a .doc, .docx or .pdf file. Also, you cannot use symbols, including an underscore, in your file name.

**How do I confirm that my application was submitted?**

Make sure that you click “Final Review and Submit” when all of your sections show 100% to submit your application. After you submit it, you’ll receive an email stating your application was received. The email will come from admin@communityforce.com and may go into your spam/junk folder. If you receive the email, your submitted application was received.

Add scholarships@phoenix.edu and admin@communityforce.com as a trusted email address to ensure our emails don’t get marked as spam.

**Eligibility Questions**

**Am I eligible to apply for this scholarship?**

The criteria for the scholarship is posted at www.phoenix.edu/foreveraphoenix and within the eligibility criteria section of the application. If you meet the outlined criteria, then you are eligible to apply. If you don’t meet it, you cannot apply; exceptions will not be made to the criteria.

**If I am in the process of enrolling, am I eligible?**

This scholarship is for prospective students who are not currently enrolled nor in the process of enrolling at University of Phoenix prior to the award date.

If you can answer “NO” to all three of the following three questions, you’re a prospective student

1. Are you currently enrolled in another consecutive degree program?
Forever A Phoenix Scholarship FAQ

2. Did you complete your admissions paperwork for a degree program more than six months ago and you attended at least one night of the new program or are scheduled for an upcoming class?
3. Did you start a new degree program at University of Phoenix, which you have not finished, and you attended a classes less than 365 days ago (based on April 3, 2016)?

Scholarship Award Questions

When does the scholarship award and when will applicants be notified?
The award date is June 6, 2017. All submitted scholarship applicants will be receive an email from scholarships@phoenix.edu around the award date. Check your junk/spam folder.

If selected for the scholarship, your specialized scholarship enrollment advisor will also call you within a week of the award date.

How will the recipients be selected?
A selection committee, consisting of University of Phoenix employees, organization employees and/or alumnus, will review and score the submitted applications based on a scoring rubric. The scholarship award will be based on the committee’s scores of the overall quality of the application and the scholarship essays. The higher the average score, the higher the probability of selection.

Scholarship selection shall be made without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability, veteran status, or any other category protected by federal, state or local law.

What degree program will the scholarship cover?
This scholarship is a full-tuition scholarship. It can be applied towards any undergraduate or master’s degree program available at University of Phoenix in the recipient’s state. The scholarship is a non-cash award that will apply directly toward tuition and fees (e.g., electronic resources) only. No scholarship funds will be given to the student at any time.

If selected for the scholarship, by when do I have to enroll?
Recipients must successfully enroll within thirty (30) days the scholarship award date.

If selected for the scholarship, by when do I have to complete my first class?
Recipient must successfully complete his/her first credit-bearing course within one hundred eighty days (180) days following the scholarship award.

Can I defer my scholarship to a later date?
No, we CANNOT hold a scholarship for any reason (e.g., finishing a different degree, meeting admissions requirements, etc.). Recipients must adhere to all terms and conditions outlined in the scholarship application.

Notes:
- If you have a balance on your account at a previous college/university, the balance must be paid off in order for University of Phoenix to request your transcripts. If we are not able to request your transcripts, you may not be eligible to enroll in the program of your choice, which may result in your scholarship being terminated.
- If you have a balance on your account at University of Phoenix at the time of award, you are not eligible for this scholarship.
- There may be other reasons one is not eligible to enroll.
Are there specific terms and conditions that I must follow if selected for the scholarship?
Yes, if selected, the recipient must follow the scholarship terms and conditions that are outlined in the scholarship application.