



DEPARTMENT OF EDUCATION

Townsend Building
401 Federal Street Suite 2
Dover, Delaware 19901-3639
DOE WEBSITE: <http://www.doe.k12.de.us>

Susan S. Bunting, Ed.D.
Secretary of Education
Voice: (302) 735-4000
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DELAWARE FINANCIAL AID APPLICATION, AWARDING AND APPEAL PROCESS (Effective July 2020)

The Delaware Higher Education Office administers scholarships and loan incentive programs for Delaware residents. Students are encouraged to apply to these programs annually, starting in December of each academic year. All deadlines are posted on the <https://delawarestudentsuccess.org/> website.

APPLICATION PROCESS

All programs

1. Submit a complete application via the [Higher Education Scholarship](#) system by 4:30pm on the posted program(s) deadline.
2. Submit academic record by 4:30pm on the posted program(s) deadline.
3. Submit the Free Application for Federal Student Aid (FAFSA), if required, by posted deadline.

COMMUNICATIONS

All communications to students will be sent to the email included in the student's profile in the [Higher Education Scholarship](#) system. It is the student's responsibility to keep this information up to date.

AWARDING

Completed program applications will be reviewed by the Higher Education Office and awarded in August each year. Students will be notified by email if they are awarded any scholarship/loan incentive program award(s).

To Be Considered for an Award:

Completed applications must include (by the required deadline(s)):

- Submitted application in the [Higher Education Scholarship](#) system
- Submitted FAFSA application by program deadline(s)
- College enrollment information for upcoming academic year



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- Submitted academic record for current academic year to the Higher Education Office by email (dheo@doe.k12.de.us)

To Be Considered for a Renewal Award:

- Update college enrollment information for upcoming academic year in the [Higher Education Scholarship](#) system by June 1
- Forward academic information verifying end of year cumulative GPA to the Higher Education Office by email dheo@doe.k12.de.us

Ineligible Applications/Award Denials:

Applications may be considered ineligible or denied based on the following criteria:

- Application incomplete as of posted scholarship deadline
- GPA falls below required minimum
- Total SAT score falls below required minimum
- Student's financial need falls below the minimum demonstrated financial need (this may adjust annually based on available funding). *Demonstrated financial need is calculated by using the college cost, minus the EFC reported in the FAFSA, minus any Pell Grant (if eligible)*

Appeal Process:

The Financial Aid Award Appeal process has two levels. All appeals will be screened initially by the Higher Education Office. Appeals meeting Level Two criteria will also be reviewed by an established Appeal Committee. Appeal determinations will be provided in written format no later than September 30, each year.

Appeal Criteria:

Level One Appeals (to be reviewed by Higher Education Office):

- If a student provides proof of a verified updated Expected Family Contribution (EFC) DHEO will review new EFC to determine if student meets the financial need threshold
- If a student provides proof of a change in major of study DHEO will review and determine if the new major is an eligible one



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- If a student provides proof of a college enrollment change DHEO will review and determine if the new college changes the student's eligibility for a scholarship

Level Two Appeals (to be reviewed by established Appeal Committee):

- If a student provides proof of a data entry error in their academic record (GPA, class rank, total SAT score) within the Higher Education System, the Appeals Committee will review and determine if the student is eligible for a scholarship with the updated academic information
- If a student provides proof that application was complete as of posted program deadline the Appeals Committee will review and determine if the student is eligible for a scholarship with a completed application
- If a student provides proof that their major at an out of state college is not offered at University of Delaware or Delaware State University, (Core courses must be at least 50% different than any similar major offered at University of Delaware or Delaware State University) the Appeals Committee will review and determine if the major is eligible for a scholarship

APPEALS

Students not awarded scholarship(s)/loan incentive program(s) because of any of the above reasons may appeal the decision(s) in writing by following these steps:

- Send an email to the Higher Education office email dheo@doe.k12.de.us using the phrase "APPEAL" in the subject line
- All supporting documentation must be included in the request for appeal, including course comparison information – if relevant

Appeal Review and Decision Timeline:

- Appeals must be submitted within two weeks of receiving the awarding decision
- Decisions will be provided in written format no later than September 30, each year
- All appeal decisions are *final*



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Higher Education Office Contact Information:

Delaware Department of Education
Higher Education Office
The Townsend Building
401 Federal Street, Suite 2
Dover, DE 19901
Email: dheo@doe.k12.de.us
Telephone Number: (302) 735-4120
Fax Number: (302) 739-5894

The Department of Education Higher Education Office reserves the right to use and share a Scholar's details, for purposes necessary for the administration of the Scholarship. By applying for and accepting a Scholarship you give consent for such sharing and publication of your details in the event of your application being successful. All data sharing will be conducted in compliance with all applicable state and federal regulations.

The Department of Education Higher Education Office reserves the right to publish the names and basic details of candidates selected for awards on the DOE website or on other websites or in other publications. To opt out of having your information published you must notify the Department of Education in writing via email at dheo@doe.k12.de.us, or via mail at:

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