



National Health Service Corps 2011 Scholarship Program

Frequently Asked Questions:

1. Am I eligible to apply for the 2011 NHSC Scholarship program?

For all questions pertaining to application eligibility, please refer to the Application and Program Guidance found on the NHSC Scholarship Program website <http://nhsc.hrsa.gov/scholarship/apply.htm> or call the HRSA Help Desk at 1-800-221-9393 (TTY for hearing impaired: 1-877-897-9910), Monday through Friday (except Federal holidays), 9:00 am to 5:30 pm ET or email at CallCenter@hrsa.gov.

2. Where can I get NHSC Scholarship Program Online Application assistance?

For any assistance please contact the HRSA Help Desk at 1-800-221-9393 (TTY for hearing impaired: 1-877-897-9910), Monday through Friday (except Federal holidays), 9:00 am to 5:30 pm ET or email at CallCenter@hrsa.gov

3. What are the required Supporting Documents?

- Authorization to Release Information
- Acceptance Report / Verification of Good Standing (signed by a school official)
- Un-Official Transcript
- 2011-2012 Tuition and Fees Schedule
- Proof of Citizenship
- Academic Letter of Recommendation
- Non-Academic Letter of Recommendation

For more specific information regarding supporting documents, please refer to the FY 2011 NHSC Scholarship Application and Program Guidance.

4. How do I submit my supporting documents?

All supporting documents for the 2011 NHSC SP Application cycle can be submitted electronically within the application or via fax. You can see supporting documents on both the status page and the supporting documents section of the application; however, you may only upload documents on the Supporting Documents page BEFORE YOU SUBMIT YOUR APPLICATION. You can navigate to this page by clicking on the "Supporting Documents" link in the top left hand corner of the application. If you upload a document, please **do not** submit it by fax. This will cause a delay in the processing of your application.

5. What if my recommenders or school contact have not submitted the supporting forms?

You are responsible for contacting schools and recommenders and ensuring that all required supporting documentation is submitted. You are advised to request and retain proof of receipt for each document that is faxed.





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6. What should I do if I forget my username?

Please click the link "I forgot my username" on the login screen and enter your email address. Your username will be emailed to you via the email address you supplied when creating your account. For further assistance please call HRSA Help Desk at 1-800-221-9393 (TTY for hearing impaired: 1-877-897-9910), Monday through Friday (except Federal holidays), 9:00 am to 5:30 pm ET or email at CallCenter@hrsa.gov

7. What should I do if I forget my password?

Please click the link "I forgot my password" on the login screen and enter your user name. You will be required to answer the security question you selected when creating your account. Your password will be emailed to the email address used to create your account if the security answer supplied is correct. If you have forgotten the answer to your security question, please call the HRSA Help Desk at 1-800-221-9393 (TTY for hearing impaired: 1-877-897-9910), Monday through Friday (except Federal holidays), 9:00 am to 5:30 pm ET or email at CallCenter@hrsa.gov

8. What should I do if my account has been locked?

Your account will be locked after 3 failed attempts to log in. If this happens click the "I forgot my password" link and follow the instructions from the "I forgot my password" FAQ above.

9. What should I do if I forget the email address I used to create my online account?

If you have submitted your online application, your email address can be viewed and updated by selecting My Contact Information in the Online Application portal. If you have not submitted your online application, your email address can be viewed and updated on the General Information page of the application. If you are not able to access your email address, please call HRSA Help Desk at 1-800-221-9393 (TTY for hearing impaired: 1-877-897-9910), Monday through Friday (except Federal holidays), 9:00 am to 5:30 pm ET or email at CallCenter@hrsa.gov. Please supply the call center with your first name, last name, the last four digits of your social security number, and the new email address you wish to use. The call center will send you a temporary password to access your account and update your email address.

10. Why am I not able to proceed with the application from the application screening section?

The application screening section determines eligibility. If an individual does not pass the initial screening portion of the online application the individual will not be eligible to apply. Please refer to the Application and Program Guidance for eligibility constraints.





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11. Can I change the school I will be attending in the application??

If you have not submitted your online application you may change the school information by logging into the Online Application portal. If you have already submitted your application no changes to school information can be made while your application is in the review process. If you are selected to receive an award, changes to your school information will be made at that time.

12. How can I edit the information on my submitted application?

No changes can be made to your application once it is submitted. You can only update your contact information by clicking the "Update Contact Information" link on the status page when you return to the application portal.

13. My session has timed out. Can I retrieve the information I entered in my application?

No. Any information not saved prior to the session time out, including essays, cannot be recovered.

14. Why do I receive an error message when I try to upload my resume/CV?

Applicants may upload resumes/CVs in the format of Microsoft Word (.doc and .docx), Adobe PDF (.pdf) or Text (.txt) only. All other formats will fail to upload.

15. Can I submit supporting documentation after the deadline?

Any documents submitted after the application deadline will not be accepted.

16. How will I be notified about application updates and awards?

Once an application is complete, any notifications regarding status will be sent to you via email. **It is your responsibility to maintain your current contact information and make any changes by logging into the Online Application portal and viewing My Contact Information.**

17. How will I know if my application is complete?

Log into the Online Application portal and view the Application Status page to track the status of your application and supporting documents. Your application package is complete once the online application has been submitted and each supporting document has a status of received. The fastest and most reliable way to make your application complete is to submit all of your documentation via upload within the application itself. It may take NHSC up to 45 days from the application deadline to process all faxed documentation, check back regularly to see the status of your faxed supporting documents. Please be advised that automatic email notifications may be sent to you during the process. It is your responsibility to list your current and correct contact information in your application!





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18. What happens if I miss the application deadline?

You must wait until the next annual application cycle to apply. Generally, the application cycle is open from March to April each year.

19. Where can I print a copy of my submitted online application?

Log into the Online Application portal and view your Supporting Documents page. A link of the online application submitted will allow you to print your completed application.

20. Why is my Social Security Number (SSN) needed?

Your SSN is used to verify that only one application is submitted. Your SSN will display as XXX.XXX.XXXX once you click save. Only the last 4 digits will be visible on the application summary page.

21. When will I know if I will receive an award?

The entire application process takes the National Health Service Corps 3 to 4 months to complete. All applicants will be notified by email when a final decision is made.

