

## Family Ministries Scholarship Award Procedures

Family Ministries awards scholarships based on financial needs of families within the ministry in order to assist kids and students in attending camps/retreats.

### Scholarship Award Procedure:

1. Receive Scholarship request.
  - a. A scholarship CANNOT be awarded without a scholarship request.
2. Respond to parent with the amount you can award them (see below email)
  - a. You do NOT have to award exactly what they ask for
  - b. Contact them via email or phone
  - c. Note the resulting award within their benevolence request within Rock
    - i. Follow the Student/Kid Financial Assistance Instructions to navigate the form
3. Place the family on a payment plan (if applicable)
  - a. Note within their benevolence request within Rock
4. Mark the Benevolence Result Type as Student/Kid Financial Assistance Awarded
  - a. Project Manager of Ministries will receive this and file accordingly
5. Follow-Up with family regularly if they are on a payment plan

### Important Items to consider when awarding scholarships:

- Typically, parents can pay more than they actually put down if they understand the “Why”.
  - o Example- If current price is \$290 and a parent currently says they can only pay \$150, explain the why and perhaps respond that you can only scholarship them \$100, so they’re responsible for \$190 (\$100 of that due by Dec. 31<sup>st</sup>).
- If it’s early in the school year, attempt to put them on a payment plan.
- Check their attendance in Rock before awarding scholarship so you know how involved the student/family is.
- The amount in the campus scholarship fund (see the finance doc) is the Campus Director of Students/Kids to allocate.
- The campus scholarship amount goes toward ALL ministry specific camps. The larger the scholarships you give, the less of them you’ll be able to award.
- ALWAYS respond with care and in a way that leaves the parent knowing that they matter to us and we are extremely excited that their student/kid wants to attend Camp/Retreat!

Example response to a parent requesting financial aid:

Hi \_(Parents first name)\_\_\_\_\_,

We would love to have \_\_(Student/Kid Name)\_\_\_\_\_ join us at (Camp Here) this summer! We are attempting to get as many students/kids signed up as possible so that includes us spreading out the scholarships to allow as many students/kids to attend as possible.

Due to the wide amount of students/kids needing scholarships we won't be able to scholarship \_(\$)\_\_\_\_\_ to \_\_(Students/Kids Name)\_\_\_\_\_. The most I can Scholarship \_\_\_\_ (Students/Kids Name)\_\_\_\_\_ currently is \_(\$)\_\_\_\_\_. That would leave you a balance of \_(\$)\_\_\_\_\_ to be paid by \_\_\_\_ (Dec. 31<sup>st</sup> or March 31<sup>st</sup> )\_\_\_\_\_.

If that scholarship will work just let me know and I'll lock it in.

Thank you!

Signature Line