

# Your QUALITYstarsNY Scholarship: Timeline and What to Expect

## For Tuition and Fees

Each step takes time.

Please allow yourself a few weeks when planning for your scholarship funding. For winter and spring terms, we recommend meeting with your advisor by the first week of December to ensure you will not have any out-of-pocket expenses.

- 1** Meet with an advisor and share your bill or invoice.
- 2** Your advisor will submit a request to your regional Quality Improvement Specialist, who will review it within 48 hours. Note: If you change any course(s), know you don't need funding due to other awards or have an adjusted amount that is different from what you shared with your advisor, you will need to contact your advisor immediately. Differences in invoices from what is reported to the advisor will create delays the processing payment to your school.
- 3** If the request has not been flagged\* within 48 hours, the senior director of the Career Center will review it for approval.
- 4** When the request is approved, you will receive an award letter via email within 10 business days\*\*. Reach out to your advisor if you do not receive this email.
- 5** Your school will be notified of the award within 7 business days. The school *must* send an invoice to QUALITYstarsNY so they can pay your balance.
- 6** After QUALITYstarsNY receives the invoice from your college or university, it will process and send the payment. You will see a balance in your student account until this is paid. For most of our college partnerships, this will **not** create holds or restrictions in your accounts. If you do experience an issue, contact your advisor immediately.

*\*Requests may be flagged if your program is not in good standing with QUALITYstarsNY or the Career Center or you are no longer employed at a QUALITYstarsNY site.*

*\*\*Award letters may be delayed if requests are missing student ID numbers, student or school email addresses, CDA Council profile ID numbers, contain incorrect course codes or course titles or if you have not updated your Aspire Registry profile with your current employer and employment status.*

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## For Books

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- 1** Meet with an advisor and share your book list and costs.
- 2** Your advisor will enter the request for books and submit it for approval, which will take 2-7 days.
- 3** When your request has been approved, you will receive an award letter.
- 4** Funds will be transferred to your school bookstore within 7 business days. If you have given us your school email address, the voucher code will also be emailed to you. Reach out to your advisor if you do not see the funds within 7 business days.
- 5** Log in to your online bookstore to access your book voucher. You should also be able to see the funding available at checkout.

*SUNY Empire students who need assistance ordering books should contact SUNY Empire's 1Stop Student Services at 518-587-2100. If you do not see your available book allocation, email [studentaccounts@sunyempire.edu](mailto:studentaccounts@sunyempire.edu).*