

# CHRISTIAN A. HERTER MEMORIAL SCHOLARSHIP

## 2024 APPLICATION INFORMATION | FREQUENTLY ASKED QUESTIONS

The **Christian A. Herter Memorial Scholarship Program** provides financial assistance to Commonwealth of Massachusetts students who demonstrate academic promise and aspirations for higher education. The special role of the Christian A. Herter Memorial Scholarship, as an early identification program, is to recruit high school sophomores and juniors whose socio-economic backgrounds and environmental conditions may inhibit their ability to persevere and attain their educational goals.

### APPLICATION REQUIREMENTS

The Herter Application is accessed via the online Herter Scholarship portal. The completed application along with all required documentation must be received by the **Application Deadline: March 30, 2024.**

#### NOMINATORS:

Complete the [Nominator Request Form](#) to obtain access to the Herter Nominator Portal. Once access has been granted to the Herter Nominator Portal, you receive an email with instructions on how to access the portal. At that time, you may nominate your student(s). *Returning nominators do not need to create a new account – log in with your previous credentials.*

- a) **Nominations** – Once a nominator has access to the Herter Scholarship portal, the nominator will submit the student's information (name, email address, date of birth). We **strongly recommend** that you use a **student's personal email address** instead of a school email address (some school email addresses are blocked from receiving messages from outside organizations). An email will be sent to the students informing them of their nomination.
- b) **Letter from Nominating School or Agency** – Nominator must upload a letter that describes the student's academic background, motivation, and potential for achievement. This letter should also address the nominee's ability to cope with adversity or difficult situations and provide an assessment of his/her eligibility for the Herter Scholarship. *This letter cannot count as a recommendation letter.*
- c) **Additional Documentation** – Nominators will have the ability to upload the student's most recent transcript and letters of recommendation.

#### STUDENTS:

Once a student has been nominated, they will receive an email to create their Herter Scholarship account. Student must complete all sections of the application in order for their application to be reviewed (Demographic Information, High School Information, Parent/Guardian/Household Members) and upload required documents (High School Transcript, Autobiographical Essay, Letters of Recommendation).

- a) **Student (Nominee) Autobiographical Essay** - Each student must submit an essay not to exceed two single-spaced pages. **The essay will play a significant role in the selection process. The essay should address the following:**
  - a. **Leadership Qualities:** Inspiring or directing others; becoming a role model for your peers. Evidence of leadership qualities can be drawn from personal or academic experiences, including extra-curricular activities.
  - b. **Obstacles Overcome/Challenges:** Achieving a goal despite barriers or challenges that has given you the determination to persevere. Include personal difficulties, hardships, medical problems, whether personal or family related that have directly affected your academic life.
  - c. **Achievements:** Special skills and talents, creative or challenging activities that you have accomplished in your personal or academic life, such as artistic talent, public speaking and scientific or mathematical aptitude.
  - d. **Community Outreach:** Volunteer work performed that has benefited others such as the elderly, not for profit groups or agencies, schools, hospitals, or community service agencies.
- b) **Most Recent High School Transcript** – Submit a copy of student's most recent high school transcript. *\*Transcripts can be submitted by nominator or student.*
- c) **Letters of Recommendation** - Two letters of recommendation must be included in the student's application packet. Letters of recommendation may not be written by the applicant, anyone under 21 years of age or anyone related to the student or serving as their legal guardian. Note: recommenders will not receive any notifications from OSFA. The student is responsible for notifying the recommenders. *\*Letters must be submitted by nominator or student via the Herter portal or emailed to Stephannie Barboza, sbarboza@dhe.mass.edu.*
- d) **Student Financial Statement** – If a student worked during 2023, they must submit a copy of their 2023 W-2 or 2023 Federal and MA State income tax returns.

#### PARENT/GUARDIAN:

- a) **Herter Account** – Once a student has provided their parent/guardian contact information, the parent/guardian will receive an email to create their own Herter account. Parent/guardian will be asked to provide household and financial information.
- b) **Financial Information** - A copy of parent/guardian's 2023 Federal and State income tax returns must be submitted. The information will be used to determine the applicant's eligibility for financial assistance. If 2023 tax returns have not yet been filed, we will accept a combination of copies of actual 2022 tax returns and copies of 2023 W-2's. If the parent/guardian will not file a 2023 tax return, we will accept a signed statement, along with official documentation to support income source (i.e. social security, public assistance, etc.) and amount received. A separate statement to explain any unusual obligations, such as educational expenses or other debts may also be included.

## FREQUENTLY ASKED QUESTIONS

### ***What browser(s) is compatible with this application?***

Chrome and Microsoft Edge are best. Make sure you do not have multiple tabs open with the Herter link (otherwise you will get a message you are locked out of your account).

### ***Can I use my school Chromebook to complete my application?***

We highly recommend you use a desktop computer or laptop. Chromebooks most times do not work with the platform due to school firewall security settings.

### ***I am a returning Nominator; do I need to complete the Nominator Request Form again?***

No, you can log in using your previous credentials. If you get an error message that your account is inactive or credentials do not work, contact Robert Brun, [rbrun@dhe.mass.edu](mailto:rbrun@dhe.mass.edu) to have your account reset.

### ***Can a student who applied last year, but did not get selected, apply again this year?***

Yes, if the student is not a senior, they may reapply. Student must be renominated and complete/resubmit all new application materials.

### ***How do I create/complete my account registration?***

Nominators, students (nominee), and parent/guardians will receive an email with instructions to complete their account registration. Check your SPAM folder if you don't see an email. Email Address is used for authentication purposes. Please use an email that receives messages from outside organizations

### ***When completing my account registration, I am prompted to register my computer. What should I do?***

For security purposes, you may be asked to register your computer. You will receive an email with a "MASSAid Registration Code". Enter the code provided via email.



The screenshot shows a web browser window titled "MASSAid Computer Registration". The main heading is "Computer Registration". Below this, a message states: "The computer you are using is not registered with us. A registration code has been sent to your email address and/or SMS address on file. DO NOT CLOSE THIS WINDOW until you have obtained your registration code." There is a text input field labeled "Registration Code". Below the field, a message says: "This is the only place where you enter the registration code." A red text block provides contact information: "Trouble obtaining your registration code? Please contact your MASSAid account administrator at 1.617.391.6070 or email us at [osfait@osfa.mass.edu](mailto:osfait@osfa.mass.edu) for assistance." A "Save Time!" section contains a checkbox labeled "Register this computer now to skip this step next time you login from this computer (Cookies must be enabled)." At the bottom, a red text block reads: "We recommend that you only register private computers, such as a home or work computer. We recommend that you do not register public computers, such as a library computer."

### ***I'm being prompted to select a Personal Image. What should I do?***

This is another security feature. Select an image. This image will appear each time you log in to your account.



The screenshot shows a web browser window titled "MASSAid Personal Image Selection". The header includes the MASSAid logo and the text "Massachusetts Department of Higher Education Office of Student Financial Assistance". The main heading is "Personal Image Selection". Below this, a message states: "Your Personal Image helps you know for sure that you are at the valid site. Every time you sign in, you will see your Personal Image after you enter your User Name." There is a section titled "Please select a Personal Image:" with six image options: a green plant, a white flower, a pair of glasses, a microphone, a pair of purple glasses, and a globe. Below the images are six radio buttons. At the bottom, there is a "SAVE" button.

***I am completing my account registration and received a message that my password has expired.***

The password you created during your initial account registration was only a temporary password. You must create a new password. Click “OK” to change your password. Make sure to review the password minimum requirements.

***I’m trying to log in to my account but get an error message that I’m locked out.***

If you get locked out of your account, contact OSFA. Send email to Robert Brun, [rbrun@dhe.mass.edu](mailto:rbrun@dhe.mass.edu) and Stephanie Barboza, [sbarboza@dhe.mass.edu](mailto:sbarboza@dhe.mass.edu). **Please note this is a manual process – give us time to respond.**

***What if I don’t remember my password?***

If you had already created your account, click “forgot my password” to have a temporary password sent to your email on file.

***Where do I upload the required documentation?***

- Nominator – once you nominate a student, you will be able to see their name on the ‘My Home’ screen of your portal. Click on the student’s name and upload the documentation. Nominators are only able to upload the Nomination Letter, High School Transcript, Letters of Recommendation.
- Student (Nominee) – account will have a “Document Management” tab, that will allow student to upload documentation, such as autobiographical essay, high school transcript, letters of recommendation, and student financial statement (if applicable). If a student is in foster care, they will have the ability to upload the letter provided by their DCF caseworker.
- Parent/Guardian - account will have a “Document Management” tab, that will allow them to upload the parent financial statement documentation.
- If you are having trouble uploading documents, email Stephanie Barboza, [sbarboza@dhe.mass.edu](mailto:sbarboza@dhe.mass.edu)

***What if I don’t submit all the documents requested and/or complete the online application?***

Your application will be considered incomplete and will not be reviewed by the Herter Scholarship Committee.

***I’m in my student portal, what does “Application Status: In Progress” mean?***

This means your application has been started, but we are still missing information and/or required documents (from you, parent/guardian, and/or nominator). Please check with your nominator and/or parent/guardian to make sure they have completed their information and uploaded necessary documentation.

***I’ve completed my application and submitted the required documents. What does “Application Status: Complete Pending Review” mean?***

This means all applications materials have been submitted and will now be reviewed by the Herter Scholarship Committee. If additional information and/or documents are needed, we will contact you.

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**HERTER PORTAL LINKS: We recommend nominators, students and families bookmark the following links for easy access:**

- [Nominator Account Request](#) – for nominators to request access to the Herter nominator portal.
- [Student Account Access](#) – for students to create their Herter applicant account credentials, once nominated.
- [Parent/Guardian Account Access](#) – for parents to create their Herter account credentials (once the student has entered the parent/guardian contact information in the student application).
- [Christian Herter Application Portal](#) – for nominators, students, and parents/guardians to access their application after their respective accounts have been created.

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**NEED ADDITIONAL ASSISTANCE? CONTACT:** Stephanie Barboza, [sbarboza@dhe.mass.edu](mailto:sbarboza@dhe.mass.edu)