



ARKANSAS DEPARTMENT  
OF HIGHER EDUCATION

**The Complete YOUniversal  
Scholarship System Guide  
for Counselors**

Updated September 2015

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**Disclaimer**

The information in this guide is subject to change at any time. The laws, rules, regulations, award amounts, amount of awardees, eligibility criteria, funding per program, etc. are subject to change at any point prior to, during or after application through the YOUniversal application. These changes will be based on changes in law or funding provided by the Arkansas General Assembly. It is understood that ADHE is not at fault for any changes that occur to any financial aid program. In addition, awards for all ADHE programs are limited by the availability of funds.

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## What is YOUiversal?

The YOUiversal (pronounced like Universal) is the scholarship management system used by the State of Arkansas. YOUiversal was created by the Information Network of Arkansas in 2010 with the addition of the Arkansas Lottery funding to the Arkansas Academic Challenge Scholarship. The system is a universal scholarship search, meaning one application can determine eligibility for all of the state's scholarship programs.

## Creating an Account

The link below will take you to the site to create your counselor's account to access the ADHE website. Once complete, send an e-mail to [elyse.price@adhe.edu](mailto:elyse.price@adhe.edu) notifying ADHE that you created the account. We will activate your account and notify you when it is active. All communications regarding access to the ADHE website must be sent from your school e-mail address.

### [Counselor Account Creation](#)

The screenshot shows the 'Create ADHE Account' page on the Arkansas.gov website. The page header includes the Arkansas.gov logo, navigation links for 'Agencies | Online Services | State Directory', and utility links for 'A+' (font size), 'A-' (font size), 'Text', and 'Print'. The main heading is 'Arkansas Department of Higher Education'. Below this is the 'Create ADHE Account' section, which includes a brief introduction: 'You will need to provide your email address and password. This is done to ensure that your personal information is safe and secure. Remember your password so that you can review or revise your account at anytime. Enter your primary email address. Please note that Email is the primary method of communication between you and the Financial Aid Staff.'

The form is divided into several sections:

- Contact Information:** Fields for First Name, Last Name, and Title.
- Account Type:** Radio buttons for 'College Financial Aid Office' and 'High School Counselor'.
- School/Institution Information:** Fields for Address, City, State (a dropdown menu currently set to 'Arkansas'), Zip, and Phone.
- Login Information:** Fields for Email and Confirm Email (pre-filled with 'jake.eddington@adhe.e').

Below the login fields, there is a password requirement notice: 'Your Password must be between 8 and 16 characters long, contain at least one upper case letter, one lower case letter and one number or punctuation mark, and show at least 'Medium' strength. Adding numbers, special characters (~!@#%&'\*~), and combinations of uppercase/lowercase letters will make it stronger. The following characters are not allowed in your password: ' " \ < > [ ]'. Below this are fields for Password (masked with dots) and Confirm Password.

A 'Create Account' button is located at the bottom of the form. The footer of the page contains contact information: 'ADHE | 423 Main Street, Suite 400 | Little Rock, AR 72201 | 501.371.2050 | [Email](#)' and a link to 'Internet Policies: [Accessibility](#) | [Privacy](#) | [Security](#) | [Acceptable Use](#)'.

## Logging In

Once you have created an account and it's been approved, or if you already have a YOUniversal account, you can log in at [scholarships.adhe.edu](https://scholarships.adhe.edu) under returning user.



The screenshot shows the top navigation bar of the adhe COLLEGE for YOU website. The logo "adhe COLLEGE for YOU" is on the left, with "ARKANSAS DEPARTMENT OF HIGHER EDUCATION" below it. Navigation links include "FOR STUDENTS", "FOR COUNSELORS", "FOR TEACHERS", and "FOR PARENTS". A "contactus" button and a search bar with a magnifying glass icon are also present. The URL "Ailmsasgo.w" is visible in the top right corner.

Below the navigation bar is a large image of three students (two men and one woman) lying on the grass, looking at a laptop. Below the image is a "GET STARTED" section with the text "Create an Account to Begin your FinancialAid Search!" and a green "START >" button.

To the right of the "GET STARTED" section is a "ReturningUser" login form. It includes a list of links: "Make a Correction", "Add a school", "View my Report", and "and more...". Below the links are input fields for "username" and "Password", and a "forgot password" link.

## Dashboard

Once you log in, you will see your high school's dashboard. On this page, you will be able to see every student that has applied through the YOUiversal system who is a senior at your high school. Please note that the student must list the correct high school in order for you to be able to see his or her account.

You can see a preview of what to expect on your dashboard in the screenshot below.

The screenshot displays the Arkansas Department of Higher Education (ADHE) dashboard for Central High School - Little Rock. The page header includes the ADHE logo, navigation links for Agencies, Online Services, and State Directory, and a search bar. The main content area features a search interface for students graduating in 2015, with a table listing student names and their scholarship statuses. A sidebar on the right contains links for account management and assistance.

**Arkansas Department of Higher Education**  
 ADHE Home | Financial Aid Search Home | Online Technical Support or call 1-877-727-EGOV | Live Help

Home / Central High School - Little Rock

Find Student | Download List

Students graduating in 2015

Show 50 entries | Search: [input field]

Student	Scholarships
Discipulus, Jonathan	Academic Challenge Scholarship - Ineligible GO! Opportunities Grant - Ineligible Academic Challenge Scholarship - Ineligible GO! Opportunities Grant - Ineligible Academic Challenge Scholarship - Ineligible
Ferguson, David	GO! Opportunities Grant - Ineligible Academic Challenge Scholarship - Ineligible Academic Challenge Scholarship - Ineligible GO! Opportunities Grant - Ineligible Academic Challenge Scholarship - Eligible
Fisher, Alexander	GO! Opportunities Grant - Ineligible GO! Opportunities Grant - Ineligible Academic Challenge Scholarship - Awarded
Jennings, Sierra	GO! Opportunities Grant - Dropped Workforce Improvement Grant - Awarded Academic Challenge Scholarship - Ineligible
Thomas, Carter	Academic Challenge Scholarship - Dropped GO! Opportunities Grant - Ineligible Academic Challenge Scholarship - Ineligible GO! Opportunities Grant - Ineligible GO! Opportunities Grant - Ineligible Academic Challenge Scholarship - Awarded
Williams, Devin	Academic Challenge Scholarship - Ineligible GO! Opportunities Grant - Dropped Academic Challenge Scholarship - Ineligible Academic Challenge Scholarship - Ineligible

Showing 1 to 6 of 6 entries | First Previous 1 Next Last

**Manage Account**  
 Logout

**Need Assistance?**  
 For technical help when using this online system:  
 Instant: Live Help  
 Email Tech Support  
 Call: 1-877-727-3468

For questions regarding financial aid eligibility:  
 Email: [finaid@adhe.edu](mailto:finaid@adhe.edu)  
 Call: 1-800-54-STUDY

ADHE | 423 Main Street, Suite 400 | Little Rock, AR 72201 | 501.371.2000 | Email

Internet Policies: [Accessibility](#) | [Privacy](#) | [Security](#) | [Acceptable Use](#)

On this screen you can view all of your students, or search for individual students by typing their name into the search box. You'll notice that next to each student is a list of the scholarships that they have applied for and their current status.

### **Understanding Student Statuses**

You may find that the status of a student's scholarship can be unclear at times. If you have a question about what a status means, you should first refer to our "Understanding Student Statuses" guide at [scholarships.adhe.edu](http://scholarships.adhe.edu). The direct link to this page is below:

[Understanding Student Statuses](#)

If you still have questions after reviewing this list, please feel free to contact ADHE.

**It is very important to note that a scholarship status of ELIGIBLE is NOT a guarantee of an award.** Awards are not guaranteed until you see that a status is "Accepted," which means the student has successfully accepted the scholarship.

### **Submitting Required Documents**

Many of the scholarships that students apply for will have additional requirements, from filling out the Free Application for Federal Student Aid (FAFSA) to submitting test scores and/or transcripts from their high school.

When it comes to graduating seniors at public high schools, we should receive transcripts and ACT score automatically through the Triand system. However, it is still very important for students to check their account to be sure that we have received the required information. This information is generally retrieved from high schools in late January. Private high school students need to mail in required documents.

It is important to look out for a status of "Eligibility Pending" on a student. This status can mean one of two things. Most likely, it means that we have not received all of the required documents. The student can see which documents might be missing by logging into their account and clicking on the program that they are inquiring about.

Sometimes, there are issues with dates of birth and social security numbers not matching between the YOUiversal system and the high school. If this is the case, we cannot receive the student's transcript. If you find that we are not receiving a student's transcript, you should verify the student's information in our system and have the student contact us to verify their information in YOUiversal.



If the student does not have any documents missing, it is likely the information they submitted does not qualify them for the scholarship or grant for which they have applied. If you think there might be a mistake or if you have a question, you can contact our office by emailing [finaid@adhe.edu](mailto:finaid@adhe.edu).

## FAFSA

Some scholarship programs require that the student complete the Free Application for Federal Student Aid (the FAFSA) in order to qualify. The FAFSA is available at <https://fafsa.gov/>. The student may complete the FAFSA any time before or after he or she has submitted the YOUuniversal application, but they must complete it before the June 1 deadline in order to be considered eligible.

The image shows the homepage of the Federal Student Aid (FAFSA) website. At the top, it features the 'Federal Student Aid' logo with the text 'An OFFICE of the U.S. DEPARTMENT of EDUCATION' and 'PROUD SPONSOR of the AMERICAN MIND™'. To the right, it says 'Free Application for Federal Student Aid' and 'FAFSA™'. Below the logo is a navigation bar with icons for Home, About Us, PIN Site, StudentAid.gov, and Help. There is also a search bar and language options for English and Español. The main heading is 'Get help paying for college' with the sub-heading 'Submit a Free Application for Federal Student Aid (FAFSA)'. Below this is a banner image showing four diverse students. The page is divided into two sections: 'New to the FAFSA?' with a 'Start A New FAFSA' button, and 'Returning User?' with a list of options: 'Make a correction', 'Add a school', and 'View your Student Aid Report (SAR), and more...', followed by a 'Login' button.

Once the student has completed the FAFSA, the Arkansas Department of Higher Education will receive it automatically within two to three weeks. If it does not appear, the student should contact ADHE to verify your date of birth and Social Security number.



## **Scholarship Awards**

Once a student has completed all of the requirements, the YOUniversal system will determine if they are eligible for the scholarship. At this point, you would see the student's status in the system change to "eligible." It is important to note once again that a status of eligible is not a guarantee of an award. Awards are determined based on the availability of funding for a particular program. Awards may also be limited to a set number in some cases (such as with the Governor's Scholars Program).

If it is determined that the student is eligible and there is money available to award him or her, they will be sent an email to notify them that they have been awarded. You would then see their status change to "Pending Acceptance." The student will then have to log in to accept their scholarship.

## **Financial Aid Timeline**

Below you will find the typical timeline of ADHE financial aid operations in a given year. Keep in mind that this timeline, especially when it comes to the times that awards are made, is subject to change and is only presented to serve as a guide.

January 1 – Application opens

February 1 – Deadline for Governor's Distinguished applications

Late April – Governor's Distinguished awardees are notified

May – Academic Challenge awarding for high school students begins

June 1 – Deadline for all other scholarship applications

Late Summer – Go! Opportunities Grant awardees are notified

Mid-late Summer – Non-traditional Academic Challenge awardees are notified

## **Placing Scholarship on Hold**

If a student is the recipient of any of the ADHE undergraduate grants or scholarships, they may find it necessary at some point to place their scholarship on hold. A student can place his or her scholarship on hold for up to four semesters, for the following reasons:

1. Student's illness
2. Family member's illness
3. Death in the family
4. Military deployment
5. Military training
6. Humanitarian endeavor
7. Needing an extra semester to complete an Associate's degree
8. Completing prerequisites for a specialized program
9. Acceptance into a specialized program that does not begin during the current semester
10. Internships and co-ops

They must request a hold by email to [finaid@adhe.edu](mailto:finaid@adhe.edu), or they can use the hold form. In either case they must explain the reason they are requesting the hold and include documentation of that reason. The deadline for hold requests is October 1 for fall semester and February 1 for spring semester.

### [HOLD REQUEST FORM](#)

Once they have completed the form, they will be notified by email when your scholarship is placed on hold. If you indicate when you will be returning to school, your scholarship will automatically resume at that time. If you do not indicate when you will return, you will have to notify ADHE when you go back to school to continue to receive your scholarship. The deadlines for taking your scholarship off hold are the same as for putting it on hold.

### **Contact Us**

The Financial Aid Staff at ADHE is always happy to answer any questions that you might have. The fastest and most efficient way to communicate with us is by filling out the contact us form at the link below:

### [Contact Us](#)

You may also call our office toll free at 1-800-54-STUDY or in the Little Rock area at 501-371-2050.