

Congratulations on being invited to write a Letter of Application for your out-of-this-world Brooke Owens Fellowship applicant!
Here is a guide on how to create an account with Survey Monkey and submit your recommendation. If you run into any problems with your application please contact info@brookeowensfellowship.org!

Please submit your letter of recommendation by October 7, 2023! The link has been sent directly to your email, please follow the instructions from Survey Monkey on your next steps and refer to this document for any questions you may have.

I have "no pending recommendations"

If you were recently sent a request from the application and have logged in to find no application available to recommend, there are a few potential reasons why this may occur.

1. The applicant has been moved to the next stage of the application process.
2. The applicant has rescinded their request for a recommendation within the site

NOTE: If you are currently experiencing this issue we would recommend [reaching out to the administrators](#) of the site to understand what might be causing the issue.

How do I submit my recommendation?

Once you have completed your recommendation whether by filling out a form or attaching a letter to the site, you will need to submit your recommendation to include it with the application.

To submit your recommendation:

1. Complete the recommendation task
2. Click **Submit**

How do I know my recommendation was submitted correctly?

Once you have completed the recommendation task for the application you will need to submit the task. Until the recommendation is submitted the request will appear **"In Progress."** Once the recommendation has been completed the "In Progress" status will appear as **"Completed"** with the date and time it was completed at.

This will allow you to ensure that the recommendation was submitted. The applicant will also be notified that the recommendation has been completed and will be required to confirm and submit the recommendation fully within their application.

NOTE: Whether or not the applicant can view the recommendation will depend on the setup of the site by the administrators.

I can't edit my recommendation task

If you are unable to edit the recommender task within the site there are a few potential reasons:

1. The deadline has passed for the application or the recommender task
2. You have completed your task and the administrators do not wish for you to be able to make changes.

If you are unable to edit a task and wish to understand why, you can email info@brookeowensfellowship.org for more information on the application process.

What happens when I accept/decline a recommendation?

When the request has been accepted or declined, the applicant will be informed within their applicant portal. That way if the request is declined they will be able to send a new request to another recommender.

Depending on the site configurations by the administrators of the site, they may also be sent an email to inform them of the decision.

- If you **decline** the recommendation request, no further steps will be required of you.
- If you **accept** the recommendation request, you will be prompted to complete and submit the recommendation task on behalf of the applicant.

I am having trouble attaching my recommendation

There are a few potential reasons this may occur.

1. **The file is not in an available format.**
 - a. Check to ensure that the file type you are trying to attach is one of the accepted formats on the site

Accepted formats

`.doc, .docx, .mp3, .odt, .pdf, .ppt, .rtf, .txt`

2. **The file is encrypted**
 - a. SurveyMonkey Apply will not accept encrypted files. In order to attach your file, it will need to be unencrypted.
3. **The file is corrupted**
 - a. It is possible that the file you are trying to attach is a corrupted file. In order to resolve the issue, re-save the file to a new folder on your computer and attempt to attach the file again.
4. **A task-related issue.**
 - a. Depending on the issue it is also possible that the error is related to another setting on the task. You can email info@brookeowensfellowship.org for more information if that is the case.

Can I view/download the application that was submitted by the applicant?

Whether or not you can view/download the application will mainly depend on the configurations of the site by the administrative team.

If the functionality has been enabled:

1. Click to **View** the recommendation for that applicant
2. Click **Preview Application**

Can the applicant see my recommendation?

No! The applicant is not able to view your letter of recommendation. However, it will be read by all application reviewers.

I didn't receive an email invite, what should I do?

If you have spoken with the applicant who requested the recommendation and they have informed you of the invite, but you have not received an email from the site you can perform the following steps to resolve the issue:

1. Reach out to the applicant and confirm that they have sent the invite to the correct email address and there are no spelling errors.

If the information is correct

2. Check your Spam/Junk Folder. Sometimes these emails can get stuck in the spam/junk folder, depending on your email service provider's spam/security settings.

If you are unable to locate the email in any inbox

3. Have the applicant Resend the Invitation. Once the applicant has resent the invite you can repeat step 2, if necessary.

If both options do not work correctly

4. You can contact the Survey Monkey [support team](#). It is important that you contact them yourself with no additional recipients on the email. Once they receive your email they will be able to assist you with logging into the site. OR you can email info@brookeowensfellowship.org for support!