



## FAQS

**How long does it take to complete an application?** The application generally takes about 2 to 3 hours to complete. As you make plans to complete and submit the application, keep in mind that you'll need to consider the additional time it takes to obtain both of your references. You'll also want to make sure you leave time to come back to your application so you can review everything before you submit it.

**What is involved in the application process?** To learn about the various parts of the application and how to apply, read the [Application Instructions](#). For additional support see the [Application Top Tips](#). If you still have questions about the application, contact [nationaltravel@girlguides.ca](mailto:nationaltravel@girlguides.ca) for support.

**What is SurveyMonkey Apply?** SurveyMonkey Apply is an online application system that GGC uses to manage travel applications. The platform is used to submit applications, send messages to applicants and review and score application submissions.

**How do I set up an account with SurveyMonkey Apply?** If you have applied for a Nationally Sponsored Trip, Girl Greatness Award or National Scholarship Program, or been a screener for travel, awards or scholarships in the past, then you already have a FluidReview account and should use the SAME login/account information to log into SurveyMonkey Apply. If you forgot your password, jump to the next question.

To create a new account, visit SurveyMonkey Apply and click the green 'Register' button in the top right-hand corner of the page. From there, you'll be asked to fill in some basic information including your name, email address and password. Please note: when entering your name, make sure you use your own name to create your account so that the account information matches the application information.

Once you have an account, you can log into the website at any time by clicking the SurveyMonkey Apply Girl Guides Travel Program link - <https://ggtravel-apply.smapply.io/> - and logging in. The "Log In" button will be in the top right-hand corner of the page.

**What should I do if I've forgotten my password? If you've forgotten your password, click 'Forgot your password?'** on the [SurveyMonkey Apply login landing page](#). You'll be brought to another page that asks you to enter your email address. Check your email for a password recovery message from SurveyMonkey Apply, follow the link on the message and then enter a new password for your account.

**What should I do if my reference says they have not received an email request from SurveyMonkey Apply?** First, check to make sure the email address you entered for your reference is correct. If you've accidentally entered the wrong email address, simply withdraw the request and add the reference again with the correct information. If the email address you entered is correct, you can try resending the request. You can also have your reference check their spam folder in case the request message ended up there. If they still do not receive the email, you can contact [support@smapply.io](mailto:support@smapply.io) or technical support.

**How often should I follow up with my references?** Make sure to let your references know that you have submitted their names and that they should expect an email from SurveyMonkey Apply. Give them a deadline as to when you would like them to submit their reference. After that, it's up to you how often you want to follow up with them. We suggest selecting and contacting your references as soon as you start your application. This gives your references a longer period of time to respond.

**What should I do if I'm concerned that my reference will not get their reference form in on time?** If you're concerned that your reference may not submit their form on time you can withdraw the current reference and submit a request to a different reference. We suggest selecting and contacting your references as soon as you start your application. This gives your references a longer period of time to respond.



**What makes for a strong application?** The strongest application responses are the ones that include specific examples. Examples give the reader more information about who you are and help to illustrate the point you're trying to make. It's one thing to say you're an ideal candidate for a trip, but it's another to demonstrate through your past experiences and skills what makes you an ideal fit.

**What should I do if I'm having a technical problem while filling out the online application?** If you're having a technical problem, you can contact the National Travel Team at contact SurveyMonkey Apply directly by emailing [support@smapply.io](mailto:support@smapply.io).

**What should I do if I have questions surrounding the application content or requirements?** If you have any questions surrounding the application content or requirements, you can contact the National Travel Team at [nationaltravel@girlguides.ca](mailto:nationaltravel@girlguides.ca).

**What happens after I submit my application?** Once applications are submitted, they are reviewed by Nationally Sponsored Trips staff to ensure that they meet eligibility requirements. Next, they're screened by Nationally Sponsored Trips Screeners and/or the National Travel Team. Guider candidates are also interviewed by the National Travel Team. Selected Guiders are then invited to accept their role as Responsible trip Guiders. Once the Guiders have confirmed, girl candidates are notified and asked to confirm their spot on the trip.

**When are participant selections announced?** Generally, selected participants are announced in late February.

**What is a girl alternate or a Guider alternate?** An alternate is someone who fills in on a trip if a selected participant cannot participate. For each trip, two girl alternates and two Guider alternates are selected and expected to participate in all trip preparations including obtaining a passport, immunizations, visa and any other requirements. They are also expected to communicate with the rest of the group and participate in all meetings related to the trip so that they are well prepared in case a participant spot opens.

**If selected for a trip, can I extend my stay or tack on another trip?** Unfortunately, you cannot extend your stay or tack on another trip. All participants must travel to and from the departure city together.

**What is a Nationally Sponsored Trips (NST) Ambassador?** If you're a girl member selected for a Nationally Sponsored Trip, you'll become an NST Ambassador when you return from your trip! As an NST Ambassador you'll share your trip experience with others and help support the Nationally Sponsored Trips program in fun and exciting ways. You'll give a presentation about your trip to your Guiding Unit and inspire others through your stories, photos and insights. You'll also get to choose from a variety of initiatives like hosting a Nationally Sponsored Trips information night, writing a blog post about your trip for [GGC's blog](#), or supporting other groups that have been selected to go on a trip for the following year.

**If you have any other questions, please reach out to the Nationally Sponsored Trips staff at [nationaltravel@girlguides.ca](mailto:nationaltravel@girlguides.ca) for additional support.**