



Student Withdrawals

Information for School
Administrators



Opportunity Scholarship • Disabilities Grant • Education Savings Account

Agenda

1. Types of Withdrawals

- *Official and Unofficial Withdrawal explanations*
- *When to submit a Withdrawal Form*

2. Refunds

- *How refunds are calculated*

3. New Withdrawal Form

- *An updated Withdrawal Form is now available on the NCSEAA website*

4. Policies

- *Deadlines for the NCSEAA Withdrawal Process*
- *Frequently Asked Questions*

5. NCSEAA Withdrawal Process

- *How schools can use MyPortal for the Withdrawal Process*

Types of Withdrawals

Schools must submit a Withdrawal Form when a student discontinues enrollment for any reason during a school year, *whether or not funds are to be returned, if:*

- **The student attended one day or more**
- **The school received payment for the student**
- **The school certifies the student as attending, but the student does not attend**

Schools must notify the K12 Programs by email to NPS@ncseaa.edu if a student meets the requirements for a Withdrawal Form to be submitted.

- **Official Withdrawal** *the parent notifies the school that the student is withdrawn*

Schools must notify the K12 Programs within 10 school days for Official Withdrawals.

- **Unofficial Withdrawal** *the student stops attending without notification from the parent*

Schools must notify the K12 Programs after 10 consecutive school days where a student has not attended school for Unofficial Withdrawals.

Under what circumstances is a school required to submit the Withdrawal Form?

When a school has previously certified that a student is enrolled in the school, the school must submit the Withdrawal Form if the student does not in fact enroll, or if the student withdraws; whether or not payment has disbursed to the school.

A school does not need to submit a Withdrawal Form if:

- the school has certified the student as Not Enrolled.
- the student completes the school year but plans to attend another school the following school year.

What about a student who stops attending school but is not officially withdrawn?

After 10 consecutive school days where a student has not attended school, and where the school is unable to communicate with the parent, the school should assume the student has withdrawn and notify the K12 Programs at SEAA. The withdrawal date is the last day the student attended classes or submitted work to the teacher.

Refunds

Weeks attended	Percent to return
2 weeks or less	100%
3 weeks	90%
4 weeks	80%
5 weeks	70 %
6 weeks	60%
7 weeks	50%
More than 7 weeks:	0%

Funds must be returned to the K12 Programs within 30 days (one month) of the student's withdrawal date.

Nonpublic Schools



This withdrawal policy applies to all K12 Program students regardless of withdrawal or refund policies at the nonpublic school.

To calculate the withdrawal date, identify the last day when the student attended classes or submitted work to the teacher at the nonpublic school.

To calculate the weeks attended, count the number of weeks in the semester when the student attended or submitted classwork on any weekday (Monday – Friday) portion of a week.

To understand if a refund will be due, and if so, to anticipate the amount of that refund, see the chart below. Note that upon receipt of the Withdrawal Form, K12 Program staff will calculate the amount due and notify schools of the amount to refund.

What is the process to notify the K12 Program of a withdrawal?

1. Complete a K12 Program Withdrawal Form for each student. Complete one form per student even if the student receives funds from more than one K12 Program.
2. Email K12 Program staff to request an upload link in MyPortal.
3. Upload the Withdrawal Form(s) for the withdrawn student(s).
4. K12 Program staff will calculate a refund, if one is due, and notify the school official via email.

K12 Program staff may request the student's attendance record in cases where a discrepancy occurs. Keep the attendance record unless or until it is requested.

Then, if a refund is due:

5. Make the check payable to the State Education Assistance Authority.
6. Mail a paper copy of the Withdrawal Form, or print the email from K12 Programs, with the check, to:

**State Education Assistance Authority
K12 Programs – ROF**

P.O. Box 13663
Research Triangle Park, NC 27709

Notes regarding the Return of Funds:

- Wait to receive confirmation of the amount due from K12 Program staff.
- The school will return funds to the K12 Programs, and not to the parent. For ESA students, the school will not return funds to ClassWallet.
- Opportunity and Disabilities funds may be returned via one check. (Opportunity and/or Disabilities funds from multiple students can be included on the same check.)
- ESA funds must be returned separately, via a separate check. (ESA funds only from multiple students can be included on the same check.)
- You will not be asked to return cents; the refund amount will be rounded up, to the nearest dollar.

(New) Withdrawal Form

Withdrawal Form Updates:

- Fillable PDF
- One form for all three programs
- Ability to electronically sign the form

NCSEAA
North Carolina State Education Assistance Authority

K12 Programs
Student Withdrawal Form

Student Name: Test Sibling
Program ID Number: 714347729
See Manual notes for the Program ID number.
School Name: Test School
School City: Raleigh
Academic Year: 2020-21
Semester: Fall or Spring
Date student first attended this semester: 8/24/2020
Student Withdrawal Date: 10/9/2020
Number of weeks in this semester student attended at least one day of school: 7
Reason for withdrawal:
 Did not attend
 Withdrawal
 Expulsion
What is the percentage of funding to be returned? 50 %
See previous pages for more information about calculating the student's Withdrawal Date and counting the weeks attended.

Weeks attended	Percent to return
2 weeks or less	100%
3 weeks	80%
4 weeks	60%
5 weeks	40%
6 weeks	20%
7 weeks	0%
More than 7 weeks	0%

Test Administrator: Test Administrator
Date: 10/12/2020
School Administrator Signature: Test Administrator

Questions? 919.695.8742 nps@ncseaa.edu Contact information for schools only
Under G.S. § 115C-942.220 and G.S. § 115C-111.606, SEAA must establish a policy to provide for the pro rata return of funds if a student withdraws prior to the end of the semester from a school to which K12 Program funds have been disbursed. The Authority shall permit a student to transfer to another school during the year and receive a pro rata share of the unexpended portion of the K12 Programs for required tuition and fees at the school to which the student transfers, or for other Qualified Expenses in the case of Disabilities Grant or ESA. Timely collection of K12 Program refunds is necessary for the Authority to comply with the statutory requirement.
February 2020

Nonpublic Schools



Schools should only certify students as attending if they are enrolled and attending. Schools should NOT endorse a student's funds if the student has not yet attended the school.

A withdrawal form cannot be withheld from the K12 Programs due to outstanding obligations between the parent and the school.

The State Education Assistance Authority (SEAA) administers three North Carolina K12 Programs: the Opportunity Scholarship, the Disabilities Grant, and the Education Savings Account (ESA). The Withdrawal Process applies to all three of the North Carolina K12 Programs.

The K12 Programs at SEAA disburse funds to schools on the assumption that the student will attend the school for the entire semester for which the funds are awarded. When a student withdraws from school, the school has two important responsibilities.

1. Notify the K12 Programs within 10 school days (by email to NPS@ncseaa.edu).
2. Refund K12 Program funds according to this policy.

The Withdrawal Form can be found on the NCSEAA website here: <https://ncseaa2.sites.unc.edu/files/2020/10/K12WithdrawalForm.pdf>

Policy

- Schools must submit a withdrawal form within 10 days after a student stops attending or withdraws.
- The withdrawal form is a program requirement. Schools cannot withhold a withdrawal form due to a dispute with the family.
- If a refund is owed, SEAA must receive the funds no later than 30 days from the student's last day of attendance.
 - Withdrawal forms are required *whether or not* funds must be returned.
 - If a school certifies a student as attending, then SEAA expects a withdrawal form if the student does not attend, stops attending, or withdraws.

Nonpublic Schools



Schools may have policies about withholding grades or other materials until financial matters are resolved with a family. Schools cannot withhold the K12 program withdrawal form.

Some students may stop attending without completing withdrawal processes, SEAA still requires a withdrawal form be submitted in these cases. If a student has not attended your school for 10 or more consecutive days without communication from the parent, you should consider that student withdrawn.

Schools are out of compliance if Scholarship or Grant recipients withdraw or stop attending and SEAA does not receive a withdrawal form.

What are the deadlines for schools regarding this withdrawal policy?

- The school must notify the K12 Programs, via electronic upload of the Withdrawal Form to MyPortal, within 10 school days (two weeks) of the student's withdrawal date.
- The school must return funds to the Authority, if necessary, via check, within 30 calendar days (one month) of the student's withdrawal date. Note the process below.

Can a school transfer funds from a withdrawn student to another student?

No. Funds must be returned to the K12 Programs within 30 days (one month) of the student's withdrawal date.

What are the consequences of failing to comply with this policy?

Any school that fails to comply with this policy may lose eligibility to participate in the K12 Programs for all its students. SEAA will use all available State resources to recover any funds that a school owes to the K12 Programs, including referral to the North Carolina Attorney General's Office for collection, and referral to external collection agencies.

Withdrawal Process (Disbursed Roster)

Roster: Disbursed
Campus: Test School
Program: All Programs
Academic Year: 2020-2021
Term: Fall

Previous Page 1 Next (expand all) (contract all)

(714347729) Sibling, Test (Fall)

K12 School Grade Level: Fourth Grade
Current Year Attending: Yes
Standard Cost: 10000
Individual Cost: 10000
Fall Tuition/Fees Owed: 6000
Withdrawal Reason: <Choose One>
Last Date of Attendance: <Choose One>
Number of Weeks Attended: <Choose One>

Status	School Endorsed	Parent Endorsed	Certification Codes	Program	New Term Amount	Term Award	Term Paid	Annual Award
Disbursed	Yes	Endorse	C	DGrants	\$1,860.00	1,950	3,900	1,950
Disbursed	Yes	Endorse	C	Opportunity	\$1,050.00	1,050	2,100	1,050

Save

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Previous Page 1 Next (expand all) (contract all)

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Disbursed	Yes	Endorse	C	Opportunity	\$1,050.00	1,050	1,050	1,050

Save

Nonpublic Schools

NCSEAA
North Carolina State Education Assistance Authority

This slide shows an example for what the “Disbursed” roster will show before and after a refund is received once the withdrawal process is started for a student.

- A “Red Arrow” under the status will show if a refund is due for a student
- Certification Code “C” – Student Withdrew, Eligible for Reduced Award
- A “New Term Amount” will show based on the amount of funding that the school will keep for the student
- A “Green \$” under the status will show once a refund is processed for a student

Withdrawal Process (Refunds Due Report)

Standard Reports

Report: Refunds Due

Selection Criteria

Academic year: 2020-2021

> View Report > Export to PDF > Export to CSV

Report Information

Academic Year: 2020-2021

Drag a column header here to group by that column.

PID	First Name	Last Name	Program	Term	Refund Due Amount	K12 School
714347729	Test	Sibling	DGrants	Fall	1950	Test School
714347729	Test	Sibling	Opportunity	Fall	1050	Test School

Records per page: 50

Records: 1 - 2 of 2 - Pages: 1 (out of 1) Go to page

Nonpublic Schools



Under “Standard Reports” tab on the home screen of MyPortal, schools can access a few reports that will help them track their Withdrawals/Refunds.

The first report is the “Refunds Due” report. This report will show any outstanding refunds for students (separated by program). Once the refund is processed, the student(s) will no longer show on this report.

Withdrawal Process (K12 Withdrawals Report)

Standard Reports

Report: **K12 Withdrawals**

Selection Criteria

Academic year: 2020-2021 Term: All Program: All Withdrawal Reason: All Number of Weeks Attended: All

[View Report](#) [Export to PDF](#) [Export to CSV](#)

Report Information

Academic Year: 2020-2021
 School: All Schools
 Program: All Programs
 Term: All Terms

Drag a column header here to group by that column.

Student ID	Student Name	Academic Year	Term	Program	School Name	Withdrawal Reason	Number of Weeks Attended	Last Date of Attendance	Term Award Amount	Status
85650	Sibling, Test	2020-2021	Fall	DGrants	Test School	Withdrawal	7 weeks	10/09/2020	1950	Refund Due
85650	Sibling, Test	2020-2021	Spring	DGrants	Test School	Withdrawal	7 weeks	10/09/2020	1900	Ineligible
85650	Sibling, Test	2020-2021	Fall	Opportunity	Test School	Withdrawal	7 weeks	10/09/2020	1050	Refund Due
85650	Sibling, Test	2020-2021	Spring	Opportunity	Test School	Withdrawal	7 weeks	10/09/2020	2100	Ineligible

Records per page: 50 Records: 1 - 4 of 4 - pages: 1 - 1 (out of 1) [Go to page](#)

Nonpublic Schools



The second report is the “K12 Withdrawals” report. This report will show the information that your school included on the Withdrawal Form that is submitted for a student. It will list the withdrawal reason and the last date of attendance. The report also shows the new term amounts.

The Fall Term Award Amounts now reflect the 50% amount for this example student, and it shows that the status is in “Refund Due”.

The Spring Term Award Amounts now show that the example student is ineligible to receive the scheduled spring funding since the student has withdrawn from the school.

Withdrawal Process (Taskpad)

Taskpad

School

View Tasks

School Information

Taskpad Menu

Tasks assigned to you | Tasks assigned by you | Print

Filters

Assigned to: You | Assigned by: Everybody | Status: Incomplete | Apply Filter

Task	Assigned to	Assigned by	Date	Status	Comments	Modify
Withdrawal Form	Test School	Edward Enns	8/18/2020 3:21:22 PM	Incomplete	Comments	Upload Document

Check All | Check None | Mark Selected As Complete

Upload File for Task Pad

Uploading Withdrawal Form

Select file to upload:

Choose File | K12ProgramWithdrawalForm - Test.pdf

File name:

K12ProgramWithdrawalForm - Test.pdf

Upload File

Back | Reset

Upload File for Task Pad

Your document has been uploaded successfully.

Back | Reset

Nonpublic Schools

NCSEEA
North Carolina State Education
Assistance Authority

Once a school notifies NCSEEA that they have a student that has withdrawn, NCSEEA staff will add a “Withdrawal Form” task to the school’s Taskpad.

If a school has more than one student that withdraws around the same time, the school should upload all Withdrawal Forms under the same task by combining the forms into one document.

Withdrawal Process (Processed Refunds)

DISBURSEMENTS							
REFUNDS							
08/18/2020	Test School 1012345						(\$1,950.00)
Program Group	Disbursed Amount	Processed Date	Deposit Date	Method	View Details	Print Details	Download File
DGrants	(\$1,950.00)	08/18/2020		Check	View	Print	Download File
08/18/2020	Test School 1012345						(\$1,050.00)
Program Group	Disbursed Amount	Processed Date	Deposit Date	Method	View Details	Print Details	Download File
Opportunity	(\$1,050.00)	08/18/2020		Check	View	Print	Download File

Test School
Disbursement Date: 8/18/2020 4:36:46 PM Deposit Date: N/A
[Return to Previous Screen](#)

PID	Last Name	First Name	Term	Year	Amount	Program
714347729	Sibling	Test	Fall	2020-2021	(\$1,950.00)	DGrants

[Return to Previous Screen](#)

Test School
Disbursement Date: 8/18/2020 4:36:46 PM Deposit Date: N/A
[Return to Previous Screen](#)

PID	Last Name	First Name	Term	Year	Amount	Program
714347729	Sibling	Test	Fall	2020-2021	(\$1,050.00)	Opportunity

[Return to Previous Screen](#)

Nonpublic Schools



Schools can access their “Disbursements / Refunds” under the “Payments” tab on the home screen of MyPortal. Once refunds have been processed for a school, they will appear separated by program and date. Schools can click “View” in order to see the students that a refund was processed for and the amount refunded for that student.

Additional Information

 www.ncseaa.edu

 NPS@ncseaa.edu (only for school officials)

 **919-695-8742 (only for school officials)**
855-330-3955 (for parents)

Nonpublic Schools



Contact Information for Schools

There are new methods for **schools** to contact our staff. Please do not share this information with parents or others.

(New) Email: NPS@ncseaa.edu

(New) Phone Number: (919) 695-8742