

# Transcript

## Webinar for School Administrators

### Student Withdrawals

August 24, 2022, 10:00 am - 11:00 am

0:11

Good morning, everyone. Thank you so much for joining us this morning for our student withdrawals webinar. This will be our final webinar in our August series for schools. Please sit tight for a few minutes, we're still expecting a few more people to hop on, so we're just going to give them another minute or two to join us, and we will get started from there.

1:50

Good morning again everyone. We're going to go ahead and start our presentation in just a few minutes. My name is Lauren Bader. I am the Program Manager for the Opportunity Scholarship. I also work closely with our schools. I also have with me today Nideara Pettus, the Assistant Manager for K 12 schools, and presenting today we also have Xavier, who is our Program Assistant for K 12 schools. Before we turn things over to Xavier to start, just want to point out a few housekeeping items.

2:26

So please note the questions feature in the webinar toolbox, so if you have any questions throughout the course of the webinar, please feel free to drop those in the questions box. And we will be answering questions throughout the webinar, and we will do a live Q and A after the presentation, as well. We are going to try to answer mostly general questions that will benefit everyone during the course of the session.

2:53

If you have more specific questions pertaining to your school and your students, it might be best to email those to [NPS@ncseaa.edu](mailto:NPS@ncseaa.edu) after the webinar has concluded so that we can pull up your record and assist you further. Please also take a moment to look at the handouts that we've included for today. We've included copies of today's presentation, as well as a copy of the withdrawal form. The withdrawal form can also be accessed anytime from our website but we've given you a copy here as well.

3:27

Alright. So without any further ado, I am going to go ahead and turn everything over to Xavier for our student withdrawals presentation.

3:39

(Xavier) Thank you, Lauren. And good morning everybody and I'd like to welcome you again to our final webinar, which is Student Withdrawals.

3:52

First up, we'll be talking about our agenda for today, which will be types of withdrawals, official and unofficial, withdrawal explanations, and when to submit a withdrawal form.

4:04

Refunds and how they're calculated, the withdrawal form, which can be found on our NCSEAA website, policies, deadlines for the NCSEAA withdrawal process, and frequently asked questions.

4:23

And the NCSEAA withdrawal process and how schools can use My Portal for the withdrawal process.

4:35

First, we'll be talking about types of withdrawals.

4:40

Schools must submit a withdrawal form when a student discontinues enrollment for any reason during the school year, whether or not funds are to be returned.

4:50

If the student attended one day or more, the school received payment for a student, or the school certifies the student as attending, but the student does not attend.

5:05

Schools must notify the K 12 programs by email to the [NPS@ncseaa.edu](mailto:NPS@ncseaa.edu) email, if a student meets the requirements for a withdrawal form to be submitted.

5:21

And the official withdrawal is when the parent notifies the school that a student is withdrawn.

5:27

Schools must notify the K 12 programs within 10 school days for official withdrawals.

5:36

An unofficial withdrawal is when the student stops attending without notification from the parent.

5:43

Schools must notify the K 12 programs after 10 consecutive days where the student has not attended school for unofficial withdrawals.

5:54

A school does not need to submit a withdrawal form if the school has solidified the student as not enrolled or the student completes the school year, but plans to attend another school the following.

6:10

A question we normally get is, what about a student who stops attending school but is not officially withdrawn?

6:16

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 that the student has withdrawn and notify the K 12 programs at SEAA.

6:30

The withdrawal date is the last day that the student attended classes or submitted work to the teacher.

6:37

It is important for schools to communicate with students' families before submitting a withdrawal form.

6:43

Please email the NPS program if students are out of school for COVID, medical emergencies, mental health crisis, or may have family issues.

6:54

If you are actively working with the family to establish a return date, so long as the student does return, we don't consider that a withdrawal.

7:11

Next up, we'll be talking about refunds.

7:14

The withdrawal policy applies to all K 12 program students, regardless of withdrawal or refund policies at a non public school.

7:25

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

7:35

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

7:45

To understand if a refund will be due, and if so, to anticipate the amount of that refund, see the chart list.

7:57

Note that upon receipt of the withdrawal form, K 12 program staff will calculate the amount due and notify the schools of the amount refund.

8:10

What is the process to notify the K 12 program of a withdrawal?

8:14

First, complete a K 12 program withdrawal form for each student.

8:19

Complete one form for student, even if the student receives funds for more than one K 12 program, email to K 12 programs to request an upload link in My Portal, upload the withdrawal forms for the withdrawal students.

8:38

The K 12 program staff will calculate a refund if one is due and notify the school via email.

8:46

K 12 program staff may request the student's attendance record in cases where a discrepancy occurs. Keep the student's attendance record unless or until it is required.

8:58

Then, if a refund is due, made a check payable to the State Education Assistance Authority.

9:05

Mail a paper copy of the withdrawal form, or print the email from K 12 programs with a check to the address which will be listed in the handout.

9:30

A few notes regarding the return of funds. Wait to receive a confirmation of the amount due from the K 12 program staff.

9:39

The school will return funds to the K 12 programs, and not to the parent.

9:45

Opportunity and ESA Plus funds may be returned via one check.

9:50

Opportunity and or ESA funds from multiple students can be included on the same check.

9:56

You will not be asked to return cents; the refund amount will be rounded up to the nearest dollar.

10:11

Next, we'll be discussing the withdrawal form.

10:14

The withdrawal Form is a fillable PDF.

10:18

There is one form for both programs.

10:21

Schools have the ability to electronically sign the form.

10:26

Schools should only certify students as attending if they are enrolled and attending.

10:32

Schools should not endorse a student's funds if the student has not yet attended the school.

10:39

A withdrawal form cannot be withheld from the K 12 programs due to outstanding obligations between the parent and the school.

10:46

The State Education Assistance Authority administers two programs: the Opportunity Scholarship and the Education Student Accounts, which is the ESA Plus program.

10:57

The withdrawal process applies to both programs of the North Carolina K 12.

11:05

The K 12 programs at SEAA disburse funds to the schools, on the assumption that the student will attend the school for the entire semester for which the funds are awarded.

11:16

When a student withdraws from the school, the school has two important responsibilities: First, to notify the K 12 program within 10 days by email, and to refund the K 12 programs according to this policy.

11:31

The withdrawal form can be found on our website and also in the handouts for this webinar.

11:37

Just a helpful tip, please remember to save the form to your computer when you fill it out, or else when you upload the form it will be blank.

11:53

Next, we'll be discussing policies.

11:56

Schools may have policies about withholding grades or other materials until financial matters are resolved with the family.

12:03

Schools cannot withhold the K 12 program withdrawal form.

12:07

Some students may stop attending without completing the withdrawal process.

12:13

SEAA still requires a withdrawal form to be submitted in these cases.

12:18

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.

12:29

If a refund is owed, SEAA must receive the funds no later than 30 days from a student's last day of attendance.

12:42

If a school certifies a student as attending, then SEAA expects a withdrawal form if the student does not attend, stops attending, or withdraws.

12:57

A few frequently asked questions we have are: what are the deadlines for schools regarding this withdrawal policy?

13:04

The school must notify the K 12 program via electronic upload of the withdrawal form, to My Portal within 10 days of the student's withdrawal date.

13:15

The school must return funds to the authority if necessary, via check within 30 days.

13:23

Another frequently asked question is, can a student transfer funds from a withdrawn student to another student?

13:31

No. Funds must be returned to the K 12 program within 30 days.

13:38

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

13:42

Any school that fails to comply with this policy may lose eligibility to participate in the K 12 programs for all its students. SEAA will use all available state resources to recover any funds that a school owes to the K 12 programs, including referral to the North Carolina Attorney General's Office for collection and referral to external collection agencies.

14:13

Next we'll be discussing the dispersed roster within the withdrawal process.

14:18

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

14:31

A red arrow under the status will show if a refund is due for a student.

14:39

A certification code of C means that a student has been withdrawn and is eligible for a reduced award.

14:49

A new term amount will be shown based on the amount of funding that the school will keep for the student.

14:57

And a green money sign means that the status will show once a refund is processed for the student.

15:12

Next up we will be talking about the Refunds Due report.

15:17

Under Standard Reports tab on the home screen of My Portal, schools can access a few reports that will help them track withdrawals or refunds.

15:30

The first report is the Refunds Due report. This will show any outstanding refunds for students, separated by program.

15:38

Once the refund is processed, the students will no longer show on this report.

15:52

Then we have the K 12 Withdrawals report.

15:57

This report will show the information that your school included on the withdrawal form that is submitted for a student.

16:04

It will list the withdrawal reason and the last date of attendance.

16:10

The report also shows the new term amounts.

16:16

The Fall term award amount now reflects the 50% amount for this example student, and it shows the status is in Refund Due.

16:28

The Spring term award amount now shows that the example student is ineligible to receive this spring funding since the student has been withdrawn from the school.

16:52

Once the school notifies us that they have a student that has withdrawn, NCSEAA staff will add a "Withdrawal Form" task to the school's taskpad.

17:05

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.

17:20

When the school requests that a withdrawal form be added to their taskpad, when they log into their My Portal it will be highlighted in red letters that there are incomplete tasks on your taskpad.

17:47

Schools can access their disbursement/refunds under the payment tab on the home screen at their My Portal.

17:56

Once refunds have been processed for a school, they will appear separated by the program and date.

18:04

Schools can click View in order to see the students that a refund was processed for and the amount refunded for the student.

18:34

There are two methods for schools to contact our staff, which is our NPS email, NPS@ncseaa.edu email, which is for school use only.

18:48

And our phone number, which is 919 695-8742.

18:54

If you have parents who have any questions or concerns, please refer them to the (855) 330-3955 phone number.

19:08

And now I'll pass it back to Lauren and I'd like to thank you for attending the school withdrawal process webinar.

19:19

(Lauren) Thank you so much, Xavier. So now we'll go ahead and start our live Q&A portion. So if you have any questions about the withdrawal process or any of the material that we covered today, please feel free to drop those questions down for us. We've already had a few come in. I do want to just go ahead while we're waiting to see if we have any more questions from folks to go ahead and revisit some key topics here. So, one of the fuzziest areas, I think, for everyone is that policy for students that are absent 10 or more consecutive days.

19:59

So, this is always a tricky area for schools and for us, just because there's so many different circumstances where a student may be absent for 10 days or more. I do want to stress that this policy does not apply to every student that is absent for 10 consecutive days. This only applies in cases where the student completely stops attending, and you have zero contact with the family, you are unable to get ahold of them, and you have no idea whether the child is returning to your school. If you have a student that is out with COVID or some other medical emergency or has some other family situation that is preventing them from being at your school, so long as the family is in communication with you, and they are planning a return to campus, we do not consider that a withdrawal.

20:52

If you have a unique circumstance, we have had some schools in the past with cases where they weren't sure if the student was going to return to campus, please email us and we can help you assess the situation and give you some guidance as to whether or not we would consider that a withdrawal form.

21:12

Other things to note, that fillable PDF. As Xavier mentioned, please be sure to save that document to your computer before you upload that to My Portal.

21:26

That document is a fillable PDF. So if you pull it up in your browser, it will let you type responses directly into the form, but if you don't save it prior to uploading it, you're just going to be sending us a blank document that's sitting in your downloads folder. So be sure to save your responses. We have gotten a lot of blank copies of this.

21:46

Please fill out one form per student and note the buttons for the fall or spring semester, we ask that these be completed for the semester in which the student was withdrawn. So, if it is a Spring withdrawal, please do not list a first day of attendance in August, your first day of the school year. Please list the first date that the student attended that semester.

22:23

And again, if you have students who did not return to your school over the summer, we do not need a withdrawal form for those students. You can just go ahead and certify them as not attending if they're still on your roster, or otherwise we can just consider that all taken care of. The only instance where we do not need a withdrawal form is when a student changes schools in between school years.

22:49

We do ask that schools try to submit these within 10 days of the student's withdrawal.

22:56

We've had a number of schools that have submitted these in bulk, months after a student has withdrawn from the school. It is important that we receive these as soon as possible. Even if a refund is not owed for that student, this is still what allows us to transfer the student's record to their new school, if they have moved on to another school that participates in the programs.

23:27

I know we also talked a little bit about the 30 day deadline to return funds if a refund is owed. So, I will process those withdrawal forms as we get them, and I will reach out to your school if you do owe a refund. I will always communicate the exact amount of the refund and which students it is for. If it takes us a few days longer to process that withdrawal form than when you uploaded it, we will adjust that deadline for you, so that you still have a full 30 days notice to return that money to us. So we will try to accommodate that there.

24:11

Please do not drop a check in the mail before receiving that confirmation from us. If that check is sent in the wrong amount, if there are cent values included, anything like that, we will have to void that check and return it back to you, we're not able to accept it.

24:30

So just go ahead and wait for that confirmation. We will always confirm that amount with you. The Refunds Due report is a good resource if your school wants to know how much you owe.

24:48

So, as the graphic shows here, it does split out by program. If the student has multiple programs, it will also tell you by student. So if you have multiple students that you owe funds back for, this is a really great resource because it will give you the exact breakdown of how much you owe per student.

25:20

I'm not seeing a lot of other general questions on the webinar process itself.

25:32

We'll go ahead and give everybody a couple more minutes, in case they have something they think of.

25:56

And while we're giving everybody a little bit more time, I do want to just make another plug for our website.

26:05

Please, please visit our website and check out our new school administrators pages. We've tried to re-organize all of our school information and policies so that it's in a more readily accessible format.

26:24

So we just had a question come in: If you've certified a student as not attending, are you still required to complete a withdrawal form? The answer is: No. If you certify a student as not attending, you do not need to submit a withdrawal form because you have already told us that the student is not in attendance.

26:44

The withdrawal form only comes into play if you have certified that the student is attending your school. I do want to stress the importance of certifying your students as not attending. If you still have some students outstanding on your roster, please do not hold onto those records. If you have not heard of a student before, and they've never been in touch with you, please go ahead and certify them as not attending.

27:11

We have dozens of requests backed up from parents right now who have asked for a school change, and we are unable to transfer them right now because the original school has not certified the student as not attending. So please be sure to do that. And as long as you have certified the student is not attending, a withdrawal form is not required.

27:50

All right, our questions seem to have slowed down a bit.

27:55

So, if nobody else has any other questions for the time being, we will go ahead and end the webinar for this morning. You can always revisit this recording by following the registration link that you received via email. You'll also be emailed out a copy of this recording, once we have ended the webinar and it has finished processing. So again, once you have students withdrawing from your school, please email [NPS@ncseaa.edu](mailto:NPS@ncseaa.edu) to request that task on your task pad and get a copy of the withdrawal form.

28:33

Without further ado, I will go ahead and end things for this morning. Thank you guys so much for joining, and we hope you have a great rest of your day.