

The State Education Assistance Authority (SEAA) administers the North Carolina K12 Programs: the Opportunity Scholarship and the Education Student Accounts (ESA+).

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. Submit withdrawal information to the K12 Programs within 10 school days.
2. Refund K12 Program funds according to this policy.

**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 withdrawal information, K12 Program staff will calculate the amount due and notify schools of the amount to refund.

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%

### **Under what circumstances is a school required to submit withdrawal information?**

When a school has previously certified that a student is enrolled in the school, the school must submit withdrawal information 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 withdrawal information 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### **What about a student who stops attending school but is not officially withdrawn?**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school, and where the school is unable to communicate with the parent, the school should assume the student has withdrawn and notify the K12 Programs at SEAA.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.

**What are the deadlines for schools regarding this withdrawal policy?**

- The school must notify the K12 Programs, via electronic submission of withdrawal information in 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.

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

1. Go to the Student Withdrawal section of your MyPortal account.
2. Enter withdrawal information for any student who has withdrawn from your school and save your responses.
3. K12 Program staff will notify the school if a refund is owed.

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:**

4. Log into your [EFT account](#) to remit payment.

**Setting up your EFT Account:**

If your school has not already set up an EFT account with SEAA, visit <https://ncseak12.etransfer.com/login/index.cfm> and select the option to **Create New Account**. In the **Organization** field, enter your school's name exactly how it appears in MyPortal.

Once you have created your account, NPS staff will need to approve your pending account. Please allow up to 72 hours for your account to be approved. You will receive an email from [support@etransfer.com](mailto:support@etransfer.com) confirming your access once we have approved your account.

**Setting up your payment method:**

If this is your school's first time making a payment via EFT, you will need to link your bank account. Under the **Tuition Refund Payments** section of your EFT account, select **Payment Methods** and follow the instructions to link your account. You may need to contact your bank to ensure your account is set up to allow ACH Corporate-

To-Corporate (CCD) debits. Your school will be responsible for updating the payment methods associated with your EFT account should your banking information change.

## **Making Payments with EFT:**

Under the **Tuition Refund Payments** section of your EFT account, select **Setup Payments**. This section will display any outstanding refunds owed by your school. Schools will be able to review the amounts owed for each individual student on this section. Select the **Indicate Payment** checkbox next to the name of the student you wish to refund. Please note that it may take 1-2 business days for students to appear in your EFT account after SEAA processes your withdrawal information. If your school owes a refund for multiple students, you may select the checkbox for more than one student and include their refunds together in the same payment. By selecting the Indicate Payment checkbox, your school is agreeing to submit the total amount due for each student selected. Select **Proceed to Next Step** to complete your payment.

Review the total amount due and your account information on the next screen. Select **Submit Payment** if everything looks correct. You will receive a warning pop-up to confirm that you agree to pay the amounts for the students on the screen. **IMPORTANT – YOU MUST SELECT SUBMIT PAYMENT A SECOND TIME TO COMPLETE PAYMENT TO SEAA.** You will be taken to a confirmation page once payment has successfully been completed. Funds will be automatically debited from your linked account and refunded to SEAA.

## **Notes regarding the Return of Funds:**

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


### Entering Student Withdrawal Information

Student withdrawals should be calculated on a semesterly basis. A student who withdraws between July and December is a Fall semester withdrawal. A student who withdraws between January and June is a spring semester withdrawal. The first and last dates of attendance entered for the student should be based on the first and last dates the student attended your school during the semester in which they withdrew. If the student withdraws in the spring, for example, their first date of attendance cannot be a date prior to January.

1. From your MyPortal account, go to the Student Withdrawal section to go to your Withdrawal Roster. The Withdrawal Roster will allow you to select from any student who has been certified as attending by your school. Select Search to view all students available on the Withdrawal Roster, or use the name and PID filters to look for a specific student.



Student Withdrawal Information	
Name:	Test Student
PID:	713000000
Withdrawal Term:	Fall
First Date of Attendance:	08/15/2023
Last Date of Attendance:	09/21/2023
Reason:	Withdrawal
Weeks Attended:	6 weeks - Return 60%
Status:	Pending
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

2. Select the pencil icon, , next to the desired student to enter withdrawal information.

3. On the Student Withdrawal Information screen, enter the term in which the student withdrew, the student's first and last date of attendance, the reason for the withdrawal, and the number of weeks the student attended your school that semester. Enter all dates in MM/DD/YYYY format. If the reason for submitting the withdrawal information is "Did Not Attend", you will not be required to enter a first or last date of attendance.

4. Save your responses.

Be sure to enter your information carefully and accurately. You will not be able to edit the withdrawal information after you have saved your response. Repeat this process for all students who have withdrawn from your school.

Upon submission of your withdrawal information, the student will appear in a "pending" status. NPS staff will review and approve the submitted withdrawal information within 5-7 business days and will contact your school via email to confirm the amount of the refund owed for the student and the deadline to return funding.

You can return to your Withdrawal Roster at any time and use the Withdrawal Status filter to view all students whose entered withdrawal information has either been processed by NPS staff or is still in a pending status.

To view the value of the refund owed for each processed withdrawal, go to Standard Reports and select Refunds Due. View the report for the current academic year to see the amount of funds to be returned to SEAA for each student.

**Questions?**    **919.695.8742**    [NPS@ncseaa.edu](mailto:NPS@ncseaa.edu)    *Contact information for schools only*

Under G.S. § 115C-562.2(3) and G.S. § 115C-112.6(d), 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 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 ESA+. Timely collection of K12 Program refunds is necessary for the Authority to comply with this statutory requirement.