



# Best Practices

## North Carolina's K12 Scholarship Programs



# Helpful Hints for Zoom

*Slides will be posted at <https://www.ncseaa.edu/k12/school-administrators/webinars/> and a recording of this session will be posted there within a week.*

- Zoom has closed captioning available

## Asking Questions

- Use the Q & A to ask your questions (chat is disabled)
- Email [NPS@ncseaa.edu](mailto:NPS@ncseaa.edu) to ask questions about an individual student

## Answering Questions

- Presentation team will answer questions from the Q & A at certain points
- Only questions related to this session's content will be addressed live

# Agenda

## 1. K12 Stakeholder Responsibilities

SEAA

Parents

Schools

## 2. Annual Requirements

## 3. Best Practices

Certification & Endorsement

Part-time Enrollment

Withdrawal Policy

School Changes

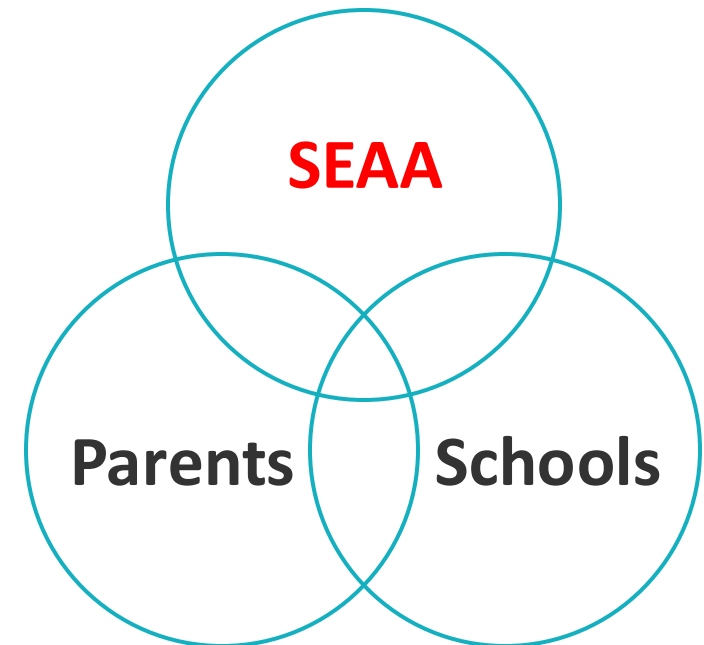




# Stakeholder Responsibilities

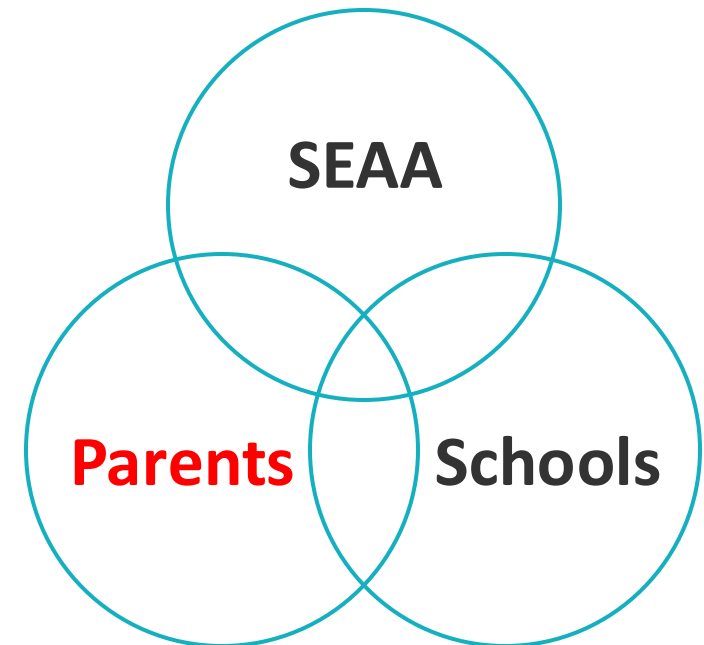
# SEAA Responsibilities

- Administer the K12 Scholarships in accordance with North Carolina law
- Manage student applications and new school registration
- Maintain student and school records
- Disburse funding to schools on behalf of students
- Collect required documents from families and schools
- Ensure compliance with program policies



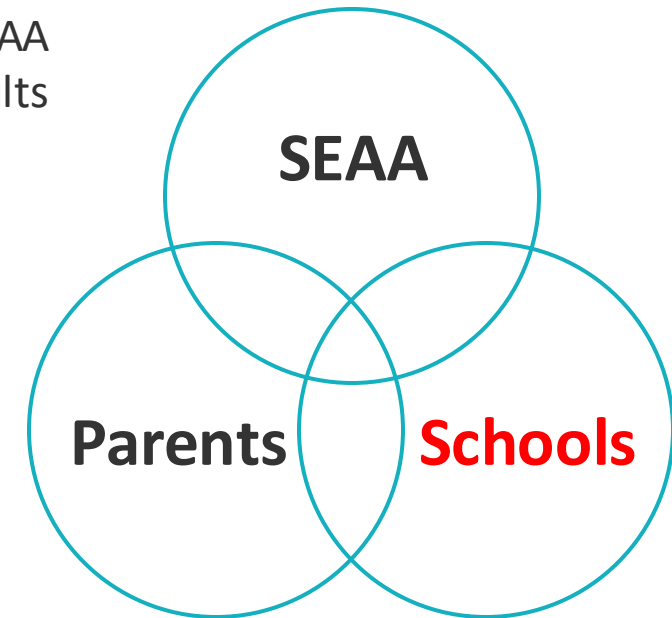
# Parent Responsibilities

- Applies or renews
- Manages *all processes* related to the student record in MyPortal
- Responds to award offer
- Submits verification documents
- Works directly with school to enroll students
- Endorses award funding twice per school year



# School Responsibilities

- Manages program rosters and advises SEAA of missing students
- Certifies students (enrolled or not)
- Endorses student funds
- Applies funds to student accounts
- Reconciles accounts
- Notifies SEAA of student withdrawals
- Refunds to SEAA as necessary
- Administers standardized tests
  - Submits a copy of results to SEAA
  - Provides parents with test results
- Manages student enrollment

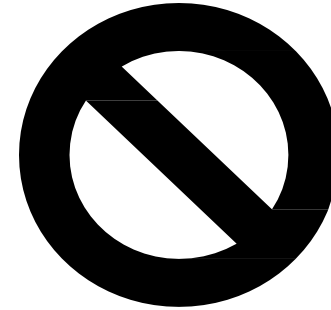


# Responsibilities

## Reminders for Schools

Under no circumstances should a school:

- Create a MyPortal account on behalf of a family
- Access a MyPortal account using a family's credentials
- Complete program processes on behalf of a family



These actions represent a conflict of interest.

Nor can schools email SEAA to correct a student's application, request reinstatement of an award offer, or a change in school choice.

The student's parent must initiate changes to a student record; either independently in MyPortal or via email to program staff.



# Responsibilities

## How Schools Can Help Parents

- Offer access to a school computer for parents to log into MyPortal
- Help parents understand their program responsibilities
- Connect new parents with experienced K12 Program families
- Provide translation services to parents



# Important Resources

[www.ncseaa.edu](http://www.ncseaa.edu)

## La Beca de Oportunidad

**¿Quiénes pueden aplicar?** Familias que cumplan los requisitos en función de sus ingresos.

La Beca de Oportunidad es un programa basado en ingresos que ayuda a las familias a costear los gastos de matrícula y cuotas en las [escuelas de pago directo](#). La Beca de Oportunidad no puede ser usada para la educación en casa.

- Becas de hasta \$6,492 para el curso escolar 2023-2024.

[Más información](#)

## El Programa de Cuentas de Ahorro para la Educación del Estudiante (ESA+)

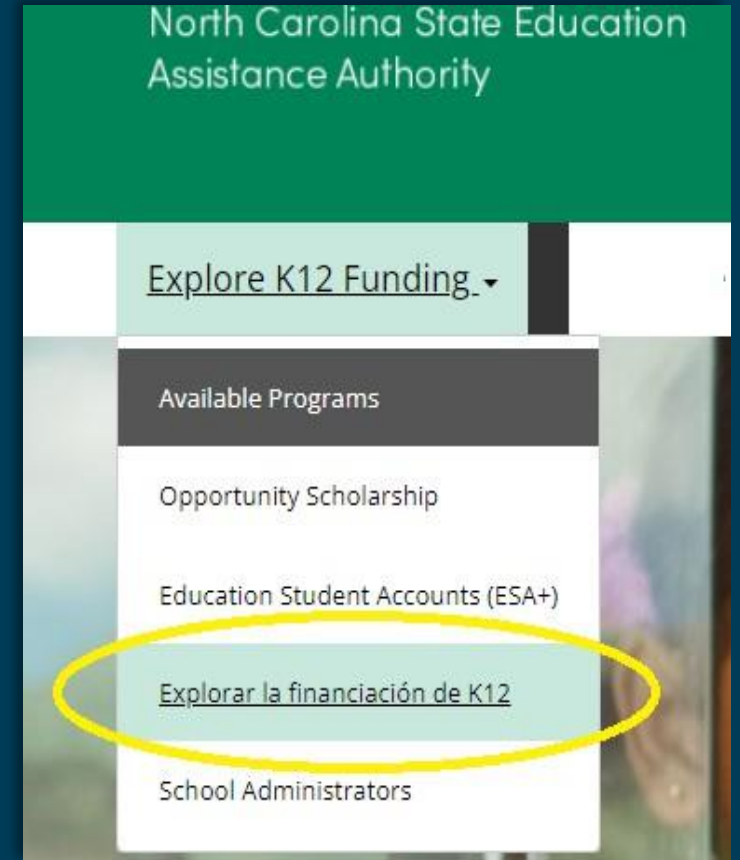
**¿Quiénes pueden aplicar?** Familias de estudiantes con discapacidades, incluyendo a los que reciben educación en casa.

El programa de Cuentas de Ahorro para la Educación del Estudiante (ESA+) está destinado a los estudiantes con discapacidades. Las familias pueden utilizarla para pagar la matrícula escolar y las cuotas de las escuelas privadas elegibles, y para gastos tales como logopedia, servicios de tutoría y tecnología educativa.

- Otorga \$9,000 para el curso escolar 2023-2024. Los estudiantes con ciertas discapacidades designadas pueden ser elegibles para recibir \$17,000 para el curso escolar.

Como parte del proceso de aplicación, se le pedirá que verifique que su estudiante tiene una discapacidad. Los solicitantes que lo hagan por primera vez, deben presentar un documento de Determinación de Elegibilidad actual del Programa de Educación Individualizada del estudiante (IEP, en sus siglas en inglés), emitido por una escuela pública de Carolina del Norte.

[Más información](#)



# Connect Parents with Resources!


[k12.ncseaa.edu](https://k12.ncseaa.edu)

- Contact information for their program
- MyPortal Login Help team
- K12 webinars
- ESA+ newsletter
- Opportunity Scholarship newsletter

[Home](#) ▶ [Families of Awarded Students](#)

## Awarded Families

This is where you'll find the information you need to successfully manage your student's scholarship. Select your program below to get started.



## [Opportunity Scholarship](#) ▲

[Payment Process](#)

[Income Verification](#)

### [School Transfers](#) ▲

[Choosing a School](#)

[How to Renew](#)

[Resources](#)

## [ESA+ Program](#) ▲

[How Scholarship Funds Work](#)

[ClassWallet](#)

[Provider Search](#)

### [Allowable Expenses](#) ▲

[Educational Technology](#)

[Educational Therapy](#)

[Tutoring](#)

[Curriculum](#)

### [School Transfers](#) ▲

[ESA+ School Options](#)

[Co-enrollment](#)

[School Categories](#)

### [How to Renew](#) ▲

[Continuing Eligibility](#)

[Resources](#)



# Requirements

# Annual Requirements

1. Tuition and Fee schedule
2. Test scores for K12 Scholarship recipients in grades 3 and higher
3. Graduation data for 12<sup>th</sup> grade students
4. Financial review *(if required)*



# Tuition and Fee Schedule

All Direct Payment Schools are required to submit a tuition and fee schedule annually, regardless of whether they will have program recipients enrolled in their school for the year in which the schedule is being requested. See the [Tuition and Fee Schedule Instructions](#) for assistance documenting your school's tuition and fees.

## Does your school offer an EC track for students with disabilities?

That cost must be included on your T/F Schedule to certify the cost of tuition for students in that track.

If your school offers services to students with disabilities who have the ESA+ scholarship, be sure to consult the “Supplemental Services” page in the School Administrator section of the website.

### School Admins

#### [Annual Requirements](#) ▲

[Tuition and Fee Schedule](#)

[Testing and Reporting](#)

[Financial Review](#)

[Graduation Data](#)

#### [Supplemental Services](#)

#### [Updating Your Information](#)

#### [New School Registration](#) ▲

[Registration Checklist](#)

[Guide for New Schools](#)

#### [Resources](#)

# Standardized Testing

All scholarship recipients in 3<sup>rd</sup> grade and higher must be tested (as in prior years).

## This includes:

- 12<sup>th</sup> graders
- Spring transfers
- Students who withdraw in the spring



# ACT Testing Requirement

## 2025-2026 Test Dates

Sept. 2025 - June 13, 2026

## SEAA Recommends

- Outreach to 11th graders
- Contact ACT to determine if your school code is listed
- Remind students to provide you with a copy of their test scores

## SEAA Reimbursement





# Graduation Data

All 12<sup>th</sup> grade students who received funding for your school will be listed on the [MyPortal Graduation Roster](#). Schools respond to the question below for each of those students.

**Graduate?**

**Yes**

**No**





# Best Practices



# Compliance: Certification and Endorsement

- Schools are expected to certify **all** students on their roster, even if a student is not enrolled.
- There should be a direct correlation between the standard cost a school certifies and the costs listed on the tuition and fee schedule submitted to SEAA.
- Under no circumstances should a school endorse funding for a student who is not attending.
- Endorsing “No” is not a substitute for a withdrawal form. *(If you certified a student as enrolled, you must submit a withdrawal form.)*

# Compliance: Institutional Aid



Does your school offer institutional aid or a discount? Calculate this aid before certifying the student's cost of attendance to SEAA.

Standard Cost = Annual Tuition + Required Fees

**Individual Cost** = Standard Cost – aid or discounts unique to that student

During certification, we want to know the cost to the parent for their child to attend your school.



# Compliance: Tuition Discounts

Schools cannot deny a scholarship recipient a “discount” they would otherwise qualify for, even if your school has a policy against “stacking discounts”.

ESA+ and Opportunity Scholarship are not discounts.

Sibling Discount

Employee Discount

Membership Discounts



# Compliance: Reconciling Records

**Reconcile your student accounts in a timely manner.**

- Ask about funds not disbursed. Families may be unaware that Scholarship program requirements are incomplete.
- Schools cannot receive funds from SEAA near the end of the fiscal year. Schools risk losing funds unless funding disburses timely.
- Schools should report errors as soon as possible.

Schools must apply Program funds to student accounts within 10 days of deposits.

# Compliance: Part-Time Enrollment

- **Schools are expected to know** which of their students are enrolled part-time, and in what other school the student is co-enrolled.
- If students are enrolled at your school part-time, they must be co-enrolled in another eligible school. Students cannot be enrolled part-time at one school and have no co-enrollment.
- During certification, you should select “Part-Time” for Current Year Attending.



# Compliance: Withdrawals

- Schools must submit withdrawal information to SEAA within 10 days after a student stops attending or withdraws.

Report their last date of attendance.

- Submitting withdrawal information to SEAA is a program requirement. Schools cannot withhold withdrawal information due to a dispute with the family.
- If a refund is owed, SEAA will notify you and give you 30 days to submit the refund.





# Compliance: School Changes

Notify SEAA if there's been a change in your school's:

- Highest Decision-Making Authority
  - Updating the contact information is not sufficient.
- Bank Account
- School Name (update with DNPE)
- School Address (update with DNPE)

<https://k12.ncseaa.edu/school-admins/updating-your-information/>



# Non-Compliance

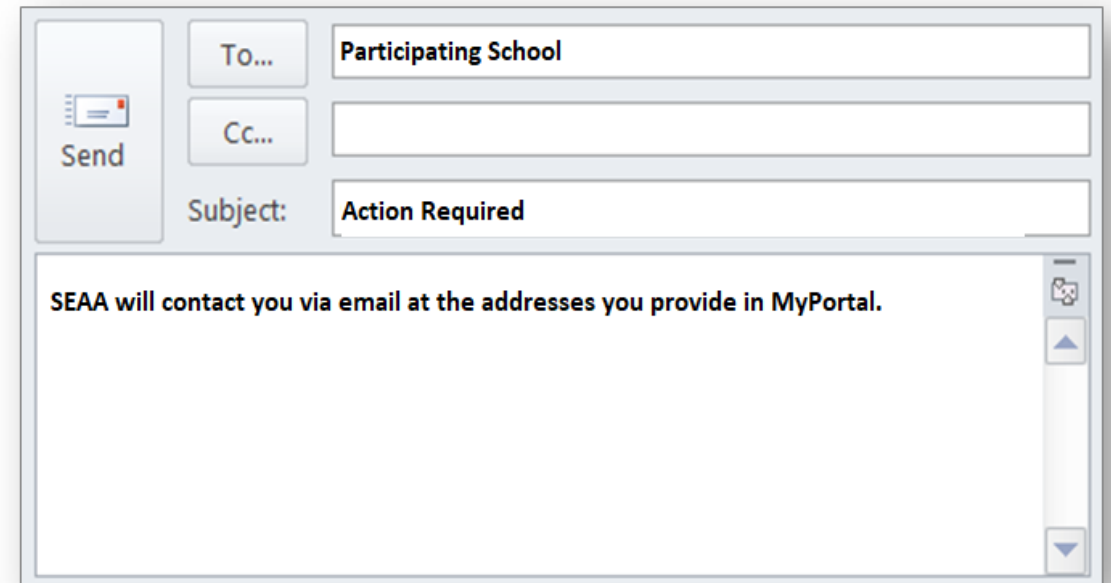
Failure to comply with SEAA policies and deadlines may result in:

- Limited access to MyPortal functions (*delayed payments*)
- A hold on the school's account, preventing disbursements from SEAA (*no payments*)
- Deactivation of the school's MyPortal account
- School placed on a probationary period for additional monitoring
- School participation with K12 Programs revoked

# Training and Communication

**TRAINING:** Ensure that more than one of your school officials attends K12 Program webinars.


**EMAIL:** Respond to SEAA requests for information in a timely manner.




A screenshot of an email composition window. On the left is a 'Send' button with an envelope icon. To its right are three input fields: 'To...' with the text 'Participating School', 'Cc...' which is empty, and 'Subject:' with the text 'Action Required'. Below these fields is a large text area containing the message: 'SEAA will contact you via email at the addresses you provide in MyPortal.' On the right side of the text area is a vertical scrollbar with up and down arrow buttons.

# Contact Information

**Stay in touch with us!** Schools are responsible for updating their Contact Information in the School Information section of MyPortal.

 **School**

 **School Information**

Contact Information

Contact Information For Students

Phone Number: Email Address:

Contact Information For NCSEAA

(This information will not be shared with students)

Director of School

First Name: Last Name:

Phone Number: Phone Extension:

Fax Number: Email Address:

Primary Contact for NCSEAA

First Name: Last Name:

Phone Number: Phone Extension:

Fax Number: Email Address:

Notifications

Email Address:

> Save

## Best Practices for Family Policies

Schools should have written policies for:

- tuition payments (amounts & timing)
- what happens if a parent does not endorse funds
- student withdrawals

Schools should communicate those policies to parents clearly, and before the school year begins.



# CONTACT US



<https://k12.ncseaa.edu/>



[NPS@ncseaa.edu](mailto:NPS@ncseaa.edu)



**(919) 695-8742, Option 1**  
Monday-Friday: 9am-3pm

Please insist that staff at your school who are managing K12 Scholarship Programs view a **recording** of these trainings if they have not attended the live webinars.

Other webinars in this series include:

- Payment Processing
- Student Withdrawals
- Financial Review
- ESA+ and Schools