



Student Withdrawals

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 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. Types of Withdrawals

- Official and Unofficial withdrawals
- When to submit withdrawal information

2. Refunds

- How refunds are calculated

3. Withdrawal Roster

- Taking a look at the Withdrawal Roster

4. Policies

- Deadlines for the NCSEAA Withdrawal Process
- Frequently Asked Questions

5. NCSEAA Withdrawal Process

- How schools can use MyPortal for the Withdrawal Process





Student Withdrawals

When is Withdrawal Information Required?

Schools must submit **Withdrawal Information** when a student discontinues enrollment for any reason during a school year, (whether or not funds are to be returned), if any of the following are true.

IF:

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



Types of Withdrawals

Schools *must* notify the K12 programs if a student meets the requirements for a withdrawal by submitting information through the MyPortal Withdrawal Roster.

Official Withdrawal

The parent notifies the school that the student is withdrawn. Schools must notify the K12 Programs within 10 school days.

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.



Policy

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

Submitting the withdrawal information is a program requirement. Schools cannot withhold withdrawal information 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.

Please note:

- Submission of withdrawal information is required whether funds must be returned or not.
- **If a school certifies a student as attending**, then SEAA expects a withdrawal if the student does not attend, stops attending, or withdraws.





Calculating Refunds & The Withdrawal Roster

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%

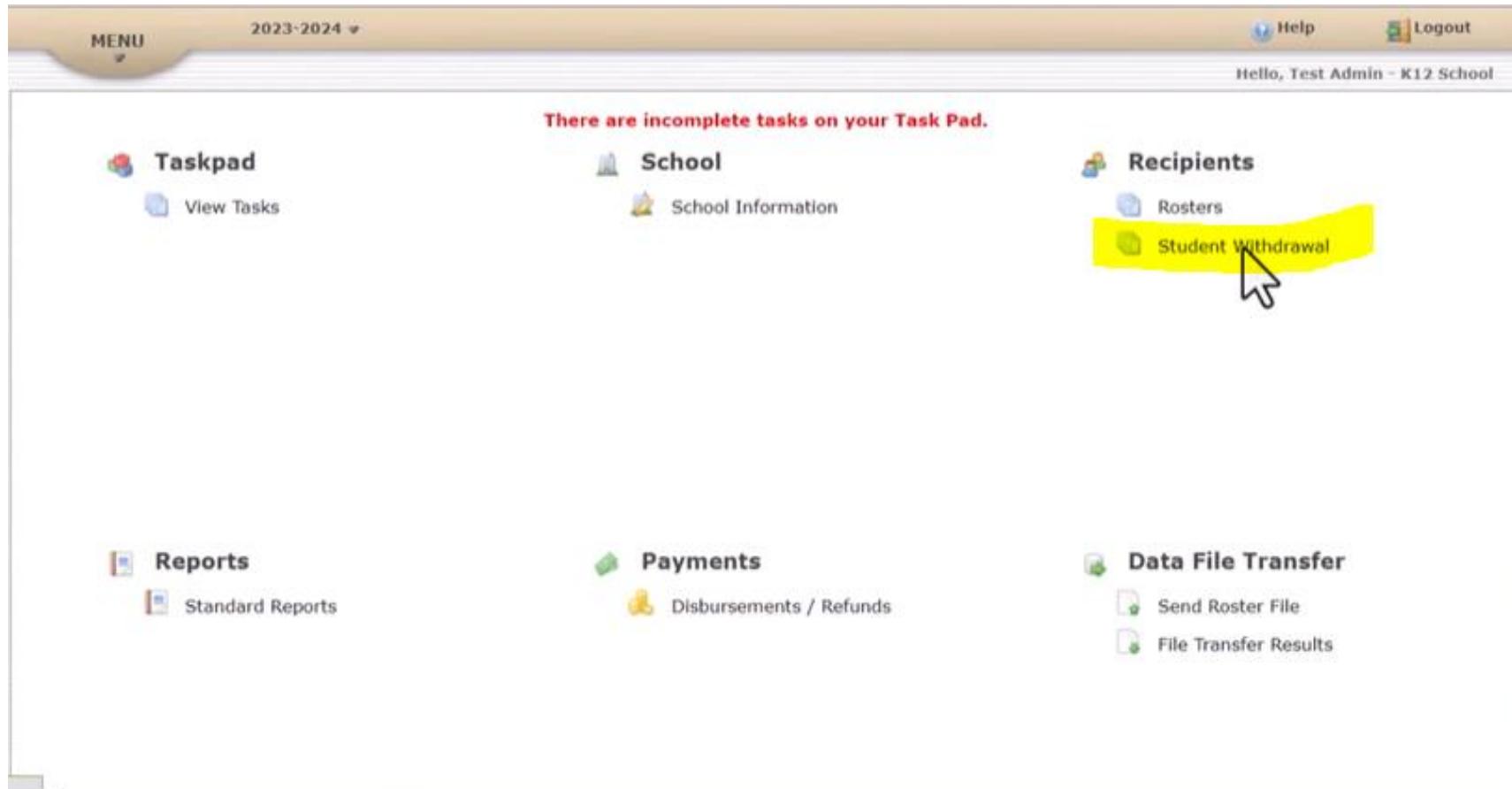
Funds must be returned to the K12 Programs within 30 days (one month) of the student's withdrawal date.

The Withdrawal Roster

Withdrawal Roster Overview

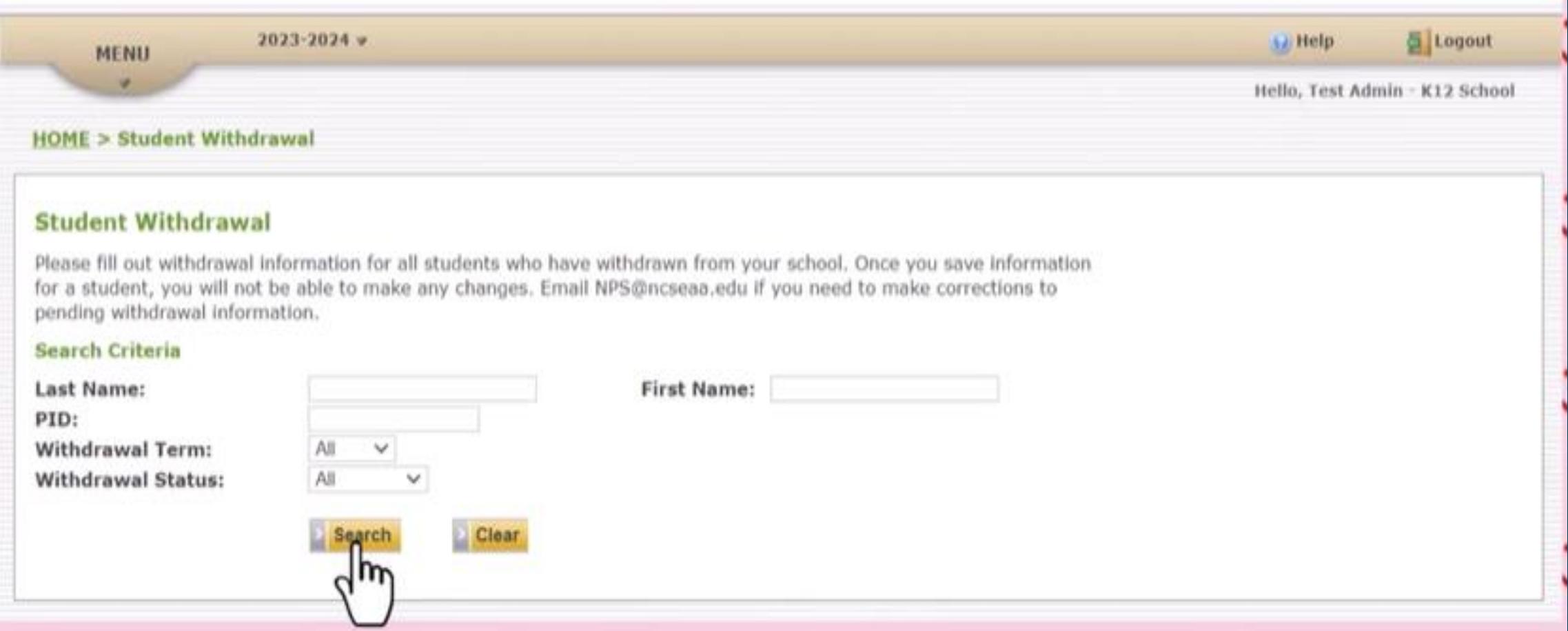
- Completed via MyPortal
- One location for both programs (ESA+ and Opportunity)
- Input information electronically
- Automatically sent to a member of our team for review

The Withdrawal Roster



The screenshot shows the software interface for managing student withdrawals. At the top, there is a navigation bar with a 'MENU' button, the year '2023-2024', a 'Help' link, and a 'Logout' button. The user is identified as 'Hello, Test Admin - K12 School'. A message in red text states: 'There are incomplete tasks on your Task Pad.' Below this, there are several main categories: 'Taskpad' (with a 'View Tasks' option), 'School' (with a 'School Information' option), 'Recipients' (with 'Rosters' and 'Student Withdrawal' options, where 'Student Withdrawal' is highlighted with a yellow box and a cursor arrow pointing to it), 'Reports' (with a 'Standard Reports' option), 'Payments' (with a 'Disbursements / Refunds' option), and 'Data File Transfer' (with 'Send Roster File' and 'File Transfer Results' options). The 'Student Withdrawal' option is the primary focus of the image.

The Withdrawal Roster



2023-2024 ▾

HOME > Student Withdrawal

Student Withdrawal

Please fill out withdrawal information for all students who have withdrawn from your school. Once you save information for a student, you will not be able to make any changes. Email NPS@ncseaa.edu if you need to make corrections to pending withdrawal information.

Search Criteria

Last Name:

First Name:

PID:

Withdrawal Term:

Withdrawal Status:

Search **Clear**

Entering Withdrawal Information

HOME > Student Withdrawal

Student Withdrawal

Please fill out withdrawal information for all students who have withdrawn from your school. Once you save information for a student, you will not be able to make any changes. Email NPS@ncseaa.edu if you need to make corrections to pending withdrawal information.

Search Criteria

Last Name:

First Name:

PID:

Withdrawal Term:

 All

Withdrawal Status:

 All Search Clear

Edit	First Name	Last Name	PID	Withdrawal Term	First Date of Attendance	Last Date of Attendance	Withdrawal Reason	Weeks Attended	Withdrawal Status
	Peter	Parker	719532761						
	Scott	Shamus	713690204	Fall	08/15/2023	09/07/2023	Withdrawal	4 weeks	Processed
	Test	Sibling	719532750						
	Gwen	Stacy	713860687	Fall			Did Not Attend	2 weeks or less	Processed
	Test	Student	714452170	Fall	08/15/2023	10/01/2023	Withdrawal	7 weeks	Pending

Entering Withdrawal Information

HOME > Student Withdrawal > Result Set

Student Withdrawal

Please fill out withdrawal information for all students who have withdrawn from your school. Once you save information for a student, you will not be able to make any changes. Email NPS@ncseaa.edu if you need to make corrections to pending withdrawal information.

Student Withdrawal Information	
Name:	Peter Parker
PID:	719532761
Withdrawal Term:	<Choose One> <input type="button" value="▼"/>
First Date of Attendance:	<input type="text"/>
Last Date of Attendance:	<input type="text"/>
Reason:	<Choose One> <input type="button" value="▼"/>
Weeks Attended:	<Choose One> <input type="button" value="▼"/>
Status:	Pending
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Pending vs. Processed

Student Withdrawal

Please fill out withdrawal information for all students who have withdrawn from your school. Once you save information for a student, you will not be able to make any changes. Email NPS@ncseaa.edu if you need to make corrections to pending withdrawal information.

Search Criteria

Last Name:

First Name:

PID:

Withdrawal Term:

All

Withdrawal Status:

All

 Search

 Clear

Edit	First Name	Last Name	PID	Withdrawal Term	First Date of Attendance	Last Date of Attendance	Withdrawal Reason	Weeks Attended	Withdrawal Status
	Peter	Parker	719532761						
	Scott	Shamus	713690204	Fall	08/15/2023	09/07/2023	Withdrawal	4 weeks	Processed
	Test	Sibling	719532750						
	Gwen	Stacy	713869687	Fall			Did Not Attend	2 weeks or less	Processed
	Test	Student	714452170	Fall	08/15/2023	10/01/2023	Withdrawal	7 weeks	Pending



Related MyPortal Reports

Withdrawal Process: Rosters and Reports

There are incomplete tasks on your Task Pad.



Taskpad



View Tasks



School



School Information



Recipients



Rosters



Student Withdrawal



Reports



Standard Reports



Payments



Disbursements / Refunds



Data File Transfer



Send Roster File



File Transfer Results

Withdrawal Process: Refunds Due Report

Standard Reports

Report: Refunds Due

Selection Criteria

Academic year: 2025-2026

[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	ESA+	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 »](#)

Withdrawal Process: K12 Withdrawals Report

Standard Reports

report: K12 Withdrawals

Selection Criteria

Academic year: 2025-2026 Term: All Program: All Withdrawal Reason: All Number of Weeks Attended: All

View Report Export to PDF Export to CSV

Report Information

Academic Year: 2025-2026 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	ESA+	Test School	Withdrawal	7 weeks	10/09/2025	1950	Refund Due
85650	Sibling, Test	2020-2021	Spring	ESA+	Test School	Withdrawal	7 weeks	10/09/2025	1900	Ineligible
85650	Sibling, Test	2020-2021	Fall	Opportunity	Test School	Withdrawal	7 weeks	10/09/2025	1050	Refund Due
85650	Sibling, Test	2020-2021	Spring	Opportunity	Test School	Withdrawal	7 weeks	10/09/2025	2100	Ineligible

Records per page: 50 Records: 1 - 4 of 4 - Pages: << < 1 > >> (out of 1) Go to page »

Withdrawal Process: K12 Withdrawals Report

DISBURSEMENTS							
REFUNDS							
08/18/2025 Test School 1012345 (\$1,950.00)							
Program Group	Disbursed Amount	Processed Date	Deposit Date	Method	View Details	Print Details	Download File
ESA+	(\$1,950.00)	08/18/2020		Check	View	Print	Download File
08/18/2025 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: 08/18/2025 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)	ESA+

[Return to Previous Screen](#)

Test School
Disbursement Date: 08/18/2025 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](#)



EFT Refunds

EFT

What is it?

An account that will allow you to send electronic payments to SEAA when a refund is owed for a student.

What's so great about it?

No more paper checks! EFT will allow you send refunds to SEAA faster than through regular mail.

No more questions about the amount of funding owed! Your EFT account will show you exactly how much is owed for each student at your school.

How do I use it?

Instructions on how to set up an EFT account can be found on the “Managing Funds” section of the School Administrators page.



Refunds

SEAA accepts electronic payments for the K12 scholarship programs. Learn how to set up an EFT account and make payments.

[Read More](#)

Contact Us



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



NPS@ncseaa.edu



[\(919\) 695-8742, Option 1](#)

Monday-Friday: 9am-3pm

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

Other webinars in this series include:

- Best Practices
- Student Withdrawals
- Financial Review
- ESA+ and Schools