

# WCG AND CBS PAYMENTS, REPAYMENTS, AND REPORTING

## PROCEDURES FOR ELECTRONIC FUND TRANSFER PAYMENT REQUESTS, STUDENT REPAYMENTS, AND REPORTING

For the most efficient and timely processing of funds, colleges are strongly encouraged to use the Electronic Fund Transfer (EFT) method.

Private colleges are required to front monies to eligible students and then request reimbursement from WSAC.

Public institutions are not required to have previously disbursed funds to eligible students before requesting program funds

### Electronic Funds Transfer (EFT) Request Procedure

#### Payment Requests

Once a student is identified as eligible and an award is calculated, the institution may begin the disbursement process.

Payment requests must be submitted through the use of CSAW (College Bound - WCG Award Warehouse) located in the Portal. Institutions upload their eligible student file into CSAW and manage awards from within the warehouse. Payments should be requested at minimum, on a monthly basis.

Instructions for requesting state aid funds are located in the [Common/Messages and Files/Files, Forms, and Memos](#) area of the Portal.

The file layout specifications and instructions for requesting reimbursements in CSAW are located in Chapter 4.

**Note:** *The Clock Hour school payment request calendar is located at the end of this chapter.*

When submitting files, please populate the SSN field for undocumented students in the following order:

- SSN
- Tax ID Number (ITIN)
- 9-digit WASFA Applicant ID number

Payment requests may be made any time from late-July through late-June of the academic year. Payments for a new year will not begin until the college's annual participation agreement is approved, and the final interim report is reconciled for the prior year. EFT payment requests will be processed within 24 hours of receipt whenever possible.

Please allow a minimum of five to six business days from the time a request is submitted until funds are received at your institution.

## **Disbursement Procedures**

The institution must confirm that the student is still eligible and confirm enrollment status at the time of disbursement. In addition, the institution shall check the CBS Cruncher and the Archive in the WSAC Portal to ensure student eligibility.

If a student does not attend, withdraws prior to the start of a term, reduces enrollment levels prior to the start of the term or fails to commence attendance in all classes that their enrollment level/award amount is based on, institutions must bill the student and report the repayment to WSAC.

If a student changes enrollment prior to the start of a term, institutions must adjust the student's award in CSAW. Institutions that choose to cover repayment amounts owed will return the funds via CSAW as an award cancellation/adjustment and not report the student in repayment.

Reducing a processed award will create a negative payment request for that student under the 'Request Funds' tab. It is permissible to only submit negative payment requests; however, WSAC will not send funds until you have submitted positive awards to offset the reduced awards.

***Note:** If the institution does not have reimbursements to offset any reduced awards after the final interim report is reconciled, the institution must return the under-spent amount to the Washington Student Achievement Council.*

## **Payments Cannot be Made to Students for a Current Term After They Withdraw**

If students withdraw for a term without earning at least 3 credits, no additional WCG or CBS payments may be made to the students for that term on or after a student's official withdrawal date.

***Note:** State policy differs from the Federal policy on this issue of post-withdrawal disbursements.*

## **Retroactive Awards and Payments for Previous Terms**

Retroactive WCG and CBS awards and payments **MUST** be made to **eligible CBS Scholars and eligible WCG students** for a prior term(s) as long as they are for the current academic year and other program rules are followed. This applies whether or not the student is currently enrolled.

The value of the retroactive awards and payments must be based on a student's rate of satisfactorily completed credits (at least 3 credits) determined by the institution at the end of the term(s).

## **Required Student Directive for Private Institutions**

Private institutions must use WSAC's Student Directive Form to record a student's decision on where to apply their financial aid payment. The student's financial aid payment can be deposited directly into a student's account, or disbursed in the form of a check, based on their choice on the directive. For a copy of the student directive, see Chapter 6.

- ❑ Institutions must not coerce or influence the student's choice on where to apply their financial aid payment.
- ❑ The directive remains in effect for the duration of the student's continuous enrollment at the institution, excluding approved leaves of absence and summer terms. A new directive is required if the student is not continuously enrolled.
- ❑ Institutions must allow students to change their minds at any time, prior to disbursement, and follow their current directives at all times.
- ❑ Institutions must remind students once a year that their current directive is still in place and that they may change it.

The institution may not withhold or delay the disbursement of state aid due to any student debt, including tuition, fees, or fines owed the institution.

### **Conditions of Award Statements**

Prior to disbursement, the institution must inform the state aid recipient of their responsibilities to the program through a "Conditions of Award" statement. A copy of this statement is in Chapter 6. This was updated in 2020-21.

The statement must be presented annually and can be delivered to the student through paper or electronic means each year. The statement must be provided in its entirety and is not satisfied by providing a link to the document or by attaching a copy of the document. The Conditions of Award does not have to be signed by the student as long as the institution can provide assurances to WSAC that the document was provided to the student each year.

It is the institution's responsibility to maintain documentation that the conditions were presented to the student.

WSAC may request a copy of the Conditions of Award statement that was presented to the student and documentation that it was presented to the student. WSAC's request for this documentation must be fulfilled within 5 business days.

### **Power of Attorney Disbursements**

A student whose off-campus program precludes their return to the institution for disbursement of state aid funds must assign a Power of Attorney to a responsible person to receive payments on their behalf. A copy of the Power of Attorney documentation must be kept in the student's file.

### **Institutional Repayments**

If a student is awarded incorrectly due to institutional error, it is the institution's financial obligation to repay the funds and they must be returned to WSAC immediately.

### **Student Repayments**

Repayment is a student responsibility if it is due to incorrect information provided by the student, failure to complete the term or failure to commence attendance in all classes on which their enrollment level/award amount is based. If a grant recipient leaves an institution during an academic term in which he or she receives WCG, the student may be required to repay WCG funds.

*Note: The Washington College Grant Repayment Policy Requirements are Mandatory for all Participating WCG Institutions.*

## **Persian Gulf Veterans**

[Persian Gulf veterans](#) are not required to repay the unused portions of grants received under state student financial aid programs.

## **STATE AID GRANT REPAYMENT POLICY REQUIREMENTS**

### **General**

Students who fail to attend classes, who withdraw or reduce enrollment levels prior to the start of the term, fail to commence attendance in all classes for which their enrollment level/award amount are based on or who receive funding based on fraudulent information will be required to repay 100% of the funds received.

Students who have received state aid (aid disbursed prior to the start of the term) and who change enrollment status prior to the first day of the term, must have their state aid eligibility recalculated to reflect their enrollment status as of the start of the term.

Students who fail to commence attendance in all classes for which their enrollment level/award amount is based must have their state aid eligibility recalculated to reflect only their enrollment level for those classes they attended.

The student who decreases enrollment status prior to the first day of the term will owe a repayment of the overpayment amount. Students who increase enrollment status throughout the term are entitled to additional funds for enrollment status increases.

Students who make enrollment status adjustments (up or down) after disbursement and after the start of the term will be subject to completion of satisfactory academic progress requirements outlined under [250-21-010](#) (16) (a-e). Enrollment status increases must include WCG awards based on that enrollment and may not exceed need. However, students may not receive more WCG than the cost of their tuition and fees.

If a student's enrollment is adjusted during the tuition refund period and tuition is reduced, and the student failed to commence attendance in all classes for which their disbursement was made, the grant must be reduced to not exceed the cost of tuition and fees.

**Please note:** WSAC has defined award amounts based on actual tuition and estimated fees using a 15 credit tuition and fee amount. Adjustments are only required for less than full time enrollment, as a result of need limitations, or quarters of eligibility restrictions.

*Note: For this section, "state grant" refers to all state grant and scholarship programs.*

## REPAYMENT AND AWARD ADJUSTMENT EXAMPLES

Any practice other than in the examples provided below will require the institution to submit an alternate Repayment Policy to WSAC for consideration. The alternate policy must be clear and ensure that students receive their maximum awards, prevent ineligible students from receiving awards, avoid initial disbursements in excess of tuition and fees based on guidance stated above, and adjust remaining eligibility appropriately to not exceed QERS.

*Note: It is permissible for students to decline a WCG award in part or in whole. This permissible declination (as in C below) is consistent with existing WSAC WCG guidance, although is most common when a student has minimal need remaining and wishes to retain a full award for a future term. Students should be notified that this option is available to them and how it will affect them.*

### Repayment Examples:

#### EXAMPLE 1

- A. WCG calculated and disbursed at full-time and student attends at least one class for each course for which funds were disbursed but does not complete any classes.**

**ACTION:** No adjustment necessary; award and enrollment will be reported at fulltime.

**RESULT:** Student will not owe a repayment, but the student will have used 1 QER and be impacted by quarterly SAP.

- B. WCG calculated and disbursed at fulltime except student withdraws from two classes after attending at least one class in each course:**

**ACTION:** No adjustment is necessary since the student began attendance in all the enrolled classes for which the WCG was calculated. Award and enrollment will be reported at fulltime.

**RESULT:** Student will not owe a repayment, will be impacted by quarterly SAP since fewer than full time credits were completed and 1 QER will be utilized.

- C. WCG calculated and disbursed at fulltime for 13 credits, then student withdraws from six credits after attending at least one class in each course but within the tuition refund period.** The student notifies the financial aid office that they wish to decline the refund and have the tuition refund returned to their WCG award and their award reduced to match their new enrollment level/QER. This may involve the student returning funds as well to the school to be returned to WSAC via CSAW so that their award/enrollment level reflects the lower amount. (e.g. full-time to half-time and aid returned to reflect half-time)

**ACTION:** Adjust student's WCG award to appropriate enrollment level and return funds to WSAC via CSAW. Award and enrollment level will be reported at half time.

**RESULT:** Student's WCG will reflect appropriate QER at awarded enrollment and student will remain in good standing for SAP (as long as all credits for which the award was adjusted are completed).

## AWARD ADJUSTMENT EXAMPLE

### EXAMPLE 2

- A. WCG is calculated at less than full-time and disbursed at less than full-time. Student adds classes at any point in the term which changes their enrollment level to a higher level and the WCG award amount and tuition are increased.

**ACTION:** WCG Award MUST be increased to the enrollment level for which the student is enrolled—regardless of any alternative institutional policy or institutional census date. The award and enrollment level will be reported at the higher level.

**RESULT:** Student receives additional WCG funds and CSAW reporting is adjusted to reflect the higher enrollment level.

### Alternative Repayment Policy Option

Institutions may propose alternative policies to our office for review. WSAC will analyze alternative policies and may require adjustments to achieve consistent treatment of students in similar circumstances across campuses and support student success. Institutions will be notified if they are approved or require modifications.

Key considerations when developing alternative policies should include the following:

- Ensuring students receive their maximum awards
- Prevent ineligible students from receiving awards
- Avoid awards in excess of maximum tuition and fees
- Adjust remaining eligibility appropriately to not exceed QERs

### Repayments for Deceased Students

All repayments for deceased students are forgiven. Please forward proof of death for all In Repayment accounts to the Repayment mailbox using the secure email function in the Portal. WSAC will process the cancellation.

### Timely Management of Repayment Referrals for Institutions

Institutions must enter repayment accounts into the WSAC Portal under Transmittal using the Receivable Transmittal feature within **10** business days of the date a student withdraws or the end of the term, whichever is earlier. There are two types of repayment accounts: ***Institution to Bill*** and ***In Repayment***.

***Please note:*** In order to report a receivable or Institution to Bill, you must have first reported awards and requested funds through CSAW for that student.

**Institutions** may choose from the following options:

**1. Institution to Bill (has 2 subcategories):**

**Calculation Pending:** Under Institution to Bill, this allows you to flag a student in CSAW who has not met satisfactory academic progress and may owe a repayment but for whom you have not yet completed the calculation. You must enter a date that indicates the last date of the term or the student's withdrawal, whichever is earlier.

This will ensure that the student does not receive additional state aid elsewhere. You must complete the calculation and enter the dollar amount or convert to In Repayment within 30 calendar days from the initial date of withdrawal/the end of the term, whichever is earlier as reported above.

**Calculation Completed/student owes:** This allows you to report the student as Institution to Bill, with an attached dollar amount you are actively collecting on from the student. This prevents the student from receiving aid elsewhere while they are in a repayment status for state aid.

**All Institution to Bill accounts not paid in full must be converted to In Repayment Status prior to submission of the Final Interim Report, or the institution assumes liability and will have to repay the funds to the state aid programs.**

**2. In Repayment:** The institution has determined that a repayment is owed within the initial 10 business day window or is updating the status from Institution to Bill as explained above within the 30 calendar days from the initial date you determined they were no longer attending.

Accounts are transferred to our billing service within a short period of time and actively collected on by our contracted billing service.

The following chart summarizes the different repayment actions and the timeframe for completing those actions. Detailed information is provided in the following pages of this chapter and in the [Common/Messages and Files/Files, Forms, and Memos](#) area of the Portal.

	TIMEFRAME FOR COMPLETION		
REPAYMENT ACTION	INSTITUTION TO BILL Under Review	INSTITUTION TO BILL Repayment Amount Known	IN REPAYMENT
STATE AID REPAYMENT RECORD ENTERED INTO CSAW	10 business days from the end of the term or date of withdrawal; whichever is earlier; enter date	10 business days from the end of the term or date of withdrawal; whichever is earlier; enter amount (Summer 2 CANNOT BE ITB AND MUST BE IN REPAYMENT)	10 business days from the end of the term or date of withdrawal; whichever is earlier; enter amount
REPAYMENT CALCULATED AND REPORTED TO WSAC	N/A – Repayment is under review and student is blocked from receiving additional funding	Immediately upon creating “ITB – Repayment Amount Known” record	Immediately upon creating In Repayment record
LAST DAY TO CONVERT TO “INSTITUTION TO BILL REPAYMENT KNOWN” OR “IN REPAYMENT” ACCOUNT	Must convert to either “ITB Repayment Amount Known” or “In Repayment” within 30 calendar days from end of the term or date of withdrawal; whichever is earlier <b>-OR-</b> The Institution is liable for the funds to WSAC	N/A	N/A
LAST DATE TO CONVERT “INSTITUTION TO BILL REPAYMENT AMOUNT KNOWN” INTO “IN REPAYMENT” ACCOUNT	N/A	Must convert to “In Repayment” prior to submission of your Final Interim Report Submission	N/A
LAST DATE TO REFER TO WSAC	If not converted to “ITB Repayment Amount Known” or “In Repayment” within 30 calendar days of date outlined above, institution becomes financially liable and must return funds to WSAC	Must convert to “In Repayment” prior to submission of your Final Interim Report Submission	Already referred to WSAC
LAST DATE TO ACCEPT PAYMENT FOR CURRENT YEAR “INSTITUTION TO BILL AMOUNT KNOWN” OR “IN REPAYMENT” ACCOUNT	N/A	Up to the date you convert them to “In Repayment” prior to the submission of your Final Interim Report	Never - Institutions are not permitted to accept payments once an account is referred to WSAC for collection.
LAST DATE TO ACCEPT PAYMENT FOR PRIOR YEAR REPAYMENTS	N/A	N/A	Never – Refer student to WSAC

**Note:** Summer 2/Trailer repayments may not be established as institution to bill and must be reported as In Repayment in CSAW. All summer 2/Trailer repayments must be entered by August 31 each year.



## **Institution to Bill Accounts**

The institution must create Institution to Bill records for accounts that the institution chooses to actively collect on during the academic year. Institution to Bill records shall be entered into the Portal within 10 business days of the student's withdrawal, or the end of the term, whichever is earlier. Doing so prevents students in repayment status from receiving aid at another institution by flagging them on the CBS cruncher.

The institution has two options under this category based on the timelines described above.

The institution may retain the repayment account within the academic year if it continues active collection procedures or if a student is making payments to the institution. Any remaining balance must be converted to In Repayment status prior to submission of your Final Interim Report. **The institution shall not accept payments from the student past the date you convert them to In Repayment.**

If the student repays the Institution to Bill obligation in full to the institution within the academic year, it is the institution's responsibility to remove the Institution to Bill account for that student as soon as possible after receipt of payment. **If the institution does not remove the record, then the Institution to Bill account will continue to appear on the students record and the student will be ineligible for further state aid disbursements.**

A reduction in the student award shall correspond with funds collected within the academic year for Institution to Bill accounts.

Institutional refunds can be applied directly to student awards in Institution to Bill status and the award reduced in CSAW. Accounts that are In Repayment status require the institution to return the refunds directly to WSAC outside of the CSAW portal.

***Note:** Summer 2/Trailer repayments may not be established as Institution to Bill and must be reported as In Repayment in CSAW. All summer 2/Trailer repayments must be entered no later than August 31 each year. Students who withdraw must be reported within 10 business days as outlined above to ensure ineligible students do not continue to receive aid.*

## **In Repayment**

If an institution does not want to actively collect from a student, refer accounts to WSAC to commence collection activity.

***Note:** Once an In Repayment account is created, it cannot be canceled. In Repayment may only be canceled when it was determined that the repayment was created in error and the student never owed. Contact WSAC Receivables Coordinator for further assistance at: [repayment@wsac.wa.gov](mailto:repayment@wsac.wa.gov).*

To refer a repayment account to WSAC for collection, select the In Repayment status in the Transmittal function on the Portal. If an Institution to Bill record exists for the repayment already, convert the original Institution to Bill account to an In Repayment account using the instructions at the link referenced above.

***Note:** Repayments of less than \$50 should not be referred to WSAC.*

**If a student is a recipient of WCG, CBS, Bridge Grant, and/or PTC the repayments must be referred to WSAC simultaneously to ensure seamless and transparent billing to the student.**

**As noted above, institutions have a total of 30 calendar days. The initial reporting must be entered within 10 business days. Repayments not referred within the time frames above will become the financial responsibility of the institution for failure to report. Institutions will be required to return the funds to WSAC.**

Accounts that are In Repayment status require the institution to return the funds directly to WSAC outside of the CSAW portal.

If students contact the institution regarding their repayment after it has been referred to WSAC, the institution **must** direct students to WSAC's contracted billing service, University Accounting Service (UAS), at 844-870-8701.

***Note:** Institutions must enter repayments into the Portal before sending communications to students that refer them to UAS or WSAC.*

## **Authority**

Washington College Grant ([WAC 250.21.051\(7\)](#))

## **No-Show Repayments**

If a state grant recipient never attends courses in the term for which they received a state grant award, the state grant repayment amount is 100 percent of the award. If an institution is unable to distinguish between a no-show and an unofficial withdrawal, the no-show policy shall apply. The student is responsible for the repayment and will have used a quarter of eligibility. If the institution elects to return the funds in full on the student's behalf, the student's quarter of eligibility will be restored.

## **Institutional Errors**

Institutions are responsible for repaying WSAC for overpayments resulting from calculation errors. Institutions shall reduce the student's award(s) to reflect the amount the student was eligible to receive. Once the institution returns the funds in full, the student's quarter of eligibility will be restored.

## **Canceling In Repayment Accounts**

Once an In Repayment account is created, it cannot be canceled. In Repayment may only be canceled when it was determined that the repayment was created in error and student never owed. Examples are proof of an updated last date of attendance, grade change, proof of high school diploma, etc.

Institutions may not accept any payment or apply tuition refunds for an In Repayment account and must forward all funds to WSAC. For further assistance, contact WSAC Receivables Coordinator at [repayment@wsac.wa.gov](mailto:repayment@wsac.wa.gov).

If it is determined that a repayment was created in error and needs to be canceled in the Portal, the institution must enter a clear explanation for why the repayment has been canceled. Any funds the student has paid WSAC towards the repayment will be refunded to the student by WSAC.

Cancellation of repayments created more than one academic year before the current year must be done by contacting WSAC at [repayment@wsac.wa.gov](mailto:repayment@wsac.wa.gov).

## **INFORMATION FOR CLOCK HOUR PROGRAMS**

In order to equate the clock hour programs to the credit hour programs, the following policy makes the annual award amount equitable for students attending both clock hour and credit hour programs.

### **Payment Periods:**

1. All clock hour students, except for their final term, must be reported as full-time students in CSAW. First payments are made at the beginning of the program for eligible students. Additional payments may be made for each 300 clock hours successfully completed and are reported within a quarter term payment schedule.
2. Additional payments shall not be disbursed until the previous payment's clock hours have been earned/completed.
3. For a full-time, two-term (600 clock hours) student in good standing, the student should be awarded for two payment periods (equivalent to two quarterly payments).
4. For a full-time, three-term (900 clock hours) student in good standing, the student should be awarded for three payment periods (equivalent to three quarterly payments).
5. For a full-time, four-term (1200 clock hours) student in good standing, the student should be awarded for four payment periods (equivalent to four quarterly payments).
6. For a full-time, five-term (up to 1500 clock hours) student in good standing, the student should be awarded for five payment periods (equivalent to five quarterly payments).

### **Program Lengths**

Clock hour programs must be at least 600 hours in length to qualify for state aid awards. The program must provide a minimum of twelve clock hours of instruction per week.

A final quarter payment request can be submitted for students nearing completion of their program who have between 75 and 299 remaining hours.

### **Remainder Hours – Award Percentages**

75 - 149 hours	=	25% of a full-time award (report as less than half-time)
150 - 224 hours	=	50% of a full-time award (report as half-time)
225 - 299 hours	=	75% of full-time award (report as three-quarter time)
300+ hours	=	100% of full-time award (report as full-time)

## Academic Year Cross-Over Programs

If a payment falls in the cross-over between academic years, the school can select the academic year in which to request the payment.

Additional clock hours earned beyond a full disbursement that are clocked prior to July 1 of the next academic year may be carried over. For example, if a student earns 980 hours in one academic year and is awarded for two 450-hour terms, the 80 remaining hours may be carried into the next academic year.

## Clock Hour Payment Request Calendar

Payment periods are described as periods 1-5. Due to Portal limitations, the payment periods must still be referred to as Summer 1, Fall, Winter, Spring, and Summer 2 (in corresponding terms).

*Assign the term based on the dates when the majority of the student's enrollment for each 300-clock hour time period will occur.*

Payment Period	Date Range	Term
1	July 1 – September 11	Summer 1
2	September 12 – November 22	Fall
3	November 23 – February 5	Winter
4	February 6 – April 18	Spring
5	April 19 – June 30	Summer 2

*Based on ten-week minimum between payment periods, five payment periods maximum.*

## PASSPORT STUDENT SUPPORT FUNDS (PSSF) PAYMENT REFUND POLICY SUMMARY

Passport to Careers Student Support Funds (formerly called Incentive Grants) are provided to the postsecondary institution (by WSAC) or apprenticeship program (by a contracted third party) and are used for the recruitment and retention of Passport eligible students.

Student Support Fund payments are currently valued at \$500 per student per quarter or 300 clock hours, or \$750 per student per semester. Student support payment amounts are reviewed annually and are subject to funds availability.

### Student Support Fund Payment Process (for postsecondary institutions only):

1. Institution awards student scholarship in the portal.
2. Institution requests scholarship funds from WSAC, WSAC processes scholarship payment through CSAW.
3. Student Support Funds are automatically “posted” in the portal.
4. WSAC processes the Student Support Fund payment *after* the college submits their quarterly WCG/CBS/PTC interim report, it has been approved by program staff, and then PSSF funds will be sent to the institution.

### **Student Support Fund refund policy (WSAC only):**

1. If the student enrolls, but does not attend, scholarship and Student Support Funds must be returned to WSAC by the institution.
2. If the student enrolls and attends classes, but withdraws, does not make SAP, or discontinues attendance and the institution has done their due diligence to recruit and support the student, WSAC will not require Student Support Funds to be returned. In these cases, the institution has upheld their agreement to participate through the Passport Addendum and has earned the Student Support Funds.

***Note:** Scholarship funds should be returned based on the state's repayment calculation policy and scholarship payments to the student are subject to repayment.*

### **Student Support Fund repayment process (Institutions only):**

When a Passport student scholarship is returned in full, the institution should document the Student Support Fund returned to WSAC and provide the following payment information:

1. Student name
2. Year
3. Term for the refund
4. Type of funding (scholarship or incentive)

Student Support Fund payment refunds need to be submitted to WSAC within the fiscal year that they were paid for.

**For example**, if funds were paid in Fall 2022 and through the reconciliation process, the student scholarship portion was returned for non-enrollment, the Student Support Funds should also be returned at that same time and within the same fiscal year for that student.