



WASHINGTON STUDENT
ACHIEVEMENT COUNCIL
EDUCATION › OPPORTUNITY › RESULTS

2020-21 Repayment Update

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Agenda

Repayment Updates

What's New

What's Changed

What to Review

COVID-19 Guidance



State Aid Repayment Process

Goals:

- Ensure that ineligible students do not receive additional aid
- Improve the customer experience for students
- Allow for faster debt resolution
- Maintain accurate records between WSAC and colleges
- Ease administrative burden resulting from inaccurate or incomplete records

Reference: Chapter 5 in the 2020-2021 WCG Program Manual



State Aid Repayments



New Guidance

- Students who decrease enrollment status prior to the first day of the term will owe a repayment of the overpaid amount.
- Students who increase enrollment status:
 - prior to the first day of the term are entitled to additional funds for enrollment status increases.
 - must be paid their full eligibility based on highest enrollment.
- Enrollment status increases must include WCG awards based on that enrollment and may not exceed need. Additionally, students may not receive more WCG than the cost of their tuition and fees.



What's Changed

- If a Washington College Grant recipient never attends in the term for which they received a Washington College Grant award, the repayment is 100% of the grant amount.
 - Institutional policy applies in determining who collects:
 - WSAC collects as a repayment
 - OR
 - The institution creates an ITB
- If there is a change in enrollment, prior to the start of the term upon which the Washington College Grant was based, the award must be recalculated and any over payments must be repaid.



Repayment Scenario #1

Scenario #1

- Student is awarded at $\frac{3}{4}$ time enrollment, fails to commence attendance in any courses associated with enrollment level:
 - Student owes a repayment of 100% of award amount.
 - Institution creates receivable as Institution to Bill or In Repayment.



Repayment Scenario #2

Scenario #2

- Student awarded full time, reduces enrollment to $\frac{3}{4}$ time prior to the first day of the term and enrollment doesn't change after:
 - Student owes a repayment on the award difference.
 - Institution refers receivable to WSAC as ITB or In Repayment.



Repayment Scenario #3

Scenario #3

- Student is awarded $\frac{3}{4}$ time, increases enrollment to full time:
 - Award adjusted to account for the increase in enrollment.
 - Increases in awards must be paid.



Repayment Scenario #4

Scenario #4

- Student is awarded full time, attends first day of courses associated with enrollment level, then reduces or terminates enrollment:
 - No repayment is owed – WCG is considered fully earned.
 - Student will use full QER and be subject to SAP policy.

OR

- Institutional policies regarding enrollment reductions may be used for enrollment changes to recover that portion of the award for which the student is no longer eligible.
 - QER will be based on the student's enrollment level as reported to WSAC in payment processing (e.g. $\frac{3}{4}$, $\frac{1}{2}$ or LTH) and SAP policies will apply.



Repayment Options

All colleges have two repayment options:

1. Create an Institution to Bill (ITB) record in CSAW to flag the student as ineligible. There are now two sub-categories:
 - Calculation Pending:** Flag a student in CSAW who has not met satisfactory academic progress and may owe a repayment, but you have not yet completed the calculation. Requires date of withdrawal or last date of term, whichever is earlier.
 - Calculation Completed/student owes:** Report the student with an attached dollar amount that you are actively collecting on from the student.
2. Refer the repayment to WSAC for collection.



Institution to Bill vs. In Repayment

Institution to Bill (ITB) = College is actively collecting on the account

- Any funds collected may award to other students within the same academic year
- Must be converted to “In Repayment” prior to submission of final interim report
- Tuition refunds may be applied in CSAW to the ITB

In Repayment = Account referred to WSAC and we begin active collection

- Tuition refunds *MUST* be sent directly to WSAC to be applied to “In Repayment” accounts

Repayment Timelines – Have Not Changed

| REPAYMENT ACTION | TIMEFRAME FOR COMPLETION | | |
|--|--|---|---|
| | 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 -OR- The Institution is liable for the funds to WSAC | N/A | N/A |

Repayment Timelines, cont.

| | Under Review | Repayment Known | IN REPAYMENT |
|---|---|--|---|
| 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 |



State Aid Repayment Process Continued

- Summer 2 repayments may not be established as “Institution to Bill.”
- Summer 2 repayments must be entered into CSAW by August 31 each year or within 10 days of withdrawal/last date of attendance – which ever is earlier.
- Reporting to WSAC within the timelines will become the financial responsibility of the institution if late.
- Any subsequent state aid awards paid to ineligible students due to failure to report repayments will become the responsibility of the institution that failed to report within the timelines.



Cancelling Repayments

- Institutions may cancel a repayment in limited circumstances.
- Examples include:
 - Proof of updated last date of attendance
 - Grade change
 - Proof of high school diploma

REMINDER: You must enter a clear explanation for any cancellations.

- Institutions must not accept payment for an “In Repayment” account and then cancel the debt in the Portal.
 - Student may owe collection or other fees
 - Creates inaccurate records
 - Refer students directly to our billing service to make payment



WSAC Billing Service Provider

Current billing service provider: **University Accounting Service (UAS)** contract began May 1, 2017.

- Refer students to UAS at **844-870-8701** or **uasconnect.com**

Students can also contact WSAC with questions:

- 888-535-0747 Option 4
- repayment@wsac.wa.gov





WSAC's Collection Agency

Financial Asset Management Systems (FAMS)

- Refer students to 800-399-4639 or famspayonline.net
- Customer Service Hours 8AM-8PM, Monday-Friday
- 24/7 Access to Student Web Portal

Portal Features include:

- One Time Payment
- Verification and Authorization
- Electronic Communication
- Scheduled Payments
- Upload Documents
- General Information



WSAC's Collection Agency (continued)

Payment Methods Available:

- Credit Card
- E-check
- ACH
- IVR-Checks by Phone
- Money Order
- Debit/Cash Cards
- Western Union
- Pay-Pal
- Money Gram

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- 888-535-0747 Option 4
- repayment@wsac.wa.gov



COVID-19 Guidance

- Institutions will not be required to calculate Spring 2020 SAP for state aid students who attended the Spring 2020 quarter/semester but were unable to complete.
- Institutions will be allowed to exclude any attempted but not completed credits as a result of the COVID-19 emergency for Spring 2020.
- Institutions are permitted to use professional judgement based on information available at the campus level.
- Institutions are permitted to submit alternate SAP policies for Spring 2020 to mitigate the impact of COVID-19 on students. Alternate SAP policies need to be submitted to Jeffrey Powell jeffreyp@wsac.wa.gov
- Full guidance available at <https://wsac.wa.gov/FAA-resources>
- WSAC provided payment relief for students



COVID-19 Guidance (continued)

- The 10 day receivable reporting requirement has been extended to 30 business days from the end of the term, July 30th 2020.
- WSAC receivables staff will need to create any Spring 2020 receivables after July 7th 2020.
- The following information will need to be sent to: repayment@wsac.wa.gov
 - Student Name
 - Last 4 of SSN
 - Repayment Type: ITB/In Repayment
 - Initial Debt Amount
 - Date Student Notified
 - Reason for repayment

THANK YOU!

. . . for all your work on behalf of your students! And especially during these extremely challenging times.

