# SARAS FAQ's

## Scholarship & Waiver Authorizations

1. **How do I know which of the Enrollment Conditions to choose?**
   - Full Time = Undergraduate students must be in 12 credits, Graduate students in 10 credits. (For summer, Undergrads must be in 6 credits, Grad students in 5 credits)
   - Part-Time = Undergraduates must be in 6 credits, Graduate Students must be in 5 credits
   - Any = Student must be in 1 or more credits.
   - No Enrollment Required = student doesn't have to be enrolled for semester of award.
2. **How do I make edits on an authorization that has already been submitted?**
   - Click on the check box next to the award in your list of authorizations.
   - Click "Edit"
   - You can then change the amount of your awards in the individual terms, or add information to the "Instructions" area.
   - When you click "Save" this will send an update to our office regarding your change.
3. **For summer, which academic year do I indicate?**
   - WSU's summer session is considered part of the previous academic year. Example: Summer 2018 is part of the 2017-2018 academic year.
4. **Do I have to submit waivers and scholarships through SARAS or can I send someone an excel spreadsheet?**
   - Please submit authorizations through SARAS. This is an electronic student record and is the most efficient method for tracking changes to a student account.
5. **Why didn't I receive a confirmation email from SARAS?**
   - As we all know, email is not a completely reliable means of communication. Frequently, the process for the confirmation emails will not work because we've processed the award on the same day the authorization is put through. This is why we recommend, for the most accurate information that you pull a list of scholarships or waiver that you submitted directly from SARAS on your own. (See #6 for instructions.)
6. **How can I get a list or report of all the waivers or scholarships that I've submitted?**
   - Once you're in SARAS, you can see a list of the records you have created.
   - Using the Filter option in the upper left corner, you can sort by a variety of options.
   - Then, you can view the status of those records and/or Export them using the action item buttons on top.
7. **What do I put for the Winter Amount?**
   - Currently, the Winter Amount is for use by the Elson S. Floyd College of Medicine ONLY.
8. **What is the priority date for submitting scholarships and waivers for each semester?**
   - For fall semester, please submit authorizations by **August 1st.**
   - For spring semester, please submit authorizations by **December 1st**
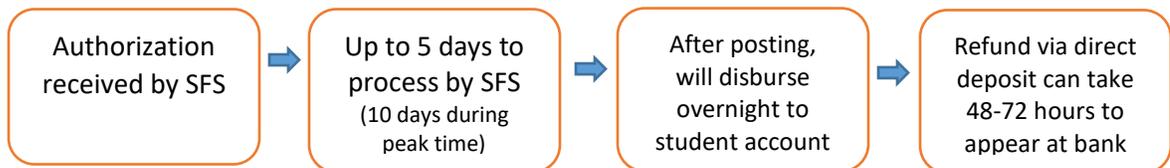   - For summer semester, please submit authorizations by **April 1st.**

9. **When is the last day to submit a scholarship or waiver authorization for the semester or the academic year?**
   - Authorizations can be submitted at any time, however, it is strongly encouraged that you submit an authorization no later than two weeks before the end of spring semester. Why? Because if the award adjusts any of the student's financial aid, we cannot create a new loan for the student past the last day of the spring semester, or fall semester if the student is a fall graduate. We want to give the student the best aid package available and this will ensure that we are able to.

## Editing Authorizations

1. **If you make a mistake on the Award Year, or which student to award**
   - You cannot edit the student's name, or WSU ID. If you make a mistake on this area, you will need to save the award with all zeroes so that we can correct it on our end, and then you need to create a new authorization with the correction information.
2. **If you make a mistake on the Enrollment Condition or the year of the award**
   - Please email scholarships@wsu.edu and let us know. We will then send a Revision back to you so that you can correct the enrollment condition.

## Timeline

1. **For waiver and scholarship authorization processing**, please allow 5 business days. For peak times (beginning of fall and spring), please allow 10 business days.

| Authorization received by SFS | → | Up to 5 days to process by SFS (10 days during peak time) | → | After posting, will disburse overnight to student account | → | Refund via direct deposit can take 48-72 hours to appear at bank |
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2. **For item type creation,** please allow 5-7 business days. This process involves multiple offices and can take up to 7 days.
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## General Troubleshooting

1. We strongly recommend not using Internet Explorer to access SARAS. Please use Chrome or Firefox