

# **FAQS**

## **I have a question about...?**

### **How long it takes to process a SARAS record:**

During normal processing times, Student Financial Services is committed to posting your SARAS record in 3 to 5 business days

### **Who to contact for help:**

Department Scholarships – Steven Julian  
Work Study – Jamie Comstock  
Scholarship Manager or Waivers – Maja Gillespie  
General Inquiries – [Scholarships@wsu.edu](mailto:Scholarships@wsu.edu)

### **What policies should I be aware of when working with Scholarships:**

#### **Institutional –**

- WSU Packaging Policy – General information
- Priority Deadlines

#### **State –**

- I200

#### **Federal –**

- FERPA

## **When do I...?**

### **Get notified of:**

A submitted record – Once a record has been submitted in SARAS you will receive a confirmation email.

A record change – At this time a change of record does not trigger a notification. However, you can view the history of the record to see when additional submissions have been completed after the record has been posted.

When the student is awarded – There is no notification sent to the department when a student has been awarded.

## **What if...?**

### **I need to make changes to a SARAS Record:**

Award year, student, budget/project – For any changes made to these categories, you will need to cancel the current record by submitting a change to the record and recording 0's for all award amounts. Once this is completed you will need to submit a new record with the correct information.

Cancelling, updating, correcting award amounts – To cancel, update, or correct an award amount you will just need to make a change to the record and save it. The record changes will automatically be sent to Student Financial Services.

### **I need to Request an Item Type:**

When entering scholarships into SARAS, if the item type has not been entered into SARAS you will not be able to finish the record. Once you request the item type you will receive an email confirmation and it should take 3 to 5 business days.

### **I need to request access to the SFS partner Portal:**

There are 3 sections your will need to have proper authorization to access. These areas are SARAS, Scholarship Manager, and Work Study. If you need to gain access to any area, please fill out the change of access form.