



TUITION MANAGEMENT UPDATE | August 3, 2023

23-24 BLACKBAUD ACCOUNT ACTIVATION

- As of today, **8,082 families** (10,390 students) have received their Blackbaud tuition welcome letters for the 23-24 school year. 23-24 Blackbaud tuition accounts have been set up for an additional **93 students**, and they will be activated in the coming weeks.
- As additional students enroll at your school, TMO will work to get the Blackbaud tuition accounts set up as quickly as possible. Please keep in mind that it takes approximately two weeks to activate a tuition account once a family enrolls in TADS and pays their registration fee.
- **Families must have completed the enrollment process AND paid the registration fee in TADS for all their children to have a Blackbaud tuition account set up.**
- **Students who are ENROLLED in TADS but have not paid their registration fee or their registration fee payment has failed will NOT have a Blackbaud tuition account set up.** TMO will continue to provide you with a list of impacted students/families throughout the spring/summer to reduce any Blackbaud Tuition account delays.
 - ✓ **Since every family has received their first invoice for the 23-24 school year, Blackbaud tuition account delays will result in shortened payment plan cycles for families (e.g., families will only have nine months to pay their annual obligation instead of ten), causing their monthly payments to be higher.**
- **Please make sure to use the NEW digital withdrawal form when processing withdrawals.** The TMO team will require each family to complete the digital withdrawal form before updating a student's account in the Blackbaud Tuition Management system. **This form is accessible via this link:**
<https://forms.gle/Tp6w5eSCZRP93fb16>

23-24 KREMER FOUNDATION AWARDS

- Yesterday, the Kremer Foundation shared their final list of 23-24 award recipients for each school with TMO. **We should have these awards on the family's tuition accounts by the end of next week.** In the meantime, please remind families to pay the monthly tuition on their invoices.

IRIS ALERT SUGGESTION

- **August invoices have gone out to families!** We all know that making tuition payments is not on parent's radar during the summer months. **To reduce missed payments and family frustration, consider setting up IRIS alerts for your families on the following days:**
 - ✓ A week BEFORE the first tuition payment is due.
 - ✓ Early August reminders that all withdrawal notices must be received by **August 15th** to have all tuition obligations cleared for the 23-24 school year.

CREDIT BALANCES

- In some cases, adjustments made to accounts have resulted in credit balances. Credit balances will be transferred to 23-24 Blackbaud accounts once they are activated, and TMO will work with each school to ensure that happens in a timely manner. If the family is not returning in the Fall (e.g., the only student on the account is in 8th grade), a refund can be issued to the family through our normal Blackbaud refund process. Refunds must be approved by the Principal and submitted to the Tuition Billing Coordinator for processing.



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PK/UPK WRAP TUITION

- The default tuition applied to Blackbaud Tuition accounts for paying PK programs is the 5 Full Day Rate, unless the school provides TMO with confirmed part-time program student names before account activations. Many of you provided us with updates as you reviewed your 23-24 Blackbaud Tuition pending family rosters.
- **Since families often change their minds about PK options or find out later in Summer they that are entitled to a UPK spot, we expect further changes as the upcoming school year approaches. Please review your PK class lists periodically for any changes and alert TMO asap if a child switches from full-time to part-time or vice-versa or becomes a UPK student and wishes to participate in a Wrap Program.** Family frustration is reduced when tuition statements are accurate, and schools have a more accurate revenue projection for PK programs when billing is up to date. We appreciate your assistance!

EMPLOYEE STUDENT DISCOUNTS

- As we set up billing accounts for the 23-24 school year, we want to ensure all eligible employees receive their Employee Student Discounts before their tuition bill is due. As always, we require employment confirmation from the employees' Principal in order to add the discount to the tuition account.
- If a family received an Employee Student Discount in the 22-23 school year, they have received an email through Blackbaud with the verification form for the school's Principal where the teacher is employed to complete. Instructions on how to return the form to the Tuition Management Office are included in the email.
- Please send requests for any new Employee Student Discounts to Patrick McCullough (Patrick.McCullough@archny.org), and he will arrange for the corresponding document to be sent. **Please note that Patrick only manages the Employee Student Discount verifications for students enrolled in a regional elementary school.**

23/24 BEFORE/AFTER SCHOOL FEES

- Thank you to everyone for working with us on your 23/24 Before and After School Fees. **Every school should have the before and after school pricing details and the application form accessible to parents of students in grades UPK-8 on their school websites.**

GUIDELINES FOR COLLECTION 22-23 PAST DUE BALANCES

- Thank you for all your efforts in monitoring delinquent tuition. They are making a REAL difference! We would like to make sure all prior balances are cleared before our student's return in the fall.
- We understand that this is a challenging time for our families, and it is not always easy for you to walk that fine line between policy and compassion, but tuition collection remains vital to our ongoing sustainability.
- Our tuition policy clearly states that all prior balances must be cleared for a student to begin a new school year. **Kenny Marrero, our Assistant Director of Tuition Operations and Collections**, along with myself have been working with you throughout the summer to address remaining 22-23 past due balances for families who wish to return to your school in September.
- Our goal is to reduce all balances to zero prior to the beginning of the 23-24 school year. Guidelines have been established to allow for certain exceptions; specifically, for balances



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\$1,000.00 or less for families **whose students are enrolled at the same school for the 23-24 school year and have NOT transferred balances in the past.** Please see the chart below for a summary of the guidelines.

Balance Size/Past History	Strategy
Past Due Balance < or = \$1,000.00 AND family did NOT have balances transferred from 22-23 to 23-24	Address balance throughout summer; TMO can transfer balances to 23-24 account upon review with Principal. Balances will be spread across six months of billing (September-February).
Past Due Balance > \$1,000.00 AND family did NOT have balances transferred from 22-23 to 23-24	Address throughout summer to bring balance to \$1,000 or less. If successful, TMO can transfer balances to 23-24 account upon review with Principal. Balances will be spread across six months of billing (September-February). If balance is not reduced to \$1,000 or less, do not re-admit.
Past Due Balance = any amount AND family DID have balances transferred from 22-23 to 23-24	Address throughout summer to bring balance to \$0; if balance is not reduced to \$0, do not re-admit. Exceptions will require approval from Regional Superintendent and TMO Director.

- **The TMO office is distributing a list of enrolled students for the 23-24 school year who have outstanding tuition from the previous year (22-23). These students won't be allowed to return unless they pay their past due balance or meet the criteria for rolling over the balance to the next year, as specified in the guidelines above.**
- The decision to not re-admit a student is difficult. However, our analysis shows that over 50% of families who have transferred balances have higher past due balances today than were originally transferred. Continually delaying full payment is not fiscally responsible for the family or the school, and certainly not fair to the many families who sacrifice to meet their entire tuition obligation. Therefore, significant balances will not be transferred for a second year.
- Continuous attention to past due balances throughout the summer will allow us to re-admit most families who have past due balances today. Please pay special attention to the students currently on "HOLD" in TADS Enrollment for the 23-24 school year. Working with these families to finalize outstanding payments is critical to understanding whether they will be returning to school in September. There is still an opportunity to place families with past due balances who have not yet enrolled on HOLD in TADS. This ensures they cannot complete the enrollment process until they satisfy their 22-23 school year tuition obligation.

TMO MANAGEMENT TEAM (FOR SCHOOL USE ONLY)

TMO	TITLE	EMAIL
Dana Sellers	Director	Dana.Sellers@archny.org
Kenny Marrero	Assistant Director of Tuition Operations & Collections	Kenny.Marrero@archny.org
Patrick McCullough	Assistant Director of Systems Integration	Patrick.Mccullough@archny.org
Ashley Guzman	Tuition Billing Coordinator – Manhattan, Bronx, NW Putnam, and USO	Ashley.Guzman@archny.org
Brianna Alvarez	Tuition Billing Coordinator – Staten Island, Central Westchester, Rockland, and Dutchess	Brianna.Alvarez@archny.org



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BLACKBAUD TUITION - DEDICATED SPECIALISTS (FOR SCHOOL USE ONLY)

REGION	SPECIALIST NAME	EMAIL ADDRESS	PHONE NUMBER
Northwest/South Bronx Northern Westchester/Putnam Dutchess Central Westchester	Annie Sayyed	Annie.Sayyed@blackbaud.com	856-446-7327
Staten Island Rockland	Heather Niven	Heather.Niven@blackbaud.com	856-446-7358
Manhattan Ulster/Sullivan/Orange	Kelly Vallejo	Kelly.Vallejo@blackbaud.com	856-446-7377
East/Northeast Bronx	Kyle Nitti	Kyle.Nitti@blackbaud.com	856-446-7425

To review past issues of the TMO newsletter and details on all tuition policies and procedures visit:
<https://catholicschoolsny.org/staff-access/tuition-management/>

We ask that you do not publish our contact information or direct parents to our office. Please direct parent inquiries to the **GRSS Parent Help Line: 646-794-3318**. (Support is offered in both English and Spanish)