



TUITION MANAGEMENT UPDATE | August 10, 2023

23-24 BLACKBAUD ACCOUNT ACTIVATION

- As of today, **8,113 families** (10,421 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 **90 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 children in the family 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.

STUDENT WITHDRAWALS & THE 23-24 TUITION & FEES POLICY

- I ask that you pay particular attention to the withdrawal policy, and the tuition obligation for families who choose not to return to school.
 - ✓ If written notice of withdrawal is received by the school **on or before August 15**, the entire tuition obligation will be waived, and any payments made will be refunded upon written request to the school.
- If written notice of withdrawal is received by the school **after August 15** and the student does NOT attend, 90% of the annual tuition will be forgiven. The family is obligated to pay the remaining balance of 10% of the annual tuition as billed.
- **August invoices have gone out to families!** We all know that making tuition payments is not on parent's radar during the summer months, so I do suggest that you reach out to enrolled families this week with an e-mail and/or IRIS alert reminding them to notify you as soon as possible if their plans change.
- **I have attached a copy of the 23-24 Tuition & Fees Policy as reference.**
- **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

- Kremer Foundation awards have been sent to Blackbaud and are currently being updated on tuition accounts. In the meantime, please remind families to pay the monthly tuition on their invoices.

LATE FEES ON TUITION ACCOUNTS

- Families who fail to pay their tuition on time, and/or have a past due balance on their account of greater than \$99, are assessed a \$40 late fee on their Blackbaud Tuition account. Families often request that



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late fees be removed from their account; this can only be done on an exception basis, within the limitations referenced here:

- ✓ **School Late Fee Waivers** – each academic year, every school is provided an allotment of late fee waivers equaling approximately 10% of their registered families (e.g., 200 families = 20 waivers). This allotment is contractual and the school can use them without financial penalty. Please contact your TMO Billing Coordinator if you wish to utilize a late fee waiver(s).
- ✓ **One Time Courtesy (OTC) Waivers** – Every family is entitled to a ONE OTC waiver per academic year. They can call Blackbaud directly to request that waiver, or you can contact your TMO Billing Coordinator to request this on the family's behalf.
- **In exceptional circumstances, late fees/follow-up can be “turned off” for two months at a time.** Turning off late fees or “follow-up” for a family means that Blackbaud will not impose a late fee on the family, nor will they engage in any correspondence/communication with the family about their past due balances. Utilizing this function should be used for extraordinary circumstances (i.e., family crisis).
 - ✓ Please keep in mind that schools are responsible for follow-up on any account for which follow-up processing is turned off.

CREDIT BALANCES

- In some cases, adjustments made to accounts have resulted in credit balances. Credit balances are being transferred to active 23-24 Blackbaud accounts. If the family is not returning in the Fall, a refund can be issued to the family through our normal Blackbaud refund process. Refunds must be approved by the Principal and submitted to your Tuition Billing Coordinator for processing.

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.



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- 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.**
- Please see below for the deadlines to provide TMO with before/after school fees for them to be reflected on family's September invoice. **If your school's billing due date is:**
 - ✓ **September 1st** – billing must be submitted by **August 3rd**
 - ✓ **September 5th** – billing must be submitted by **August 10th**
 - ✓ **September 10th** – billing must be submitted by **August 15th**
 - ✓ **September 15th** – billing must be submitted by **August 20th**
 - ✓ **September 20th** – billing must be submitted by **August 24th**

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 \$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. |



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- **The TMO office has distributed 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.

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 |

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)