



TUITION MANAGEMENT UPDATE | August 31, 2023

23-24 BLACKBAUD ACCOUNT ACTIVATION

- As of today, **8,238 families** (10,558 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 **110 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.
- **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 until the first week of school to reduce any Blackbaud Tuition account delays.
 - ✓ Since every family has received at least one invoice for the 23-24 school year, Blackbaud tuition account delays will result in shortened payment plan cycles for families causing their monthly payments to be higher.

STUDENT WITHDRAWALS & THE 23-24 TUITION & FEES POLICY

- **Now we have passed our August 15th deadline, 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 was 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 was 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 are due!** I suggest all Principals send email reminders to families who haven't made their tuition payment for August 2023. Paying tuition might not have been a priority for parents over the summer.
- Please make sure to use the **NEW digital withdrawal form** when processing withdrawals:
<https://forms.gle/Tp6w5eSCZRP93fb16>

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 late fees be removed from their account. This can only be done as an exception, 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.
- **As an exception, 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



TUITION MANAGEMENT UPDATE | August 31, 2023

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).

PK/UPK WRAP TUITION

- 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

- 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:**

- ✓ **October 1st** – billing must be submitted by **September 5th**
- ✓ **October 5th** – billing must be submitted by **September 8th**
- ✓ **October 10th** – billing must be submitted by **September 15th**
- ✓ **October 15th** – billing must be submitted by **September 20th**
- ✓ **October 20th** – billing must be submitted by **September 25th**

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.
- Our tuition policy clearly states that all prior balances must be cleared for a student to begin a new school year. But, 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	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



TUITION MANAGEMENT UPDATE | August 31, 2023

AND family did NOT have balances transferred from 22-23 to 23-24	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 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

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)