



## Frequently Asked Questions

### **Blackbaud Support – For all Regional Catholic Schools in the Archdiocese of New York (“ADNY”) listed on Appendix A**

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## ***Blackbaud POP Up Box for GRSS Schools***

***ADNY REGIONAL SCHOOL 1. Please read entire 2023-2024 ADNY FAQ doc. 2. All families must register through TADS and pay their registration fee online. Once completed, a Blackbaud account will be created in approximately 2 weeks. 3. Registration questions: Direct families to call ADNY at 646-794-2885. 4. Scholarship questions: Direct families to call ADNY at 646-794-3318. If they have received an award notification, the award will be posted to their Blackbaud account within 1-2 weeks after notification is sent. 5. Tuition/grant/discount questions: Add note to account for resolution by ADNY TMO/school. 6. Refund questions: See FAQ doc. 7. DO NOT CLOSE CALL NOTES EVEN IF FAMILY IS REFERRED BACK TO ADNY/SCHOOL. LEAVE ALL CALL NOTES OPEN.***

## ***Billing Accounts***

- 1. Why is my Blackbaud account not opened for the 2023-2024 school year? Why can't I pay my tuition or other fees for the 2023-2024 school year?**

The Regional Catholic Schools of the Archdiocese of New York is utilizing an alternative systems vendor, TADS, to collect registration fees and to manage student enrollment.

- If you have already completed TADS online enrollment/registration and paid your registration fee via TADS for the 2023-2024 school year, your account will become active and you will receive an email from Blackbaud Tuition soon. Billing account activations for the 23-24 school year begin in June. Then, you will receive a letter welcoming you to tuition billing for 2023-2024. Please note your Blackbaud tuition family ID will change.**
- If you have not yet completed TADS online enrollment/registration or paid your registration fee via TADS for the 2023-2024 school year, please contact the Archdiocese of New York Parent Call Center at 646-794-2885 for further assistance.**

- 2. When will I get my first bill?**

- If the parent's Blackbaud billing account is NOT active - see Billing Accounts #1 above**
- If the parent's Blackbaud billing account is active – see School's Billing Cycle system settings for 2023-2024 school year.**



## *Registration*

### **1. I'd like to register/enroll in [School Name].**

The Regional Catholic Schools of the Archdiocese of New York is utilizing an alternative systems vendor, TADS, to collect registration fees and to manage student enrollment.

Please contact the Archdiocese of New York Parent Call Center at 646-794-2885 for assistance with Registration/Enrollment.

## *Scholarship/Financial Assistance Awards*

### **1. I received an award notification/email for a scholarship/financial assistance for 2023-2024 school year, but I don't see the award in Blackbaud. When will this be reflected in Blackbaud?**

- **If you recently received an award notification/email for 2023-2024 school year**, please allow 1-2 weeks for the award to be posted within your Blackbaud billing account. Please continue to make monthly payments by your due date to avoid a late fee charge.

### **2. I had an award for a scholarship/financial assistance last year, but it's not in Blackbaud for 2023-2024 billing, where is my award?**

- **If you recently received an award notification/email for 2023-2024 school year**, please allow 1-2 weeks for the award to be posted in your billing account.
- **If you have not received an award notification/email for 2023-2024 school year**, please contact the Archdiocese of New York Parent Call Center at 646-794-3318 for the status of your award.

### **3. Why is my award amount different from last year?**

Please contact the Archdiocese of New York Parent Call Center at 646-794-3318 for more information.

## *Discounts*

### **1. I was told I would receive a grant/discount (i.e, Family Grant, etc.), but I don't see it in Blackbaud.**

We will document your concern as a note on your account and we will reach out to the Archdiocesan Tuition Management Office for resolution.



## *Tuition*

### **1. I was told I would receive a different tuition rate than what is reflected in Blackbaud.**

- We will document your concern as a note on your account and we will reach out to the Archdiocesan Tuition Management Office and your school for resolution.

### **2. Why was Payment Plan Billing added to my 2023-2024 account?**

- Payment Plan Billing has been added to your 2023-2024 Blackbaud Tuition account, which represents unpaid tuition and/or school fees from 2022-2023 which have been transferred to your 2023-2024 account at the request of your school. It has been spread across several months to minimize the impact to your total monthly charges. Please use your Blackbaud Family ID for 2023-2024 when paying these charges.
- Any remaining past due balance on your 2022-2023 Blackbaud Tuition are late fees/bank fees you incurred during the school year. Please use your Blackbaud Family ID for 2021-2022 when paying these charges. You can make a payment and review your account at any time: <https://parent.blackbaud.school/>. If you have specific questions about your bill, please call the ADNY Parent Call Center at 646-794-2885.

### **3. I would like to withdraw my child. What will I owe?**

- I am unable to determine that information, as your remaining tuition obligation depends upon your child's attendance in the school and the 2023-2024 Tuition and Fees Policy. I will note your concern as a note on your account and reach out to the Archdiocesan Tuition Management Office for resolution.

### **4. Why did my grade change to WDWB?**

- This represents unpaid tuition and/or school fees from the current school year after your child has withdrawn from the school. If you believe the balance is incorrect, we will note your concern as a note on your account and we will reach out to the Archdiocesan Tuition Management Office for resolution.

### **5. Why am I being charged for [month name]? My child stopped attending in [prior month name].**

- **Your tuition obligation reflects the withdrawal policy of the Tuition Management Office. This does not line up with a specific month; rather, your remaining obligation is a percentage of the total tuition that is calculated based on your child's last date of attendance. If you have any questions regarding the percentage of the annual tuition you owe, please reach out to the Archdiocesan Tuition Management Office for resolution.**

### **6. My account states I have a \$0 balance. Why am I being told I have been sent to collections?**

- The Tuition Collection Specialist has sent you several email notifications through the Blackbaud Tuition Management system prior to your past due balance having been sent to a collections



agency. If you review your billing details, you can see a discount called “Sent to Collections” that has effectively wiped out your remaining balance owed in the Blackbaud Tuition Management system. At this point, you will have to work with the collections agency in order to satisfy your remaining balance owed to the school.

## ***Refunds***

### **1. I would like a refund.**

- Blackbaud cannot determine your eligibility for a refund. Your school must work with the Archdiocesan Tuition Management Office to determine refunds according to the 2023-2024 tuition and fees policy. The tuition and fees policy can be found on your school’s website. Please reach out to the ADNY Parent Call Center at 646-794-2885 about your eligibility for a refund. If you are eligible, the Parent Help Line will assist in getting the appropriate paperwork submitted. All refunds will be sent to the original payment method.

### **2. I requested a refund from the school; has it been processed?**

- If there is a note on the account that their refund has been processed please inform the family with the details above.
- If a family wants to change an address on a refund but their original payment method is a non check transaction, please inform them that the refund will be sent to the original payment method.
- If they require more information please contact the Archdiocese of New York Parent Call Center at 646-794-3318 or the school.

## ***Merging/Closing Schools in 2019-20***

### **1. Can I make a payment to my account for 2019 -20 at a merging/closing school?**

- Yes, payments will still be accepted after June for the 2019-20 school year for the following schools (12009) St. Adalbert, (10152) St. Rita, (11709) St. Ann, NYC & (11591) St. Paul, Valley Cottage

## ***COVID-19 Questions***

### **1. Do I need to pay my 2019-20 tuition balance since we were home for COVID19?**

As you heard from your principal, even in the midst of this new learning environment, your school continues to depend on tuition payments to provide the funds to pay teachers and staff.

The Archdiocese knows that many families are facing financial challenges as a result of this pandemic. If you are experiencing a financial crisis, please contact your principal directly about your tuition payments.



What the Archdiocese has already done:

- Asked all schools to discontinue the practice of late fee charges for delayed or partial payments during the crisis period.
- Allowed consideration of deferred tuition payments.

You can find a list of a variety of resources that are available to you and your family through the Archdiocese, as well as other organizations that have responded to this crisis, on their website <http://www.CatholicSchoolsny.org/covid-19>

**2. I applied for the COVID-19 Tuition Relief and its not reflected on my account?**

- **If there is a COVID19 Tuition Relief discount on their BLACKBAUD account:**
  - The Tuition Relief Fund has been applied to your Smart Tuition account. To view your account please visit <https://parent.blackbaud.school/>. If you have any further tuition inquiries, please feel free to call our parent helpline at 646-794-2885 or reply to this email.
- **If there is NO COVID19 Tuition Relief discount on their BLACKBAUD account:**
  - We will document your concern as a note on your account and we will reach out to the Archdiocesan Tuition Management Office and your school for resolution.



**Appendix A – ADNY GRSS/Regional Schools**

<b>Region</b>	<b>Blackbaud School ID</b>	<b>School Name</b>
Central Westchester	12647	Corpus Christi School/Holy Rosary
Central Westchester	11425	Immaculate Conception School
Central Westchester	10475	Our Lady of Sorrows School
Central Westchester	11061	Our Lady of Victory School
Central Westchester	11974	Sacred Heart School - Hartsdale
Central Westchester	12004	Sacred Heart School - Yonkers
Central Westchester	11975	St. Anthony School
Central Westchester	11956	St. Barnabas School
Central Westchester	12003	St. Eugene School
Central Westchester	11971	St. Peter School
Central Westchester	11984	Transfiguration School
Dutchess	11953	Holy Trinity School
Dutchess	11949	St. Denis-St. Columba School
Dutchess	11970	St. Mary School - Fishkill
East/Northeast Bronx	11968	Holy Rosary School
East/Northeast Bronx	11005	Our Lady of Grace School
East/Northeast Bronx	11967	St. Benedict School
East/Northeast Bronx	11981	St. Clare of Assisi – St. Francis Xavier School
East/Northeast Bronx	00267	St. Frances de Chantal School
East/Northeast Bronx	10063	St. Francis of Assisi School
East/Northeast Bronx	11729	St. Lucy School
Manhattan	11966	Blessed Sacrament School
Manhattan	11658	Incarnation School
Manhattan	11973	Our Lady of Lourdes School
Manhattan	11960	St. Elizabeth School
North Westchester/Putnam	11951	St. Columbanus School
North Westchester/Putnam	11950	St. Patrick School
Northwest/South Bronx	13864	Christ The King
Northwest/South Bronx	11583	Our Lady of Mount Carmel School
Northwest/South Bronx	11584	Our Lady of Refuge
Northwest/South Bronx	11588	St. Margaret of Cortona – St. Gabriel School
Northwest/South Bronx	11589	St. Philip Neri
Northwest/South Bronx	11579	St. Simon Stock
Rockland	6336	St. Anthony School
Rockland	10948	St. Gregory Barbarigo School
Rockland	11592	St. Margaret School
Staten Island	05827	Blessed Sacrament School



Staten Island	11594	Father Vincent Capodanno Catholic Academy
Staten Island	11598	Our Lady Queen of Peace
Staten Island	11599	Sacred Heart School
Staten Island	11600	St. Ann School
Staten Island	11601	St. Charles School
Staten Island	13012	St. Teresa St. Rita STREAM Academy
Ulster/Sullivan/Orange	11783	Kingston Catholic School
Ulster/Sullivan/Orange	11954	Most Precious Blood School
Ulster/Sullivan/Orange	6349	Our Lady of Mount Carmel School
Ulster/Sullivan/Orange	11614	St. John School

## ***Appendix B – ADNY GRSS/Regional Schools-Merged***

Two ADNY GRSS/Regional Schools will take on a new shape in the 2023-2024 academic year.

### *East/Northeast Bronx*

(11981) St. Clare of Assisi and (11961) St. Francis Xavier School will become the St. Clare of Assisi – St. Francis Xavier School (Bronx, NY) in the present St. Clare of Assisi school building.

### *Northwest/South Bronx.*

(11588) St. Margaret of Cortona and (11587) St. Gabriel School will become the St. Margaret of Cortona – St. Gabriel School (Bronx, NY) in the present St. Margaret of Cortona school building.