

2023-24 Tuition Management Calendar

January 2023

Week of...

1. January 2nd TMO 2023-24 Calendar Review & Process Overview
2. January 9th Quarterly 22-23 Tuition Delinquency Conversations begin
3. January 16th 2023-24 Tuition Rates sent to Norma Arnold to update GRSS school websites
4. January 16th 2023-24 New & Returning Spreadsheet sent to Financial Assistance Office
5. January 23rd Review delinquent tuition accounts: all accounts with past due balances \$1,500 or greater to be placed on HOLD in TADS enrollment (i.e., they will NOT automatically receive a link to re-register for the new school year).
6. January 23rd Provide Call Center and Financial Assistance Team with 2023-24 tuition info.
7. January 23rd 2023-24 Family Communication Packets distributed to all GRSS schools
 - a. Cover letter template
 - b. 2023-24 Tuition and Fees Rate Sheet
 - c. 2023-24 Tuition and Fee Policy
8. January 30th Catholic Schools Week
9. January 30th Send final list of families to collections (21-22 and 22-23)

February 2023

1. February 6th 2023-2024 Set-up information sent to Blackbaud (by TMO)
 - a. Tuition and Fees rate cards
 - b. School payment schedules
 - c. Approved fee and discount categories
 - d. Account settings (e.g., invoice type, messaging on invoice, etc.)
 - e. Blackbaud Call Center alert and FAQ's
 - f. 2023-2024 Tuition & Fees Policy
2. February 6th Update 2023-2024 Employee Student Discount Verification Documents
 - a. Create list of eligible students for the 2023-24 Employee Student Discount
 - b. Update email sent to families via Blackbaud with instructions on how to submit their Employee Student Discount Verification Form
 - c. Send updated form to Associate Superintendent for Teacher Personnel for final review
3. February 6th 2023-24 Registration opens for all families (February 7th?)
4. February 13th Kremer Foundation Participating Schools Conference Call (ZOOM)
5. February 27th Monitor aging report; Principal to send warning letter to families 60 days in arrears with special attention to payment plans and registration HOLDS.

March 2023

1. March 1st Begin "Spring Cleanup" on 2022-23 Blackbaud accounts
 - a. Deactivate unused Blackbaud accounts
 - b. Update incorrect/missing addresses, phone numbers and e-mails
2. March 13th Review of Proposed 23/24 Before & After School Fee Rates Begins (ZOOM)
3. March 20th Host Spring TMO Training Conference Calls (ZOOM)
 - a. Review Tuition Management Calendar
 - b. Review Policies and Procedures (e.g., what's new for 2023-24)

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- c. Discuss end of year procedures (e.g., final before/after school fees, etc.)
 - d. Tuition Collection & Record Holds
4. March 20th
 - Begin contacting schools about incomplete enrollments
 - a. Missing students within families
 - b. Unpaid or failed payments on registration fees

April 2023

1. April 3rd Quarterly 22-23 Tuition Delinquency Conversations begin
2. April 17th 2023-24 data transfer to Blackbaud begins; pending family accounts reviewed by TMO
3. April 17th TMO to confirm PK program choices (e.g., half day, full day) with Schools
4. April 17th Registration Fee Incentive Period Ends (April 17th)
5. April 26th Send final notice to WDWB families

May 2023

1. May 1st Initial financial aid/scholarship match and review begins
 - a. Scholarships and financial aid added to Blackbaud accounts as they are awarded (i.e., GRSS, BASF, and CSF)
2. May 8th TMO to begin sending billing rosters to schools for review, revision, and approval
3. May 15th 2023-2024 Employee Student Discount Verification Forms emailed to families
4. May 15th Schools are asked to send local scholarship data to TMO for inclusion in billing for first invoice (information can continue to be sent throughout the account activation period, but may not appear on initial invoices).
5. May 22nd Deadline for receipt of 2023-24 Kremer Foundation application (May 25th)

June 2023

1. June 5th Begin **Account Activation** for all approved students
2. June 5th Quarterly 22-23 Tuition Delinquency Conversations take place
3. June 26th Blackbaud Tuition Invoices sent to families with July 15th due date (12 schools)
10. June 26th Send final list of families to collections (21-22 and 22-23)

July 2023

1. July 3rd Ongoing roster review and school confirmations on students; Account Activations continues as needed throughout the school year.
2. July:
 - a. July 12th Initial Blackbaud Tuition Invoices sent to families with August 1st due date (4 schools)
 - b. July 16th with August 5th due date (7 schools)
 - c. July 22nd with August 10th due date (3 schools)
 - d. July 27th with August 15th due date (29 schools)
 - e. July 30st with August 20th due date (16 schools)
3. July 10th All schools are asked to send e-mail and IRIS alerts to parents notifying them that 2023-24 billing has begun (**TMO will provide suggested templates**)

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4. July 10th Work with school principals to address remaining past due balances; Review active 23-24 accounts with 22-23 or 21-22 balances to determine next steps; Notify schools of returning families with large balances
5. July 17th Contact families who have missed their first tuition payment (TMO will provide list to principals, RFMs, and RSs); remind families of tuition policy.

August 2023

1. July 31st Ongoing roster review and school confirmations on students; Account Activations continue as needed throughout school year.
2. July 31st Remind **ALL schools to send e-mail and IRIS alerts PRIOR to August 15th reminding parents of Tuition and Fees Policy** (TMO will provide suggested templates)
3. July 31st Review/Update TMO Fall Admin Training Materials
4. August 7th Monitor Zero payment report and reach out to schools to determine if families should be withdrawn.
5. August 15th **PLEASE REMEMBER:**
If notice of withdrawal is received by the school after August 15 (and the student does not attend) only 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. Please review the 2023-24 Tuition and Fees Policy.
4. August 15th 2022-23 past due balances rolled to 2023-24 accounts when appropriate/permissible
6. August 21st Schools must contact families who have not cleared 2022-23 balances and/or made first 2023-24 payment about delinquency status and possible tuition suspension (TMO will assist you in identifying such families).
7. August 21st Enrollment, Tuition Management and Educate Fall Trainings

September 2023

1. September 1st Family Tuition Obligation for a Withdrawn student (who attends at least one day in the month) is **20% Annual Net Tuition**
2. September 18th Actively complete eligible balance transfer

October 2023

1. October 2nd Family Tuition Obligation for a Withdrawn student (who attends at least one day in the month) is **30% Annual Net Tuition**
6. October 2nd Quarterly 23-24 Tuition Delinquency Conversations via Zoom begin to take place
2. October 2nd Start CSF School Verification Reconciliation (SVR) process
3. October 9th Reconciliation of financial aid/scholarships in Blackbaud with providers
4. October 9th Reconciliation of Kremer Foundation awards in Blackbaud with providers
5. October 23rd Initial 2024-25 Tuition Rate Discussions begin with RSs and RFMs (*Tentative*)
6. October 30th Initial 2024-25 NON-Participating Kremer Foundation Discussions begin with Enrollment Office and RFMs

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November 2023

1. October 30th Family Tuition Obligation for a Withdrawn student (who attends at least one day in the month) is **40% Annual Net Tuition**
2. October 30th Reconciliation of UPK Wrap Around students in Blackbaud with TADS Enrollment
3. November 27th Send final notice to WDWB families
4. November 27th Admissions opens for 2024-25 (*Tentative*)

December 2023

1. December 1st Family Tuition Obligation for a Withdrawn student (who attends at least one-day in the month) is **50% Annual Net Tuition**
2. December 4th Prepare funding request for financial aid/scholarship providers
3. December 4th Final Review of Proposed Tuition Rates Begins (*Tentative*)