



TUITION MANAGEMENT UPDATE | March 21, 2024

TMO STAFFING UPDATE

- Brianna Santiago has relocated to Minneapolis with her husband, but she will remain with TMO until **Friday, April 26th**. We extend our best wishes to her for a bright future!
- In her place, **as of March 18th**, Wellington Gonzalez has joined the Tuition Management Office as the new Tuition Billing Coordinator for the Central Westchester, Staten Island, Rockland and Dutchess regions. In this time of transition, please include **Wellington and Brianna** on all correspondence related to tuition accounts in those regions. His email address is wellington.gonzalez@archny.org

BLACKBAUD TUITION MANAGEMENT SPRING CLEANING

As we prepare to set up tuition accounts for the 24-25 school year, it's important to ensure that all information related to the tuition accounts of our returning families is up to date. Your Tuition Billing Coordinator will reach out to you to update any outdated family details on tuition accounts, including mailing addresses, phone numbers, and email addresses, and to address any unused tuition accounts.

“Bad” Addresses, Phone Numbers, and E-mail Addresses

- Invoices get returned to sender, phone calls go unanswered, and e-mails get bounced back despite our best efforts to keep systems updated, as parents often forget to alert Blackbaud when their contact information changes. When Blackbaud tries to mail, call, or e-mail a parent and cannot connect after several attempts, they keep track of those accounts. A report can be run at any time at the school level to see which accounts have missing data.
- ✓ Before we roll over account information for the 24-25 school year, we would like to attempt to update as much of this incorrect or missing data as possible.

Unused Blackbaud Accounts

- There are several instances where Blackbaud accounts were opened for UPK students in anticipation of charging before/after school fees, and they have not been utilized. These accounts show a \$40 Blackbaud Admin fee charge and keep appearing on your zero payment and delinquency reports. We know you would love to see these deactivated if appropriate.
- ✓ To assist with these efforts, your Tuition Billing Coordinator will email you with the list of accounts with missing or inaccurate information. Please respond to her e-mail with the missing/updated information, and we will work with Blackbaud to update the accounts.

KREMER FOUNDATION

- Eligible schools should have received their 24-25 application packet.
- The deadline to submit all applications is **May 23, 2024**.
- Please make sure that the students selected are financially qualified based on the guidelines provided. Kenny Marrero will be scheduling an information session after the Easter Break to address any questions about the submission process and offer guidance on eligible students. If you have any questions or need help picking participants in the meantime, please contact Kenny Marrero directly at Kenny.marrero@archny.org.

23-24 TUITION DELINQUENCY MANAGEMENT

- In April, TMO will conduct its last set of Quarterly Delinquency Meetings with Principals, Regional Superintendents and Regional Finance Managers via Zoom for the 23-24 school year.



TUITION MANAGEMENT UPDATE | March 21, 2024

- We appreciate your continued diligence in monitoring your aging reports and taking the appropriate action(s). **Tuition collection remains vital to our ongoing sustainability. Please pay particular attention to families with zero payments as well as Kindergarten and 8th grade families with past due balances.**
- All Principals have received their Aging Reports. If you didn't receive the email from Blackbaud with your Aging Report, please let me know. You can also generate this report within Blackbaud anytime you need it.
- TMO has reached out to families who have not made a payment this year, however, the most important outreach comes from you at the school.
 - ✓ **Call families to see why they are past due.** This is an excellent way to identify families who may qualify for Emergency Tuition Assistance.
 - ✓ Encourage families to make **partial payments** if they cannot pay their entire bill at this time. This will make their balances more manageable. Chipping away at their balance will get them closer to the goal of full payment.
 - ✓ If you have a family who is making frequent payments but comes up a little short from time to time, you can request that late fees/follow-up be turned off for a month or two in order to avoid late fees and allow the family time to catch up. Please e-mail your request to your TMO Billing Coordinator.
- **ADNY Tuition Policy recommends the following checkpoints and communications depending on the situation and previous communications with the family. If needed, Kenny Marrero and I, in collaboration with your Regional Superintendent, can help you to determine the appropriate response to specific situations.**

Scenario	Your Action
One Month Past Due	Phone call or e-mail <u>and</u> 1 st warning letter
Two months Past Due	Phone call or e-mail <u>and</u> 2 nd warning letter
Two Months Past Due at Progress Report Time	Letter explaining that student/s report cards will be held.
No Response to 2 nd letter	Letter informing family that student(s) will be suspended from school.

- ✓ **Communication Templates** – to assist you in drafting appropriate communications for your families, the TMO office has a set of letter templates (in English and Spanish) corresponding to the scenarios listed above. These templates can and should be customized for your school.
- We understand that it is not always easy for you to walk that fine line between policy and compassion. Please reach out to the TMO office if you would like to discuss specific situations or want assistance in drafting the appropriate communications.
- Students with past due balances of \$1,500 or more have been placed on HOLD in TADS Enrollment and will not be able to re-register for the 2024-2025 school year until their outstanding balance is reduced to \$1,000.

WITHDRAWN WITH BALANCE & SENT TO COLLECTIONS (WDWB/STC) ACCOUNTS

- If a family withdraws from your school without fulfilling the required tuition obligation, the account will be designated with a status of WDWB (withdrawn with balance). The family will continue to receive monthly invoices and incur late fees until the outstanding tuition is settled.
- Families will be reminded twice of their total outstanding balance and have the option to arrange a payment plan with the Tuition Management Office. Following a final notice, the family has 30 days to either clear their balance or establish an approved payment plan with the Tuition Management Office.



TUITION MANAGEMENT UPDATE | March 21, 2024

Failure to fulfill the balance within this period will result in the deactivation of the tuition account, the grade being updated to STC (Sent to Collections), and referral to a third-party collection agency. Once an account is handed over to a third-party collection agency, all payments must be made through them.

- **Tuition accounts are sent to a third-party collection agency on a quarterly basis.**

STUDENT WITHDRAWALS & THE 23-24 TUITION & FEES POLICY

- Please pay attention to the withdrawal policy, and the tuition obligation for families who choose not to return to school.
- Please make sure to use the **digital withdrawal form** when processing withdrawals: <https://forms.gle/Tp6w5eSCZRP93fb16>. **This form must be completed by the parents, in addition to the school updating TADs Enrollment and Educate, in order for us to update the tuition account.**
- If a family chooses to withdraw their child(ren) from the school once they begin attending, the family tuition obligation will be calculated as follows:

Withdrawal Date	Annual Tuition Obligation
January	40% of tuition forgiven; family obligation 60%
February	30% of tuition forgiven; family obligation 70%
March	20% of tuition forgiven; family obligation 80%
April	10% of tuition forgiven; family obligation 90%
May	No adjustment; family obligation 100%
June	No adjustment; family obligation 100%

EMERGENCY TUITION ASSISTANCE - INNER CITY SCHOLARSHIP FUND

- Emergency Tuition Assistance is still available for families experiencing financial hardships in the 23-24 school year. You should have received an e-mail from Inner City Scholarship Fund with the [Google referral link](#) and [flyer to send to your families](#) to apply.
 - ✓ If you have specific questions about the Emergency Tuition Assistance program, please get in touch with Jennifer Ward at Inner City Scholarship Fund (jennifer.ward@archny.org).
 - ✓ **167 families have been awarded \$115,035.00 tuition relief since October.** Applications continue to be reviewed and awarded by Inner City Scholarship Fund. TMO is notified of all awards and will update Blackbaud tuition accounts at the end of each month.

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:
 - ✓ **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.
 - ✓ **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.



TUITION MANAGEMENT UPDATE | March 21, 2024

- **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 communicate with the family about their past due balances. Utilizing this function should be used for extraordinary circumstances.

LATE ENROLLMENTS

- 23-24 tuition accounts continue to be activated as new and returning students complete their enrollment and pay their registration fees. Students starting school in February are eligible for a late enrollment offset (discount), calculated based on their start date. The table below indicates how this discount is calculated.
- **Please provide your TMO Tuition Billing Coordinator with the student’s START DATE for all new enrollees, so we can apply the appropriate offset.**

Late Enrollment Date	Annual Tuition Obligation
January	40% of tuition forgiven; family obligation 60%
February	50% of tuition forgiven; family obligation 50%
March	60% of tuition forgiven; family obligation 40%
April	70% of tuition forgiven; family obligation 30%
May	80% of tuition forgiven; family obligation 20%
June	90% of tuition forgiven; family obligation 10%

23-24 BEFORE/AFTER SCHOOL FEES

- Thank you to everyone for working with us on your 23-24 Before and After School Fees. **Thank you to all the schools utilizing the Shopping Cart and Buy Now features in Blackbaud to help collect your school fees! If you’d like to demo either feature, please let me know.**
- 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 fee spreadsheets in order for them to be reflected on family’s March invoice. **If your school’s billing due date is:**
 - ✓ **April 1st** – billing must be submitted by **March 5th**
 - ✓ **April 5th** – billing must be submitted by **March 8th**
 - ✓ **April 10th** – billing must be submitted by **March 15th**
 - ✓ **April 15th** – billing must be submitted by **March 20th**
 - ✓ **April 20th** – billing must be submitted by **March 25th**

PAYMENTS MADE AT SCHOOL

- All parents are expected to make tuition payments directly In Blackbaud Tuition Management. Accepting tuition payments at school is not recommended for many reasons, including staff safety. However, we know that the courtesy of accepting a tuition payment at school is sometimes extended for good reason.
- **If a payment is made at school, the school is asked to:**
 - ✓ Photocopy the front and back of all checks and money orders (and keep in your files)
 - ✓ Write the Blackbaud Family ID# in the memo section on the front of the check or money order
 - ✓ Print out the tuition invoice for that family



TUITION MANAGEMENT UPDATE | March 21, 2024

- ✓ Mail the check or money order and invoice to Blackbaud - only enclose payments for one family per envelope:

Mail to: Blackbaud Tuition Management
P.O. Box 11731
Newark, NJ 07101-4731

- Encourage parents to keep money order receipts (this allows parents to verify the money order was cashed). Blackbaud Tuition cannot retrieve information on a lost payment without a copy of the payment method.
- **Cash should NEVER be accepted at school for tuition payments or school fees.** If a family insists that they can only pay in cash, please instruct them to utilize the “Pay Near Me” option offered by Blackbaud Tuition.

YEAR END FAMILY STATEMENTS

- Families have begun requesting “tax letters” in preparation for filing their taxes. While K-8 tuition is not tax-deductible, some PK tuition and before and after school fees are. In addition, parents may need fiscal year end statements for custody cases and immigration filings, among other reasons.
- Year End Statements are easily run in Blackbaud by the school or the parent themselves.
 - ✓ **SCHOOLS:** the report can be downloaded under Reports > Year End Statement (One) or Year End Statement (All). Choose ONE to run the report for a single family, choose ALL to run the report for every family in the school.
 - ✓ **PARENTS:** can download the report right from their homepage in Blackbaud.
- The Year End Statement includes all payments made in calendar year 2023, which is what is required for tax purposes.
- If Before and After School Fees were NOT billed through Blackbaud at your school, they will not be included in this report. Your program must supply that information to parents separately.

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 Santiago	Tuition Billing Coordinator – Staten Island, Central Westchester, Rockland, and Dutchess	Brianna.Santiago@archny.org
Wellington Gonzalez	Tuition Billing Coordinator – Staten Island, Central Westchester, Rockland, and Dutchess	Wellington.Gonzalez@archny.org



TUITION MANAGEMENT UPDATE | March 21, 2024

BLACKBAUD TUITION - DEDICATED SPECIALISTS (FOR SCHOOL USE ONLY)

REGION	SPECIALIST NAME	EMAIL ADDRESS	PHONE NUMBER
Central Westchester Rockland Staten Island	Heather Niven	Heather.Niven@blackbaud.com	856-446-7358
Manhattan Northern Westchester/Putnam Northwest/South Bronx Ulster/Sullivan/Orange	Kelly Castano (Vallejo)	Kelly.Vallejo@blackbaud.com	856-446-7377
Dutchess 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)