



TUITION MANAGEMENT UPDATE | May 23, 2024

24-25 UPDATED TUITION & FEES POLICY

- A revised 24-25 Tuition & Fees Policy has been uploaded on your school's website which includes a formal policy outlining procedures for managing multiple failed payments. Please feel free to reach out to me or your Regional Superintendent if you have any questions regarding the updated policy.

24-25 BLACKBAUD ACCOUNT ACTIVATION

- We have started transferring 24-25 data to Blackbaud for **ENROLLED** students. We appreciate your feedback and updates to the pending rosters sent a few weeks ago to ensure the accuracy of tuition billing at your school. While TMO strives to set up accounts with the highest degree of accuracy, we still need assistance from every school to ensure that family accounts are set up accurately and in a timely fashion.
- We have also started activating Blackbaud tuition accounts for the 24-25 school year, starting with schools that have July billing due dates!
- As additional students enroll at your school throughout the Spring and Summer, TMO will work to get the Blackbaud 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.
- Please remember that families must have completed the enrollment process and paid the registration fee in TADS for all of their children to have a Blackbaud Tuition account set up.
 - **Blackbaud tuition accounts will not be set up if:**
 - ✓ All students in the household are not enrolled (or are notated as withdrawn or not attending in TADS Enrollment)
 - ✓ All students in the household have not paid their registration fees **IN FULL**
 - ✓ A sibling in the household is on **HOLD** in TADS Enrollment
- **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 account set up.** TMO will continue to provide you with a list of impacted students/families throughout the spring/summer in an effort to reduce any Blackbaud Tuition account delays. Blackbaud Tuition account delays may 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.
- The withdrawal form for 24-25 tuition account adjustments will not be required until August 1st.

23-24 TUITION DELINQUENCY MANAGEMENT

- 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 continue to be diligent in monitoring delinquent tuition. **These next few weeks are a critical time to address past due balances with your families.** We want to ensure a reduction in the number of rollover balances.
- **Please focus on Kindergarteners and 8th grade students with past due balances.** As we all work with families to resolve their past due balances, it is important we all stay on message as to consequences for Kindergarteners and 8th graders with outstanding balances by the end of their May billing cycle.
 - ✓ **No participation in school trips**
 - ✓ **No attendance at the 8th grade dance**
 - ✓ **Prevented from walking at graduation ceremony**



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✓ **Diploma, report card and school transcript will be withheld; this is the most important consequence as high schools will require the transcript for course placement.**

- ADNY Tuition Policy continues to recommend the following checkpoints and communications depending on the situation and previous communications with the family. Your Regional Superintendent or the TMO office can help you to determine the appropriate response to specific situations.

Scenario	Your Action
One Month Past Due	Phone call or e-mail and 1 st warning letter
Two Months Past Due	Phone call or e-mail and 2 nd warning letter
Two Months Past Due (Progress Report)	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

23-24 BEFORE/AFTER SCHOOL FEES

- All deadlines have passed to add fees to 23-24 tuition accounts for May billing. 23-24 tuition billing cannot be extended beyond the school's tuition billing months. If you need assistance with billing for May and June after school services, and have not yet billed through Blackbaud, please reach out to your Tuition Billing Coordinator. They will be able to discuss utilizing the Buy Now feature in Blackbaud to facilitate payment collection for after-school services.

23-24 STUDENT WITHDRAWALS & THE TUITION & FEES POLICY

- Please remember, now that we are in the month of May, the tuition obligation for withdrawals is 100% of annual net tuition, **so there is no tuition offset offered.**
- Please make sure to use the **digital withdrawal form** when processing 23-24 school year 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 Blackbaud Tuition account.**

WITHDRAWN WITH BALANCE (WDWB) & SENT TO COLLECTIONS (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 receive two reminders regarding their outstanding balance and will have the opportunity to discuss a payment plan with the Tuition Management Office. After receiving a final notice, families have a 30-day window to either clear their balance or establish an approved payment plan with the Tuition Management Office. Failure to address the balance within this timeframe (or solidify an approved payment plan) will result in the deactivation of their tuition account and the student's grade being updated to STC (Sent to Collections). The family's account will then be referred to a third-party collection agency. Once the account is transferred 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.**



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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 May 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 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
May	80% of tuition forgiven; family obligation 20%
June	90% of tuition forgiven; family obligation 10%

EMERGENCY TUITION ASSISTANCE - INNER CITY SCHOLARSHIP FUND

- Since October, the Inner-City Scholarship Fund has provided tuition relief to **206 families this school year, amounting to \$149,355.00 in funding.** 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.

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
 - ✓ 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 to verify the money order was cashed. Blackbaud Tuition cannot retrieve information on a lost payment without a copy of the payment method.



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- **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.

IRIS ALERT SUGGESTION

- We all know that making tuition payments is not on parent’s radar during the summer months. To reduce missed payments and family frustration, consider setting up IRIS alerts for your families on the following days:
 - ✓ A week BEFORE the first tuition payment is due.
 - ✓ Early August reminders that all withdrawal notices must be received by August 15th to have all tuition obligations cleared for the 24-25 school 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 Santiago	Tuition Billing Coordinator – Staten Island, Central Westchester, Rockland, and Dutchess	Brianna.Santiago@archny.org

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)