



## TUITION MANAGEMENT UPDATE | June 6, 2024

### 24-25 UPDATED TUITION & FEES POLICY

- A revised 24-25 Tuition & Fees Policy has been uploaded on your school's website and in TADS Enrollment, 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

- As of today, **7,313 families (9,522 students)** have received their Blackbaud tuition welcome letters for the 24-25 school year. 24-25 Blackbaud tuition accounts have been set up for an additional 344 students to date and will be activated in the coming weeks, based on the first payment billing month for the school.
- 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    - ✓ All students in the household are not enrolled (or are notated as withdrawn or not attending in TADs Enrollment)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 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 1<sup>st</sup>.

### 24-25 EMPLOYEE STUDENT DISCOUNTS

- As we set up billing accounts for the 24-25 school year, we want to ensure all eligible employees receive their Employee Student Discounts before their tuition bill is due. As always, we require employment confirmation from the employee's Principal in order to add the discount to the tuition account.
- If a family received an Employee Student Discount in the 23-24 school year, they have received an email through Blackbaud with the verification form for the school's Principal where the teacher is employed to complete. Instructions on how to return the form to the Tuition Management Office are included in the email.
- **Please send requests for any new Employee Student Discounts to Patrick McCullough ([Patrick.McCullough@archny.org](mailto:Patrick.McCullough@archny.org)), and he will arrange for the corresponding document to be sent.**
- Please keep in mind that we can only apply Employee Student Discounts to tuition accounts at regional schools.



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### 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.

### SCHOOL SUMMER HOURS

- We understand that school offices may be short-staffed or even closed on certain days over the summer. Please use the Google Form (linked below) to let us know what the summer hours are for your school, so we can most effectively support you throughout the summer months:  
[https://docs.google.com/forms/d/e/1FAIpQLScPfNantcBNaOLKDPPbWaCTZM4C\\_wnlwLh1hoWDDrr3kHWt\\_Q/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLScPfNantcBNaOLKDPPbWaCTZM4C_wnlwLh1hoWDDrr3kHWt_Q/viewform?usp=sf_link)

### 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.** **Final tuition billing has occurred for all schools, and this last school week is a critical time to address past-due balances with your families.**
- **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**
  - ✓ **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.**

### 23-24 SHOPPING CART FEES

- For families using the Shopping Cart feature in Blackbaud to manage their school fees, it's important to note that since many schools have active tuition accounts for the 2024-2025 academic year, families must adjust their school year setting to the current academic year (2023-2024) when processing payments for school fees through Shopping Cart.

### 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.**



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### 23-24 STUDENT WITHDRAWALS & THE TUITION & FEES POLICY

- Please remember, now that we are in the month of June, 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, for us to update the Blackbaud Tuition account.**

### 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 the flyer with the link to send to your families to apply.
- Since October, the Inner-City Scholarship Fund has provided tuition relief to **232 families this school year, amounting to \$174,015.00 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.
- **The deadline for families to submit their ETA applications is June 21<sup>st</sup>.** Funding is quickly depleting and not all future nominated students are guaranteed awards. **Inner City Scholarship Fund will continue to award on a first-come, first-served basis until funding is exhausted.** If you have specific questions about the Emergency Tuition Assistance program, please get in touch with Inner City Scholarship Fund at [ICSF.ETA@archny.org](mailto:ICSF.ETA@archny.org).

### 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). **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.**

### 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



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- ✓ 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.
- **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.

### TMO MANAGEMENT TEAM (FOR SCHOOL USE ONLY)

TMO	TITLE	EMAIL
Dana Sellers	Director	<a href="mailto:Dana.Sellers@archny.org">Dana.Sellers@archny.org</a>
Kenny Marrero	Assistant Director of Tuition Operations & Collections	<a href="mailto:Kenny.Marrero@archny.org">Kenny.Marrero@archny.org</a>
Patrick McCullough	Assistant Director of Systems Integration	<a href="mailto:Patrick.Mccullough@archny.org">Patrick.Mccullough@archny.org</a>
Ashley Guzman	Tuition Billing Coordinator – Manhattan, Bronx, NW Putnam, and USO	<a href="mailto:Ashley.Guzman@archny.org">Ashley.Guzman@archny.org</a>
Brianna Santiago	Tuition Billing Coordinator – Staten Island, Central Westchester, Rockland, and Dutchess	<a href="mailto:Brianna.Santiago@archny.org">Brianna.Santiago@archny.org</a>

### BLACKBAUD TUITION - DEDICATED SPECIALISTS (FOR SCHOOL USE ONLY)

REGION	SPECIALIST NAME	EMAIL ADDRESS	PHONE NUMBER
Central Westchester Rockland Staten Island	Heather Niven	<a href="mailto:Heather.Niven@blackbaud.com">Heather.Niven@blackbaud.com</a>	856-446-7358
Manhattan Northern Westchester/Putnam Northwest/South Bronx Ulster/Sullivan/Orange	Kelly Castano (Vallejo)	<a href="mailto:Kelly.Vallejo@blackbaud.com">Kelly.Vallejo@blackbaud.com</a>	856-446-7377
Dutchess East/Northeast Bronx	Kyle Nitti	<a href="mailto:Kyle.Nitti@blackbaud.com">Kyle.Nitti@blackbaud.com</a>	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)