



TUITION MANAGEMENT UPDATE | August 29, 2024

TMO STAFFING CHANGES

- We want to thank Brianna Santiago for her support to the Tuition Management Office and our GRSS schools in her role as a Tuition Billing Coordinator for the Regions of Staten Island, Central Westchester, Rockland, and Dutchess. We wish her the very best in her new endeavor.
- Until we fill the Tuition Billing Coordinator role, please include Patrick McCullough, Ashley Guzman & Kenny Marrero in all e-mails to ensure that all requests are addressed.

24-25 BLACKBAUD ACCOUNT ACTIVATION

- As of today, **7,999 families (10,368 students)** have received their Blackbaud tuition welcome letters for the 24-25 school year.
- As additional students enroll at your school throughout September, 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 - ✓ All students in the household are not enrolled (or are notated as withdrawn or not attending in TADS Enrollment)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 September 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.**

A WITHDRAWAL FORM IS NOW REQUIRED!

- The Tuition Management Office team now requires each family to complete the digital withdrawal form before we can update a student's 24-25 tuition account in Blackbaud Tuition Management.
- **This form is accessible via this link: <https://forms.gle/Tp6w5eSCZRP93fb16>**
- We ask that you pay particular attention to the withdrawal policy and the tuition obligation for families who choose not to return to school.
- If the school receives written notice of withdrawal on or before August 15th, the entire tuition obligation will be waived, and any payments made will be refunded (minus the \$40 Admin Fee) upon receipt of the Withdrawal Form.
- If the school receives written notice of withdrawal after August 15th and the student does NOT attend, 90% of the annual tuition will be forgiven. The family is obligated to pay the remaining balance of 10% of the yearly tuition as billed.
- If the family has made a payment, has provided a written withdrawal request to the school, and is seeking a refund, please fill out the Blackbaud refund request form and the request will be reviewed by TMO. Please remember, the Blackbaud admin fee is never refundable.

24-25 TUITION PAYMENTS ARE DUE - 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



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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.

BLACKBAUD TUITION MANAGEMENT PLATFORM FEE (UPDATED – PLEASE READ)

- In our previous newsletter, we informed you that starting September 2024, a Platform Fee will be applied to each transaction made through the Blackbaud Tuition Management (BBTM) platform. This fee will now apply exclusively to credit and debit card payments.
- The Platform Fee is intended to cover Blackbaud's costs for maintaining the BBTM platform, ensuring payment security and compliance, and providing additional services as outlined in Blackbaud's terms. It reflects Blackbaud's commitment to delivering secure and compliant online payment solutions for our families.
- The Platform Fee varies based on the payment method and amount:
 - ✓ Credit and debit card payments will incur a Platform Fee of 2.65% of the transaction amount. **This fee is already in effect but is currently labeled as the Credit Usage Fee.**
 - ✓ **ACH bank transfers and payments made outside the BBTM platform, such as paper checks or bank bill pay, ARE NOT subject to the Platform Fee.**

CREDIT BALANCES

- Most credit balances have been transferred to 24-25 Blackbaud accounts. If the family is not returning in the Fall (e.g., the only student on the account is in 8th grade), a refund can be issued to the family through our normal Blackbaud refund process. Refunds must be approved by the Principal and submitted to the Tuition Billing Coordinator for processing.

24-25 KREMER FOUNDATION AWARDS

- Kremer Foundation awards have been sent to Blackbaud and are currently being updated on tuition accounts. In the meantime, please remind families to pay the monthly tuition on their invoices.

24-25 BEFORE/AFTER SCHOOL FEES

- Thank you to everyone for working with us on your 24/25 Before and After School Fees. 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 fees for them to be reflected on family's September invoice. If your school's billing due date is:
 - **October 1st** – billing must be submitted by **September 5th**
 - **October 5th** – billing must be submitted by **September 10th**
 - **October 10th** – billing must be submitted by **September 13th**
 - **October 15th** – billing must be submitted by **September 20th**
 - **October 20th** – billing must be submitted by **September 25th**

PK/UPK WRAP TUITION

- The default tuition applied to Blackbaud Tuition accounts for paying PK programs is the 5 Full Day Rate, unless the school provides TMO with confirmed part-time program student names before account activations. Many of you provided us with updates as you reviewed your 24-25 Blackbaud Tuition pending family rosters.



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- Since families often change their minds about PK options or find out later in Summer they that are entitled to a UPK spot, we expect further changes as the upcoming school year approaches. Please review your PK class lists periodically for any changes and alert TMO **asap** if a child switches from full-time to part-time or vice-versa or becomes a UPK student and wishes to participate in a Wrap Program. Family frustration is reduced when tuition statements are accurate, and schools have a more accurate revenue projection for PK programs when billing is up to date. We appreciate your assistance!

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 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 TMO are included in the email.
- **Please send requests for any new Employee Student Discounts to Patrick McCullough (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.

GUIDELINES FOR COLLECTING 23-24 PAST DUE BALANCES

- I know the school year has ended, but please continue to be diligent in monitoring delinquent tuition. Your efforts are making a real difference and we would like to make sure all prior balances are cleared before our student's return in the fall. We understand that this is a challenging time for our families, and it is not always easy for you to walk that fine line between policy and compassion, but tuition collection remains vital to our ongoing sustainability.
- Our tuition policy clearly states that all prior balances must be cleared in order for a student to begin a new school year. Our goal is to reduce all balances to zero prior to the end of the fiscal year (8.31.24). Guidelines have been established to allow for certain exceptions; specifically, for balances \$1,000.00 or less for families who have NOT transferred balances in the past.
- Our goal is to prevent any issues that could prevent families from returning to your school in the fall due to outstanding tuition balances. Please see the chart below for a summary of the guidelines.

Balance Size/Past History	Strategy
Past Due Balance < or = \$1,000.00 AND family did NOT have balances transferred from 22-23 to 23-24	Address balance throughout summer; TMO can transfer balances to 24-25 account upon review with Principal. Balances will be spread across six months of billing (September-February).
Past Due Balance > \$1,000.00 AND family did NOT have balances transferred from 22-23 to 23-24	Address throughout summer to bring balance to \$1,000 or less. If successful, TMO can transfer balances to 24-25 account upon review with Principal. Balances will be spread across six months of billing (September-February). If balance is not reduced to \$1,000 or less, do not re-admit.
Past Due Balance = any amount AND family DID have balances transferred from 22-23 to 23-24	Address throughout summer to bring balance to \$0; if balance is not reduced to \$0, do not re-admit. Exceptions will require approval from Regional Superintendent and TMO Director.

- The decision to not re-admit a student is difficult. However, analysis shows that over 50% of families who transferred balances currently have higher past due balances today than were originally transferred. Continually delaying full payment is not fiscally responsible for the family or the school, and certainly not



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fair to the many, many families who sacrifice to meet their entire tuition obligation, which is why significant balances will not be transferred for a second year.

- Continuous attention to past due balances throughout the summer will allow us to re-admit the majority of families who have past due balances today. Please pay special attention to the students currently on “HOLD” in TADS Enrollment in the 24-25 school year for financial reasons. Working with these families to finalize outstanding payments is critical to understanding whether they will be returning to school in September. There is still an opportunity to place families with past due balances who have not yet enrolled on HOLD in TADS. This ensures they cannot complete the enrollment process until they satisfy their 23-24 school year tuition obligation.
- **Families who have past due balances, but who do not return, will be sent to collections.**

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.**

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. This revised 24-25 Tuition & Fees Policy is also being sent to families via Blackbaud.** Please feel free to reach out to me or your Regional Superintendent if you have any questions regarding the updated policy.

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 and mail the check/money order and invoice to Blackbaud:
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



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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
TBD	Director	
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)