



# TUITION MANAGEMENT UPDATE | September 26, 2024

## 24-25 BLACKBAUD ACCOUNT ACTIVATION

- As of today, **8,240 families (10,651 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    - ✓ All students in the household are not enrolled (or are notated as withdrawn or not attending in TADS Enrollment)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 the month 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 eight months to pay their annual obligation instead of ten), causing their monthly payments to be higher.**

## STUDENT WITHDRAWALS & THE 24-25 TUITION & FEES POLICY

- 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>**
- 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
<b>September</b>	<b>80% of tuition forgiven; family obligation 20%</b>
October	70% of tuition forgiven; family obligation 30%
November	60% of tuition forgiven; family obligation 40%
December	50% of tuition forgiven; family obligation 50%
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%

## LATE ENROLLMENTS

- 24/25 tuition accounts continue to be activated as new and returning students complete their enrollment and pay their registration fees. Students starting school in October 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.**



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Late Enrollment Date	Annual Tuition Obligation
September	No adjustment; family obligation 100%
<b>October</b>	<b>10% of tuition forgiven; family obligation 90%</b>
November	20% of tuition forgiven; family obligation 80%
December	30% of tuition forgiven; family obligation 70%
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%

## 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.**

## 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 10<sup>th</sup>**
  - **October 10th** – billing must be submitted by **September 13<sup>th</sup>**
  - **October 15th** – billing must be submitted by **September 20<sup>th</sup>**
  - **October 20th** – billing must be submitted by **September 25<sup>th</sup>**

## 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.
- Since families often change their minds about PK options, we expect further changes as the upcoming school year approaches. Please review your PK class lists periodically for any changes and alert TMO



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**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](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.

### 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 the end of 2024. 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 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 due to outstanding tuition balances.
- 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 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.
- **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



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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.
- **Three** failed payments within an academic school year will result in a change of payment terms. Additionally, an email notification will be sent from Blackbaud to the family, informing them that the associated payment method has been deactivated.
- **Five** failed payments within an academic school year will result in a final warning regarding potential dismissal from school.
- **Seven or more** failed payments will result in dismissal from the school without the ability for reinstatement.

### 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 that they can only pay in cash, please instruct them to utilize the **"Pay Near Me"** option offered by Blackbaud Tuition.



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## TMO MANAGEMENT TEAM (FOR SCHOOL USE ONLY)

TMO	TITLE	EMAIL
Kenny Marrero	Assistant Director of Tuition Operations & Collections	Kenny.Marrero@archny.org
Ashley Guzman	Senior Tuition Billing Coordinator – Manhattan, Bronx, NW Putnam, and USO	Ashley.Guzman@archny.org

TMO	TITLE	EMAIL
Patrick McCullough	Assistant Director of Systems Integration	Patrick.Mccullough@archny.org
Shanise Ross	Tuition Billing Coordinator – Staten Island, Central Westchester, Rockland, and Dutchess	Shanise.Ross@archny.org

## 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)