



TUITION MANAGEMENT UPDATE | October 18, 2024

TUITION DELINQUENCY MANAGEMENT

- Now that we are well into the school year, and the third tuition payment has come due for many, we appreciate your continued diligence in monitoring your aging reports. Tuition collection remains vital to our ongoing sustainability.
- The Aging Report will show any active family with a past due balance on their account for the 24-25 school year. It includes past due tuition for 1 month, 2 months, and 3+ months. It also shows what is due in the current month and will show families with credit balances.
- 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.
- **As always, a letter (or e-mail) should be sent to any family with a past due balance of 2 months or more, reminding them of the potential consequences of their delinquency & please CC Patrick McCullough & Kenny Marrero.**

EMERGENCY TUITION ASSISTANCE - INNER CITY SCHOLARSHIP FUND

- Emergency Tuition Assistance is once again available for families experiencing financial hardships in the 24-25 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).

24-25 BLACKBAUD ACCOUNT ACTIVATION

- As of today, **8,303 families (10,724 students)** have received their Blackbaud tuition welcome letters for the 24-25 school year.
- As additional students enroll at your school throughout October, 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 - ✓ All students in the household are not enrolled (or are notated as withdrawn or not attending in TADs Enrollment)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:



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Withdrawal Date	Annual Tuition Obligation
September	80% of tuition forgiven; family obligation 20%
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.**

Late Enrollment Date	Annual Tuition Obligation
September	No adjustment; family obligation 100%
October	10% of tuition forgiven; family obligation 90%
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%

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 October invoice. If your school’s billing due date is:
 - **November 1st** – billing must be submitted by **October 4th**
 - **November 5th** – billing must be submitted by **October 10th**
 - **November 10th** – billing must be submitted by **October 15th**
 - **November 15th** – billing must be submitted by **October 18th**
 - **November 20th** – billing must be submitted by **October 25th**



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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 **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.

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.



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- **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	Associate 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	Associate Director of Systems Integration & Tuition Billing	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	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)