



TUITION MANAGEMENT UPDATE | December 5, 2024

TUITION DELINQUENCY MANAGEMENT

- We appreciate your continued diligence in monitoring your aging reports, and taking the appropriate action(s). **Please pay particular attention to families with zero payments.**
- 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. Call families to see why they are past due. This is an excellent way to identify families who might benefit from a payment plan agreement or Emergency Tuition Assistance.
- Encourage families to make partial payments if they cannot pay their entire bill at this time. This will make their balances more manageable.
- All Principals should have received an e-mail directly from Blackbaud at the beginning of December with your 24-25 Aging Report. You can also generate this report within Blackbaud anytime you need it. If you haven't received the email from Blackbaud, please notify your Tuition Billing Coordinator so we can update the distribution list.
 - The Aging Report will show you any family that has 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. Please focus on the column labeled **"Total Past Due"**.
 - ADNY Tuition Policy recommends the following checkpoints and communications depending on the situation and previous communications with the family. TMO, in collaboration with your Regional Superintendent, can help you to determine the appropriate response to specific situations.

Scenario	Your Action
One Month Past Due	Phone call or e-mail <u>and</u> 1 st warning letter
Two months Past Due	Phone call or e-mail <u>and</u> 2nd warning letter. (CC Kenny & Patrick)
No Response to 2 nd letter	Letter informing family that student(s) will be suspended from school. (CC Kenny & Patrick)

- **Communication Templates** – to assist you in drafting appropriate communications for your families, the TMO office has a set of letter templates (in English and Spanish) corresponding to the scenarios listed above. These templates can and should be customized for your school.

EMERGENCY TUITION ASSISTANCE - INNER CITY SCHOLARSHIP FUND

- **48 families have been awarded \$42,440.00 tuition relief since October.** Applications continue to be reviewed, and Inner City will be awarding weekly. TMO is notified of all awards and will update Blackbaud tuition accounts accordingly.
- 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).
- If you have trouble locating the e-mail with the Emergency Tuition Assistance program details or would like to know which families at your school have applied, please don't hesitate to reach out to TMO.



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24-25 BLACKBAUD ACCOUNT ACTIVATION

- As of today, **8,422 families (10,853 students)** have received their Blackbaud tuition welcome letters for the 24-25 school year.
- As additional students enroll at your school throughout the month, 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
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%



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LATE ENROLLMENTS

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.
- **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 ON THE WRONG ACCOUNT YEAR

- Parents sometimes accidentally make a payment on the previous school year account instead of the current school year. **When that occurs, the family may appear on your aging or delinquency report for the current school year, even though they have made a payment.**
- Please know that we monitor this activity weekly and transfer those payments when appropriate, but do not hesitate to reach out to your Tuition Billing Coordinator if you notice a payment in the incorrect year or have any questions.

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)



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- ✓ 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.

TMO MANAGEMENT TEAM (FOR SCHOOL USE ONLY)

TMO	TITLE	EMAIL	TMO	TITLE	EMAIL
Kenny Marrero	Associate Director of Tuition Operations & Collections	Kenny.Marrero@archny.org	Patrick McCullough	Associate Director of Systems Integration & Tuition Billing	Patrick.Mccullough@archny.org
Ashley Guzman	Senior Tuition Billing Coordinator – Manhattan, Bronx, NW Putnam, and USO	Ashley.Guzman@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)