



Tuition and Enrollment Update | May 9, 2025

FACTS FINANCIAL/BILLING TRAINING SESSIONS

- FACTS will be hosting a System Navigation & Financial Billing (Premier Incidental, Prepay) training session for principals and school administrators. Please see the dates below:
 - 6/18/2025 1-3pm
 - 6/20/2025 1-3pm
 - 6/30/2025 1-3pm

FACTS TUITION MANAGEMENT COMMON QUESTIONS:

- Can families update their payment information?
Yes! Families may update the payment information on file as long as they have access to Family Portal
 - Click Home from the navigation menu
 - In the Payment Plan and Billing tile, select Actions
 - Select Change Financial Account

The family can then update their payment information on file

If families have trouble making these updates, they are welcome to call the FACTS support line:
1- 866-441-4637

- Can families switch their payment plan after making a selection?
 - Unfortunately, we will have to update this when we are ready to finalize agreements
 - Please forward any requests that you receive, and we will make notes to update when we are ready to finalize agreements at your school
- Can families mail in payments?
 - Yes, but families will have to wait until they receive their monthly invoice
 - If they print out the official invoice and mail it with their payment, FACTS will process and apply it to their account
 - All mailed payments MUST include the printed invoice so FACTS knows how to apply the payment
- When selecting Make a Payment, families will be able to select the option to mail in the payment
 - At that point, they will be provided with the address

FACTS RETURNED REGISTRATION FEE PAYMENTS

- We will continue to compile a list of failed payments each Friday, categorized by school. We will then reach out to the school administrators and inform them of the families we will be invoicing for those amounts.
- The DOEs will continue to be included in these communications and generate invoices in FACTS at the beginning of each week, with a due date set for 10 days from the issuance date.

FACTS PAY IN FULL

- When choosing a payment plan, families have never had the option to select Pay in Full. Though this is an option in FACTS that some schools elect to provide their families, we chose to keep the options simple with Automatic and Invoice Payment Plans.
- If a family expresses interest in paying their 25-26 balance up front, they can select either of these options and still log on and make a one-time payment whenever they wish once their payment plan has been set up and activated by TMO.



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FACTS AUTO PAYMENTS

- There have been many inquiries regarding parents entering the wrong financial account when setting up their auto payments.
- If the family needs to update their banking on file for the Payment Plans, they need to log in to Family Portal, go to the Financial section, click on Financial Home. Once on the Financial Home dashboard there's a button labeled "Actions" they can use that drop down to select "Change Financial Account."
- This will allow them to update the Banking or Credit Card on file for the 25/26 Payment Plan.

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.**
- Encourage families to make partial payments if they cannot pay their entire bill at this time. This will make their balances more manageable.
- **Please send over a list of all families who are currently on a school payment plan.**
- All Principals should have received an e-mail directly from Blackbaud at the beginning of the month 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

- Since October, **204 families have been awarded \$147,666.00 in tuition relief.** Applications continue to be reviewed, and Inner City will award 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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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
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 this month 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
May	80% of tuition forgiven; family obligation 20%
June	90% of tuition forgiven; family obligation 10%

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



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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 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)