



Tuition and Enrollment Update | December 19, 2025

ADMISSIONS UPDATE

- Admission applications are steadily coming in, and as is typical each year, we anticipate a significant increase in applications following the holiday break. We encourage schools to prepare now as application activity is expected to pick up quickly in the coming weeks.
- In collaboration with FACTS, we have been working to ensure that the admission and enrollment experience for families is as smooth and seamless as possible for the upcoming school year. As we prepare to open Enrollment on January 26, several enhancements have been made to improve the process. Notably, updates have been implemented to streamline enrollment packets for returning families, making them significantly quicker to complete and providing a more user-friendly experience. Additionally, for new families, admission and enrollment verbiage has been updated to address several of the challenges identified during last year's process, providing clearer guidance and reducing confusion.
- As previously communicated, certain enrollment-related tasks that are typically managed at the school level were temporarily handled by the Directors of Enrollment to support the transition into FACTS. With enrollment opening in the coming weeks, we want to emphasize the importance of school staff being fully prepared to resume these responsibilities. To support this effort, online training sessions have been scheduled and are strongly encouraged for all relevant staff. These sessions will focus on the enrollment process, with particular attention to tasks that **may be unfamiliar or require a refresher**. They will also cover key information that school administrators should review when reviewing applications to help ensure that application imports and enrollment records are created as smoothly and seamlessly as possible.
- As a reminder, FACTS is also offering bi-weekly support meetings for administrators to provide ongoing guidance as schools take on these responsibilities. Training details were shared in this week's Technology Newsletter; however, please feel free to reach out to your DOE if you have any questions or need additional clarification.

INNER-CITY SCHOLARSHIP FUND UPDATES

- In preparation for the opening of Financial Assistance on January 26, the Inner-City Scholarship Fund team has been working closely with FACTS to ensure that the application process is straightforward and accessible as possible for applying families.
- Within the next week or two, the Inner-City Scholarship Fund team will share with principals the updated process for referring returning students for New Retention.

FACTS TRAINING & SUPPORT FOR ADMINISTRATORS

- As we continue to become more familiar with the FACTS system, we want to ensure that administrators receive the full training and support they need. At this time, some tasks that are intended to be handled by school administrators have temporarily been managed by the Directors of Enrollment to support a smooth transition.
- Several online training sessions have already been scheduled, and we strongly recommend you have your staff attend. FACTS will also be offering biweekly support meetings for administrators to ensure they have ongoing guidance as they take on these responsibilities.
- Training details were shared in this week's Technology Newsletter.



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IMPORTANT FACTS MFA UPDATES TO YOUR STUDENT INFORMATION SYSTEM

- **Beginning December 2nd, 2025**, FACTS will require all parent/guardian, staff, and faculty users to complete multi-factor authentication (MFA) when logging into their online accounts to access FACTS SIS. Data Systems and FACTS have also provided updated materials and communications regarding these changes. Please review the information carefully and ensure it is shared with your faculty, staff, and parent community.

FACTS ENROLLMENT FEE

- Please be advised that FACTS accounts with an outstanding \$50 Enrollment Fee are subject to inactivation. **This enrollment fee is separate from the school's registration fee and is invoiced directly by FACTS upon activation of a payment plan.**
- TMO will continue to issue the Scheduled Termination Activity Detail Report to facilitate timely communication with affected families. This process ensures that families are provided with reasonable notice and an opportunity to remit payment prior to account inactivation.
- Timely payment of the enrollment fee is required to maintain active status within the FACTS system and to prevent any interruption of the payment agreement.

TUITION DELINQUENCY MANAGEMENT

- Please be reminded that schools are required to withhold report cards from families with outstanding tuition obligations. This measure ensures consistent enforcement of financial policies and supports the integrity of each school's tuition management practices.
- If your school has established any internal or informal payment arrangements with families, please notify TMO promptly and copy Patrick McCullough and Kenny Marrero on all related correspondence.

EMERGENCY TUITION ASSISTANCE - INNER CITY SCHOLARSHIP FUND

- Since October, **82** families have been awarded a total of **\$70,910** in tuition relief. Applications continue to be reviewed, and Inner City will issue additional awards on a weekly basis. TMO is notified of all awards and will update the corresponding FACTS tuition accounts accordingly.
- Emergency Tuition Assistance is now available for families experiencing financial hardship during the 2025–2026 school year. An email has been sent from the Inner-City Scholarship Fund with detailed instructions on how to refer eligible families to apply for this assistance.
- If you have any specific questions regarding the Emergency Tuition Assistance Program, please contact Jennifer Ward at the Inner-City Scholarship Fund via email at jennifer.ward@archny.org

REFUNDS

- Please be advised that there have been important updates to the refund process for the 2025–2026 school year for families who withdraw and have a credit balance on their tuition account.
- The school must complete a Refund Request Form, which must be reviewed and signed by the school principal. Once the form is submitted, the Tuition Management Office (TMO) will review the request and forward a refund request packet to the GRSS Treasury Team. The refund request will require approval by the Regional Finance Manager (RFM) before processing can proceed. Upon final approval, a refund check will be issued.
- Please ensure that the parent's current mailing address is included on the Refund Request Form. Confirm if the address is a private home and, if applicable, include the apartment or unit number.
- Please allow up to 2 weeks from the time the request is submitted for the check to be processed.
- We kindly ask for your patience and understanding as this process is necessary to ensure proper review, accountability, and compliance with financial controls.



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LATE ENROLLMENTS

- Students starting school in November are eligible for a late enrollment offset (discount), calculated based on their start date. The table below indicates how this discount is calculated.

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%

- Please provide TMO with the official start date for all new enrollees so that we may apply the appropriate offset.

WITHDRAWALS

- We kindly remind all school administrators to promptly notify the Tuition Management Office (TMO) of any student withdrawals, whether involving new or returning families. Please note that no changes will be made to a student's 2025–2026 tuition account in FACTS until the family has completed the official digital withdrawal form, as required by TMO. Timely submission of this information is essential to ensure the accuracy of student records, tuition billing, and financial reporting. Your cooperation in this process is greatly appreciated.
- This form is accessible via this link: <https://forms.gle/Tp6w5eSCZRP93fb16>
- We kindly ask that you pay close attention to the withdrawal policy and the corresponding tuition responsibilities.
- If written notice is received after August 15 and the student does not attend, 90% of the annual tuition will be forgiven. The family will still be responsible for 10% of the yearly tuition as billed.
- 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%

25-26 BEFORE/AFTER SCHOOL FEES

- All schools are reminded that before and after school pricing details and application forms must be accessible to parents of students in grades UPK–8 on their school websites.
- This is a reminder that each school is responsible for gathering its before/after school fee data and inputting it into the Incidental Billing Spreadsheet found in FACTS. If you are unable to locate the spreadsheet, you must contact TMO immediately for assistance.
- For these fees to be properly reflected as Incidental Expenses, schools must provide TMO with their before/after school fees by the required deadlines, which are based on each school's billing due date:

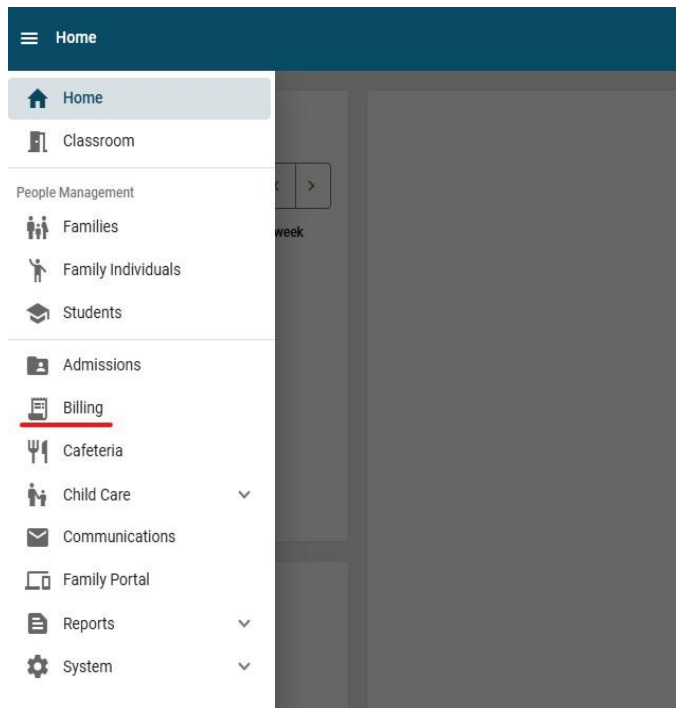
- January 1st – billing must be submitted by December 5th
- January 5th – billing must be submitted by December 10th
- January 10th – billing must be submitted by December 15th
- January 15th – billing must be submitted by December 19th
- January 20th – billing must be submitted by December 23rd



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25-26 SIS Billing

- As you are posting transactions through SIS Billing, please be advised that some may not process through the system due to various errors:
 - Student is in multiple families (i.e. a split account)
 - General FACTS error about not being able to locate the Customer
- Whenever you bill fees through SIS, it's important to review any Invalid Transactions by looking at your Dashboard
 - You can get to the Dashboard by selecting Billing from the left-hand menu



- This will take you to Billing Home, where you'll see Invalid Transactions

Invalid Transactions	
Cafeteria	0
Cash Register	0
Child Care	7
Course Fee	0
General	9
Recurring	0

- You can then review any that posted with errors and work with TMO to resolve



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FACTS TUITION MANAGEMENT COMMON QUESTIONS:

- Can families update their payment information?

Yes! Families may update the payment information on file if 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 Enrollment Fee:
 - For automatic plans, the \$50 fee is processed from the account provided within 14 days of payment plan finalization.
 - The fee is non-refundable.

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.

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.



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PK/UPK WRAP TUITION

- The default tuition applied to the payment plans in FACTS for students in PK programs is the 5 Full Day Rate, unless the school provides TMO with a confirmed list of part-time program students before plans are finalized.
- Many of you have already provided updates as you reviewed the pending family rosters for the 2025-2026 school year.
- Since families often change their minds about PK options or later find out that they 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 updates and alert TMO as soon as possible if a child switches from full-time to part-time, 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 can better project revenue for PK programs when billing is up to date. We appreciate your assistance!

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 as WDWB (Withdrawn with Balance). The family will continue to receive monthly invoices and incur late fees through their last billing cycle 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.**

PAYMENTS MADE AT SCHOOL

- All parents are expected to make tuition payments directly in FACTS. 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)
 - ✓ Please write the customer number 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 FACTS:

Mail to: FACTS Management Company P.O. Box 2597 Omaha, NE 68103-2597

- Encourage parents to keep money order receipts to verify the money order was cashed. FACTS 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 make sure to deposit in the operating account and hand parent a receipt.