



## Tuition and Enrollment Update | March 23, 2026

### ADMISSIONS UPDATE

- Enrollment activity continues to progress across our schools, with more families completing and submitting their enrollment packets each day. Thank you for your continued partnership and for all the work you are doing to support families. Your efforts are helping keep everything moving forward during this busy time.
- The FACTS Email Series Manager templates have been updated and are ready for use. If your school chooses to activate them, your DOE can assist with the setup and implementation. Using the Email Series Manager is a great way to streamline communication with families, especially those who have started but have not yet completed their admissions application. These automated messages provide timely, friendly reminders while also offering guidance and support and keep the enrollment process moving forward.
- As a reminder, please continue to review your admissions queues regularly to ensure that each step in the process is moving forward in a timely manner and that appropriate follow-up is taking place. If an application remains “in progress” for several days without being completed, please take the opportunity to reach out to the family to check in and offer support or assistance as needed. Additionally, we encourage schools to continue reviewing submitted applications and moving them forward to the “**Offer Sent**” stage once it has been determined that the student would be a good fit. Taking these steps helps ensure families continue moving through the process in a timely manner.

### INNER-CITY SCHOLARSHIP FUND UPDATES

- The second round of funding verifications has been completed, and we want to thank you for your continued efforts in reviewing and submitting them. We truly appreciate the work done to meet the deadline and your attention to this important process.
- Please remind your returning **Inner-City Financial Aid recipients** that the financial assistance application deadline is **May 15, 2026**. As funding is limited, it is important that all applications are submitted by the stated deadlines.
- The deadline to nominate any existing families who do not currently receive aid for consideration is **April 10, 2026**.

### BLOCK STATUS

- For the 2026–2027 school year, please be reminded that our office must be notified if you place a financial/academic BLOCK on student accounts. Timely communication is essential to ensure consistency between systems, particularly as enrollment and re-enrollment activity increases.
- As families make payments and clear past-due balances, our office will continue updating account statuses in the SIS. Thank you for keeping us informed so records remain accurate.

### KREMER FOUNDATION

- Please be advised that you should have received an email from the Kremer Foundation containing your application packet and submission guidelines for the 2026-27 school year. The deadline for submission is **May 6**.
- If you have not yet notified TMO, please remember to do so by email and include your Regional Superintendent, Finance Manager, and the Director of Enrollment on copy.
- We are pleased to inform you that the Kremer Foundation Board has increased the total award amount to **\$13,000** for this upcoming school year, providing additional support for our students.
- Additionally, please note that household adjusted gross income must not exceed the Kremer Foundation’s maximum family income limit of \$83,995 per year for a household size of 4 or fewer. For each additional family member over four, the income limit is increased by \$14,379.
- If you have any questions or need further clarification, please do not hesitate to contact us.



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### YEAR END FAMILY STATEMENTS

- Parents may print a statement of tuition payments for tax purposes through their FACTS account.
- Log in to the FACTS Family Portal. From the left-hand menu, select Financial, then click Financial Home on the right-hand side of the screen.
- Navigate to Payment Plan & Billing and select View Details. On the Activity Details page, click View Payment Summary, then select the applicable year from the calendar drop-down menu.
- Use the Print option in the upper-right corner to download or print the tax statement.
- Please be advised that if parents request their 2025 payment information through Blackbaud, they must contact them directly at 888-868-8828 for assistance.
- When calling, parents should provide their 2024-25 Family ID so that Blackbaud can generate and provide the requested payment information on their behalf.

### CSF AWARDS

- We have provided Principals with a list of Children's Scholarship Fund (CSF) recipients at your school who currently have an outstanding tuition balance of \$1,500 or more. We ask that schools promptly notify the affected families of their account status and the need to lower the balance to ensure remaining CSF funds are remitted to the school.

### 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, **163** families have been awarded a total of **\$146,910** 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](mailto:jennifer.ward@archny.org)



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### 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.

### 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:
  - **April 1st** – billing must be submitted by **March 5<sup>th</sup>**
  - **April 5th** – billing must be submitted by **March 10<sup>th</sup>**
  - **April 10th**– billing must be submitted by **March 13<sup>th</sup>**
  - **April 15th** – billing must be submitted by **March 20<sup>th</sup>**
  - **April 20th** – billing must be submitted by **March 25<sup>th</sup>**

### LATE ENROLLMENTS

- Students starting school in January 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%
January	40% of tuition forgiven; family obligation 60%
February	50% of tuition forgiven; family obligation 60%
March	60% of tuition forgiven; family obligation 40%

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



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### 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%
January	40% of tuition forgiven; family obligation 60%
February	30% of tuition forgiven; family obligation 70%
March	20% of tuition forgiven; family obligation 80%

### 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.



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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)
    - ✓ For audit and processing purposes, the customer number must be written 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.