

# Are Student Fees Bringing You Down?

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# Introductions

Melissa Mickey - Speaker  
- *Business Manager, Grayslake CHS District 127*



Jaime Jordan - Moderator  
- *Advisor – Analytics, Frontline Education*



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# Who has issues with collecting school fees?



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## What is considered a school fee:

- Registration
- Technology
- Course Specific (ex. Driver's Ed)
- Athletic Participation
- Activity Participation
- Transportation
- Parking
- Graduation
- Lunch Accounts



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# Fee Waivers

- Under Illinois law (**105 ILCS 5/10-20.13**), school districts **must** waive fees for students who qualify for the federal free lunch program (if you participate in NSLP). Fee waiver process if non-NSLP.
- Direct certification from ISBE
- McKinney-Vento students

**What is waived:** Registration, textbooks, mandatory course fees, and even Driver's Ed

**What is NOT typically waived:** Fines for lost/damaged property, optional yearbooks, optional summer camps, or other optional items

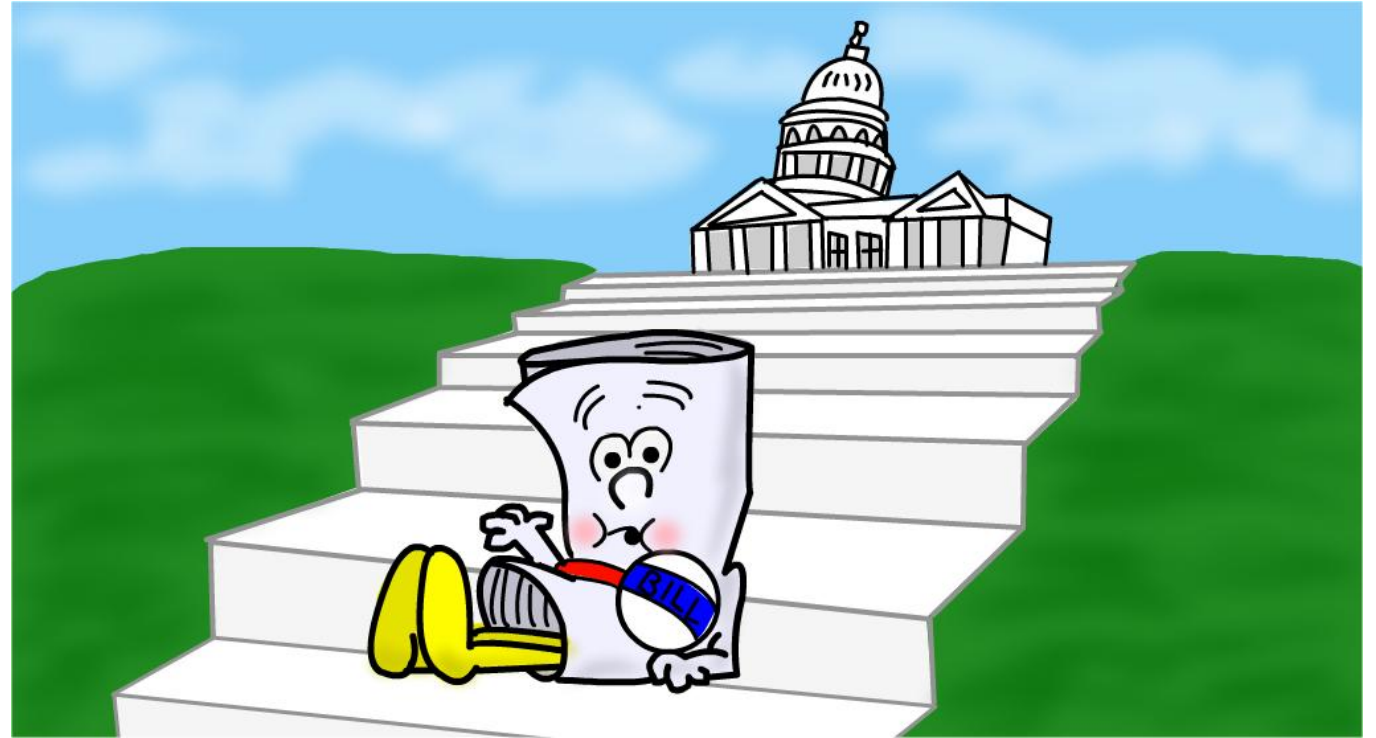
**How to apply:** Districts are required to provide a waiver application during registration. If your income falls within the federal guidelines, you are entitled to these waivers.

# History of the Legislation

**Public Act 104-0391**  
**Effective August 15, 2025**

2021-2025

- House Bill 4243
- Public Act 102-0727
- Senate Bill 1740
- Public Act 104-0391



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# Public Act 104-0391

Signed into law on August 15, 2025

d) Regardless of whether a student has obtained a waiver under this Section [for school fees] , a **school board may not discriminate against, punish, or penalize a student in any way because of an unpaid balance on the student's school account** or because the student's parents or guardians are unable to pay any required fees or fines for the loss of school property. **This prohibition includes, but is not limited to, the lowering of grades, exclusion from any curricular or extracurricular program of the school district, or withholding student records, grades, transcripts, or diplomas.** Any person who violates this subsection (d) is guilty of a petty offense.

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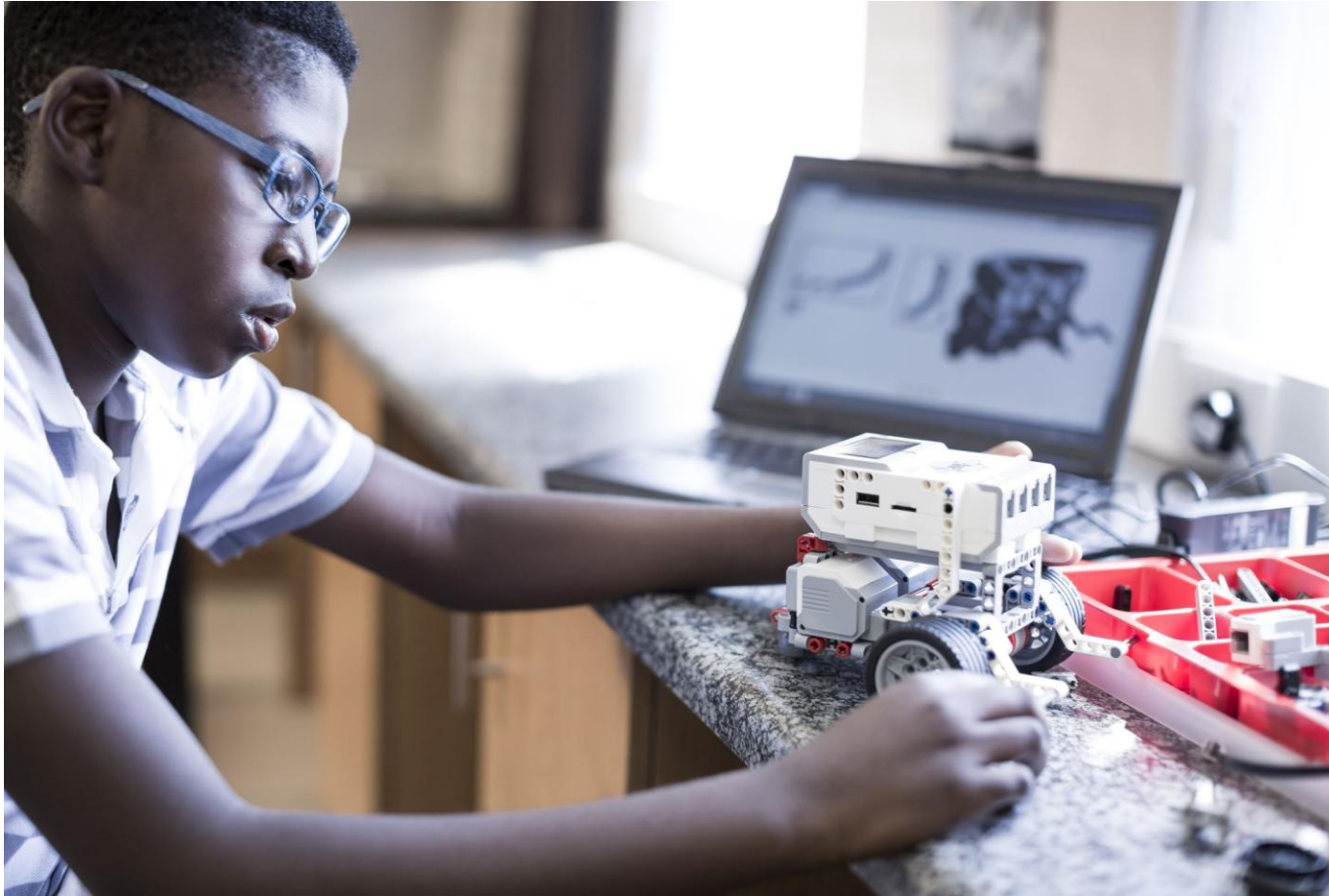
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# CURRENT LEGISLATION... AND ITS CHALLENGES



- Prior P.A. only applicable in high school districts
- How can we hold our families accountable but still be empathetic?
- Tight budgets can have major issues with lost revenue, especially in lower-income districts.
- Staff may not be comfortable with procedures.
- Low-income Grant dollars are being reduced by Federal Government... How can we close the budget gap?

## Example: High School District



- Need to change our unwritten policy - Athletes cannot participate without payment of \$100 athletic fee with new P.A.
- Parking still held - privilege not a right
- Payment plans with 0% interest offered
- Monthly statements sent out via email
- Plan to offer a discount for paying early next year

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## Example: Elementary District

- Middle School Students not allowed to participate in Extracurricular Clubs/Activities without Registration Fees paid in full.
- Monthly Notices sent home
- Payment Plans are offered to ALL families - No interest, to be paid by June 30th of each year.
- 20% Discount if paid in full by July 30th each year





## What CAN we do???

- Constant reminders
- Incentive to pay early
- Payment plan options
- Fee waivers
- Collection-like Companies or Collection Agencies

# Collection Company

## Example - Pre Collection Letter

Transworld Systems Inc. is a debt collector. We are trying to collect a debt that you owe to Grayslake Comm High School. We will use any information you give us to help collect the debt.

### Our information shows:

You had a/an Grayslake Comm High School account with account number .

As of September 22, 2025, you owed:	\$1,475.75
Between September 22, 2025 and today	
You were charged this amount in interest:	+ \$0.00
You were charged this amount in fees:	+ \$0.00
You paid or were credited this amount toward the debt:	- \$0.00
<b>Total amount of the debt now:</b>	<b>\$1,475.75</b>

### How can you dispute the debt?

- **Call or write to us by November 02, 2025, to dispute all or part of the debt.** If you do not, we will assume that our information is correct.
- **If you write to us by November 02, 2025,** we must stop collection on any amount you dispute until we send you information that shows you owe the debt. You may use the form below or write to us without the form. You may also include supporting documents.

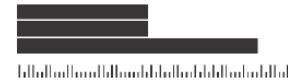
### What else can you do?

- **Write to ask for the name and address of the original creditor, if different from the current creditor.** If you write by November 02, 2025, we must stop collection until we send you that information. You may use the form below or write to us without the form.
- **Go to [www.cfpb.gov/debt-collection](http://www.cfpb.gov/debt-collection) to learn more about your rights under federal law.** For instance, you have the right to stop or limit how we contact you.
- Contact the creditor at 847-986-3447 about your payment options.

**Notice:** See reverse side for important information.

## Example - Collection Letter

Please use address above for return mail only



Account Information	
Date:	February 3, 2026
Our Account #:	73343709
Creditor:	Grayslake Comm High School District 127
Creditor's Account #:	13F25-0278471Z29 12182025
Balance Due:	\$1081.97
Digital Offerings for your convenience...	
VISIT US ONLINE! <a href="https://payments.tsico.com">https://payments.tsico.com</a> Your registration code: 7334370915	
You can also scan this special code using a QR Reader on your Smartphone or tablet.	

At Transworld Systems Inc. we are committed to working with you to help resolve your account! We hope you will contact us at the number above and let us prove to you how committed we are to that goal.

There are several options that we are currently offer, and it is our hope that one of them will meet your needs.

- Option 1 - Make a payment this month of \$108.21 and then pay \$486.88 next month. After the 2nd payment, we will reach out to you to resolve the remaining balance with the 3rd and final payment, which may be more than \$486.88 because your account is accruing interest.
- Option 2 - Make 2 equal consecutive monthly payments of \$360.66. After the 2nd payment, we will reach out to you to resolve the remaining balance with the 3rd and final payment, which may be more than \$360.65 because your account is accruing interest.
- Option 3 - Make 2 consecutive monthly payments, the first payment of \$540.99. After the 1st payment, we will reach out to you to resolve the remaining balance with the 2nd and final payment, which may be more than \$540.98 because your account is accruing interest.

Please confirm with one of our representatives which option works best for you and we will note your account accordingly. This offer is valid for 30 days from the date of this letter, but may expire without notice thereafter. If the 30 day period has expired before making payment, please confirm with one of our representatives that this offer has not expired. We are not obligated to renew this offer. This is an attempt to collect a debt. Any information obtained will be used for that purpose. This is a communication from a debt collector.

Calls to and from this company are recorded and may be monitored.

Office Hours: Monday through Wednesday 8:00am to 5:00pm, Thursday 8:00am to 7:00pm, Friday 8:00am to 4:30pm (ET).

The account balance may be periodically increased due to the addition of accrued interest, as permitted by applicable law. This does not affect the payment terms stated above.

To receive future notices by e-mail, visit <https://payments.tsico.com> for details. Your unique registration code is 7334370915.

If you have an income tax refund, perhaps you can use the proceeds to pay this account.

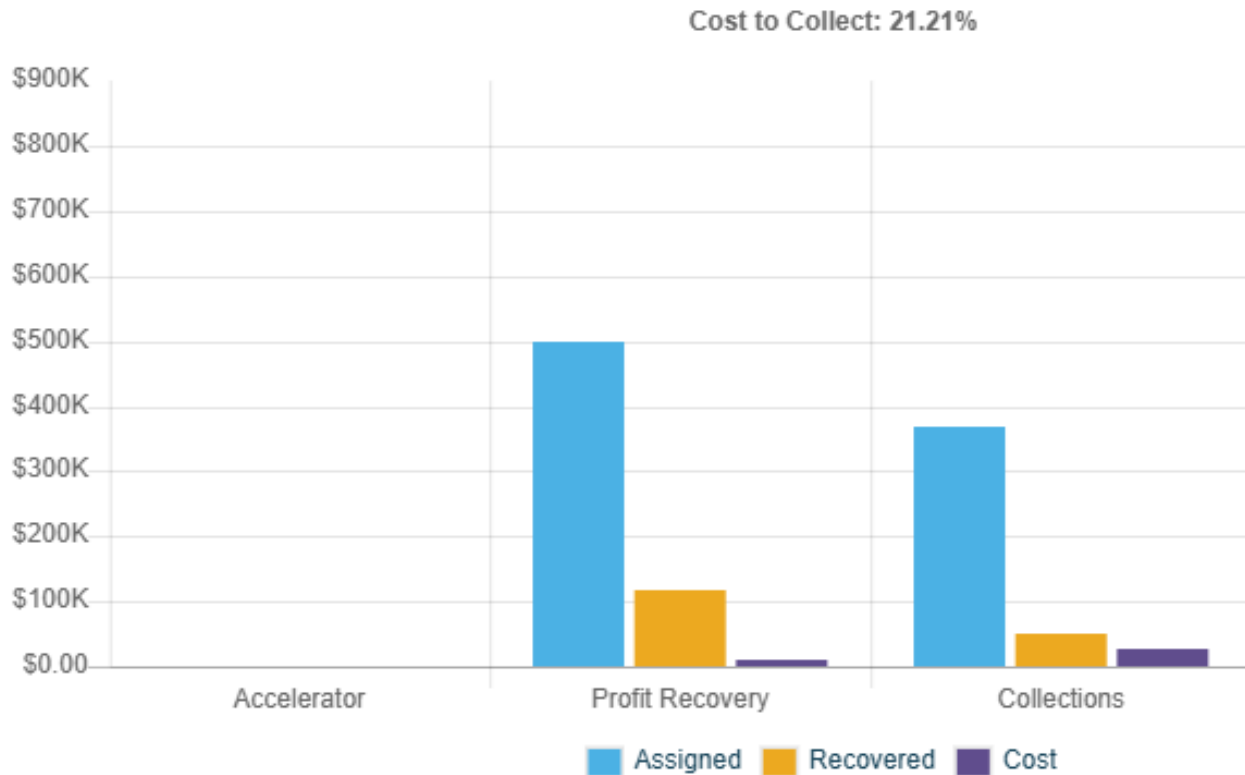
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## Assigned / Recovered vs Cost



## Profit Recovery

\$499,380 Assigned

\$116,530 Recovered

23.3%

## Collections

\$367,240 Assigned

\$50,400 Recovered

13.7%

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<b>Recovery Rate</b>	
Total Dollars Assigned	\$499,382.12
Less mail skips	- \$7,351.72
Less accounts still active	- (\$6.75)
Net Dollars Assigned	\$492,037.15
<b>Total Performance</b>	<b>\$116,528.48</b>
Paid in Full	\$97,719.14
Cancelled (Fully Resolved)	\$875.00
Suspended	\$3,737.40
Partial Payments	\$14,196.94
<b>% Recovery Rate on Net Dollars Assigned</b>	<b>23.68%</b>
<b>% Recovery Rate on Total Dollars Assigned (less mail skips)</b>	<b>23.68%</b>
<b>% Accounts Responding</b>	<b>37.67%</b>

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# Questions and Answers

*We thank you for your time!*

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# Presenters:

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