



Business Office

July 2011

Dear Parents,

I hope that your summer is going well. This mailing is intended to orient you to business matters relating to your child's enrollment at Middlesex School. I am excited to announce that we are moving to an on-line billing process this fall. Details and required enrollment forms related to this change are included with this mailing. If you have questions regarding any of the enclosed materials, please feel free to call or e-mail. I have included the names, e-mail addresses, and telephone numbers for the members of the Business Office team for your convenience. My colleagues and I would be glad to assist you at any time.

For your convenience, a copy of this mailing will be accessible on the Middlesex website. It will be located in the Business Office section under the "Parents" tab on our home page.

Business Office:

Terry Cunningham-CFO
tcunningham@mxschool.edu
Tel: 978-371-6589

Martha Wright-Accounts Receivable
mwright@mxschool.edu
Tel: 978-371-6586

Paula Smith-Bookstore Manager
psmith@mxschool.edu
Tel: 978-371-6543

Kim Souza-Accounts Payable
ksouza@mxschool.edu
Tel: 978-371-6587

Stephanie Taylor – Senior Accountant
sgraham@mxschool.edu
Tel: 978-402-1412

We hope you are enjoying your summer and we look forward to seeing you in the fall.

Sincerely,


Terry Cunningham
Chief Financial Officer

Middlesex School Business Office Informational Package School Year 2011-12

School Bills and Billing Schedule

Utilizing the My Back Pack Parent Portal, parents and guardians will have access to view their child's Middlesex account on-line and receive monthly bills electronically. This system will allow parents and guardians access to the following information:

- Parent/Guardian Profile
- Tuition and Incidental Balances and Activity
- School Store Account Activity and Fund Balance
- School Bank and Grill Account Activity and Fund Balance

Parents will receive system login information and instructions via email after we receive your signed Acceptable Use Policy Agreement which is included in this mailing. We will continue to send paper copies of bills for the first few months of the academic year to verify that your access to the system is working properly. After that, we will rely on the electronic billing exclusively.

In order to access the Parent Portal, you will need access to an internet connection (56K modem speed or greater) and access to one of the following internet browsers: Explorer (version 6 or above), Safari or Firefox.

Security features included in the Parent Portal are as follows:

- Five unsuccessful login attempts will disable the Parent Portal account. In order to use the portal again, parents will need to contact the Middlesex School Helpdesk during school hours to have the account reactivated.
- Users will be automatically logged off if the Parent Portal web browser is left open and inactive for a period of 15 minutes.

For technical help and password help, please email your request to helpdesk@mxschool.edu.

Tuition charges are applied to your bill in conjunction with the payment plan that you have elected. For those enrolled in the two payment plan, please note that your second semester tuition will be due on **December 1st** and that amount will be reduced by the remaining balance of your enrollment deposit (see Enrollment Deposit below). For those enrolled with the TMS monthly payment plan, your tuition charge is spread over the months covered by the plan (10 month plan – May to February, 4 month plan – May, July, September, November). In addition, the remaining balance of your enrollment deposit will be allocated against those charges proportionately over the billing months. Please be advised that any outstanding tuition will be subject to late charges (1% per month). The School accepts payment in U.S. dollars in the form of personal checks, bank checks, money orders, cashier checks, and wire transfers. A fee of \$25 will be charged for any check returned due to insufficient funds. The School does not accept payment of tuition and other charges by credit cards currently. One check may be used to pay all

student accounts as long as the remittance portion of the school bill contains the specific allocations of your payment.

If you have any questions regarding student bills, please contact Martha Wright in the Business Office at 978-371-6586.

Enrollment/Re-Enrollment Deposits

The disbursement schedule of enrollment/re-enrollment deposits is as follows:

- July:** \$1,000 is deposited into each student's bookstore account for the purchase of books, school supplies, clothing and other sundry items sold in the Middlesex School Store
- July:** \$300 is credited towards the Technology Fee of \$300 (description below).
- October:** The remainder of the deposit is used to offset tuition charges. For those families enrolled in the two payment plan, the remaining portion of the deposit will be applied to the second semester tuition charge. For families enrolled in a TMS monthly payment plan, the remaining portion of the deposit will be spread equally against the regular tuition charges in your specific plan.

The Middlesex School Store

The on-campus School Store is open Monday through Friday during the school year. The Store stocks textbooks, most school supplies (notebooks, paper, pens and pencils, etc.), some health products (soap, shampoo, toothpaste, etc.), gift and stationery items, and additional athletic gear. In order to make purchases, students need to have an adequate balance in their store debit account to cover the purchase.

As stated above, your child's store account is funded with a beginning balance of \$1,000 from the enrollment/re-enrollment deposit that you sent last spring. For returning students, balances will also include bookstore account funds that were unused as of the end of last year (June 2011). Bookstore statements reflecting all bookstore activity will be accessible on-line through the My Back Pack Parent Portal.

The balance of funds available in the store account is reflected both on the store statement, as well as in the designated Bookstore Balance section on the school bill. If the store balance is low, please send funds in order for your child to continue to purchase from the store.

Student Bank and Grill Account

For the convenience of students, the School Store Manager runs a mini-bank where you can open a non-interest bearing student bank account for your child. We recommend that you consider this option which will allow your child to deposit and withdraw funds when needed, thus keeping large amounts of money out of his/her room. Checks for the student bank should be made payable to Middlesex School and can be given directly to your child for deposit or you may send the funds directly to the Business (separately or as part of payment related to a billing statement). In either case, please clearly note that the funds are to be deposited into the student bank account.

The amount should be noted in the Student Bank section of the remittance portion of the billing statement. Prior parental authorization is required for any withdrawal over \$500. The balance of **funds available** in the student bank account is reflected both on the Bookstore/Bank Statement, as well as in the designated “Student Bank Balance” section on the school bill. Students who do not open a student bank account may cash checks in the student bank.

It is necessary for students to have funds in their student bank account if they intend to purchase food at the grill which is located in the Student Center in Ware Hall. The grill is open regularly in the evenings during the school year and gives students access to food when the dining hall has finished serving meals for the day. If you feel your child will be interested in utilizing the grill, they will need funds in their bank account in order to make any purchases.

Communication/Technology Fee

All students are charged a communication/technology fee of \$300. This charge covers the cost of local phone service (long distance phone service is described below), as well as access to the Internet, e-mail, the academic fileserver and technology assistance when needed. Although network access is available in each dorm room, we cannot guarantee that all computers can be configured for use in the dorms, and connections from home are currently limited to Internet and e-mail. As described on Page 3, \$300 from the enrollment/re-enrollment deposit is credited to the communication/technology fee.

Computer and Phone Hook-up and Local Telephone Access

Upon arrival, boarding students will have access to local phone service in their rooms. Students who prefer to use their own phone may bring any analog phone with them. Those who would prefer to use a school handset can pick one up at the Technology Office during the check-in process. Students will also have access to the student network via their own computers. Although many students prefer to use their own cell phones, the service in this area is not always dependable.

Local calling (including on campus calls), is provided to all boarding and day students as part of the communication fee (**for long distance dialing information from dorms, see “Optional Long Distance” section below**). Day students may make local calls from any school phone and from wall phones in the Student Center, the dorm lobbies, the gym, Eliot Hall, the Library and the TAC. Student phones will be turned off during evening study hours. Please refer to the Student Handbook for specific times. A voicemail box will be assigned to all boarding students. New day students are assigned a voicemail box and returning day students may request a voicemail box. Messages can be retrieved from any phone, on campus or off. When the student system is turned off, incoming calls will go directly to a student’s individual voicemail box. An instruction pamphlet regarding the use of the phones will be placed in the student rooms (boarding) or in the student mailboxes (day students) at the beginning of the school year.

Please note: Students are responsible for returning phones at the end of the school year. There will be a charge for any missing or damaged phones

Optional Long Distance

Middlesex has negotiated rates with AT&T in order to offer \$.07 /minute domestic long distance, \$.24 for Alaska and Hawaii. This service is provided by Campus Communications, a private billing service that works with many schools.

If you choose to sign up for long distance calling services, you will be contracting **directly** with Campus Communications for connection services and you will receive a monthly billing statement from them. Once signed up, your child will be assigned a PIN (personal identification number) from Campus Communications, which he/she will need when making long distance calls. Should you decide to use this service, please fill out the attached form and return **DIRECTLY to Campus Communications either via e-mail to: (support@e2ebilling.com), or fax to(630-783-0208) or mail to: Campus Communications, Attn: Middlesex School Enrollment, PO Box 622, Bolingbrook, IL 60440-1098.** Please do not return these forms to the School as it will significantly delay the issuance of a PIN.

We have been advised by Campus Communications that PINs will be available to students upon arrival ONLY if Campus Communications has received the service agreement form by August 20, 2011. Should you decide to participate in this program, a yearly \$50 administration fee is charged by the school for this service which will be reflected on the September student bills.

Returning students do not need to fill out a new form. They will continue to use the PIN number they were assigned last year provided their accounts are in good standing.

For questions regarding phone service or signing-up for long distance calling services, please feel free to contact Martha Wright at 978-371-6586.

Laundry Service

Boarding students may choose to do their own laundry (including sheets and towels) in the coin-operated laundry machines located in their dormitories, or they may contract with our laundry service which will pick up and return laundry on a weekly basis. You should talk with your child about which option he/she prefers. The laundry service is provided by an outside vendor. E&R Cleaners will be mailing enrollment forms directly to you during the summer. You may register online with E&R Laundry at: www.thecampuslaundry.com. Please use password: AD04. A representative from E&R Cleaners will also be available during the opening days of school for late enrollment.

Room and Mailbox Keys

Dormitory room and mailbox keys will be distributed on the opening days of school, and must be returned at the end of the year. Replacement keys will be charged as follows: \$5.00 for a mailbox replacement key, \$10.00 for a dorm replacement key and \$25.00 for a replacement key card. All students are required to return mailbox and dorm keys at the end of the school year. Replacement keys/key cards, as well as keys not returned at year end will be charged to the student's account.

SAFES

The School has installed individual student safes in each student room. These safes are large enough to hold most laptops; important travel documents and papers, as well as other valuables or electronics. Details about safe activation will be available at registration. There is no charge to utilize the safes.

Athletic Issue for New Students

All new students are given a bag of required Middlesex athletic wear for use at sports practice. This “athletic issue” contains two T-shirts, one pair of shorts, one pair of socks, one pair of sweatpants and one sweatshirt and is distributed by the Athletic Department during orientation. The charge for the athletic issue will be \$130 and will appear on the September bookstore statement.

My Back Pack Parent Portal Acceptable Use Policy

Welcome to the Middlesex My Back Pack Parent Portal. Access to the Parent Portal is allowed only after signing and returning this Acceptable Use Policy (“AUP”). The Portal provides parents with the privilege of accessing their student(s) information records through a secure Internet connection.

In response to the privilege of accessing the Portal, parents will be expected to act in a responsible, ethical, and legal manner.

Parents/guardians are required to adhere to the following guidelines:

1. Parents will not share their passwords with anyone, including their children.
2. Parents will not attempt to harm or destroy data of another user, school or district network, or the Internet.
3. Parents will not allow their computers to remember their password when using the Parent Portal.
4. Parents will not use the Portal for any illegal activity, including violation of data privacy laws. Anyone found to be violating laws will be subject to civil and/or criminal prosecution.
5. Parents will not access data or any account owned by another parent or student.
6. Parents who identify a security problem with the Parent Portal are asked to notify Middlesex School’s Helpdesk at (978)-371-6099 immediately.
7. Parents who are identified as a security risk to the Parent Portal or any other Middlesex School computers or networks, will be denied access to the Parent Portal.

I have read the Parent Portal Acceptable Use Policy and agree to abide by and support these rules. I understand that if I violate terms of the above policy, I may lose my privilege to use the Parent Portal. I hereby request Parent Portal access by signing below, listing my children below, and returning this hard copy request to the School.

Middlesex School
1400 Lowell Rd.
Concord, MA
01742

Parent/Guardian #1 Signature

Parent/Guardian #2 Signature

Parent/Guardian #1 (Print)

Parent/Guardian #2 (Print)

Date _____

Date _____

E-Mail
Address 1: _____

Email
Address 2: _____

(Initial) _____ I give permission to include my contact information in the Online Directory.

Children: (Print)

Please send completed forms to Martha Wright in the Business Office at the address noted above. Completed forms can also be faxed to Martha at (978) 402-1422 or scanned and emailed to mwright@mxschool.edu

Campus Communications Telephone Enrollment Form

Please fill out this form for use of the Middlesex School telephone system.

Dear Students / Parents / Guardians: Middlesex School is committed to making use of the telephone system for its students as simple and economical as possible. To meet the need of telephone system users, a Personal Identification Number is required to place long distance calls through the telephone system on campus. Toll calls can be placed with your PIN via a school sponsored, reduced rate calling program unique to Middlesex School. In order to place any calls, you must fill out the attached form to receive your PIN. Please fill out this form and mail as soon as possible in order to have your PIN ready by the time you arrive at school. Returning Students: You may continue to use your previously assigned PIN. ONLY fill out this form for NEW service or to CHANGE existing service .

**Important Registration Materials for All
Middlesex School Students**

1 Fill out the telephone users name, select the addressing option offered, and complete the email address of the individual who will receive correspondence on telephone system usage.

Campus Communications manages the telecommunications billing program for Middlesex School. Users with billable calls can receive customer service support and warnings of billable usage levels via your email address once usage surpasses 80% of the threshold watch limit. Details on payments, fees, system provisions, and terms and conditions are printed on the back of this form. Please retain for your records.

2 Select the calling program and indicate your Usage Watch Limit.

Your calling program provides:

- Long Distance privileges, both Domestic and International. You designate the Usage Watch Limit per billing period. If no specific amount is designated, a default amount of \$150.00 for US residents, and \$350.00 for International residents is assigned per billing period.*

*The billing period begins on the 1st of each month and ends on the last day of the month.

3 Sign the Form and Drop it in the Mail to **CAMPUS COMMUNICATIONS** in envelope provided.

If you have ANY questions about this form or Middlesex School's telecommunications program, please do not hesitate to contact us! Campus Communications (800) 965-4838. You may email us at: support@e2ebilling.com

PRINT LEGIBLY - FORM Must be complete

Cut on Dotted line. Mailing address must be visible in reply envelope provided. Thank You!

PLEASE CHECK: NEW STUDENT _____ RETURNING STUDENT _____

1 Last Name: _____ First Name: _____ M.I.: _____

Email Address: _____

Permanent Address Information (required):

 _____ Send invoice to:
 Middlesex School _____
 _____ Permanent Address _____

 Permanent Phone _____

2 Select the Service Requested: PIN to Place Toll-Free, Domestic and International Calls from Middlesex School

3 Signature of Parent or Legal Guardian: I request the options indicated for my child to receive a PIN and agree to the terms and conditions described on this registration form

Print Name: _____ Signature _____ Date: _____

USAGE WATCH LIMIT

Usage Watch Limit is based upon standard amounts unless custom amount indicated.

I wish to designate a custom usage threshold amount for my child:

\$ _____

2011-2012 Rates and Fee Schedule for Middlesex School

Calling Type	Rates
Domestic US - Except Alaska & Hawaii	\$0.07/minute
Alaska & Hawaii	\$0.24 per minute
International *Contact Campus Communications for rates to specific countries.	AT&T Rates less 50%

Fee Structure	
Non-Sufficient Check	\$20.00
Fraud Investigation	\$25.00/call
Lost PIN	\$10.00
Late Payment	\$5.00
Reactivation	\$10.00
Accounts over 60 days delinquent will be deactivated until full payment is received.	
Statement Reprint	\$5.00

****PLEASE NOTE: You will be notified by email, if an address has been provided, when your child reaches 80% of the Usage Watch Limit set. Your child's PIN will be deactivated when calling exceeds the Usage Watch Limit. Charges are updated each business day, not by call, therefore there is no guarantee that charges will not exceed the Usage Watch Limit. All charges are your responsibility. You or your child may contact Campus Communications at 800-965-4838 to check account balance and/or current usage daily.

IMPORTANT: Any disputed call charges must be reported within 30 days of receipt of invoicing. Any charges not contested within this time period are the sole responsibility of the account owner.

PIN Terms and Conditions for ANY PIN User:

I request a Personal Identification Number (PIN) for my son/daughter's use on campus to place telephone calls from campus. By completing and signing the attached form, I agree to the following terms:

- I understand I am responsible for all calling charges made with the use of my son/daughter's PIN. I understand my son/daughter's PIN is confidential and it will not be shared with any other individual. I understand sharing of my son/daughter's PIN could result in a fee per occurrence (See "Fee Structure") if any investigations are required to correct billing problems.
- Payment for all charges against my son/daughter's PIN are due upon receipt. Typically, a 21 day grace period for payments is indicated on the statement. I will be responsible to pay all bills on or before the payment due date reflected on the bill. If the account is not paid in full by the payment due date, I understand that my son/daughter's PIN could be deactivated and I will be assessed an immediate Late Fee (See "Fee Structure"). If the PIN is deactivated due to late payment, I agree to pay a Reactivation Fee (See "Fee Structure") if I chose to resume my son/daughter's PIN service.
- I understand that I will be receiving a statement on a monthly basis. It is my responsibility to notify Campus Communications if I have not received my bill.
- I agree to notify Campus Communications immediately if my son/daughter leaves or graduates from the school. I understand that I will continue to be responsible for my son/daughter's account until such time as it is properly closed, regardless of my son/daughter's enrollment status at the school.
- I understand the following rates will apply as outlined above in the Calling Type / Rates table. Rates for services are available upon written request to Campus Communications. Rates are subject to change coinciding with the beginning of each school semester.

- If my account is terminated for delinquency or non-payment, the balance due must be paid in full in order to reactivate my son/daughter's PIN. I understand that if my account becomes past due that I could be charged all collection fees and any other associated costs incurred to collect my overdue balance. I further understand that I could be charged interest on my son/daughter's account subject to the laws of this state and pursuant to the terms of the school. Transcripts and other administrative material could be withheld until my account is paid in full.
- My son/daughter's PIN may be canceled at any time by Campus Communications if I fail to abide by the terms of this contract. I may elect to cancel my son/daughter's PIN service at any time. I understand that my son/daughter's PIN will only be active while he/she is enrolled at school. I understand that if my child's PIN is canceled I am still liable for all charges on my account and these charges are subject to the collection terms outlined above.
- I understand that the unauthorized use of a PIN to place any call is theft of service as defined by state and federal law. Persons committing fraudulent calls are subject to local, state, or federal prosecution and could be subject to an investigation fee assessed by Campus Communications.
- Requests for additional copies of statements are available at a per statement service fee (See "Fee Structure"). I also understand that the additional copy of my statement requires 5-10 business days to be sent.
- I understand and agree to the following fee structure as itemized.
- I understand that Campus Communications and my son/daughter's school are not liable for telephone calls fraudulently billed to my son/daughter's PIN.
- I understand that the watch limits are offered only as a convenience and are not offered as a relied upon method for limiting or metering my son/daughters PIN usage.
- I understand that Middlesex School's telephone system and Campus Communications will attempt to limit the calling as indicated by my request, however in the event that calls are able to be placed outside of my requested service level, I will be liable for the call charges and will pay for any calls placed that are considered billable by the school.

Campus Communications
Attn: Middlesex School Enrollment
P.O. Box 622
Bolingbrook, IL 60440-1098