Understanding Your Bill

Rhonda Arnold
Billing Team Lead, SEAM

Darlene Gavenonis
Third Party Payments Supervisor, SEAM

Karen Vanegas
Assistant Director of Financial Aid Advising, Student Financial Services

Maureen Kelly
Assistant Director, Family Engagement
bluejayfamilies@jhu.edu
STUDENT ACCOUNTS
## 23-24 Tuition Payment Timeline

<table>
<thead>
<tr>
<th>Academic Year 23-24</th>
<th>Charges Viewable in SIS Self-Service</th>
<th>Bill Available in SIS Self-Service</th>
<th>Initial Payment Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2023</td>
<td>July 3</td>
<td>July 13</td>
<td>September 11</td>
</tr>
<tr>
<td>Spring 2024</td>
<td>December 1</td>
<td>December 14</td>
<td>February 5</td>
</tr>
</tbody>
</table>

*Note: Tuition and fees must be paid in full prior to the start of each semester in order to register for classes.*
Authorized Users

• Due to FERPA regulations, the institution cannot discuss details of a student’s billing account with anyone besides the student as the account holder.

• If a student would like to authorize any other individual to be able to review their account or make payments, they can add an authorized user via SIS Self-Service (sis.jhu.edu).
Viewing Your Student’s Balance

If you are set up as an authorized user, you can view your student’s balance in SIS Self-Service (sis.jhu.edu).
Understanding Your Student’s Balance
Payment Options

• Pay online in SIS Self-Service (sis.jhu.edu)
• Pay with a check by mail
  
  Johns Hopkins University
  Student Accounts Operations
  Garland Hall B075
  3400 N. Charles Street
  Baltimore, MD 21218

• Pay by wire transfer via Flywire and Convera
• Pay by third party payers
• Payment plans
• 529 Plans & Prepaid Tuition Accounts
Payment Plans

• JHU offers convenient payment plans through Nelnet.
• Payment plans are offered in 5, 4, or 3 monthly payments per semester.
• There is a fee of $55 per semester.
• Payments will be drafted on the 15th of each month.
• To enroll in a payment plan, log in to SIS Self-Service (sis.jhu.edu). On the billing tab, select “Summary” and then “Enroll in Nelnet Payment Plan.”
Starting a payment plan after the semester’s payment plan start date will decrease the number of monthly payments/semester, therefore increasing your payment amount each month.
FINANCIAL AID
Questions about billing, payments, or refunds?

Contact the **Office of Student Enrollment and Account Management (SEAM).**

seam.jhu.edu
What if I need to request additional financial aid?

Why is my financial aid award not showing on my bill?

Why is my Fall bill more than I expected?
Frequently Asked Questions

Why does my enrollment deposit (i.e., $600) show up on my billing statement for the Fall semester?

When you accepted your offer of admission to Hopkins, you may have paid a deposit/down-payment to the Admissions Office to confirm that you would be attending. **This is counted as your first payment towards your Hopkins bill and shows up as a credit (payment already made) towards your charges.** This will not be repeated in future semesters.

What is the $500 matriculation fee?

Each new JHU student is charged a **one-time fee** as they matriculate/enter as a Hopkins student. This will not be repeated in future semesters.
Why are my outside scholarships not showing on my bill?

• Outside scholarship credits will only appear on your billing statement once the funds have been received by Hopkins.

• If your scholarship check has not yet been posted to SIS Self-Service, you can deduct the amount of expected outside scholarship from your amount due to determine how much to pay.

• Check with your outside scholarship agency; some require you to submit a copy of your billing statement and/or your course schedule to confirm your enrollment at Hopkins before they send us the scholarship check.
Frequently Asked Questions

Why are my outside scholarships not showing on my bill? (cont.)

• Scholarship checks should be made payable to JHU and should be mailed to:

  Johns Hopkins University
  Student Accounts Operations
  Garland Hall B075
  3400 N. Charles Street
  Baltimore, MD 21218

• Outside scholarship checks may require your signature/endorsement before we can formally credit them to your account. We will notify you if you need to sign any checks.

• As a reminder, outside scholarships may adjust your financial aid eligibility. **To report outside scholarships, please log into your SIS Self-Service account and click the Applications tab for the Outside Award Notice form.**
Why are my loans not showing on my bill?

Hopkins financial aid awards do not initially include loans, but students and parents may borrow low-interest loans as part of their family’s strategy to cover college costs.

• To request a Federal Direct Student loan, please log into your SIS Self-Service account and click the “Online Forms” tab for the Loan Action Form.
  • First-time student borrowers will also need to complete online forms with the federal government at https://studentaid.gov: Loan Entrance Counseling & Master Promissory Note (MPN).

• Loans will not post as anticipated credits on your bill until all needed paperwork has been submitted and processed.

• Federal Parent PLUS loans can be requested via https://studentaid.gov and will require a credit check and MPN.

• FYI: Loans will not automatically roll over from year to year; students/parents must request loans each year that they wish to borrow.
Frequently Asked Questions

Why is my Fall bill more than I expected?

Please review your billing statement carefully for expected charges and credits. **If any of your financial aid is missing from the bill, please contact us so that we can help.** If there is an unexpected charge, please contact Student Accounts.

- **EXAMPLE:** Charge for UG Health Insurance
  
  Fall $1,168.50  
  Spring $1,947.50  
  Annual Cost $3,116.00

- Reminder: Hopkins requires that all students have comprehensive health insurance. Students are automatically enrolled in JHU insurance each academic year. **To waive the school-sponsored health insurance plan, please log into your SIS Self-Service account and click the link for the waiver form. Once your waiver has been processed, the charge will be removed from your SIS bill.** The waiver must be completed each year.

FYI: Student Financial Support provides limited grant funding for high-need students who are ineligible to waive the university health plan, i.e., Medicare recipients.
Frequently Asked Questions

What if my family’s circumstances have changed (i.e., job loss) and I need to request additional financial aid?

If financial circumstances are affecting your ability to attend Johns Hopkins, we would like to have the opportunity to reconsider your eligibility for financial aid. We recognize that family situations are dynamic. Unexpected events such as loss of income, death, major illness, and disabilities can adversely affect a family’s ability to meet educational costs.

We are committed to meeting additional need and supporting families to the extent that our resources allow.

1. Meet with your FA adviser to discuss your circumstances
2. Submit a Request a Reconsideration request with relevant documents
Frequently Asked Questions

Do students have to reapply for financial aid every year? Will eligibility change?

Yes. Students must reapply for need-based financial aid each year. Our office will review your family’s most recent financial circumstances to determine your eligibility. Most families receive similar financial aid packages each year, but changes to financial circumstances and the number of family members in your household/college do impact aid eligibility.

Requested deadline for 2024-2025 year is January 15, 2024:

1. FAFSA
2. CSS Profile
3. 2022 taxes & W2s via IDOC
Contact Us @ finaid.jhu.edu

Call Us
Please feel free to give us a call at **(410) 516-8028**.

Zoom With Us
JHU undergraduates/families can virtually **walk-in via Zoom from 10 a.m.–12 p.m. (EST), Monday, Wednesday, and Friday, and 3–5 p.m. (EST), Tuesday – Thursday.**

Schedule an Appointment With Us
Schedule an appointment to connect with your family’s FA adviser (assigned based on the undergraduate student’s last name).

Write to Us
You can submit a request via **SEAM’s online form**.
# Financial Aid Advisers

<table>
<thead>
<tr>
<th>Undergraduate Student’s Last name</th>
<th>Adviser</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAA — CAN</td>
<td>Rebecca Schachter</td>
</tr>
<tr>
<td>CAO — ELM</td>
<td>Funsho Andrew</td>
</tr>
<tr>
<td>ELN — GHZ</td>
<td>Jennifer Palmer</td>
</tr>
<tr>
<td>GIA — KAS</td>
<td>Karen Vanegas</td>
</tr>
<tr>
<td>KAT — LEO</td>
<td>Elizabeth Baskerville</td>
</tr>
<tr>
<td>LEP — NGX</td>
<td>Javier Avila</td>
</tr>
<tr>
<td>NHA — ROB</td>
<td>Albertha Mellerson</td>
</tr>
<tr>
<td>ROC — TES</td>
<td>Andrea Lewis</td>
</tr>
<tr>
<td>TET — ZZZ</td>
<td>Pamela Mason</td>
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</tbody>
</table>
THE OFFICE OF STUDENT ENROLLMENT AND ACCOUNT MANAGEMENT (SEAM)
About SEAM

SEAM was created to centralize student services at Johns Hopkins University. SEAM provides support in three key areas: student accounts, registration, and financial aid.
How to Contact SEAM
seam.jhu.edu

Online Form
Search for keywords and submit a request via SEAM’s online form.

Virtual Visit
Schedule a virtual appointment.

In-Person
Visit one of our three in-person offices
Homewood, East Baltimore, and Washington, D.C. campuses

Phone
Call SEAM to speak directly with a team member.
SEAM’s Online Form

**STEP 1:**
From the homepage, you can either search specific keywords or questions, or browse all topics.
STEP 2: If you are not able to find the answer to your question, you can log in with your JHED to submit a case. Guest users (without a JHED) will need to create an account.
SEAM’s Online Form

STEP 3:
Once you click Sign in to Request Support, you will be directed to the online form. Complete the required fields and then click Submit.
SEAM’s Online Form

**STEP 4:**
You can log in to SEAM’s online form to check the status of your case anytime.
Virtual Visit

Contact SEAM

CALL
Speak directly with a team member. We are open for calls Monday—Thursday from 8:30 a.m. to 7 p.m. and Friday from 8:30 a.m. to 5 p.m. E.T. During peak seasons, you may experience a longer wait time.

+1 877-419-5131

REQUEST ASSISTANCE ONLINE
Use SEAM’s online form to request assistance. Once you submit the form, you will receive an email confirmation and a student support specialist will be in touch during normal business hours.

SCHEDULE A VIRTUAL VISIT
In addition to three in-person locations, we offer virtual visits by appointment.

Schedule Virtual Visit

Get Started
Phone

1-877-419-5131

Monday – Thursday, 8:30 a.m. to 7 p.m.
Friday, 8:30 a.m. to 5 p.m. E.T.
In-Person Visits

**Homewood Campus**
Levering Hall, Suite 102
3400 N. Charles Street
Baltimore, MD 21218

**Washington, DC Campus**
*New location in Fall 2023!*
555 Pennsylvania Avenue NW
4th Floor Suite
Washington, DC 20001

**East Baltimore Campus**
Bloomberg School of Public Health
615 N. Wolfe Street
Suite E1002
Baltimore, MD 21205
Thank you!

Any questions?