

HOP

ON

BOARD



JOHNS HOPKINS
UNIVERSITY

Understanding Your Bill



Michelle Maxwell

Student Accounts
Operation Specialist, Third
Party Billing and Payment
Processing Team Lead,
SEAM



Rhonda Arnold

Billing Team Lead, SEAM



Karen Vanegas

Assistant Director of
Financial Aid Advising,
Student Financial Services



Maureen Kelly

Assistant Director, Family
Engagement
bluejayfamilies@jhu.edu

STUDENT ACCOUNTS

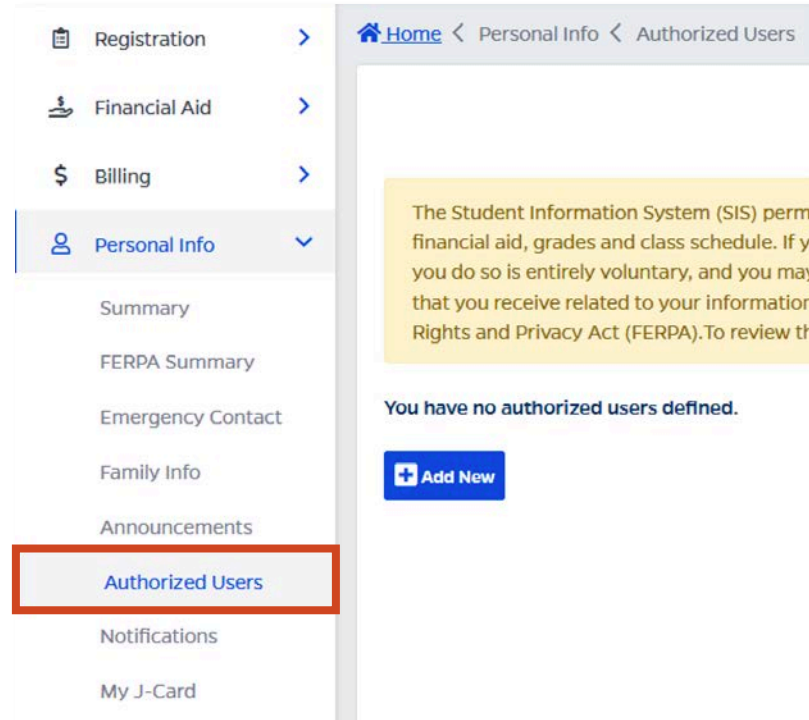
24-25 Tuition Payment Timeline

	Charges Viewable in SIS Self-Service	Bill Available in SIS Self-Service	Initial Payment Due Date
Fall 2024	July 15	July 18	September 9
Spring 2025	TBD	TBD	TBD

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).




The screenshot displays the SIS Self-Service interface. On the left, a navigation menu lists various options: Registration, Financial Aid, Billing, Personal Info (selected), Summary, FERPA Summary, Emergency Contact, Family Info, Announcements, Authorized Users (highlighted with a red box), Notifications, and My J-Card. The main content area shows the breadcrumb trail: Home < Personal Info < Authorized Users. A yellow warning box states: "The Student Information System (SIS) permits access to your financial aid, grades and class schedule. If you authorize someone else to access your information, you do so entirely voluntarily, and you may be held responsible for any unauthorized use of that information. To review the Student Information System (SIS) Rights and Privacy Act (FERPA), To review the Student Information System (SIS) Rights and Privacy Act (FERPA). To review the Student Information System (SIS) Rights and Privacy Act (FERPA)." Below this, a message reads: "You have no authorized users defined." and a blue "Add New" button is visible.


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).

The screenshot displays the SIS Self-Service interface for Johns Hopkins University. The top navigation bar includes the university logo, a menu icon, and a user profile section with a "Student:" dropdown, a "Request Support" link, and a "Welcome, Hopkins ID:" field. The main content area is titled "Home < Billing < Summary". On the left, a sidebar menu lists "Dashboard", "Announcements", "Registration", "Financial Aid", "Billing" (selected), "Summary", "Due Dates/Announcements", "Authorized Users", and "Third Party Payers". The "Summary" section shows a "Current Balance" of \$12,588.50 and a "View Statements" dropdown set to "All Transactions". A link for "View Due Dates/Announcements" is provided. The "Payment Methods" section includes a note about credit card processing fees and lists options: "Pay by eCheck", "Pay by Paper Check", "Make International Payment via Flywire", and "Pay by Convera Wire Transfer". The "Actions" section lists: "Enroll in Nelnet Payment Plan", "View 1098-T", "Set Up Direct Deposit", "Add a Third Party Payer", "Authorized Users", and "Request Billing Support".

Understanding Your Student's Balance

JOHNS HOPKINS UNIVERSITY

Student: [dropdown] | [Request Support](#)  Welcome, [Name] Hopkins ID: [ID]

- Dashboard
- Announcements
- Registration >
- Financial Aid >
- \$ Billing >**
 - Summary**
 - Due Dates/Announcements
 - Authorized Users
 - Third Party Payers
- Personal Info >

[Home](#) < [Billing](#) < [Summary](#)

Summary

Current Balance \$12,588.50 [View Statements](#) ⓘ
All Transactions ▾

- [View Due Dates/Announcements](#)

Payment Methods

Due to high processing fees, your school does not accept payments by credit card.

- [Pay by eCheck](#)
- [Pay by Paper Check](#)
- [Make International Payment via Flywire](#) ⓘ
- [Pay by Convera Wire Transfer](#) ⓘ

Actions

- [Enroll in Nelnet Payment Plan](#) ⓘ
- [View 1098-I](#) ⓘ
- [Set Up Direct Deposit](#) ⓘ
- [Add a Third Party Payer](#) ⓘ
- [Authorized Users](#) - Allow others to access your account.
- [Request Billing Support](#)

Transactions

[Print Transactions](#)

Date	Description	Transaction Amount	Running Balance
07-24-2023	Anticipated-ASEN Hodson Trust Scholarship	-\$20,000.00	\$12,588.50
07-06-2023	Student Health Insurance Premium	\$1,168.50	\$32,588.50
* 07-03-2023	A/S Fall Undergrad Tuition	\$31,420.00	\$31,420.00

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 B076
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) under Billing / Summary / Enroll in Nelnet Payment Plan.

Payment Plans (cont.)

# Payments	August	September	October	November	December
5	✓	✓	✓	✓	✓
4		✓	✓	✓	✓
3			✓	✓	✓

Fall

# Payments	January	February	March	April	May
5	✓	✓	✓	✓	✓
4		✓	✓	✓	✓
3			✓	✓	✓

Spring

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.

Third Party Payer

seam.jhu.edu

- Third Party Payers are when an organization, such as an employer, directly pays all or part of a student's tuition and fees to Johns Hopkins.
- Students must select a third party payer and submit documentation and for each semester/term in SIS Self-Service. The due date is August 14 for fall and January 22 for spring semesters.

Third Party Payer (continued)

- Students can monitor the status of the third party process in [SIS Self-Service](#). As each process is completed, the student will be able to see the status updates in SIS Self-Service.
- **Contract Received**
- **Contract Accepted:** Your contract has been reviewed by TPP and was accepted.
- **Contract Denied:** Your contract has been reviewed by SEAM and was not accepted. An email is sent to the student to explain why it was denied.
- **Invoice Submitted:** TPP has submitted an invoice to your third party.
- **Invoice Rejected:** Your third party has rejected payment of your submitted contract. TPP will contact you directly via email to follow up.
- **Payment Received:** TPP has received payment from your third party.
- Payments that are not received from the third party payer will become the responsibility of the student

Not Considered a Third Party Payer with TPP

- Payments from family members or friends
- Payment plans
- Employer reimbursement
- Students who participate in employer tuition reimbursement programs should plan to pay all tuition and fees at the time of registration and follow their employer's procedures for requesting reimbursements.
 - JHU does not accept contracts with third party payers that require grade/transcript review before payment or other conditions.
- If you are a Johns Hopkins University employee, visit the [JHU Benefits & Worklife Tuition Assistance](#) page for more

information.

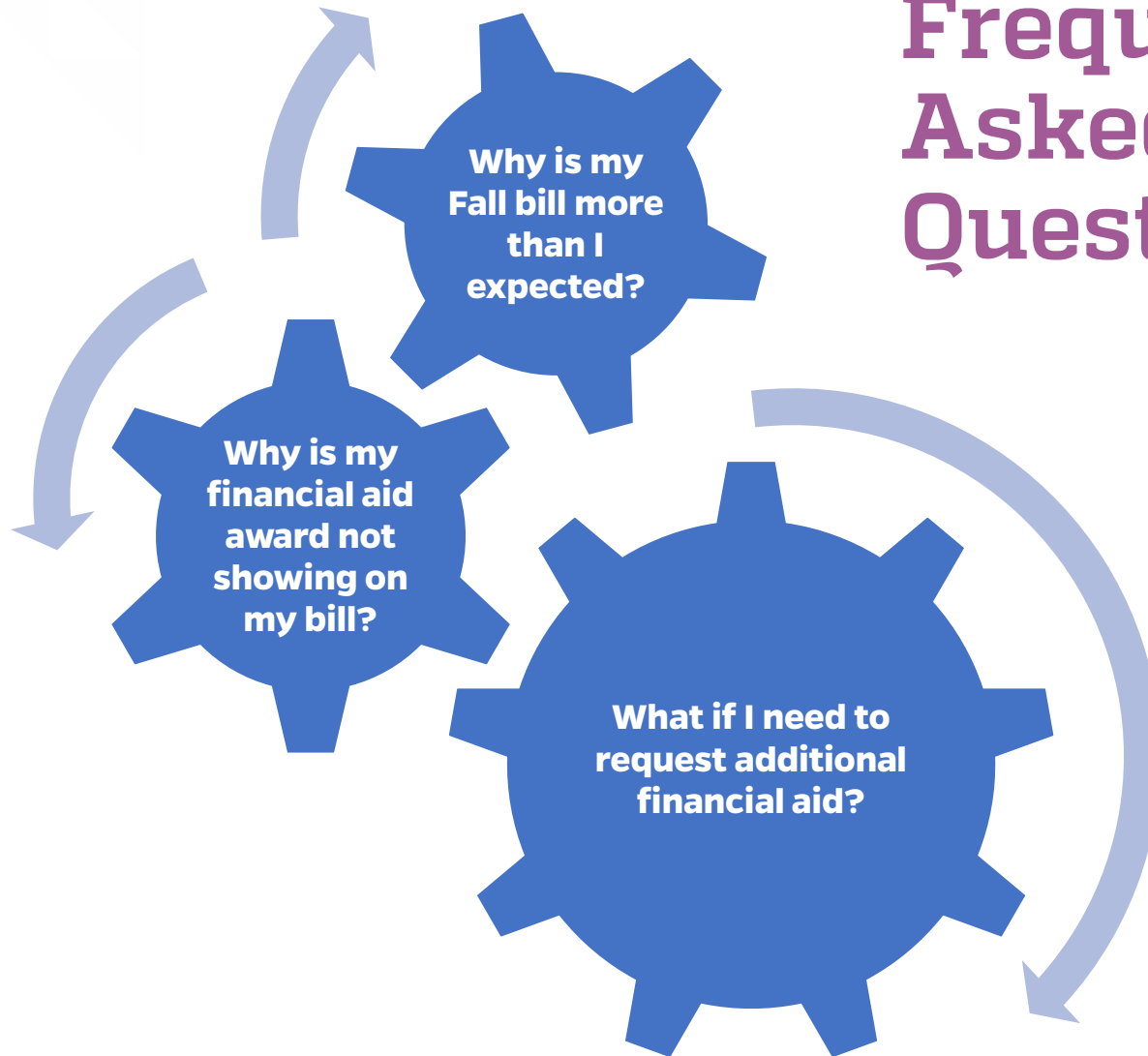
FINANCIAL AID

Questions about billing, payments, or refunds?

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

seam.jhu.edu

Frequently Asked Questions



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.

Frequently Asked Questions

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 B076
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.**

Frequently Asked Questions

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 SEAM Student Accounts.

- **EXAMPLE: Charge for UG Health Insurance**
Fall \$1169 Spring \$1,947 Annual Cost \$3,116
- **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 2025-2026 year is January 15, 2025:

1. FAFSA
2. CSS Profile
3. 2023 taxes & W2s via IDOC

Frequently Asked Questions

Does Hopkins cover a computer purchase?

- **Yes. Students receiving financial aid are eligible for a computer tech grant to cover the cost of a computer purchase.** Our tech policy allows for a one-time purchase of a computer and relevant accessories (mouse, keyboard, etc.) up to \$2000. Students will need to complete a Budget Adjustment Request for the computer purchase via SIS, and attach a screenshot of their receipt or shopping cart quote.
- The tech grant will be refunded directly to the student.

Frequently Asked Questions

How do I utilize federal work study?

- Most students are eligible for up to \$2700 in Federal Work Study (FWS). Work study gives students the opportunity to work part-time, on or off-campus, to cover indirect college expenses. Your work employer pays you directly. FWS means that the government covers a portion of your employer's wages to you. **To utilize FWS, you will need to provide your employer with the Authorization Form, found in SIS > Financial Aid > FWS Authorization Form.**
- Some students are awarded Hopkins Work Study (HWS) instead of FWS. HWS is the work study portion of your award package and acts as a placeholder for potential work earnings. This award is offered to students who do not meet eligibility requirements for Federal Work-Study (FWS), as determined through the FAFSA.
- The University Experiential Learning Office offers job postings and tips to assist you with finding a position through their SMILE database.

Contact Us @ finaid.jhu.edu



Call Us

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



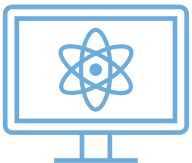
Zoom With Us

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

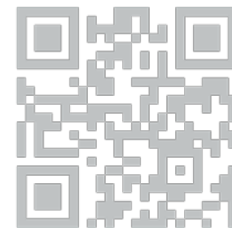
Undergraduate Student's Last name	Adviser
AAA — CAN	Rebecca Schachter
CAO — ELM	Samantha Shores
ELN — GHZ	Javier Avila
GIA — KAS	Karen Vanegas
KAT — LEO	Pamela Mason
LEP — NGX	Hope Smedley
NHA — ROB	Albertha Mellerson
ROC — TES	Samantha Shores
TET — ZZZ	Melissa Nehmer

THE OFFICE OF STUDENT ENROLLMENT AND ACCOUNT MANAGEMENT (SEAM)

About SEAM



SEAM centralizes 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

Submit a request via [SEAM's online form](http://seam.jhu.edu).



Virtual Visit

[Schedule a virtual appointment](#) or drop in.



In-Person

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



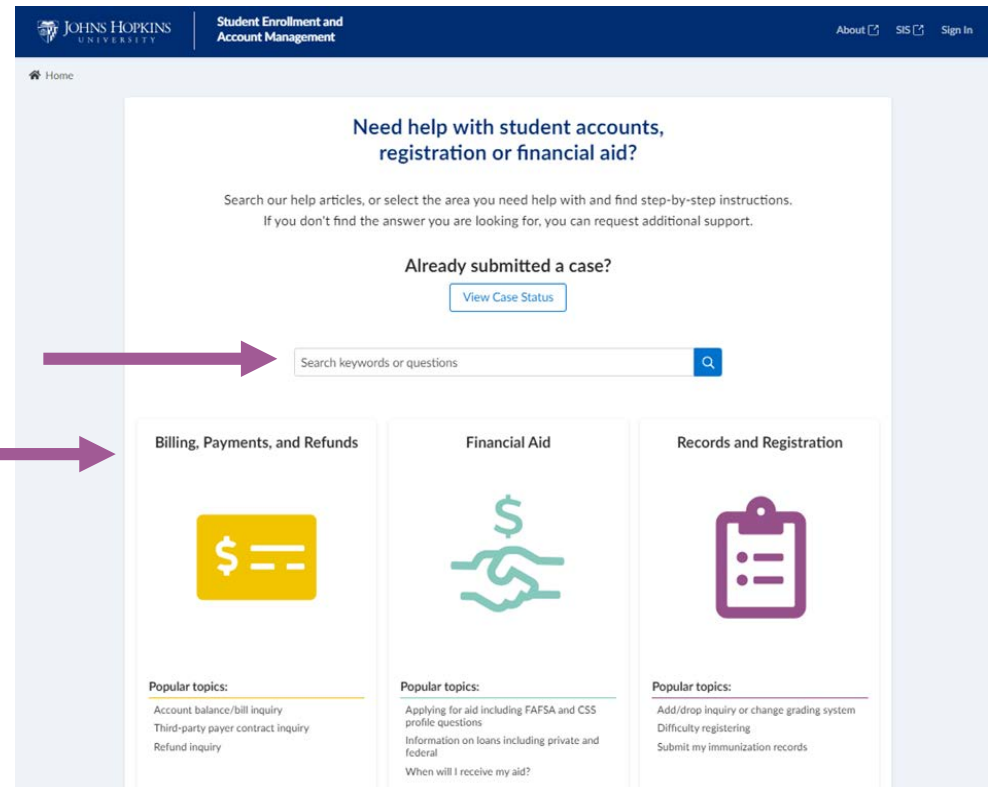
Phone

Call SEAM to speak directly with a team member.

SEAM's Online Form

STEP 1:

From the support landing page, you can either search specific keywords or questions, or browse all topics.

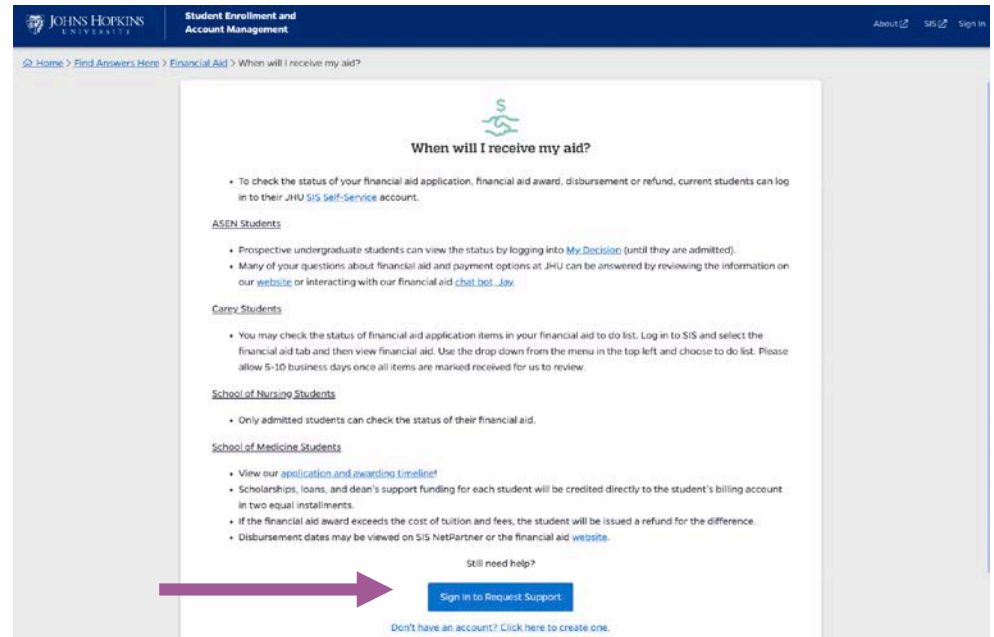


The screenshot shows the SEAM online form support landing page. At the top, there is a dark blue header with the Johns Hopkins University logo on the left, the text "Student Enrollment and Account Management" in the center, and links for "About", "SIS", and "Sign In" on the right. Below the header is a "Home" link. The main content area has a white background with a central heading: "Need help with student accounts, registration or financial aid?". Below this heading is a search bar with the placeholder text "Search keywords or questions" and a magnifying glass icon. To the left of the search bar, a purple arrow points from the text "From the support landing page, you can either search specific keywords or questions, or browse all topics." to the search bar. Below the search bar, there are three columns of content. The first column is titled "Billing, Payments, and Refunds" and features a yellow icon with a dollar sign and a minus sign. Below the icon, it lists "Popular topics:" followed by "Account balance/bill inquiry", "Third-party payer contract inquiry", and "Refund inquiry". A purple arrow points from the text "From the support landing page, you can either search specific keywords or questions, or browse all topics." to this column. The second column is titled "Financial Aid" and features a green icon of a hand holding a dollar sign. Below the icon, it lists "Popular topics:" followed by "Applying for aid including FAFSA and CSS profile questions", "Information on loans including private and federal", and "When will I receive my aid?". The third column is titled "Records and Registration" and features a purple icon of a clipboard. Below the icon, it lists "Popular topics:" followed by "Add/drop inquiry or change grading system", "Difficulty registering", and "Submit my immunization records".

SEAM's Online Form

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.



The screenshot shows the SEAM (Student Enrollment and Account Management) website interface. The header includes the Johns Hopkins University logo and the text 'Student Enrollment and Account Management'. The main content area is titled 'When will I receive my aid?' and contains several sections of information:

- When will I receive my aid?**
 - To check the status of your financial aid application, financial aid award, disbursement or refund, current students can log in to their [JHU SIS Self-Service](#) account.
- ASEN Students**
 - Prospective undergraduate students can view the status by logging into [My Decision](#) (until they are admitted).
 - Many of your questions about financial aid and payment options at JHU can be answered by reviewing the information on our [website](#) or interacting with our financial aid [chat bot Jay](#).
- Carew Students**
 - You may check the status of financial aid application items in your financial aid to do list. Log in to SIS and select the financial aid tab and then view financial aid. Use the drop down from the menu in the top left and choose to do list. Please allow 5-10 business days once all items are marked received for us to review.
- School of Nursing Students**
 - Only admitted students can check the status of their financial aid.
- School of Medicine Students**
 - View our [application and awarding timeline!](#)
 - Scholarships, loans, and dean's support funding for each student will be credited directly to the student's billing account in two equal installments.
 - If the financial aid award exceeds the cost of tuition and fees, the student will be issued a refund for the difference.
 - Disbursement dates may be viewed on SIS NetPartner or the financial aid [website](#).

At the bottom of the page, there is a section titled 'Still need help?' with a blue button labeled 'Sign in to Request Support'. A purple arrow points to this button. Below the button, it says 'Don't have an account? Click here to create one.'

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.

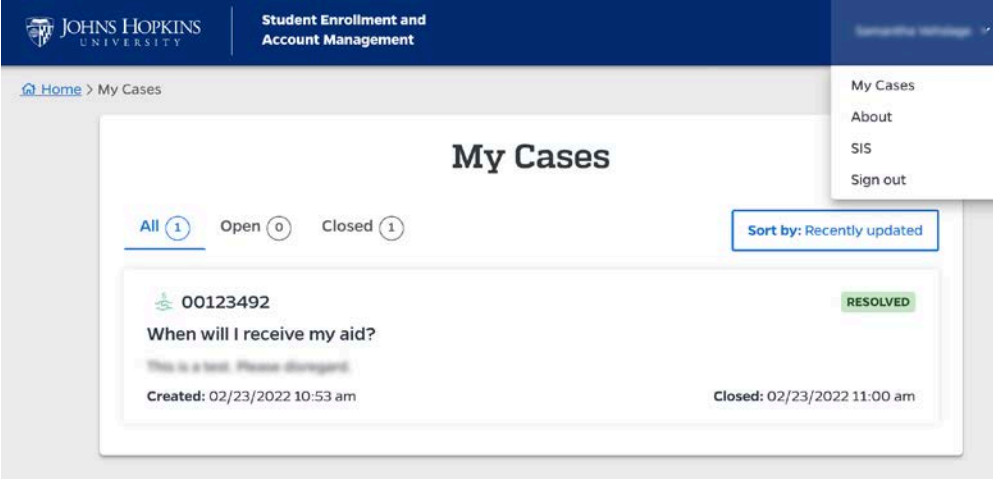
The screenshot shows the 'Contact Us' form on the SEAM website. The form is titled 'Contact Us' and is part of the 'Student Enrollment and Account Management' system. The breadcrumb trail indicates the user is on the 'Request Support' page. The form fields include:

- Your First Name**: Text input field.
- Your Last Name**: Text input field.
- School ***: A dropdown menu with the text 'Please select one...'.
- Email**: Text input field.
- Mobile Phone**: Text input field with a help icon.
- Preferred Contact Method**: Radio buttons for 'Email' (selected) and 'Phone Call'.
- Description ***: A large text area with the placeholder text 'Please describe what we can help you with.' and a character count 'Characters remaining: 2000 / 2000'.
- Add Attachments**: A dashed box for uploading files.

SEAM's Online Form

STEP 4:

You can log in to SEAM's online form to check the status of your case at any time.



The screenshot displays the 'My Cases' page in the SEAM system. The header includes the Johns Hopkins University logo and the text 'Student Enrollment and Account Management'. A navigation menu on the right lists 'My Cases', 'About', 'SIS', and 'Sign out'. The main content area shows a breadcrumb trail 'Home > My Cases' and the title 'My Cases'. Below the title are filters for 'All 1', 'Open 0', and 'Closed 1', along with a 'Sort by: Recently updated' dropdown. A single case is listed with ID '00123492' and the question 'When will I receive my aid?'. The case status is 'RESOLVED'. A note below the question reads 'This is a test. Please disregard.' The case was 'Created: 02/23/2022 10:53 am' and 'Closed: 02/23/2022 11:00 am'.

Virtual Visit



The Office of Student Enrollment and Account Management

Contact

Billing ▾

Registration ▾

Financial Aid ▾

About

FAQ

Contact SEAM

[Home](#) / 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.

[Get Started](#)

SCHEDULE A VIRTUAL VISIT

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

[Schedule Virtual Visit](#)



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

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

Office Hours



Thank you!

Any questions?