



Understanding Your Bill









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STUDENT ACCOUNTS





24-25 Tuition Payment Timeline

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





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 (<u>sis.jhu.edu</u>).

JOHNS HC	PKINS		Student:	Velcome, Hopkins ID:
Dashboard		<u>↑ Home</u> < Billing < Summary		
nnouncements				
🖹 Registration	>	Summary	Payment Methods	Actions
لللله Financial Aid	>	Current Balance View Statements (i)	Due to high processing fees, your school	Enroll in Nelnet Payment Plan
\$ Billing	~	\$12,588.50 All Transactions	 does not accept payments by credit card. Pay by eCheck 	 <u>View 1098-T</u> (i) <u>Set Up Direct Deposit</u> (i)
Summary		<u>View Due Dates/Announcements</u>	 Pay by Paper Check Make International Payment via Flywire 	 <u>Add a Third Party Payer</u> (i) <u>Authorized Users</u> - Allow others to access
Due Dates/Announce	ements		 Pay by Convera Wire Transfer (1) 	your account. <u>Request Billing Support</u>
Authorized User	°S			
Third Party Paye	ers			





Understanding Your Student's Balance

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🔂 Dashboard	<u>↑ Home</u> < Billing < Summary			
∽ Announcements				-
Registration >	Summary	Payment Methods	Actions	
🛓 Financial Aid >	Current Balance View Statements (i)	Due to high processing fees, your school	<u>Enroll in Nelnet</u>	Payment Plan ④
\$ Billing 🗸	\$12,588.50 All Transactions	 does not accept payments by credit card. Pay by eCheck 	 <u>View 1098-T</u> (i) <u>Set Up Direct De</u> 	eposit 🛈
Summary	View Due Dates/Announcements	 Pay by Paper Check Make International Payment via Flywire 	 Add a Third Part Authorized User 	<u>y Payer</u> ③ <u>s</u> - Allow others to access
Due Dates/Announcements		 ④ ▶ Pay by Convera Wire Transfer 	your account. <u>Request Billing S</u> 	iupport
Authorized Users				
Third Party Payers	Transactions			Print Transactions
Personal Info >				(a) <u></u>
	Date Description		Transaction Amount	Running Balance
	07-24-2023 Anticipated-ASEN Hodson	n Trust Scholarship	-\$20,000.00	\$12,588.50
	07-06-2023 Student Health Insurance	Premium	\$1,168.50	\$32,588.50



\$31.420.00

\$31.420.00



07-03-2023

A/S Fall Undergrad Tuition

Payment Options

Pay online in SIS Self-Service (<u>sis.jhu.edu</u>)

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 <u>third party payers</u>
- 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 (<u>sis.jhu.edu</u>) under Billing / Summary / Enroll in Nelnet Payment Plan.





Payment Plans (cont.)

# Payments	August	September	October	November	December	
5	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark	Fa
4		\checkmark	\checkmark	\checkmark	\checkmark	
3			\checkmark	\checkmark	\checkmark	

# Payments	January	February	March	April	Мау
5	\checkmark	\checkmark	\checkmark	\checkmark	\checkmark
4		\checkmark	\checkmark	\checkmark	\checkmark
3			\checkmark	\checkmark	\checkmark

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.





Spring

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 <u>SIS Self-Service</u>. 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 <u>JHU</u> <u>Benefits & Worklife Tuition Assistance</u> page for more





FINANCIAL AID





Questions about billing, payments, or refunds?

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





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

Fall bill more than I expected?

> What if I need to request additional financial aid?





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 <u>once the funds have been received by Hopkins.</u>
- 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.





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.





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 <u>https://studentaid.gov</u>: 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 <u>https://studentaid.gov</u> 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.





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.





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





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





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.





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

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Call Us

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

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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 <u>SEAM's online</u>

form.



Virtual Visit

<u>Schedule a</u> <u>virtual</u> <u>appointment</u> 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.







STEP 1:

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









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.









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.

OHNS HOPKINS	Student Enrollment and Account Management		Annual Annual 1
me > Find Answers Here :	> Financial Ald > When will I receive my aid? > Request Support		
	Contact Us		
	Your First Name	Your Last Name	
	Same and Sam	we say	
	School *		
	Please select one ~		
	Email	Mobile Phone ①	
	submitting the sets	AND ADD ATT?	
	Preferred Contact Method		
	Email O Phone Call		
	Description 1		
	Description	Characters nemericing: 2000 / 2000	
	Please describe what we can help you with.		
	add attachmonto		







STEP 4:

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









Virtual Visit



The Office of Student Enrollment and Account Management

Contact Billing 🔻

Registration - Fin

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.

+1877-419-5131

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 NW4th Floor SuiteWashington, 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?



