



HOP

ON

BOARD



JOHNS HOPKINS  
UNIVERSITY

# Understanding Your Bill

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# About SEAM




SEAM centralizes student services at Johns Hopkins University. SEAM provides support in three key areas: **student accounts, registration, and financial aid.**





# STUDENT ACCOUNTS

# Understanding Your Student's Balance



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Student:  | Request Support 

Welcome,   
Hopkins 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-T ⓘ](#)

[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



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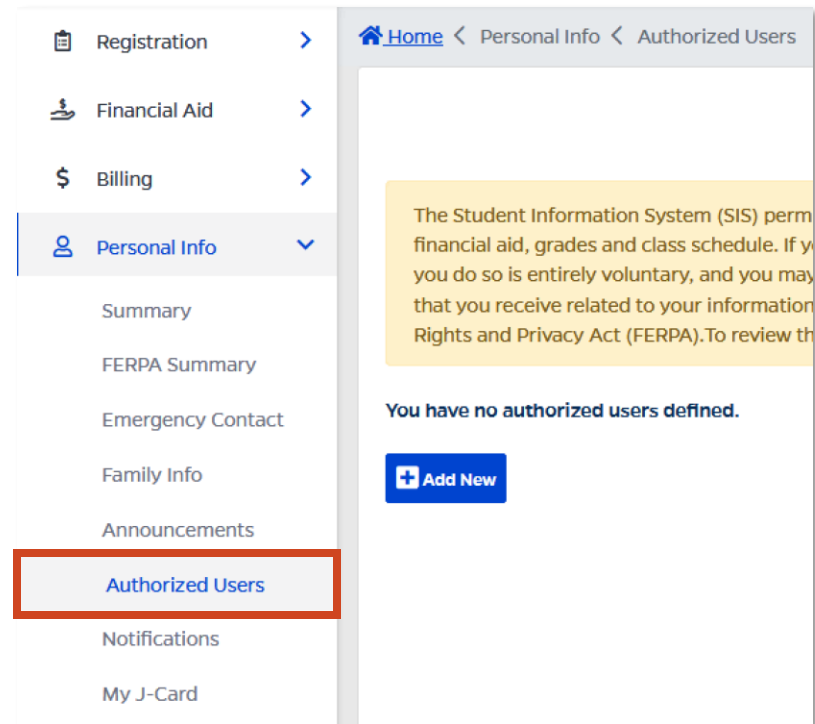
HOP

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# 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 access their account or make payments, they can add an authorized user via SIS Self-Service ([sis.jhu.edu](https://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](https://sis.jhu.edu)).

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☰

Student:  | Request Support

 Welcome,   
Hopkins ID:

[Dashboard](#)

[Announcements](#)

[Registration](#) >

[Financial Aid](#) >

[Billing](#) >

[Summary](#)

[Due Dates/Announcements](#)

[Authorized Users](#)

[Third Party Payers](#)

[Home](#) < Billing < Summary

### Summary

**Current Balance**  
\$12,588.50

**View Statements** ⓘ

▶ [View Due Dates/Announcements](#)

### Payment Methods

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

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

### Actions

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

# 25-26 Tuition Payment Timeline

	Charges Viewable in SIS Self-Service	Bill Available in SIS Self-Service	Final Payment Due Date
Fall 2025	July 7	July 10	September 8
Spring 2026 (tentative)	December 1	December 11	February 2



# Payment Options

- Pay online in SIS Self-Service ([sis.jhu.edu](https://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](https://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.*

# Questions about billing, payments, or refunds?

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

[Seam.jhu.edu](https://seam.jhu.edu)



The Office of Student Enrollment  
and Account Management

[Contact](#) [Billing](#) [Registration](#) [Financial Aid](#) [Veterans Affairs](#) [Quick Guide](#) [About](#)

**We're here to support you with student accounts, registration, and financial aid**

Visit SEAM's online form to browse help articles, submit a request, or check on the status of your case

[Get Started](#)



## Contact SEAM

- **Submit a Request Online**  
Browse help topics and complete [SEAM's online form](#)
- **Visit a SEAM Office**

- **Call Us**  
+1 877-419-5131
- **Meet Virtually**

## Important Dates

Division

All Divisions

Results: All Divisions

Bloomberg School of

[QUESTIONS? ASK JAY](#)



# Third Party Payer

[seam.jhu.edu](http://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 within 45 days of receiving an invoice from Johns Hopkins University.
- Students must select a third party payer and submit documentation, for each semester/term within 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.
- **TPP Certified** 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.

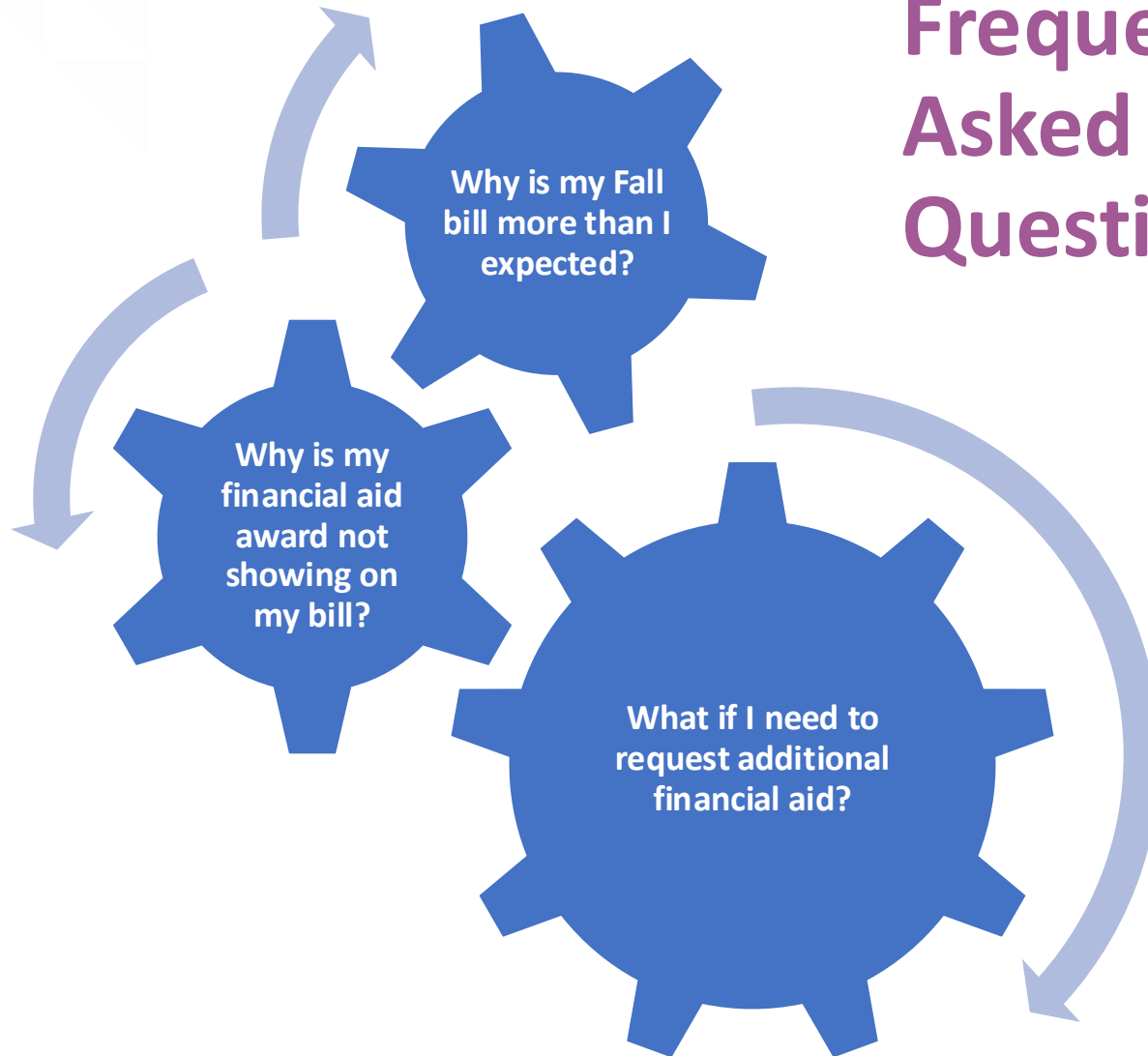
# Not Considered a Third Party Payer with TPP

- ☐ 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



# 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 \$1,234 Spring \$2,058 Annual Cost \$3,292
- 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 2026-2027 year is January 15, 2026:**

1. FAFSA
2. CSS Profile
3. 2024 taxes & W2s via IDOC



# Frequently Asked Questions

## Does Hopkins cover a computer purchase?

- **Yes. Students who receive need-based financial aid are eligible for a computer tech grant to assist in the purchase 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](mailto:finaid.jhu.edu)



## Call Us

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



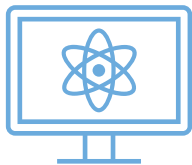
## Zoom With Us

JHU undergraduates/families can virtually **walk-in via Zoom** from **11 a.m.–1 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	Naudia McDaniel
ELN — GHZ	Javier Avila
GIA — KAS	Karen Vanegas
KAT — LEO	Pamela Mason
LEP — NGX	Hope Smedley
NHA — ROB	Albertha Mellerson
ROC — TES	Lindsey Jefferson
TET — ZZZ	Melissa Nehmer

# How to Contact STUDENT ENROLLMENT AND ACCOUNT MANAGEMENT (SEAM)

# How to Contact SEAM

[seam.jhu.edu](https://seam.jhu.edu)



## Online Form

Submit a request via [SEAM's online form](https://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.



JOHNS HOPKINS UNIVERSITY

Student Enrollment and Account Management

About SIS Sign In

Home

Need help with student accounts, registration or financial aid?

Search our help articles, or select the area you need help with and find step-by-step instructions. If you don't find the answer you are looking for, you can request additional support.

Already submitted a case?

View Case Status

Search keywords or questions

Billing, Payments, and Refunds

Financial Aid

Records and Registration

Popular topics:

Account balance/bill inquiry  
Third-party payer contract inquiry  
Refund inquiry

Popular topics:

Applying for aid including FAFSA and CSS profile questions  
Information on loans including private and federal  
When will I receive my aid?

Popular topics:

Add/drop inquiry or change grading system  
Difficulty registering  
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. The header includes the Johns Hopkins University logo and the text 'Student Enrollment and Account Management'. The breadcrumb trail is 'Home > Find Answers Here > Financial Aid > When will I receive my aid?'. 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](#).
- Carey 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 link 'Still need help?' and a blue button labeled 'Sign In to Request Support'. A purple arrow points to this button. Below the button is a link: '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 Johns Hopkins University Student Enrollment and Account Management (SEAM) website. The form is titled 'Contact Us' and includes the following fields and options:

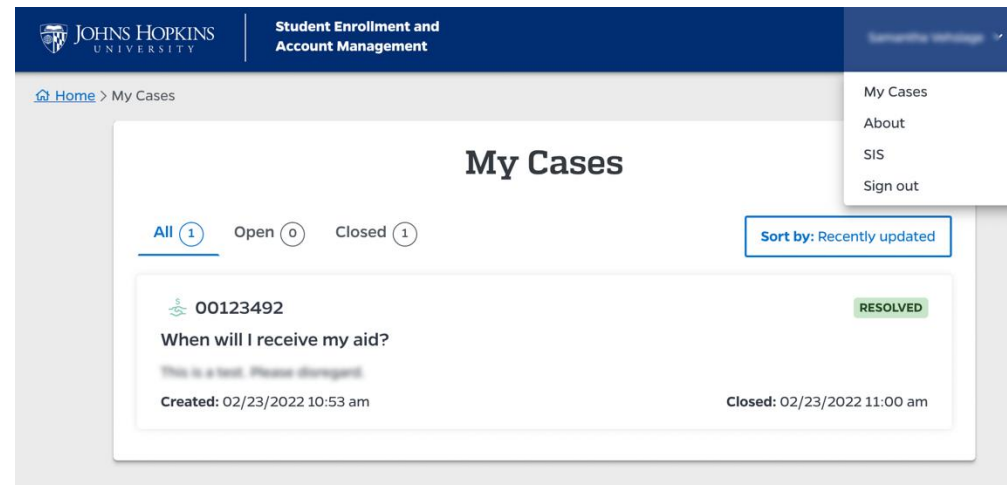
- Your First Name**: Text input field.
- Your Last Name**: Text input field.
- School \***: Dropdown menu with 'Please select one...' as the placeholder.
- Email**: Text input field.
- Mobile Phone ①**: Text input field.
- Preferred Contact Method**: Radio buttons for ☒ Email and ☐ Phone Call.
- Description \***: Text area with a placeholder 'Please describe what we can help you with.' and a character count 'Characters remaining: 3000 / 3000'.
- Add Attachments**: Section for uploading files.

The form is set against a dark blue header with the Johns Hopkins University logo and the text 'Student Enrollment and Account Management'. A breadcrumb trail at the top reads: Home > Find Answers Here > Financial Aid > When will I receive my aid? > Request Support.

# 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.



# 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!

Please place your questions in the  
Q&A window.