

# STUDENT ACCOUNTS

## Student Accounts

For general inquiries about student accounts, specifically receipt of payments, refunds, online tuition payments, financial holds, 1098-T forms, collections, company billing, and more, please call the Student Accounts Office (SAO) at 410-234-4755 or request support through SEAM's online form (<https://support.sis.jhu.edu/case/>).

There are multiple tuition payment options. Follow the guidelines to ensure that your tuition is received and any financial aid refunds are disbursed.

## Tuition Payments and Penalties

Students with approved financial aid should elect to be electronically billed and will be responsible for any charges not covered by their award. Students enrolled in a Johns Hopkins Carey Business School program should see Schedule A (<https://carey.jhu.edu/student-experience/services-resources/student-accounts/schedule-a/>) for billing periods and a payment due date. A late payment fee of \$250 will be assessed if payment is not received by the due date. Students who choose the monthly payment plan may use Schedule B (<https://carey.jhu.edu/student-experience/services-resources/student-accounts/schedule-b/>) as a payment guide.

Students with outstanding balances will receive financial holds. A financial hold prohibits students from registering for future courses and receiving services until the balance is paid in full. Students with a financial hold may also be prohibited from participating in Carey-sponsored events, activities, or excursions. Payments from students seeking to register may be kept and applied against prior obligations to the university. Delinquent accounts turned over to the collection agency may be assessed a penalty fee, in addition to the outstanding debt.

## Tuition Payment Options

For students in full-time programs:

- Pay online with an electronic check
- Pay with a check by mail
- Pay with a sponsor or employer contract
- Pay via wire transfer
- \*Enroll in the Nelnet/Tuition Management Systems (TMS) monthly payment plan

For students in part-time programs:

- Pay online with an electronic check
- Pay with a check by mail
- Pay with a sponsor or employer contract
- Pay by Johns Hopkins University tuition remission (available to University employees and only covers tuition)
- Pay via wire transfer
- \*Enroll in the Nelnet/Tuition Management Systems (TMS) monthly payment plan

*\*Payment options are subject to change\**

## Pay your bill electronically

Students are required to have a current Johns Hopkins University email address and a valid Johns Hopkins Enterprise Directory. Notification of

outstanding tuition balances will be sent electronically to your Johns Hopkins email account.

Billing statements are emailed the second Wednesday of each month if activity has occurred since the last billing cycle. Students are required to make payment upon notification of this bill or if there is an outstanding balance. Balances not paid by the due date will be assessed a \$250 late payment fee. Paper statements are no longer mailed to students.

In order to ensure receipt of your bill, you should update your email address in SIS. For our current billing periods and due dates, see Schedule A.

## Pay your account online

The fastest way to have your tuition payment credited to your student account is to pay via SIS Self Service (<https://sis.jhu.edu/sswf/>). You can make payments online or view your student account. #Full-time and part-time students can only use the electronic check option when paying their tuition online.

If you submit a paper or electronic Automatic Clearing House check that is returned by the bank, you will be charged a \$35 returned check fee, placed on financial hold, and may be removed from courses for which you are currently registered. Diplomas may be withheld, and you will be prevented from registering for future courses until payment is secured.

## Pay with a check by mail

Checks for tuition and fees should be made payable to Johns Hopkins University and should reference the student's Hopkins/Person ID. Payments can be mailed to the Student Accounts Operations Team:

*Johns Hopkins University  
Student Accounts Operations  
Garland Hall B75  
3400 N. Charles Street  
Baltimore, MD 21218*

Paying by check authorizes the school to electronically debit your account. Once the transaction has been completed, the actual check will be destroyed, and checks will not be returned.

If you submit a paper or electronic ACH check that is returned by the bank, you will be charged a \$35 returned check fee, placed on financial hold, and may be removed from courses for which you are currently registered. You will be prevented from registering for future courses until payment is secured. Payments from students seeking to register may be kept and applied against prior obligations to the university.

## Make monthly payments

### Nelnet Monthly Payment Plan

Student Accounts Operations has contracted with Nelnet Campus Commerce to offer monthly payment plans to our students. The monthly payment plan is available for current semesters ONLY. To enroll in a payment plan, log into the SIS Self-service Student Porta (<http://sis.jhu.edu/>). On the billing tab, select "Summary" and then "Enroll in Nelnet Payment Plan." See Schedule B for payment plan details.

For more information, contact Nelnet Campus Commerce at 1-800-609-8056.

## Employer/sponsor contract

Students with outside organizations sponsoring their tuition and fees are required to submit official documentation and complete a brief

acknowledgment section in SIS Self-Service. Johns Hopkins University Third Party Payer coordinates the sponsor billing process. The TPP team prepares and sends invoices for qualified tuition and manages all correspondence regarding sponsor contracts.

For detailed instructions and information, visit the TPP website. This website includes information on how to upload the required documentation, FAQs, and contact information for the Johns Hopkins Third Party Payer team.

## Johns Hopkins tuition remission

If you are a Johns Hopkins University employee participating in the JHU tuition remission benefit plan, please note the following:

Eligible faculty, staff, and bargaining unit members:

- Should submit an initial application through our employee tuition platform, EdAssist (<https://jhu.edassist.com/>).
- Remission will now cover some required fees, go to the JHU Benefits site for more info.
- Should attach the Bright Horizons EdAssist **Application Payment Processed** email using SEAM's online form for payment processing.
- Need an invoice to submit to Bright Horizons/EdAssist? Just login to SIS self-service and view/print your monthly statement(s) that contain the course info you need. Multiple statements can be submitted to Bright Horizons.

Eligible Spouse, Domestic Partner, Dependent Children, and Retirees:

- Should go to the JHU Benefits site to find the appropriate JHU tuition remission application.
- Should submit the JHU tuition remission benefit application to Student Accounts using SEAM's online form for payment processing.
- No remission applications will be accepted after December 15 for courses taken during the current calendar year.

If the remission does not cover the entire cost of tuition, you are required to pay the remaining balance at the time of registration. You can select the monthly payment plan to pay for tuition not covered by the tuition remission benefit or choose to be electronically billed. Allow 7-10 days from submission for your remission to reflect on your student account.

Please note that students are financially responsible for dropped courses paid for with tuition remission.

Students receiving tuition remission benefits from JHU should read the contract carefully, as you must complete the class to retain benefits. Contact the Benefits Service Center at 410-516-2000 or [benefits@jhu.edu](mailto:benefits@jhu.edu) to address any additional questions.

You can visit the tuition remission section of the Johns Hopkins Benefits Site for your remission application and other important remission information.

## Wire transfer

Please be sure to include your student ID number and/or other identifying information with the wire transfer.

Johns Hopkins University contracts with both Flywire and Convera to accept payments from international students worldwide. You can easily and securely make education payments in your own currency, using local payment methods from the safety and convenience of your home. Each company offers various payment methods, a wide range of international

currency options, competitive exchange rates, and the convenience of paying through a local bank.

Start the wire transfer process by logging into the SIS self-service student portal (<https://sis.jhu.edu/sswf/>). Go to Billing, Summary, then Payment Methods, and select from one of the wire payment options.

If you choose Pay by Bank to Bank Wire Transfer, please be sure to include your Hopkins/Student ID number and/or other identifying information with the wire transfer. After the wire transfer is completed, notify the Student Accounts Office of your payment amount and date of remittance via our SEAM's online form. Johns Hopkins banking information for the wire transfer can be found in the student portal. Just click on the info button next to this payment option.

If you have additional questions about wire transfers, please contact the Student Accounts Office at 877-419-5131 or use SEAM's online form to request assistance.

## Refunds

### Tuition refund from dropped or canceled courses

Students who become eligible to receive a refund as a result of a dropped or canceled course will be issued a refund to the original method of payment. The following exceptions apply:

- Wire transfer or Western Union payments will be refunded in the form of a check, unless otherwise requested.
- Institutional aid awards will be evaluated accordingly for dropped or canceled courses.
- Financial aid awards will be evaluated for a student refund according to financial aid eligibility requirements.
- Johns Hopkins employee tuition remission will receive a remission benefit reversal of 100 percent. Tuition remission does not cover tuition costs from courses not completed. Please see the Benefits Office for more information.

## Financial aid refund

Once all tuition and fees have been covered by financial aid, students are eligible to receive a refund of the excess aid that remains on their account. If you do not wish to receive a refund, please contact the Student Accounts Office or Financial Aid to discuss your options through SEAM's online form. Otherwise, the credit balance will be sent to BankMobile and refunded to you according to your selected refund preference. Johns Hopkins University students may be eligible to receive refunds resulting from credit balances in their student accounts. A Title IV credit balance must be refunded as soon as possible, but no later than fourteen (14) days after the credit balance occurred. All students, please be sure to review and update your address in SIS. This can be done by logging into SIS Self-Service.

## Financial aid

Financial aid at the Carey Business School refers to a broad range of scholarship, grant, and loan programs. When students apply for financial aid, they are generally applying for all of the potential programs for which they might be eligible. Based on the eligibility guidelines for each program, available funding, and the student's own financial resources, students will be offered one or more types of aid. The basic premise behind financial aid is that students (and their families where applicable) are responsible for paying for college costs to the extent that they are able. Financial aid supplements each student's own financial resources.

Learn more about financial aid .