



St. John's College Policies and Procedures

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SYSTEM: HSHS	MANUAL(S): HSHS St. John's College Policies
TITLE: Student Billing and Payment Policy	ORIGINATING DEPARTMENT: St. John's College
EFFECTIVE DATE: 11/01/2025	REVISION DATE(S): 09/25/2026, 04/06/2026
SUPERCEDES: Local ministry handbooks/catalogs/policies adopted prior to the effective date of this policy.	

Purpose:

This policy ensures consistent, transparent, and reasonable billing and payment practices for all enrolled students at St. John's College of Nursing. It establishes payment schedules, acceptable payment methods, and consequences for non-payment in order to promote responsible financial management and compliance with institutional and regulatory requirements.

Policy:

I. Scope

- a. This policy applies to all students enrolled in credit-bearing courses at St. John's College of Nursing, including full-time, part-time, and non-degree students across all academic programs.

II. Policy Statement

- a. Students are financially responsible for all tuition and fees associated with their enrollment.
- b. All balances must be paid in accordance with the published billing schedule.
- c. Students may elect to pay in full or participate in the College's structured payment plan.
- d. Failure to make timely payments will result in administrative holds, loss of system access, or withdrawal from the College.

III. Definitions

- a. **Payment Plan:** An approved installment arrangement allowing tuition and fees to be paid in multiple scheduled payments over the semester.
- b. **Administrative Withdrawal:** A formal removal of the student from all registered courses initiated by the College due to non-compliance with financial obligations.
- c. **Registration Hold:** A restriction that prevents enrollment in future courses until outstanding balances are resolved.
- d. **Learning Management System (LMS) Lockout:** Suspension of access to the College's LMS (Canvas or current system) due to delinquent payment status.

IV. Payment Schedule

- a. Fall and Spring Semesters
 - i. Tuition and fees are billed prior to the start of the fall and spring semesters.



St. John's College Policies and Procedures

- ii. Students may make four (4) scheduled payments as follows:

Payment	Percentage Due	Fall Due	Spring Due
1st Payment	25%	July	December
2nd Payment	50%	September	February
3rd Payment	75%	October	March
Final Payment	100%	November	April

- b. Summer Semester

- i. Tuition and fees are billed prior to the start of the summer semester.
ii. Students make three (3) scheduled payments as follows:

Payment	Percentage Due	Summer Due
1st Payment	30%	May
2nd Payment	70%	June
Final Payment	100%	July

V. Billing and Payment Procedures

- a. Billing Notification:
i. Students receive an electronic bill via student email prior to the start of each semester.
ii. Bills are accessible through the Student Portal.
- b. Accepted Payment Methods:
i. Online payment via student account portal (credit card, debit card, or ACH).
ii. In-person payment by check, or money order to any College staff member.
iii. Cash is NOT accepted.

VI. Payment Plans:

- a. Students must enroll in a payment plan prior to the first scheduled due date.
b. Missed or partial payments will result in the consequences listed below.

VII. Financial Aid and Third-Party Payments:

- a. Financial aid and third-party funds (e.g., employer tuition/education assistance, scholarships) are applied to student accounts upon receipt.
b. Students remain responsible for ensuring payment obligations are met by each due date, even if external funding is pending.

VIII. Tuition and Fee Refunds

- a. Students who drop a course within the published drop period will receive a full adjustment of tuition and applicable fees associated with the dropped course.
b. After the published drop period, tuition and fees are nonrefundable, and students remain financially responsible for the full assessed charges regardless of whether they subsequently withdraw from a course or the College.
c. For students receiving federal Title IV financial aid, withdrawal may require a Return of Title IV Funds (R2T4) calculation in accordance with federal regulations. The R2T4 calculation determines the amount of federal aid earned and is separate from the College's tuition and fee refund policy. As a result, a student may owe a balance to the College following withdrawal.

IX. Consequences for Non-Payment



St. John's College Policies and Procedures

- a. Failure to meet payment obligations will result in the following progressive actions.
- b. Failure to resolve a missed second, third, or fourth payment within the defined timeframe will be considered a significant disruption to academic progression and will result in additional administrative action without further notice.

Missed Payment	Consequence	Trigger	Description	Resolution
Payment 1	Unable to Begin Semester	Failure to meet first payment threshold (25% Fall or Spring; 30% Summer) by due date.	Student is not permitted to start the semester.	New students: Must reapply to a future admission cycle. Continuing students: Administrative dismissal for failure to start semester.
Payment 2	Immediate LMS Lockout	Fall or Spring: <50% paid by second due date. Summer: <70% paid by second due date.	Student loses all access to LMS, including coursework, assignments, exams, and communication tools	Full payment of the outstanding balance required to meet the applicable payment threshold must be made within three (3) business days for LMS reactivation.
	Escalation: Academic Progress Jeopardized + Registration Hold	Failure to resolve LMS lockout within ten (10) business days	Student remains locked out; academic progression is at risk due to missed coursework; registration hold placed.	After 10 business days, administrative withdrawal of the student will result.
Payment 3 (Summer Final Payment)	Fall or Spring: LMS Lockout + Registration Hold (Immediate) Summer: Administrative Withdrawal + Registration Hold	Fall or Spring: <75% paid by third due date. Summer: <100% paid by third (final) due date	Fall or Spring: Student loses all access to LMS, including coursework, assignments, exams, and communication tools and cannot register for future courses. Summer: Student is administratively withdrawn from all courses for the current semester.	Fall or Spring: Full payment of the outstanding balance required to meet the applicable payment threshold must be made within three (3) business days for LMS reactivation. Summer: Full payment of the outstanding balance is required for reinstatement review within three (3) business days. Reinstatement is not guaranteed.
	Fall or Spring Escalation: Academic Progress Jeopardized + Registration Hold	Failure to resolve LMS lockout within ten (10) business days	Student remains locked out; academic progression is at risk due to missed coursework; registration hold placed.	After ten (10) business days, administrative withdrawal of the student will result.



St. John's College Policies and Procedures

Payment 4 (Fall or Spring Final Payment)	Administrative Withdrawal + Registration Hold	Fall or Spring: <100% paid by fourth (final) due date	Student is administratively withdrawn from all courses for the current semester.	Full payment of the outstanding balance is required for reinstatement review within three (3) business days. Reinstatement is not guaranteed.
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- c. All timeframes referenced in this section begin on the applicable payment due date, regardless of when notification is received or reviewed by the student.
- d. Restoration of access or reinstatement is not guaranteed and requires payment sufficient to meet the applicable payment threshold.
 - i. In cases of administrative withdrawal, full payment of the total outstanding account balance is required, in addition to any applicable reinstatement fees.
- e. Any outstanding balance may be referred to a collection agency.

X. Communication and Notification

- a. Students will receive at least one written reminder (email notification) before consequences are applied.
 - i. Notification is considered complete upon delivery to the student's official College email address.
 - ii. Failure to review notifications does not exempt the student from consequences.
- b. All communication regarding billing and payment status will be directed to the student's official College email address.

XI. Appeals

- a. Students who experience extraordinary financial hardship may submit a written appeal to the Business Office within three (3) business days of the applicable payment due date.
- b. Appeals will be reviewed by the Chancellor or designee, and decisions are final.

XII. Related Policies

- a. Financial Aid Policy
- b. HSHS Education Assistance & Foundation Funds Procedure