



# St. John's College Policies and Procedures

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

## **Purpose:**

This policy ensures consistent, transparent, and equitable 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 may 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 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 term.  
ii. Students make three 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 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 at the Business Office.  
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. Consequences for Non-Payment

- a. Failure to meet payment obligations will result in the following progressive actions:

Stage	Consequence	Trigger	Description	Resolution
1	Registration Hold	<u>Fall, Spring, Summer:</u> one missed or partial payment.	The student will be unable to register for future courses until the balance is brought current.	<u>Fall, Spring, Summer:</u> full payment must be made by the final payment date of the applicable semester/term to be able to continue in the next semester/term.



## St. John's College Policies and Procedures

2	Lockout from Learning Management System (Canvas)	<u>Fall and Spring:</u> not having 75% of balance owed paid by the 3 <sup>rd</sup> payment due date. <u>Summer:</u> not having 70% of balance owed paid by the 2 <sup>nd</sup> payment due date.	The student will have all access to the LMS Canvas disabled and will be unable to access any course content.	<u>Fall, Spring, Summer:</u> full payment must be made within three (3) business days for reactivation of the LMS.
3	Administrative Withdrawal	<u>Fall and Spring:</u> not having 100% of balance owed paid by the 4 <sup>th</sup> and final payment due date. <u>Summer:</u> not having 100% of balance owed paid by the 3 <sup>rd</sup> and final payment due date.	The student will be administratively withdrawn from all courses for the current enrolled term.	<u>Fall, Spring, Summer:</u> full payment must be made within three (3) business days for reinstatement after the administrative withdrawal.

- b. Reinstatement is not guaranteed and requires full payment of the balance and applicable reinstatement fees.

### IX. Communication and Notification

- Students will receive at least one written reminder (email notification) before consequences are applied.
- All communication regarding billing and payment status will be directed to the student's official college email address.

### X. Appeals

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



# St. John's College Policies and Procedures

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- XI. Related Policies**
- a. Financial Aid Policy
  - b. Refund Policy
  - c. Withdrawal and Refund Procedure