

## Enrollment Frequently Asked Questions

Do you have more questions not answered here? Contact us at [admissions@hb.edu](mailto:admissions@hb.edu) or 216.320.8767

---

### **How will I know when it is time to complete my enrollment contract?**

*Parents/Guardians will receive an email from the Head of School, Fran Bisselle, announcing the contracts are online.*

### **Why didn't I receive an email telling me the enrollment contract was ready?**

*An email was sent to all parents from Head of School, Fran Bisselle. If the parents live in separate households, the email notification is sent to one parent only. If you did not receive the email, check your spam folder and your inbox.*

### **My child will be a new student in the fall. I already completed and sent in my Letter of Intent with my deposit. Do I need to complete the enrollment contract and send in another deposit?**

*The Deposit you sent with your Letter of Intent is your Enrollment Deposit; you do not need to submit another deposit, but you do need to complete the enrollment contract.*

### **Where do I find my student ID number?**

*Your student ID will be printed on your enrollment contract, but you can also contact Karin Redmond at 216.320.8777 or [kredmond@hb.edu](mailto:kredmond@hb.edu) in the Business Office.*

### **My spouse started the enrollment contract and now I am trying to finish it and it won't allow me access.**

*Only one parent can complete each contract. This eliminates the error of duplication. If a contract was started on one account, it must be completed on that same account.*

### **I started my enrollment contract earlier and now want to go back in to complete it and it won't allow me access.**

*The incomplete contract will be listed on the contract page under My Forms. Choose **Resume** to continue completing the contract.*

### **My username and/or password to complete the contract are not working.**

*Double check you are using the Enrollment Portal username and password. The username is your **firstname\_lastname** and the password that was originally assigned to you starts with **\$&**. If you don't remember your username or password, there is an option for forgotten password on the login screen. It is the same login you use for student grades and billing, but is located at [my.hb.edu/enroll](http://my.hb.edu/enroll).*

### **I cannot find the online enrollment contract.**

*Go to [my.hb.edu/enroll](http://my.hb.edu/enroll)*

### **Do I have to do an online enrollment contract for each of my children?**

*Yes, a contract needs to be completed for each of your children enrolling in HB.*

### **When and how do I receive my bill and make payments?**

*The Business Office generates 60% of the total Tuition & Fees on July 15 and 40% on December 15. You will receive an email about payment options soon as HB moves to a new billing system.*

**When and how do I receive my student's schedule?**

*Student schedules will be mailed in the summer*

**I have an outstanding balance. Can I still enroll for next year?**

*Yes, a student with an existing balance can re-enroll, but will not be allowed to attend class until any balance from the previous year is paid in full.*

**When are the enrollment contract and deposit due?**

*Enrollment contracts and deposits are typically due in March for enrollment in the fall.*

**What if I don't know my plans for next year and need an extension?**

*Requests for extensions must be made in writing by emailing Elizabeth Pinkerton, Director of Enrollment Management at [epinkerton@hb.edu](mailto:epinkerton@hb.edu).*

**How can I check that my enrollment contract has been submitted correctly?**

*Log back on the Enrollment Portal and check to see if your contract is listed as **Complete**.*

**How can I pay my enrollment deposit?**

*Your enrollment deposit can be paid by mailing a check directly to the school (always include the student name and school ID # on the check) or by paying online at the **TMS Payment Gateway**. TMS accepts ACH with no handling fee, or a credit card which incurs a handling fee. You will need the student ID for the Payment Gateway which can be found at the top of your enrollment contract.*

**How can I check that my enrollment deposit has been received?**

*For current students, parents can log into NetClassroom to see if the enrollment deposit has been applied to the student account. New families previously paid the enrollment deposit when the Letter of Intent was submitted. Parents may also contact Karin Redmond at 216.320.8777 or [kredmond@hb.edu](mailto:kredmond@hb.edu) for enrollment deposit receipt confirmation.*

**I am sure I completed my enrollment contract but the school is telling me it has not been received.**

*Most likely, your contract is complete, but has not yet been submitted. Please log back in to the Enrollment Portal. Choose **Resume** to enter back into the contract. The parent who logged in and originally started the contract must log back in to complete it. Navigate to the end of the contract, click Review then Submit to complete submission.*

**I receive financial aid and signed and returned my financial aid notification. Do I still have to complete an enrollment contract?**

*Yes, the online Enrollment Contract and the Financial Agreement work together to enroll your student. Both pieces must be completed.*

**The online enrollment contract does not reflect my financial aid package. How do I make sure my financial aid is included?**

*Financial Awards (Tuition Assistance) are mailed directly to families via mail. By checking the box on the online enrollment contract indicating your family receives tuition assistance, the online contract is only valid with the signed Financial Aid Agreement that you received in the mail. The tuition cost for your family will be indicated on the Financial Aid Award, not the online contract. Please note that scholarships are also considered Tuition Assistance and you will also receive a Financial Agreement via mail.*