

## Enrollment Plan Troubleshooting Guide for Students

When you first begin your Enrollment Plan Questions, your screen should look like this:

Select Term 2021-2022 Award Year

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Please continue answering questions until reaching the final page which contains the following: **"You have COMPLETED all of the Financial Aid Questions. Thank You."**

Code	Undergrad Credits per semester	Graduate Credits per semester
FT (Full Time)	12+	8+
3Q (3 Quarter Time)	9-11	6-7
HT (Half Time)	6-8	4-5
LH (Less than Half Time)	1-5	1-3

**Financial Aid Award Questions**

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**ENROLLMENT PLAN REPORTING**

Please answer the question and click "Submit Information".

Are you planning to Graduate in August 2021 or December 2021? None

Submit Information

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There are NO previous answers to the above questions at this time.

**Enrollment level Chart**

**Enrollment Plan questions will display in the middle**

**Your most recent responses will show at the bottom**

Questions will display *one at a time* and you will need to select the **Submit Information** button after choosing your answer from the dropdown box: *(it is recommended to not use the back button during this process)*

**Financial Aid Award Questions**

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**ENROLLMENT PLAN REPORTING**

Please answer the question and click "Submit Information".

Are you planning to Graduate in August 2021 or December 2021?

Submit Information

None

None

Graduating in August

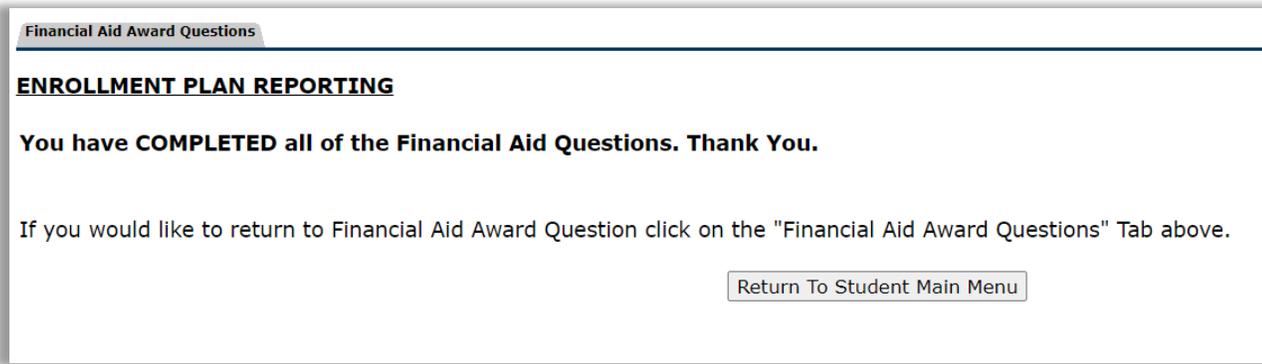
Graduating in December

No, I'm not graduating yet.

You will see your most recent responses for each question in the bottom section – and will be able to see the **response date** on the right-hand side:

Information Previously Submitted	Questions	Answers	Response as of Date
	Which campus of Kent State University do you plan to take the majority of your classes during the Fall 2021 and Spring 2022 semesters?	0= Kent Campus or Study Abroad	04-MAR-2021
	Which campus of Kent State University do you plan to take the majority of your classes during the Summer 2021 semester?	6 = Trumbull Campus	04-MAR-2021
	Are you planning to Graduate in August 2021 or December 2021?	No, I'm not graduating yet.	04-MAR-2021
	How many credits do you plan to take in Fall 2021? Use the grid above to find your enrollment status code.	1 = Full Time	04-MAR-2021
	You are registered as LH for Summer 2021, do you plan to change this? Use the grid above to find your enrollment status code.	No, I will not change this. - LH	04-MAR-2021

When you have finished the process, you will see this screen:



You can answer these questions multiple times, if needed, until your Financial Aid eligibility has been processed for the 2021-2022 award year. After that, you will be able to update us with your Enrollment Plans through a DocuSign form.

If you find that when you click the 'Submit Information' button, you are asked the same question again in the middle section, you may need to complete the following steps to clear your Browser:

- We recommend that you log out of FlashLine and use Google Chrome as your Browser

The diagram illustrates the steps to clear browser data in Google Chrome:

- Click the three dots**: An arrow points to the three-dot menu icon in the top right corner of the Chrome browser window.
- Select More tools**: An arrow points to the "More tools" option in the dropdown menu.
- Click Clear browsing data**: An arrow points to the "Clear browsing data..." option in the "More tools" submenu.
- Choose Time Range (All time is recommended)**: An arrow points to the "Time range" dropdown menu in the "Clear browsing data" dialog, which is set to "All time".
- Select all three check boxes**: An arrow points to the three checked checkboxes in the "Clear browsing data" dialog: "Browsing history", "Cookies and other site data", and "Cached images and files".
- Click Clear data**: An arrow points to the "Clear data" button at the bottom right of the "Clear browsing data" dialog.