One Stop for Student Services

Financial Aid Troubleshooting

Is your financial aid not awarded or not reflected in your account balance? See below for some possible issues and solutions.

Financial Aid Not Awarded

- Did you complete a FAFSA for the appropriate aid year?
  - Complete a FAFSA
    - If selected for verification, complete verification
- Are you in GOOD academic standing for Standards of Academic Progress (SAP)?
  - Check your status in FlashLine > Finances > Scholarships & Financial Aid > Financial Aid Satisfactory Academic Progress Calculation
  - SAP Policy and Appeal information
- Do you have outstanding requirements on your account?
  - Check your Financial Aid active messages in FlashLine > Finances > Scholarships & Financial Aid > Financial Aid Status
    - If you have an active message, click on You have active messages

My Direct Student Loan Did Not Pay to My Account

- Have you completed BOTH the Loan Entrance Counseling & MPN (Master Promissory Note)?
- Are you at half-time enrollment or greater for the semester?
  - Undergraduate enrollment requirement is 6 credit hours
  - Graduate enrollment requirement is 4 credit hours

My Private Loan Did Not Pay to My Account

- Private loan not paid or certified?
  - Do you have an outstanding requirement for financial aid? Also, check your FlashLine active messages.
  - There is a 7-10 day Right to Cancel after certification before Kent State will receive the funds.

My Kent State Scholarships Did Not Pay to My Account

- Are you enrolled 12 credit hours or more at the Kent Campus even for all online courses? You must meet the enrollment criteria.
- If it is a renewing scholarship
  - Did you complete at least 12 credit hours at Kent Campus in Spring and Fall of the previous academic year?
  - Did you meet the GPA requirement for the scholarship?
  - If you did not meet renewal requirements due to extenuating circumstances, you may complete a Scholarship Appeal Form to request to get your scholarship back.
- If required, did you complete the SODA (Student Online Donor Acknowledgement & Appreciation) Form?

My External Scholarship Did Not Pay to My Account

- External Scholarships will not be paid to the account until the funds are received at Kent State and processed. This can take 2-3 days from the date of receipt.

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