

FAQ's for Enrollment Services

FKCC Administrative Offices and the Library will be closed on **Fridays** for professional training

May 27- July 8

ALL CLASSES WILL RUN AS SCHEDULED

Thank you for your cooperation

Applications/Residency

- How do I apply?
 - See FKCC web site "Apply Now" icon.
- What do I need for FL residency?
 - See FKCC web site, *Current Students, Student Forms, Residency Form and Residency Documentation.*
- Can you waive the \$30 application fee?
 - No. *The only times this fee is waived is for Dual Enrollment or homeless students (with homeless shelter documentation) or a scheduled college event such as Spring Visitation Day.*
- Is there Financial Aid for the \$30 application fee?
 - No.
- How do I get my student ID number?
 - You must complete an FKCC application. *If you have already applied to the college, log in to your student account to view your student ID number.*
- What do you mean by Independent student versus Dependent student?
 - See the FKCC application for explanation.
- Does my parent have to claim residency for me?
 - Yes, if you are under age 24. *For additional information on residency exceptions, see the FKCC application.*
- I am under 24 years old and my parents both live in (name of state other than Florida) but I have lived in Florida for a year. Why can't I be a Florida resident?
 - Refer to definition of Independent versus Dependent student in the FKCC application.
- Can I update my application online?
 - No. See FKCC web site, *Current Students, Student Forms, Admissions Application to obtain the application that is needed to update your student information. Fax it to 305-292-5163 or scan and email it to Admissions@fkcc.edu.*
- Do I need to pay an additional \$30 fee to update my application?
 - No. *The fee is assessed one-time only.*

Dual Enrollment (DE) and Home Schooled Students

- What do I need to enroll since I am home schooled and/or dual enrollment?
 - DE students need the HS DE application signed by parent, student and guidance counselor.
 - Home school students need the **permission form** from the Monroe County and the Director of Enrollment (Cheryl), the **HS DE application** signed by the parent, student and guidance counselor, and **the FKCC application, and proof of FL residency documentation.**
- I am a former DE student at FKCC.
 - Do I need to pay the \$30 application fee after I graduate from high school and return to FKCC as a college student?
 1. No. *The fee is waived permanently for former FKCC Dual Enrollment students, regardless of when the students return to FKCC.*
 - What documentation is needed to change from a DE student to a college student after I graduate from high school?

1. *You must complete an updated FKCC Application and establish your Florida residency. If you attended any college in addition to FKCC, you will be classified as a transfer student and must submit all official college transcripts from all colleges attended.*

Faxes

- Did you receive the fax that was sent on my behalf?
 - *See Enrollment Services.*
- May I send a personal fax to someone from FKCC?
 - *No.*
- What is your fax #?
 - *305-292-5163*
 - *You may also scan and email required enrollment and residency documentation to admissions@fkcc.edu.*

Grades

- How do I get my grades?
 - *See your Student Account on the FKCC web site. Click on the Online Services link at the upper-right corner of the page. Enter your first and last name separated by a period as your User ID. Then enter your date of birth in the following format MMDDYY. Click on Student Information to see grades.*
- How do I get my grade changed?
 - *Speak with your instructor who will need to complete a Report of Change of Grade and route it through the Provost Office.*
- My grade for a class is listed as NR. What does that mean?
 - *An NR code means that the grade was not reported by the instructor. See the instructor for assistance. View the Student Handbook for additional grade code explanations.*
- How do I get an "I" changed?
 - *See your instructor who must complete the Incomplete Grade Report form.*

Graduation Application

- How do I apply?
 - *See FKCC web site, Current Students, Student Forms, Graduation Application Packet and Graduation Survey forms. Make an appointment with your Student Advisor for graduation check-down assistance. Once completed, bring to Enrollment Services for entry then give to the Business Office for payment. Return application to Enrollment Services for final processing.*
- When will I receive my diploma?
 - *Approximately 30 days after completion of program requirements **and** graduation application with \$25 fee are submitted.*
- How will I receive my diploma?
 - *Your diploma will be mailed to you at the most current mailing address on file in your student account.*
- How do I get a duplicate or replacement diploma?
 - *See FKCC web site, Current Students, Student Forms, Duplicate or Replacement Diploma.*

Independent Study

- How do I get an Independent Study form?

- *See the Provost to obtain the form and work with the instructor to complete it. Return the completed form to the Provost.*

Parents

- May I see my son/daughter/husband/wife's grades?
 - *You must have a Family Educational Rights and Privacy Act (FERPA) permission form on file. See FKCC web site, Current Students, Student Forms, FERPA. Student must give written permission.*

Reinstatement of Courses after Being Voided

- How do I get reinstated?
 - *See Enrollment Services for reinstatement then the Business Office to pay. If you receive any Financial Aid, contact that office to ensure that your new balance will be paid.*

Registration

- How do I register for a course(s)?
 - *See Student Account online for credit courses. See Continuing Education for non-credit courses.*
- I dropped a course, but why is the course still showing on my bill?
 - *If the registration code is DC, and the credits are listed as zero, you have been dropped from the course.*
- Can I pay over the phone?
 - *Yes. Call the Business Office at 809-3186 or 809-3255.*
- Can you print me a copy of my schedule and or bill?
 - *See FKCC website, Online Services, log in to student account.*
- Why can't I register online?
 - *You may have holds on your account (click on View Holds), you may be trying to register before or after established registration dates (see academic calendar online), your account may need to be updated if you have not been an active student at FKCC for over two years (download the application, complete it and write at the top "Update." Deliver or send to FKCC with your residency proof.*
- What are the holds on my account?
 - *See FKCC website, Online Services, log in to student account. Click on View Holds.*
- What is a College Prep hold?
 - *You need additional coursework or have a testing requirement.*
- When does my course start?
 - *See FKCC website, Online Services, log in to student account.*
- Where does my course meet?
 - *See FKCC website, Online Services, log in to student account.*
- I went to class and no one showed up, what do I do?
 - *See FKCC website, Online Services, log in to student account to see if the course has been cancelled or the location changed.*
- How do I get my books?
 - *Go to the FKCC web site. If you do not receive Financial Aid, click on Current Students, Bookstore. If you are expecting a Financial Aid book voucher, click on Current Students, Financial Aid, Book Vouchers.*
- May I withdrawal from / add a class /drop a class over the phone?
 - *No. See FKCC website, Online Services, log in to student account.*
- What is the last date I can register for a course?

- *Last day of the drop/add period for the semester. Generally that is the end of the first week of classes. See Academic Calendar at FKCC web site.*

PIN Resets

- How do I get my PIN reset?
 - *If you encounter a PIN disable error, call the IT Help Desk at 809-3135. Do not call the Help Desk if you have holds on your account or need other assistance.*

Student Account

- How do I log in to my student account?
 - *Go to the FKCC.edu home page. Click on the Online Services link at the upper-right corner of the page. Enter your first and last name separated by a period as your User ID. Then enter your date of birth in the following format MMDDYY as your Password. You may change your password after your first-time entering your student account. If you cannot access your student account following these instructions, you may contact the technical help desk at 305-809-3135 for assistance.*
- How do I change my address/email/phone?
 - *See FKCC web site, Current Students, Student Forms, Change of Address/Contact Information.*
- How do I change my name?
 - *See FKCC web site, Current Students, Student Forms, Notice of Name Change.*

Student Advisors/Program Codes/Change of Major

- Who is my student advisor and what is a program code?
 - *See FKCC web site, Current Students, Student Forms, Program Codes and Advisors. The program code indicates the major. Advisor contact information is listed on the website.*
- How do I change my major?
 - *See FKCC web site, Current Students, Student Forms, Change of Program Form. An Advisor signature is required to make this change.*

Testing

- How do I get proof of my GED?
 - *Contact your state's Department of Education and arrange to have that agency send proof directly to FKCC. For the State of Florida, the number is 850-245-0449.*
- What other exams do you offer such as the LSAT, SAT, and TABE?
 - *Contact Student Advising at 305-809-3196 for all testing questions. See the FKCC web site / Current Students / Advising / Placement Tests for testing schedule.*

Transient Students

- I am a transient student, what do I do to get registered?
 - *You must apply to FKCC as a transient, non-degree seeking student (code 920). If your home college is in the Florida state college system, go to FACTS.org and complete the transient student entries. If your home college is not in the Florida state college system, you will need to obtain a transient form from your home*

college and submit it to FKCC for processing. You will not need to submit official transcripts to FKCC. Once your transient status has been approved, you may enroll online using your student account.

- What is the timeframe to process the FACTS.org transient request?
 - *One business day if FKCC is the student's home school. As students are coming to FKCC from another college, there is a dependency on the home college for approval of the desired courses. Timeframe is dependent on that college's schedule. The response is electronic at FACTS.org.*

Transcripts

- I am a former student and my student account is no longer active. Do I need to reactivate my account to get a student transcript?
 - *No. See FKCC web site, Current Students, Student Forms, Official Transcript Request Form.*
- How do I get an official transcript sent from FKCC to another college?
 - *See FKCC web site, Current Students, Student Forms, Official Transcript Request Form.*
- How do I pay for an official transcript?
 - *See Business Office.*
- Did you get my official transcript?
 - *See Enrollment Services.*
- Did you evaluate my official transcript?
 - *See your student account for communication and results.*
- How long does it take FKCC to get a transcript from my previous school?
 - *It depends on the time-frame of that school and how it is transmitted to us.*
- How long does it take for FKCC to evaluate my transcript once it is received?
 - *About 4 weeks. You will be notified via FKCC email.*
- Can I fax/ email my transcript to FKCC?
 - *No.*
- I went to high school / university / hairdressing school in a foreign country, my school burned down, and there was a political coup / tsunami / earthquake / nuclear disaster. How do I get my transcript?
 - *J.S. Silny (jssilny.com) and World Education Services (WES) (wes.org) are the two foreign transcript services accepted by FKCC. They will get your transcripts, translate them, and evaluate them for us. It is the student's responsibility to work with one of these two services to provide transcripts for your student file.*
- How can I print a copy of my unofficial transcript?
 - *Log in to your student account; go to student records, academic transcript. Print.*
- My transcript does not have my test scores on it. What do I do?
 - *See Collegeboard.edu.*

Verification of Degree/Certification/Enrollment

- How do I get written verification of my degree/certification?
 - *The requesting organization must fax us your written permission/signature to release this information. If you completed a Criminal Justice or Nursing program, you must contact that department directly for your verification.*
- How do I get written verification of my current or past enrollment for insurance purposes?
 - *Provide the contact information of your requestor. If a loan deferment request or insurance company request, the provider often has a form. FKCC verifies enrollment on a term-by term basis.*

Veterans

- What does FKCC need from Veterans?
 - *A copy of your DD214 or orders, Certificate of Eligibility (mailed to you from VA) and/or copy of your application for VA education benefits.*
- What courses are covered/not covered by the Vets program?
 - *All of our degree programs and certificates are approved. For the VA to count your classes, they must be counted toward the degree or certificate you are seeking. Make sure your advisor knows the importance of this for your VA benefits. You may take a class that is not toward your degree, but VA will not pay for it. They will not pay for non-credit, audits, drops, or withdraws either.*
- How do I arrange for payment to FKCC?
 - *If you have the Post 9/11 GI bill (Ch 33) then we will defer your fees while the VA is processing your claim. For all other benefits, you can apply for a 60-day (30 days for summer term) deferment of fees, but you may only use this once per calendar year.*
- What do I need to do to use my VA benefits at FKCC?
 - *Visit our Veterans page on our website at <http://www.fkcc.edu/current-students/registration-veterans.da> for a brief overview of how to get started.*
- Is FKCC a VA approved school?
 - *Yes, we are approved for Veterans training.*
- What programs are covered for VA benefits?
 - *All of our degree programs and certificates are approved. For the VA to count your classes, they must be counted toward the degree or certificate you are seeking. Make sure your advisor knows the importance of this for your VA benefits. You may take a class that is not toward your degree, but VA will not pay for it. They will not pay for non-credit, audits, drops, or withdraws either.*
- If I have used my benefits before at another school, do I need to apply all over again?
 - *No, you don't have to re-apply. You do, however, need to complete a VA form 22-1995 to change your program/place of training (it is VA form 22-5495 for dependents benefits chapter 35).*
- What happens if I drop or withdraw from a class?
 - *The VA will not pay for non-credit, audits, drops, or withdraws. If you drop or withdraw without mitigating circumstances, this will create a debt on your account with the VA that will need to be paid back.*
- Can I seek more than one degree?
 - *Yes, the VA will allow you to seek up to two degrees at the same time.*
- When will I start receiving my benefits?
 - *Your school has 30 days from the drop/add date to certify your enrollment with the VA. We try to submit as early as possible, but there could be delays. Once your enrollment is certified by the school, you can check the status of your benefits with VA by calling their Education Services at 1-888-442-4551.*
- Will VA cover out of state tuition?
 - *No. Currently they cover up to \$295 per credit hour in the state of FL if you receive 100% benefits. Effective August 1, 2011, however, VA will be "eliminating state caps for tuition and fee payments and instead limiting public school payments to the net charges for in-state tuition and fees for any program, whether undergraduate or graduate."*
- What is considered full-time?
 - *12 credits.*