

Student/Student Services Relationship Guide

Student is Responsible For:

- Bringing accurate, up-to-date information and records to advising sessions
- Submitting important forms by the proper deadlines
- Selecting and ensuring registration of all courses
- Ensuring withdrawal from any course as appropriate
- Understanding and completing required steps to obtain and maintain Financial Aid
- Understanding the financial responsibilities required to maintain enrollment
- Understanding and completing all course, program, and graduation requirements
- Maintaining current contact information
- Reporting any immediate problems that affect your academic progress
- Adhering to all University and program policies, procedures, and rules*

*All policies and procedures can be found in the *Academic Bulletin* at www.franklin.edu/academicbulletin.

The Student Services Welcome Center can assist with:

- Financial Aid questions and concerns
- Deferred tuition reimbursement forms
- General student questions
- Referring you to other resources or University offices when appropriate

The Student Services Associate (SSA) Can Assist With:

- Understanding administrative processes and academic programs
- Exploring options regarding majors and potential careers
- Scheduling courses
- Creating a tentative chronological degree completion plan upon request
- Referring you to other resources or University offices when appropriate
- Reviewing your academic progress, course selection, and graduation requirements
- Understanding the alternatives to classroom learning (ex. internships, CLEP, FUPE, portfolio or certificate credit)
- Finding answers to questions by promptly responding to email and phone inquiries within 48 hours (Monday-Friday)

How to Contact Your SSA

- Via email or phone (find your SSA's contact information at www.franklin.edu/go/ssa)
- Schedule one-on-one appointments by calling 1.877.341.6300
- Walk-in hours at the Paul J. Otte Center for Student Services are offered for quick questions or concerns:
 - Monday-Thursday: 11 am-2 pm; 4-6 pm
 - Friday: 11 am-2 pm
 - Saturday: 9 am-1 pm

Receipt of this document indicates your agreement to adhere to these and all University policies.



www.franklin.edu
614.797.4700
1.877.341.6300