

Student/Student Services Associate (SSA) Responsibilities

Student Responsibility:

- Bring your accurate, up-to-date information and records to your advising sessions
- Submit important forms by the deadlines
- Schedule courses
- Be aware of course, program & graduation requirements
- Complete all graduation requirements
- Keep contact information current
- Adhere to all University and program policies, procedures and rules*

How to Contact Your SSA:

- Contact via email or phone - find your SSA's contact information at www.franklin.edu/go/ssa
- Schedule one-on-one appointments
- Use our walk-in hours for short sessions with the first available SSA
 - Monday - Thursday:** 11 a.m. – 2 p.m. & 4 - 6 p.m.
 - Friday:** 11 a.m. – 2 p.m.
 - Saturday:** 9 a.m. – 1 p.m.

*All policies and procedures can be found in our *Academic Bulletin*

Academic Bulletin:

www.franklin.edu/go/academicbulletin

Student Success Handbook:

www.franklin.edu/go/studentsuccesshandbook

Financial Aid:

www.franklin.edu/go/finaid

Student Learning Center:

www.franklin.edu/go/slc

Bookstore:

www.franklin.bkstore.com

Library:

www.franklin.edu/go/library

Help Desk:

www.franklin.edu/go/helpdesk

SSA Responsibility:

- Assist you in understanding of the administrative processes and academic programs
- Discuss your options regarding majors and potential careers
- Assist you in scheduling courses
- Create your chronological degree plan
- Review your progress and graduation requirements
- Refer you to other resources or University offices when appropriate
- Guide you through the internship process
- Respond to email & phone inquiries within 24-48 hours (M - F)

Contact Your SSA to:

- Create your chronological degree plan
- Discuss your academic progress and course selection for upcoming terms
- Report any immediate problems that affect your academic progress
- Gain permission to take placement exams
- Find answers to your questions

Student Signature

Date

SSA Signature

Date



www.franklin.edu
1.877.341.6300
614.797.4700