

WELCOME TO FRANKLIN UNIVERSITY

Congratulations on taking your first step towards becoming a successful Franklin University student! This document is provided as a reminder of several topics that we covered during our registration appointment as well as your next steps. Please review this information carefully. You should also have a copy of your registration statement.

Next Steps

1. Log into Your MyFranklin Account

Log in at <https://www.franklin.edu/myfranklin> (please use Google Chrome or Firefox). Your username is located on the second page of your registration statement. To create your password for the first time, go to <https://password.franklin.edu> and click on the "password" recovery link. The same link can be used to reset your password, if needed. You will access the following items in your myfranklin account:

- **Canvas** – All courses, including online & face-to-face, have a course site that contains assignments and syllabus. Course sites can be accessed 10 days prior to the start of the class by clicking on the Canvas icon in your myFranklin portal.
*Tip: Download the **Canvas App** on your [iOS](#) or [Android](#) smart device for on-the-go access to your courses.*
- **E-MAIL** - Your student email address is located on the second page of your registration statement. The password is the same as for your myFranklin. You can access your email through MyFranklin or by going directly to <https://mail.franklin.edu>
Tip: Set up your student email on your email [iOS](#) or [Android](#) device.
- **ACADEMIC ADVISOR INFORMATION**—You can view your advisor's contact information and schedule appointments by clicking "Your Advisors" from the left-hand menu in the myfranklin portal.

2. Access Your Self-Service Account

Under the Self-Service icon in the myFranklin portal, you can locate the following: Course planning, registration, degree progress, grades, payments and refunds, and financial aid information.

3. Complete New Student Orientation & Review Passport to Canvas

Access the New Student Orientation approximately 24 hours after registration within the Canvas icon in your myfranklin account. We strongly recommend that you complete the orientation before the start of your first course.

Passport to Canvas is a free, not-for-credit course that takes you through everything you need to know about using Canvas as a student. You can access this resource within the Canvas portal.

4. Check In with Your Academic Advisor

If you have questions or concerns moving forward, you can call 614-797-4700, email advising@franklin.edu, or schedule an appointment with your Academic Advisor by selecting "Your Advisor" from the left-hand menu in the MyFranklin portal.

5. Finalize Tuition Funding and Refund Information

Log in to your self-service account and choose "payment options" from your Account Summary to submit payment. If you are unable to pay your balance in full prior to the start of class, you must declare your method of payment by following these steps:

1. Log into your [Self-Service Portal](#) and click on "Student Finance"
2. By the semester and balance, click on "Payment Options."
3. This will open a new window to your, "Overview."
4. You should see "Need to Enroll in a Payment Plan," and click on "View Payment Plan Options."
5. Payment Plans should pop up on the right-hand side. Please scroll through to the option that best matches your payment plan method.
6. Click on "Enroll in this plan."

The options to choose from are below.

1. Current Balance Payment Plan
2. Self-Determined Amount for Payment Plan
3. Deferment Application
4. Grants, Scholarships, and/or Loans

Within 2-3 business days after registration, you will receive an email as well as a physical **green** envelope in the mail containing information on how to select your refund preference should you ever have an overage on your account. Once you receive this information, please visit www.refundselection.com and authenticate your account by typing your personal code received in the physical green envelope. Your refund options are:

1. Direct deposit to your existing checking or savings account
2. Creation of a new checking account through our vendor, BankMobile

Resources

Textbooks

A list of required course textbooks and prices are located on our [website](#). Textbooks may come in the following formats:

- **Electronic** (E-textbooks, Courseware, or a free resource available within our library or elsewhere online) – For your convenience, electronic textbooks are located in your course site. E-textbook and courseware charges are billed to your account at the time of registration. Courseware is a learning platform that will be used to complete and submit homework assignments. For more questions regarding electronic course materials, consult our [list of FAQs](#).
- **Print** – Some courses may require print materials and can be purchased it through our [online bookstore](#).

Tuition & Fees

Current Franklin University Tuition and Fees can be located [online](#).

Technology Resources

Franklin University offers technology resources to current students including installation of [Microsoft Office](#), [OneDrive Online Storage](#), and Franklin University [technology guides](#).

Important Policies

Plagiarism: the submission of another's work, in part or in whole, as one's own for credit without sufficient citation. This may include failure to properly cite the work of others or submission of pre-existing assignments authored by others. Consequences of the first charge of academic misconduct may range from a warning letter, to a zero grade on the assignment or exam in question, to a failing grade in the class. A second formal charge of academic misconduct may result in a failing grade in the class as well as disciplinary dismissal from the University.

Attendance Policy

Franklin University recognizes the importance of attendance and active participation in the learning process, so attendance is taken in all classes including online classes. Students who fail to attend could be at risk of receiving a Z grade. A Z grade is an administrative withdrawal (failure) grade assigned due to attendance reasons. The number of absences permitted is based on course length. In courses that allow for more than one absence, students absent for the equivalent of two consecutive weeks are considered to have stopped attending and will be dropped from the course with an assigned "Z" grade (failure due to non-attendance).

- 3 week classes: No absences are permitted
- 6-8 week classes: 1 absence is permitted
- 12 week classes: 2 absences are permitted

Withdrawal Policy

Students wishing to withdraw from a course must either utilize their self-service account or submit an Add/Drop Form. A student who stops attending or participating in a class and does not initiate the official withdrawal process will be considered an unofficial withdrawal from that course. A Z-grade is assigned to a class where an administrative withdrawal (failure) grade has been given for non-attendance. The student is responsible for full or partial tuition for courses in which a Z-grade is assigned. Students receiving any type of financial aid may lose part or all of such assistance if they stop attending or participating, or withdraw from one or more courses in a semester.

A student who never begins attendance in a course within the first two weeks of a class and does not initiate the official withdrawal process will be administratively dropped from the course by the University, considered a 'No Show' for the course and will not be assigned a grade. Tuition charges will be removed from the student's account.

***Students are responsible for and are upheld to all university policies in the [Academic Catalog](#) ***

Department Contact Information

- Franklin University Main Line: 614-797-4700
- Help Desk: 614-947-6222, helpdesk@franklin.edu
- Undergraduate Academic Advising: advising@franklin.edu
- Student Financial Services: 877-341-6300 (option 2), sfs@franklin.edu
- Military Office: omva@franklin.edu
- International Office: ois@franklin.edu
- Learning Commons: 614-947-6800
 - Testing Services: testing@franklin.edu
 - Tutoring Services: tutoring@franklin.edu
 - Library: library@franklin.edu
- Office of Accessibility Services: accommodate@franklin.edu
- Career Services: 614-947-6105, careerdev@franklin.edu