

## SECTION THREE – STUDENT SERVICES

### STUDENT FINANCIAL SERVICES

The Office of Student Financial Services is located in Rindge Hall. The Office processes all financial aid and financing for the student's cost of attendance at Franklin Pierce. In addition, all students account functions, raven card, and student employment is coordinated through this office.

Most student financial aid is awarded based on financial need that is established by filing the Free Application for Federal Student Aid (FAFSA) for the next award year. A comprehensive guide to the specific nature of each of the assistance programs offered at Franklin Pierce can be found in the financing section of the University Catalog and the internet web site. The offerings described include both those awards based on need and those that are earned through academic excellence and service to the university community. If unexpected circumstances arise during the school year that endanger your ability to continue, you should inform the Office of Student Financial Services and seek their advice and assistance.

Throughout the year, the staff of the Student Financial Services provides the following services and assistance:

- Financial Aid counseling
- Coordination of the Student Employment Program
- Group loan information and processing of loan paperwork.
- Processing of the Stafford Student Loans
- Distribution of Financial Aid Forms
- Information about specific scholarship and loan programs
- Help with revisions of your aid application if your family financial situation changes.
- Loan counseling for Stafford and Perkins loan recipients as you enter or leave Franklin Pierce.
- Opportunities for on-campus part-time employment are available to qualified students. Campus job vacancies are posted on the job board in the Monadnock Lounge and the Financial Aid Office.

Since the University prefers to pay all employees by direct deposit, students who work on campus should have a checking or savings account at a bank and submit paperwork to authorize the University to deposit their check. Students wishing to have immediate access to their earnings must obtain an ATM (Automatic Teller Machine) card from their bank (see the Checking & Savings Accounts section).

### **ACADEMIC SERVICES CENTER**

The Academic Services Center provides a comprehensive set of services to assist students in maximizing their academic experience at Franklin Pierce. The University's Academic Advising Program, which assists students in making decisions about major and course selections, is coordinated through the center. In addition, students, guided by a professional member of the Learning Assistance staff, assess their individual interests, needs, and competencies in order to determine which academic strategy will suit their particular learning style. Strategy sessions on time management, reading comprehension, note taking and study skills are available to all students, individually and in small groups. Services for Students with Learning Differences are coordinated through the Academic Services Center.

The Center, is open daily throughout the academic year and summer, is staffed by a team of professionals who coordinate the services and programs offered to students.

### **INFORMATION AND TECHNOLOGY**

#### **Telephones in Student Residences**

Franklin Pierce University provides local dial tone to each residence hall room and each bedroom of the special living options. **Each student and their roommate need to provide one analog telephone per room for making and receiving calls, and access to 911.** Long distance calls can be made by using a calling card, either pre-paid or billed, purchased by the student or parent.

#### **Calling a student in a campus residence:**

From off campus, people can either dial 603-899-4100 and your voicemail number, or call 603-899-4000 and the campus operator will connect them to your room.

#### **Voicemail**

Voicemails will be provided to students upon request. If you are a member of a club or organization on campus you may be required to have a campus voicemail. If you live on campus, this number can be programmed to ring in your room so that people from off campus can reach you and your personal voicemail directly. To request a voicemail number, go to the link provided on the Accepted Students Page from

[www.franklinperce.edu](http://www.franklinperce.edu).

(<http://www.franklinperce.edu/pages/ataglance/students/itinfo.htm>)

### **Cell Phone Service**

US Cellular is the cell phone provider in Rindge, NH. They have installed a repeater on campus, and service is reasonably reliable in most buildings. Verizon Wireless has a reciprocal agreement with US Cellular and service from Verizon is also fairly dependable. Nextel has a tower on Pac Monadnock and their service has recently improved. Rindge is a rural area, surrounded by granite ledges and at the base of Mt. Monadnock. It is beautiful – however wireless phone service is not guaranteed.

### **TTY and FAX Service**

The University provides TTY service for the hearing impaired, located on the first floor of the library and available for student use. The telephone number is 603-899-1125. Faxes can be sent and received 24 hours a day from the Campus.

### **Cable Television System**

The University Cable Television provides service to all campus residences. Students may bring a television from home and receive cable programming in their residence hall rooms. RG6 quality cables are recommended and may be brought from home or are available for purchase at the University Bookstore. Televisions should be “cable ready.”

### **E-Mail**

Franklin Pierce e-mail is the university’s official method of communication. E-mail provides faculty, staff and students with an efficient and economical means of communicating among themselves, parents, home and others. Students are required to access their Franklin Pierce e-mail daily for up-to-date community information and individual communications.

### **POST OFFICE ANNEX**

The Post Office Annex, located in the Campus Center, is a unit of the US Postal Service with the title Franklin Pierce University Contract Station. Mail should be addressed as follows:

Name  
Franklin Pierce Box # (your po box #)  
40 University Drive  
Rindge, NH 03461

The Post Office Annex is open Monday through Friday 8:30 - 4 pm. Stamps and postal money orders are sold from 10-2 pm only. All other services are available during the hours of 8:30 - 4 pm. Correctly addressed mail will be placed daily in the student mail boxes by 1 pm. Any student receiving packages will be notified via their mail box. Students must present a picture ID to pick up any packages, express or certified mail. There will be no exceptions. If a post office key is lost, a replacement will be ordered at

a cost of \$5. Upon leaving school you must hand in your post office box key to the post office. Failure to do so will result in a \$25 charge.

### **CHECKING & SAVINGS ACCOUNTS**

Banking services on campus are available only through the TD Banknorth Automatic Teller Machine (ATM) located on the Campus Center plaza. YANKEE 24, CIRRUS, DISCOVER, AMERICAN EXPRESS, CASH STREAM or MASTER CARD (VISA IS NOT AVAILABLE AT THIS TIME) are available at our ATM. Students generally open a checking and/or savings account at a home town or local bank which may be accessed through these networks. An initial waiting period (up to three days) is usually required by any bank on all deposits before funds become available. Checking accounts and ATM cards should be applied for during the summer to be available for the fall semester.

### **COLLEGE BOOKSTORE**

The University Bookstore is located in the Campus Center and stocks a wide variety of merchandise. Books, supplies, and convenience store items can be purchased by cash, check, Visa, MasterCard, and Discover card. Merchandise can also be purchased on a declining basis through funds set aside by advanced payment at the Bursar's Office.

The Bookstore is **open six days a week** during the academic year. Hours of operation are as follows:

Monday	8:30am - 5:00pm
Tues – Thurs	8:30am - 6:00pm
Friday	8:30am - 4:00pm
<b>Closed Saturday</b>	
Sunday	12:00pm - 4:00pm

### **FIRE COMPANY**

The University Fire Company is comprised of interested students, staffed on a volunteer basis, supervised by the Director of Campus Safety, and equipped with fire-fighting equipment, including a university fire truck. Duties of the Fire Company include inspection of buildings and contents, extinguishers and fire alarms, and initial response to all alarms prior to the arrival of the Rindge Fire Department. Members also have the opportunity to attend training for N.H. State Firefighter Certification.

**Report all fires to the Department of Campus Safety Immediate Service (Ext. 5555) immediately.**

### **COMPUTER LAB**

Located in Crestview, the Library Basement and Marcucella Hall, Room 218, the University has fully operational computer labs that students may use. Each student receives an account through which he/she may access the computer system. The

system contains, among other things, Microsoft Office, the Internet, E- mail, and Dbase. Lab assistants are always present in all labs to answer any questions or to provide assistance.

## **FOOD SERVICE**

**Sodexo** manages our dining services, located in the Campus Center. The Marketplace Cafeteria offers meals to all board plan students. These meals are served cafeteria style all you can eat while you are in the dining room. Students on meal plans must present their valid ID in order to enter the dining room. Meal plans are not transferable; this means that the person whose picture is on the card is the only one that can use it. This year students will be offered a variety of different meal plan options:

**Continuous Dining Plans** – This plan allows the student to enter the dining room as many times per day or week that they want. There are no restrictions except that the meals are to be eaten in the dining room by the cardholder. This plan is offered with or without dining points. These plans also come with 2 guest meal passes that will allow the Franklin Pierce student to treat a friend.

**Traditional 15 Meal Plan** – This plan allows a student to eat 15 meals in the cafeteria during each week. The student may enter as many times per day as they wish. If the student uses all 15 meals they must pay for any additional meals that week. These meals are reset each Friday morning and are on a “use it or lose it” basis each week. This plan also comes with 2 guest meal passes that will allow the Franklin Pierce Student to treat a friend.

**Block & Point Plans** - A student choosing these meal plans will start the semester with the number of meals in their block (for example 150). Each time the student enters the dining room a meal will be deducted from their balance. A student on the block plan may bring another student or guest with them to the dining room and allow them to use one of their meals. The cardholder must be present with the guest. Dining Points can be used to purchase additional meals in the cafeteria or for food in the Pub. These meals are “use it or lose it” at the end of the semester.

**Emergency Block** – A student already on a block plan who runs out of meals before the end of the semester may purchase a block of 25 meals to add on to their existing block plan.

**Points** – Points come in two varieties. Raven’s points are purchased at the Student Financial Services’ Office. This works similar to a debit account; you deposit money and each time you make a purchase it is deducted from that balance. Raven Points may be used in any dining service location or at the university bookstore. **Dining Points** are part of a meal plan package and may

ONLY be used in dining locations. It is possible for a student to have both types of points on their ID cards. In the dining service locations the computer will search first for dining points and then for Raven Points.

**The Marketplace Cafeteria is Open:**

Monday -Thursday      7:15 am - 7:00 pm  
Fridays                      7:15 – 6:30 pm  
Weekends & Holidays   11:30 am - 6:30 pm

Please be sure to check the hours of operation, special menus and special events in the Marketplace that will be posted in the Campus Center daily. The dining room hours do change for special events or times of the year. Students not on a meal plan or guests may purchase meals in the cafeteria using either cash or Raven Points.

**The Raven's Nest Pub**, located on the lower level of the Campus Center, is open every evening with the exception of long weekends or some holidays. It offers fast food for eat-in, to go or delivery. The Pub accepts cash, Raven Points or Dining Points and has a pool table, dart boards and a big screen TV. Stop by to meet friends or to make new friends.

**Dining Hall Regulations** reflect common sense and courtesy to all other diners and the dining staff. Everyone is expected to return trays, dishes and silverware to the designated location after each meal. No dining service utensils including trays, dishes or silverware are to be removed from the dining hall without permission of the manager. No food may be taken from any area without authorization. Violations of dining hall regulations, which include unauthorized entrance, false identification, food throwing or other disruptive behavior, may result in suspension from the dining hall and other judicial action.

**Special Dietary Needs** – Please bring your special needs to the general manager and all possible efforts will be made to accommodate your doctor’s restriction or recommendations.

**Class or work schedule conflicts** – If you are unable to attend a meal because of a class or work schedule please bring your schedule to the general manager and arrangements will be made to have a boxed meal prepared for you.

**Dining Service Website** [www.fpcdining.com](http://www.fpcdining.com)

For more information and questions please call 603-899-4196 or email [knoxk@franklinpierce.edu](mailto:knoxk@franklinpierce.edu).

**LAUNDRY FACILITIES**

The university understands the challenges students face with the costs of being a university student, therefore, all washer and dryer units on campus have been

upgraded and are **FREE** of charge. Franklin Pierce University is not responsible for any damage to clothing or contents placed in the washer or dryers. As such, students should use appropriate precautions when utilizing these facilities.

### **VENDING MACHINES**

We offer a variety of coin-operated beverage and snack machines available for use. Should there be a problem with any of these machines malfunctioning or if you need a refund, please call extension 4022 or stop by the processing center located behind Campus Safety. A student ID is necessary to receive a refund.

### **LIBRARY**

The Franklin Pierce University Library is the center for study, research, group work, and leisure reading material. Open 90 hours a week during the academic year (and extended hours during exam weeks), the Library offers a variety of services including reference assistance, online databases, interlibrary loan, and media services. Formal library instruction is integrated into the University's core curriculum and is delivered in a wireless laptop lab environment. Library faculty provides additional instruction sessions and one-on-one assistance. The 141,000-volume collection includes books, microform, compact discs, slides, software, audio/video cassettes and DVDs as well as subscriptions to more than 13,000 full-text electronic and print periodical titles. Over 30 licensed, web-based databases, including EbscoHost and Lexis-Nexis, provide full-text access to many periodicals and enhance the physical collection. Through the university's membership in the New Hampshire University and University Council, students are accorded borrowing privileges at twelve university libraries throughout the state of New Hampshire. The library catalog and other resources and services are available on the web at: <http://library.franklinpierce.edu>. Students are encouraged to use the Library as much as possible and to consult librarians and staff members for assistance. A bar-coded FPC ID card is required for all library transactions.

### **STUDENT PAYROLL**

All students employed at Franklin Pierce University are encouraged to sign up for direct payroll deposit. Funds are deposited into individually designated bank accounts for access on payday at the ATM in the Campus Student Center. Payroll Direct Deposit forms can be found in the Office of Student Financial Services and must be completed prior to working on campus.

### **TRANSPORTATION SERVICE**

During the academic year, the Department of Campus Safety and Transportation provides shuttle service around the Franklin Pierce Campus and shuttle service to local merchants. This is a **free service** available to all students, faculty, staff and registered guests. The shuttle follows a set schedule and stops at all shuttle stops around the campus. A complete schedule of services is available at the Office of Campus Safety. For additional information call x4388.

Transportation is also available for a fee to local bus and train stations. Requests for transportation must be made two business days in advance by calling x4388. The Department of Campus Safety and Transportation reserves the right to deny requests left on voice mail or without 48 hours notice.

Transportation is also available for a fee for students who need rides to health appointments and local hospitals for non-emergency treatment.

Safe Rides is available on Friday and Saturday nights. Safe Rides service is provided by student organizations and run by the Student Government Association. For information regarding the Safe Rides program call x 4357.

Transportation to Logan Airport (Boston, MA), Manchester Airport (Manchester, NH) & Bradley Airport (Hartford, CT) is provided by Thomas Transportation of Keene 1-800-526-8143.

### **RAVEN CARD**

The Raven Card is the Student ID. Funds are deposited at the Office of Student Financial Services in Rindge Hall and each purchase made using the Raven Card will be automatically deducted from the student's account. The Raven Card will provide access to purchase in the Dining Hall, the Raven's Nest, as well as the Bookstore.

### **BULLETIN BOARDS**

Glass-enclosed bulletin boards are used to post official announcements and information about campus events. The bulletin boards on the south side of the library and at the library circulation desk are reserved.

Several other bulletin boards located in the Campus Center are available for general student use to post for sale notices, club meetings, and other campus events. The glass bulletin board located in the Monadnock Lounge is reserved for job and placement information.

Students clubs and organizations must have their publicity stamped through the Department of Student Activities. Any publicity which a student or student group wants to post on campus must be dropped off at the Information Desk in the Campus Center for stamping. The stamping policy was put into effect to ensure that the Publicity Guidelines are being followed. Contact the Assistant Director of Student Activities for a list of the guidelines. Failure to follow the prescribed procedure may result in publicity being removed or loss of posting privileges.