

FINANCIAL INFORMATION

Office of Student Financial Services

The Office of Student Financial Services (OSFS), located on the first floor of Coles Hall on the Rindge Campus, combines the Offices of Financial Aid and Student Accounts and manages every aspect of the financial aid and student billing process for all Franklin Pierce University student populations. Franklin Pierce financial aid programs include a combination of institutional, state, and federal scholarships, grants, loans, and student employment. In addition to providing financial aid guidance, the OSFS is also responsible for student billing, student account payments and financial clearance. All students must be financially clear in to enroll and begin courses at the University.

Mission, Goals, and Objectives

The primary mission of the Office of Student Financial Services (OSFS) is to help all Franklin Pierce students gain access to and succeed in their academic career, by providing financial resources and support to all our student populations. This includes guiding our students to federal, state, and private funding options in addition to institutional scholarships. OSFS works in partnership with our students and their families to identify funding resources to cover educational expenses. While the primary responsibility for educational funding rests with the student and family, through collaboration and transparent communication we strive to make a Franklin Pierce education a possibility for every one of our students.

Our goal is to provide effective customer service, show sensitivity to individual student and family financial concerns, while offering a full range of federal, state, and institutional financial aid programs. We aim for precise, timely and transparent billing practices making it as easy as possible for our students to reach financial clearance.

The OSFS affirms our responsibility to adhere to all applicable laws, regulations and rules of the federal government, state agencies, private donors, and the University. We collaborate with all other offices at the University to ensure a proactive and positive approach to enrollment, retention, and issues of student concern.

Financial Clearance

The OSFS reviews all student accounts for financial clearance prior to the start of every term. To be considered financially clear, students must have a zero balance on their account, through either anticipated financial assistance, an active payment plan in good standing (Rindge Campus Study Only), or payment made in full. Students who are not financially clear may be blocked from course registration or registrations may be dropped by the end of the add/drop period. Students who are not financially clear will receive notification from the OSFS as to their remaining account balance, options to reach financial clearance, and expected timelines.

Student Accounts

The Office of Student Financial Services subscribes to the National Association of College and University Business Officers (NACUBO) code of ethics for Bursar's and Business Office staff; [NACUBO Code of Ethics](#). We strive to assess charges in an ethical and fair manner while making the bill payment process as transparent and simple as we can. We promise to work with all our students and families towards financial clearance at the start of each term/semester.