

Who to Contact at Franklin Pierce University
Common contacts for employee resources
eff. 6/18/2024

Department Name	General contact information	Brief description	Preferred Contact
Admissions	<p>Undergraduate Admissions - Rindge Phone: (800) 437-0048 Undergraduate Admissions - Rindge Email: admissions@franklinperce.edu Undergraduate Admissions - Rindge Email to schedule a visit: visit@franklinperce.edu</p> <p>Online Undergraduate Admissions and Graduate Admissions Phone: (800) 325-1090 Online Undergraduate Admissions and Graduate Admissions Email: fpuonline@franklinperce.edu</p>	<p>Undergraduate Admissions - Rindge: – Provides information about educational programs offered and the application and onboarding processes – Arranges Rindge Campus tours and other visitation opportunities – Receives and processes all applications and supporting documents (transcripts, letters of recommendation, etc.) for all incoming new freshman and transfer students – Works with International students to onboard with documents like an i20 for Visa applications – Oversees the onboarding of new students through STEP Days in summer, when Admissions "hands off" the class to the Department of Student Affairs – Processes applications for Rindge and for online undergraduate terms</p> <p>Online Undergraduate Admissions and Graduate Admissions: – Provides information about programs offered and the application, onboarding and course registration process – Processes applications for online graduate terms</p>	Either phone or email
Athletics	<p>Email (Liz Coll, Athletic Department Business Manager): colle@franklinperce.edu Phone (Liz Coll, Athletic Department Business Manager): (603) 899-4087</p>	<p>Men's Sports: – Baseball – Basketball – Cross Country – Football – Golf – Ice Hockey – Lacrosse – Soccer – Tennis – Track & Field</p> <p>Women's Sports: – Basketball – Cross Country – Field Hockey – Golf – Ice Hockey – Lacrosse – Rowing – Soccer – Softball – Tennis – Track & Field – Volleyball</p> <p>Additional Programs: – Athletic Training – Marching Band – Strength & Conditioning</p>	Email
Campus Safety	<p>Phone: (603) 899-4210 Emergency Phone: (603) 899-5555 Email: csdispatch@franklinperce.edu</p>	<p>– Ensures the safety and well-being of the campus community – Intakes all phone calls the university receives, respond to needs, requests and emergencies as needed – Distributes parking passes and permits for vehicles on campus</p>	Phone or email

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Campus Scheduling/Room Reservation	<p>Email to Book a Room on Campus (Mat Kittredge): kittredgem@franklinpierce.edu *Email (Sheryl Blevins): blevinss@franklinpierce.edu <i>*Sheryl Blevins assists when Mat is unavailable</i></p> <p>Phone to Book a Room on Campus (Mat Kittredge): (603) 899-4068</p> <p>Event Request Form: https://franklinpierce.edu/student-experience/campus-life/schedulingfacilitiesevents.html</p> <p>General Email: scheduling@franklinpierce.edu</p>	<p>– Manages the Outlook Calendar for room reservation requests across the Rindge Campus</p>	<p>– Email Mat to book a room on campus – Use the event request form to book facilities setup of the room, catering, and media service needs</p>
Counseling	<p>Email: counseling@franklinpierce.edu</p>	<p>– Provides short-term counseling services to undergraduate enrolled students on the Rindge campus – Manages and works with Bettermynds, a telehealth company that provides counseling services to enrolled graduate students – Offers Peer-to-Peer counseling model under the supervision of professional staff, this is as an internship to undergraduate students seeking experience in the counseling/helping field, prior to application into graduate studies</p>	<p>Email</p>
Dining Services	<p>Kitchen Phone: (603) 899-4194 Catering & Conference Services Phone: (603) 899-4195 Email: dining@franklinpierce.edu</p>	<p>– Dining for the Rindge Campus, which includes the Main Dining location and two retail locations</p>	<p>Either phone or email</p>
Facilities	<p>Work Order System: http://eraven.franklinpierce.edu/s/dept/facilities/index.htm</p> <p>General Phone: (603) 899-4119 Facilities Administrative Assistant: (603) 899-4121 Facilities Help Desk: (603) 899-4120 Emergency Phone: (603) 899-4121</p>	<p>– Maintains the facility for everything including grounds, EVS, maintenance, HVAC, living spaces, teaching spaces, and recreation spaces</p>	<p>Work order system unless it is an emergency. In an emergency, call the emergency line or Campus Safety.</p>
Finance & Accounting	<p>Accounts Payable Email: accountspayable@franklinpierce.edu Accounts Payable Phones: (603) 899-4248 or (603) 899-4239</p> <p>Cash Receipts Email: cashreceipts@franklinpierce.edu Cash Receipts Phone: (603) 899-4248 or (603) 899-4239</p> <p>Check Requests Email: checkrequests@franklinpierce.edu Check Requests Phone: (603) 899-4248 or (603) 899-4239</p> <p>Payroll Email (Kerry Bergeron, Sr. Payroll Specialist): bergeronk@franklinpierce.edu Payroll Phone (Kerry Bergeron, Sr. Payroll Specialist): (603) 899-4247</p> <p>Credit Card Requests and Expense Reports Email (Amy Clayman, Staff Accountant): claymana@franklinpierce.edu Credit Card Requests and Expense Reports Phone (Amy Clayman, Staff Accountant): (603) 899-4242</p> <p>Budgetary Questions (Cody Kelley, Budget Director): kelleyc@franklinpierce.edu Budgetary Questions Phone (Cody Kelley, Budget Director): (603) 899-4249</p> <p>For topics not noted above: Peggy Noddin, Senior Accountant & Financial Analyst Email: noddinp@franklinpierce.edu Peggy Noddin, Senior Accountant & Financial Analyst Phone: (603) 899-4244</p> <p>Suzanne Carpenter, Director of Finance Email: carpenters@franklinpierce.edu Suzanne Carpenter, Director of Finance Phone: (603) 899-4246</p> <p>Location: Rindge Campus, DiGregorio Building, Upper Level Window Hours: Monday - Friday, 8:30 a.m. - 11 a.m. and 2 p.m. - 4 p.m. or by appointment</p>	<p>– Provides accounting services for accounts payable, cash receipts and payroll processing, W-2's, credit card processing, budgetary information, and financial reporting</p> <p>Accounts Payable: All vendor invoices and payments</p> <p>Cash Receipts: Cash and check depositing</p> <p>Payroll: Time card questions, direct deposit, and general payroll questions</p> <p>Other: Credit card requests and expense reports and budget reports</p>	<p>Email first and then Phone</p>

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Health Services	<p>Phone: (603) 899-4130 Emergency Phone: (603) 899-5555 Email: healthservices@franklinperce.edu</p> <p>Location: Rindge Campus, Granite Hall Plaza Level Hours during the Academic Year: Monday - Friday, 8 a.m. - 4:30 p.m. Walk-In Hours during the Academic Year: Monday - Friday, 8:30 a.m. - 11:30 a.m.</p> <p>Health Services Information Sheet: https://franklinperce.edu/student-experience/docs/Health-Services-QR-Code-Poster_2-sided-2023.pdf</p>	<p>– Provides a full range of primary care, referrals, and educational services tailored to the individual and unique needs of college students on the Rindge campus – Member of the American College Health Association and the New England College Health Association – Licensed as an educational health facility by the New Hampshire Department of Health and Human Services</p>	Phone
Human Resources	<p>Human Resources Phone: (603) 899-4075 Human Resources Fax: (603) 899-4326 Human Resources General Email: hrdept@franklinperce.edu</p> <p>Jobs Email: jobs@franklinperce.edu</p>	<p>– Human Resources (HR) department is responsible for managing the human capital of an organization. Its primary functions include:</p> <p>Recruitment and Staffing: Attracting, hiring, and onboarding new employees who match the organization’s culture and job requirements.</p> <p>Employee Relations: Handling employee grievances, mediating conflicts, and fostering a positive work environment.</p> <p>Compensation and Benefits: Designing and administering competitive salary structures, bonuses, and employee benefit packages.</p> <p>Policy Development: Creating and enforcing HR policies and procedures that comply with labor laws and promote fairness and equity.</p> <p>Compliance: Ensuring the organization adheres to legal requirements related to employment, health, and safety.</p> <p>HR Information Systems: Managing technology platforms that support HR functions, such as payroll, employee records, and analytics.</p> <p>Strategic Planning: Collaborating with leadership to align HR policies and practices with organizational goals and long-term strategies.</p> <p>The HR department plays a crucial role in optimizing workforce efficiency, fostering a positive work culture, and ensuring legal compliance within the organization.</p>	<p>Email the specific area in need of assistance: – HR - for general and benefit inquiries – Jobs - for employment inquiries/job postings</p>
Information Technology	<p>Ticketing System: https://fp-support.freshservice.com/support/home</p> <p>Help Desk Email: IThelpdesk@franklinperce.edu Help Desk Phone: (603) 899-4214</p>	– Supports technology at all campus centers	Ticketing system
Institutional Research	<p>IR Request Form: http://raven.franklinperce.edu/s/dept/IR/request-for-info-form.htm</p> <p>Email (Kelly Ingerson, Executive Director of Institutional Research): ingersonk@franklinperce.edu</p>	<p>– Responsible for all federal reporting and assists in providing information to state reporting as well as other outside surveys that the University chooses to participate in – In addition to external reporting, IR receives numerous internal requests for information from different departments, committees and individuals on campus</p>	Request form
Library	<p>Phone: (603) 899-4140 Text: (603) 413-2787 Email for general questions: circulationdesk@franklinperce.edu Email for reference questions: reference@live.franklinperce.edu</p>	– Addresses research needs of students, faculty, and staff by providing print and electronic resources, as well as instruction on how to use them	Phone or email

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Office of Career Education in the Lloyd & Helen Ament Astmann '69 Career Center Former names: Career Planning & Placement, Career Services	Email: careercenter@franklinperce.edu Phone: (603) 899-1070	<ul style="list-style-type: none"> – Provides career coaching/counseling, workshops, and classroom presentations to all students at all campuses, and alumni – Engages with employers to post jobs and internships, and in person visits the Rindge campus. All opportunities for jobs and internships are facilitated through Handshake so that all students have access to all postings – Provides support to faculty through Canvas modules, classroom presentations and facilitating employer visits 	Email; students and alumni can schedule appointments to meet with the office through Handshake
Office of Diversity Equity & Inclusion	Email: diversity@franklinperce.edu Phone: (603) 899-4278	<ul style="list-style-type: none"> – Provides resources and guidance to ensure that every member of our community is celebrated in support of their race, gender identity and expression, sexual orientation, religious beliefs, creed, physical handicap, and/or neurodiversity. – Manages bias incident reporting, A.L.A.NA student organization, DEI Council, and DEI Trainings/Workshops for students 	Email
OVW Grant (Department of Justice, Office for Violence Against Women)	Email (Stefanie Worcester): worcesters@franklinperce.edu Phone (Stefanie Worcester): (603) 899-4133	– The OVW office will implement educational programming and processes as they relate to domestic violence, dating violence, sexual assault, and stalking (implementation of programming through the Department of Justice grant begins in January of 2025)	Email
President's Office	Email: president@franklinperce.edu	– Responsible for the operation of the entire university within the framework of general policies provided by the Board of Trustees in keeping with the laws of the state	Email
Processing Center: Purchasing Copy Center Mail/Package Services Campus Post Office	Purchasing General Email: purchasereq@franklinperce.edu Copy Center General Email: printrequests@franklinperce.edu Copy Center Phone: (603) 899-4091 Director of Procurement and Campus Services Email (Kristine Nolan): nolank@franklinperce.edu Director of Procurement and Campus Services Phone (Kristine Nolan): (603) 899-4022 Campus Post Office Coordinator Email (Roxanne Monteverde): monteverder@franklinperce.edu Campus Post Office Coordinator Phone (Roxanne Monteverde): (603) 899-4002 Warehouse and Postal Coordinator Email (Andrew Preisig): preisiga@franklinperce.edu Warehouse and Postal Coordinator Phone (Andrew Preisig): (603) 899-4321	<ul style="list-style-type: none"> – Director of Procurement and Campus Services negotiates/oversees all campus contracts; handles all campus bottled water deliveries to departments; manages the printer fleet on all campuses, oversees the Bookstore operations, oversees the Copy Center operations and will assist with any of the other areas that fall under the Processing Center – Campus Post Office distributes all student mail and packages – Warehouse/Postal Coordinator works with all shipping vendors, does all the shipping and receiving for the University, delivers campus faculty/staff mail and packages to all the departments on campus and delivers student mail to the campus post office – Purchasing Agents do all the buying for the University – Copy Center does all the University printing of posters, banners, and any other print needs 	Email or Microsoft Teams Chat for a quick response

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Raven Recreation Student Engagement Wilderness Programs Orientation	Raven Recreation Email: recreation@franklinperce.edu Raven Recreation General Phone - Bubble: (603) 899-4382 Student Engagement, Wilderness Program, and Orientation Phone: (603) 899-4383	Raven Recreation: – Oversees multiple facilities including the Bubble, trail system, Adventure Recreation Lounge, Disc Golf course, and Boathouse – Promote large-scale traditional programs such as the Grand Monadnock Climb – Manages operations and scheduling of the Grimshaw-Gudewicz Activity Center at North Fields (the Bubble) – Manages Club Sports (Men's & Women's Rugby, Men's & Women's Soccer, Ultimate Frisbee, Disc Golf, Baseball) – Manages Intramurals (Beach Volleyball, Pickleball, Spikeball, Basketball, etc.) – Manages recreation activities/events (kayaking/canoeing, boathouse management, RecFest, etc.) Student Engagement: – Manages Student Government, all student clubs, and oversees multiple programming committees Wilderness Programs: – Oversees engaging students in wilderness-based activities such as student lead downriver kayaking, backpacking and camping Orientation: – Oversees all aspects of freshman orientation for both fall and spring semesters	Phone or email
Registrar	Email: registrar@franklinperce.edu Phone: (603) 899-4068 Fax: (603) 899-4069 Location: Rindge Campus, DiGregorio Building, Upper Level Hours: Monday - Friday, 8 a.m. - 4:30 p.m. Summer Hours: Monday - Thursday, 8 a.m. - 4:30 p.m.; Friday, 8 a.m. - 2 p.m.	– Creation, maintenance, and security of academic and student records – Coordination, publication, and registration of course offerings – Auditing degree requirements and awarding degrees – Transfer credit evaluation, award, and enforcement of equivalencies producing academic transcripts, enrollment verifications, and diplomas	Email
Residential Life and Community Standards	Front Desk Phone: (603) 899-4176 General Email: housing@franklinperce.edu	Residential Life: – Manages student housing, which includes housing applications, selection, and placement – Works to support students in their life on campus through roommate mediation, programming, and advocacy – Works closely with facilities and often act as intermediary on their behalf Community Standards: – Deals with conduct issues working closely with Campus Safety	Either phone or email

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Student Affairs	<p>Dean of Student Affairs Email: polloma@franklinperce.edu Dean of Student Affairs Phone: (603) 899-4162 Parent Communication Email: parents@franklinperce.edu</p>	<p>Manages:</p> <ul style="list-style-type: none"> – Residence Life – Student Conduct – Health Services – Counseling Services – Orientation – Student Engagement – Raven Recreation, Club Sports, and SGA – Commencement Planning – Emergency Operations Planning – Campus Safety – Communication to parents when they have specific questions or concerns – Problem solving for multiple areas of campus when it comes to student and parent questions and concerns 	Email
Student Financial Services	<p>Phone: 1-877-372-7347 toll-free or (603) 899-4180 Phone Hours: Monday - Friday 9:30 a.m. - 4:30 p.m. Email: osfs@franklinperce.edu</p> <p>Live Chat: https://franklinperce.edu/admissions/tuition-fees-financial-aid/#bot Hours: Monday - Friday, 9:00 a.m. - 4:00 p.m. or ask to speak to someone when visiting</p> <p>Chatbot for general financial aid/student account questions (available 24/7): https://franklinperce.edu/admissions/tuition-fees-financial-aid/#bot This is a bot, not a live person.</p> <p>Location: Rindge Campus, Cole's Hall, (across from Peterson Manor, adjoining Admissions) Hours: Open to walk-ins Monday - Friday, 9:00 a.m. - 4:30 p.m.</p>	<ul style="list-style-type: none"> – Combined student accounts and financial aid office – Bills students, awards financial aid, processes student refunds, and conducts third-party billing <p>Common topics SFS assists with:</p> <ul style="list-style-type: none"> – Student bills and balances due – Applying for Financial Aid – Setting up a payment plan (payment plan available for Rindge students only) – Collections – Financial Holds – Questions about Financial Aid Offers – Accepting/Declining Financial Aid – Textbook Assistance (Bookstore Vouchers) – Refunds – Third-party billing – 1098-T Tax forms – Scholarships 	<ul style="list-style-type: none"> – All methods of contact are monitored during the aforementioned business hours on business days. – Quickest way to get a response is calling or stopping by the office. Someone is always available, usually with no wait time. – E-mail receives a response within 1 business day. – Please only recommend live chat to students and families (or prospective students/families). Staff should use phone, office visit, or e-mail.
Student Success Center	<p>Email: ssc@franklinperce.edu Phone: (603) 899-4107</p>	<ul style="list-style-type: none"> – Home to the Navigator support program (The Navigator support program is open to all students. Through a holistic approach, Navigators coach students to develop effective plans for success and serve as liaisons to connect students to departments and individuals vital to their success) – Also home to academic course tutoring, international student support, and general-use study space – Works alongside the Accommodations Office to support academic accommodations 	Phone or email

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University Advancement	Alumni Relations Email: alumni@franklinperce.edu Donation Inquires and Data Requests Email: development@franklinperce.edu	<ul style="list-style-type: none"> – Cultivates, solicits, and stewards individuals, corporations, and foundations for philanthropic support of the university – Develops and implements programs that encourage a strong and connected alumni community – Processes all fundraising dollars received by the university – Supports the Athletics Department with fundraisers and alumni events – Communicates with alumni and tracks their progress after graduation within an alumni database and newly created alumni social network 	Email
University Communications & Marketing	General Email: marketing@franklinperce.edu Website Updates Email: website@franklinperce.edu	<ul style="list-style-type: none"> – Shares University news, accomplishments, and updates, through a variety of media – Supports the design of graphics, collateral (print and digital) and other materials through a variety of channels including: Website and Intranet, Social Media, Pierce Magazine, Local and Regional Press, International & External Communications – Oversees university internal and external communications, website, social media channels, and onsite photo and video needs 	Email