

Financial Affairs Customer Service Procedure

Part of the function of Financial Affairs is to manage student and vendor accounts for Chicago State University. When questions arise concerning the management or distribution of student funds, billing or accounts payable there must be a systematic procedure to address the issues.

Having a customer service procedure ensures that all parties receive a comprehensive review of their concerns. This customer service procedure is designed to meet the needs of the university community using the resolution process described below. All Financial Affairs staff should be familiar with this process and follow the procedure.

Five levels structure the Financial Affairs customer service procedure. Levels one through four represent the Financial Affairs internal problem resolution process. If a **student** issue is not resolved within the department it is referred to level five the OMBUD's officer.

Financial Affairs Customer Service Contact List:

Level	Name	Extension	Office/Function
Level 1	Bursar Reception	2468	Reception, Intake
	Tanya Lloyd	2471	Bursar, Loans, Disbursements
	Carol Jackson	3556	Collections, Payments
	Paul Michaels	12442	Collections, Perkins Loans, Payments
	Kellye Kidd	2424	Purchasing
Level 2	Emma Johnson	3555	Bursar, Disbursement, Collections
	Traci Berry	3557	Accounts Payable (AP) Supervisor
	Louise Williams	2044	AP Manager/Asst. Director of Accounting
	Lori Mays	3518	Payroll
	Jose Faria	3562	Accounting
Level 3	Marisa Dubose	12877	Customer Service
Level 4	Alan D. Robertson	2036	Assistant Vice President and Director of Financial Affairs
Level 5	Shirley Newman	2496	OMBUDS (<u>Student Issues Only</u>)