

May 2005

Financial Affairs Customer Service Procedure

Financial Affairs manages university, student and vendor disbursements, as well as payroll for Chicago State University. When questions arise concerning the management and or distribution of student funds, billing, payroll or accounts payable there is a systematic procedure in place to address issues.

The 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 and follow the procedure.

Five levels structure the Financial Affairs customer service procedure. Levels one through four represent the Financial Affairs internal issue 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:

<u>Level</u>	<u>Name</u>	<u>Extension</u>	<u>Office/Function</u>
Level 1	Bursar Reception	2468	<u>Intake:</u> Bursar Reception and Window
	Tanya Lloyd	2471	Bursar, Loans and Disbursements
	Carol Jackson	3556	Student Collections, Payments and 3 RD Party Student Pmt
	Paul Michaels	12442	Student Collections, Perkins Loans and Payments
	Bernice Hopkins	3875	Purchasing
Level 2	Emma Johnson	3555	<u>Supervisors:</u> Bursar, Disbursement, and Collections
	Traci Berry	3557	Accounts Payable/Accounts Payable Supervisor
	Louise Williams	2044	Accounts Payable Mgr./Asst. Director of Accounting
	Lori Mays	3518	Payroll
	Jose Faria	3562	Accounting
	Nate Tindall	2424	Purchasing
	Bobbie Stewart	2029	Cashiering Operations
Level 3	Marisa Dubose	12877	Customer Service Manager
Level 4	Alan D. Robertson	2043	Vice President of Finance and Administration
Level 5	Shirley Newman	2496	OMBUDS (<u>Student Issues Only</u>)