



## STUDENT ACCOUNT SERVICES

### Mission Statement

“Student Account Services is an ambassador of the university to potential, current, and former students, and the people who assist them in their pursuit of higher education. Our mission is to ensure these parties receive accurate, efficient service in achieving resolutions to their financial obligations. We will always treat everyone with respect, value everyone’s time, and put the student at the center of our work.”

### Goals

1. Provide a high level of customer service to students, families, staff, and faculty.
2. Provide timely communication of university charges and policies to students/others as it relates to their financial obligations.
3. Maintain confidentiality of information in all areas of Student Account Services.
4. Perform our duties accurately and efficiently.
5. Pursue and welcome change that will allow us to improve the above stated goals.

## Objectives

- A. Ensure staff treats everyone with respect in every situation.
- B. Ensure accuracy and efficiency remains key in the performance of our duties.
- C. Ensure staff is fully trained in payment options available to students/others.
- D. Ensure staff is fully trained in terminology as it relates to students/others and their financial obligations.
- E. Ensure staff has computer skills necessary to perform their job.