



St. Cloud State University

Financial Aid Office

Customer Service Statement

Vision Statement

We strive to provide each customer with accurate information in a friendly and respectful manner.

Goals & Expectations

- *Customers will be greeted in a friendly and professional manner.*
 - *When answering phone calls we will use our first name.*
 - *We will refer to the student by name whenever possible.*
- *Questions will be answered during the initial contact whenever possible.*
- *Communication*
 - *Phone messages will be returned within 1 business day.*
 - *Email messages will be responded to within 1 business day.*
 - *Written correspondence will be responded to within 2 business days.*
 - *Web site content will be current and accurate.*
 - *Exceptions to these response times may occur during peak processing times.*