Financial Services All Staff Professionals Meeting
March 6, 2014

FAQ Team Project
As part of the Financial Services 2013-14 “Strengthening Customer Service” Family goal, our FAQ Team is creating a cross-functional and searchable FAQ webpage for questions about all our areas.
Volunteer Team Members

- Leah Davis, Procurement & Contract Services
- Priscilla Llamas-McKaughan, Financial Services
- Trish Lush, Accounting Services
- Nicole Rogers, Student Financial Services Center (Chair)
- Natalya Sysa, Accounts Payable & Travel
Activities to Gather Input

• The Team compiled existing FAQs and created questions by using the information on our webpages.
  – Questions were transferred to large sheets of paper.

• February 18th Business Partners Round Table (BPRT)
  – FAQ Team conducted a “gallery walk” to get our Campus Business Partners feedback on existing questions.
  – Business Partners were encouraged to add questions that they thought would be valuable for the FAQ.
• Today, we need your valuable input!

• We will be doing our own “gallery walk.”

• If you think of a question later, please email one of the Team Members.
Outcome of Project

• Create a cross-functional FAQ webpage with all our areas’ questions.
• This may be searchable by topic, by area and/or by question.
  – “Visualizing” a webpage similar to the CSU Executive Orders page.
• Suggestions are welcome!
We appreciate your participation with our Financial Services Family Goal!

This is your chance to add that question you answer on a regular basis.