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Resolution -

To be known as "A Resolution in Support of Callbacks in the Office of Financial Aid and Scholarships" which asks for customer service representatives from the Office of Financial Aid and Scholarships to call back when calls are dropped during the course of business.

WHEREAS: Maintaining clear communication between administration and students is a priority of the Associated Student Government; and

WHEREAS: The Office of Financial Aid and Scholarships receives numerous calls with questions and concerns from students on all working days; and

WHEREAS: For certain times of the day, students can possibly be placed on hold for up to an hour before speaking to a representative; and

WHEREAS: Every student is only asked to verify two of the following: their ID number, driver's license number, GPA, or last four digits to of their social security number; and

WHEREAS: Students do not have control over dropped calls;
and

WHEREAS: When a student calls back after a dropped call,
he or she will be placed on hold as a first time
caller; and

WHEREAS: Students will only be contacted in the order that
a call was received, therefore;

BE IT RESOLVED: That the Associated Student Government
support the Office of Financial Aid and
Scholarships to give students the
option to offer a phone number for
instant callback if a call is somehow
lost; and

BE IT RESOLVED: That if passed, this piece of
legislation be forwarded to ASG Advisor
Kathy Weiser, Dean of Students Dr.
Margarita Arellano, Vice President for
Student Affairs Dr. Joanne Smith and
University President Dr. Denise Trauth
upon passage.