SFA University — Student Financial Assistance	**Service Standards & Agreements**	**Student Aid Front 2 Back**

SFA's Service Standards

- Be Worthy of Trust
- Be Courteous
- Deliver Great Products & Services
- Be Efficient

What do they mean for us today?

Service Standard	Our Behavior Today
Be Worthy of Trust	Return to class on time Share experiences
Deliver Great Products & Services	Actively participate in exercises
Be Courteous	Be courteous to your classmates, presenters and Logistics Coordinators
Be Efficient	Use your training time well

What other agreements do we want to make?

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Lessons from PBO on the Front Lines

- Customer Focused
- Outstanding Customer Service
- Bureaucracy VS. PBO
- Action Planning
- Flexibility in exchange for accountability
- Chaos of Change

What did we learn in Traditions?

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SFA traditions
Celebrating Our Mission

What will we learn today?

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Opening

PBO Measurements

Student Aid Process

SFA Support

Conclusion