

LearnColumbia: Lesson 3 > Chapter 1

Student Financial Services and Customer Service Options

Learning about Student Financial Services Office and What They Can Do For You

Student Financial Services (SFS) is designed to aid students with any and all financial matters that will assist in completing their studies at Columbia College Chicago. This includes, but is not limited to billing, payment plan, federal financial aid, loan, and scholarship information and processes.

Student Financial Services Customer Service Options

SFS is located at 600 S. Michigan Ave. Room 303, Chicago, IL 60605 and is open Monday through Friday, 9-5. The cashier window is located at this location as well and is open Monday through Friday 9-4:30. Below are several customer service options the office has put together for students and parents.

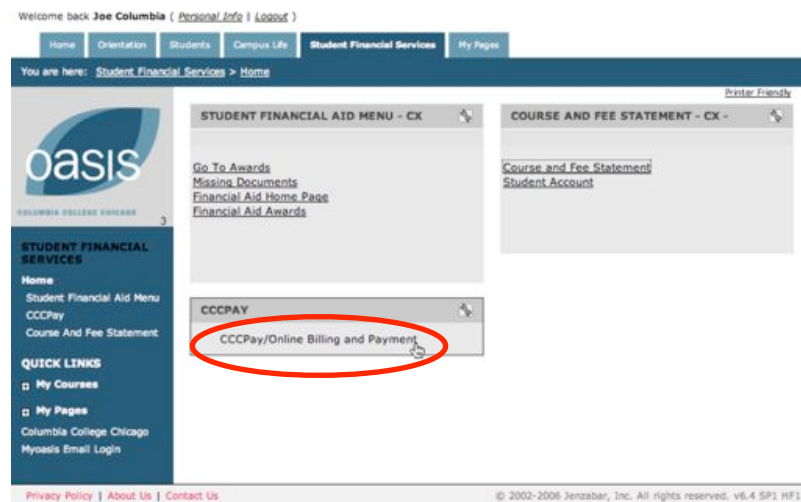
SFS Homepage

Visit the [Student Financial Services Website](#) for financial services and options. Many forms and applications are available such as the Federal PLUS Loan Application, Verification Work Sheets, Master Promissory Notes, Entrance Counseling, scholarships and much more. If you would like to check your specific financial records you should log in to OASIS.



Student OASIS Portal

Go to the Oasis Portal to log in to your OASIS account. This account allows you to view your financial aid eligibility, documents needed to finalize your financial aid file, billing charges and payments, and posted aid. You have the ability of updating your refund check mailing address and make tuition payments through CCCPay.



CCCPay

CCCPay is an online payment and billing information system that you can access through your OASIS account. You have the option of registering up to ten users to view and pay your student bill such as a parent,

guardian, or sponsor. An email notification will be sent to all parties when a new bill arrives. Payers have the ability to make secure online payments that automatically debit a checking or savings account. Starting Fall 2007 the direct deposit feature will be available for students. If you have any financial questions after reviewing your OASIS account please call the SFS Help Line.

The SFS Toll Free Help Line

Representatives are available to answer your student account questions at our toll free number 1-866-705-0200. Examples of questions are: Questions concerning tuition and fee charges, payment plan, payments, FAFSA application, financial aid status, documents needed, private loans, aid posting and refund status. An SFS help line representatives will refer your questions to a counselor if more in depth financial counseling is needed. Referrals are answered with 48 hours.

SFS Counselor Services

You can also go to our [Online Scheduling System](#) that allows you to make face to face appointments with SFS counselors. Through this tool you will be able to set up an account that you can use every semester when making appointments with counselors. You will be able to view counselors' schedules and set up a scheduled appointment based on their availability. You and the counselor will receive an Email confirmation once an appointment is created.

You also have the option of using our walk in service to meet with the next available counselor. The counselor availability schedule is below.

	Mon	Tues	Wed	Thurs	Fri
9am					
10am					
11 am					
12pm					
1pm					
2pm					
3pm					
4pm					
5pm					
<i>Legend</i>					
	Scheduled face to face appointments, and the walk-in service are available at this time.				
	Only the walk-in service is available at this time.				
	Counselors are not available for appointments or for walk-in service at this time.				

