



Coming together is a beginning; keeping together is progress; working together is a success.” –Henry Ford

WHO WE ARE

OUR MISSION

Provide excellent fiscal services to students and customers globally

77,565

Unique students served in the 2016 academic year

OUR PEOPLE

Our Team

22 employees, 5 students

Our Units

- Customer Service
- Receivables
- Accounting
- Computing

10.7 years

Average tenure at UW

12

Languages spoken

OUR CONTRIBUTION

As the central cashier for the **University of Washington**, SFS manages student billing, financial aid disbursement, loan and student account management, student taxes, invoice receivables for UW departments, collections and financial literacy outreach

\$836 million

Financial aid and Scholarships disbursed

\$491 million

Payments processed

“I love how we have a common goal in creating a **better work place** environment for our staff. We are able to openly discuss and are constantly encouraged to **find ways to improve** our everyday work. This **empowers** us to **work together** as a team in improving our daily processes to better serve our students.”

Elsie Cabanilla, Senior Computer Specialist



“As **servant leaders**, it is our responsibility to both create and **innovate** our processes to better attend to our customers, both internal and external. The **heart** is a powerful muscle, the more you use it the stronger it gets.”

Jaeson Albritton, Fiscal Specialist



PARTNERSHIPS

CENTRAL SUPPORT

UW departments use SFS for cash and check deposits, banking, and **student support**

SFS Computing provides **central access** to the **Student Database** and charge codes

SFS offers in-person, phone, and email **trainings** for UW departments

COLLABORATION

Partnership with **First Year Programs** on orientations and outreach

Offer tax classes in **coordination** with **International Student Services** and **Payroll**

Financial aid disbursement in **collaboration** with the **Office of Student Financial Aid**

Support of at-risk students together with **Student Life, OMAD and Health Wellness**

Disburse financial aid to housing charges in **cooperation** with **Housing and Food Services**

HIGH PERFORMANCE SUPPORT

CUSTOMER SATISFACTION

97% satisfaction rating for in-person services

74% overall satisfaction, in line with the following three similar industry benchmarks*:

75% - Finance & Insurance

64% - Public Admin/ Government

74% - E-Business

*Source: American Customer Satisfaction Index

"Answering our customer emails is one of my favorite tasks—each email is like a mini-puzzle that you can **help** the student, parent or department solve. Some of us even get a little competitive with it! Everyone in **Customer Service** is really focused on making sure that calls and emails are resolved as quickly as possible, and I think it really **makes a difference** for our students and departments."

Heather Rydquist, Advisor

RESPONSE TIMES

2,000 emails received per month with **98%** answered the same day

1,500 phone calls received per month answered in an average of **29 seconds**



BOUNDLESS OUTREACH

ORIENTATIONS

73 first year program orientations for more than **10,000** students and parents

30 transfer student orientations for more than **600** students

7 international student and parent orientations

6 graduate student specific orientations

"When I do **outreach** for students and parents I try to use concern and **compassion** to help smooth the **transition** to UW. Our team tries to answer their questions before they even know what to ask."

Wilma Schunke, Outreach Receivables Advisor

WORKSHOPS

Presentations on **Banking** in the US, **Budgeting**, Loan **Exit Counseling**, and **Taxes**

Training for partner departments for **budget setup** and **budget management**



CONTINUOUS IMPROVEMENT

RECENT IMPROVEMENTS

Simplified departmental deposit process, resulting in an estimated **savings** of staff processing time of **1,268 hours** per year

Reduced response time to our process partners by creating a dedicated email queue

"What I really appreciate about **LEAN** is everyone's idea matters, no matter how big or small. It's a **positive group effort** and through this, processes improve and healthy work environments are created; through **idea collaboration** and implementation."

Amanda Nickel, Advisor

EFFICIENCY

Staffing levels have remained unchanged despite increasing student enrollments and increasing support to UW departments

