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

“I love how we have a common goal in creating a better workplace 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

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

THE UNIVERSITY OF WASHINGTON

2016 Annual Report

OUR MISSION
Provide excellent fiscal services to students and customers globally

OUR PEOPLE
Our Team
22 employees, 5 students
Our Units
Customer Service
Receivables
Accounting
Computing

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

77,565 Unique students served in the 2016 academic year

10.7 years Average tenure at UW

12 Languages spoken

More info: f2.washington.edu/fm/sfs
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

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

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Heather Rydquist, Advisor

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

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Wilma Schunke, Outreach Receivables Advisor

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

BOUNDLESS OUTREACH

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

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

WORKSHOPS

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

Training for partner departments for budget setup and budget management

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“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

More info: f2.washington.edu(fm)/sfs