The Voice of Our Students

Student Fiscal Services
Student Satisfaction Survey Results
Spring 2018
1,924 students took the survey, representing 3.6% of the Spring, 2018 student population of 53,560.

331 of the student responses included written comments.

The survey was available for 30 days during Spring Quarter.
Top two scores of a 5 point scale indicate “Satisfied”

Results are divided by what was being surveyed: Personal interaction with SFS, or the online experience with the website.

Overall Customer Satisfaction with SFS Services

- In-Person/Phone Satisfaction
- Online Satisfaction
In-person service satisfaction is calculated using a composite of the four questions below:

> **Survey Questions (with regard to the most recent SFS interaction)**
> My issue was resolved to my satisfaction
> The SFS representative was professional and courteous
> The SFS representative was knowledgeable
> The Communication I received from SFS was clear and accurate

Student satisfaction with in-person, email, phone, and chat services is generally higher than satisfaction with our web services.
Online service satisfaction is calculated using a composite of the four questions below from the Online Survey:

- My transaction or issue was completed or resolved to my satisfaction
- The SFS website was professional
- I was able to easily find the information I needed on the SFS website
- The Information on the SFS website was clear and accurate

Student satisfaction in this area saw a drop in satisfaction possibly due to the change of questions year over year.
SFS proactively informs students of important information and dates via email notifications as well as through our Website, the MyUW portal and via social media updates.

**Student’s Communication Preferences**
- 72% of Students prefer to receive information through email
- 24% of Students prefer to get the information they need from MyUW or our website
- Only 4% of Students say they prefer some other method for receiving information

**Satisfaction with SFS Communication by Survey**

<table>
<thead>
<tr>
<th>Survey Type</th>
<th>Unsatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>0%</td>
<td>10%</td>
<td>90%</td>
</tr>
<tr>
<td>Email</td>
<td>0%</td>
<td>20%</td>
<td>80%</td>
</tr>
<tr>
<td>In-Person</td>
<td>0%</td>
<td>10%</td>
<td>90%</td>
</tr>
<tr>
<td>Phone</td>
<td>0%</td>
<td>10%</td>
<td>90%</td>
</tr>
<tr>
<td>Online</td>
<td>0%</td>
<td>10%</td>
<td>90%</td>
</tr>
</tbody>
</table>

**Survey Questions**
- In-Person, Phone, Email, and Chat surveys:
  - The Communication I received from SFS was clear and accurate
- Online Survey:
  - The Information on the SFS website was clear and accurate
Survey Comments

> 331 Comments
  – Most (231) from the Online Survey
> In-Person, Email, Phone and Chat Surveys:
  – 72% Positive
> Online Survey:
  – 21% Positive

Comment Tone Distribution by Category (%)

<table>
<thead>
<tr>
<th>Category</th>
<th>Website</th>
<th>Wait Time</th>
<th>Transactions</th>
<th>Tax</th>
<th>TA/RA</th>
<th>Process</th>
<th>Non-SFS</th>
<th>Loans</th>
<th>General</th>
<th>Fees</th>
<th>Communic...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neutral</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Negative</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Tone of In-Person Services Comments

<table>
<thead>
<tr>
<th>Class</th>
<th>Positive</th>
<th>Neutral</th>
<th>Negative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>70%</td>
<td>20%</td>
<td>9%</td>
</tr>
<tr>
<td>Graduate</td>
<td>73%</td>
<td>18%</td>
<td>9%</td>
</tr>
<tr>
<td>Faculty and Staff</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Parent</td>
<td>70%</td>
<td>13%</td>
<td>17%</td>
</tr>
<tr>
<td>Access</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Student</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>72%</td>
<td>16%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Tone of Online Services Comments

<table>
<thead>
<tr>
<th>Class</th>
<th>Positive</th>
<th>Neutral</th>
<th>Negative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>23%</td>
<td>18%</td>
<td>59%</td>
</tr>
<tr>
<td>Graduate</td>
<td>20%</td>
<td>12%</td>
<td>68%</td>
</tr>
<tr>
<td>Parent</td>
<td>0%</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Access Student</td>
<td>0%</td>
<td>33%</td>
<td>67%</td>
</tr>
<tr>
<td>Other</td>
<td>0%</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Grand Total</td>
<td>21%</td>
<td>16%</td>
<td>63%</td>
</tr>
</tbody>
</table>
What Students like the most

From the comments, students liked:

> **Our Staff**
  
  “The representative was really warm and Helpful”, “They were helpful and patient”, “Responsible and considerate!”, “Great bedside manner”

> **Our Communication**
  
  “The reply was prompt”, “My emails to them were always replied promptly”, “I appreciate the reminders”

> **Our Quick Service**
  
  “Resolved my question immediately”, “Fast and efficient!”, “Fast direct deposit”, “smooth, fast, accurate”
What Students like the least

From the comments, students would like us to improve:

> Fees: Credit Card, Upass, Late:
  “unfortunate”, “disappointment”,
  “please make Upass optional”, “credit card payments without a convenience fee should be considered”

> Website/MyUW Information
  “Trouble finding information”,
  “statement incorrect and confusing”

> Website/MyUW Navigation
  “Difficult to find services”, “Difficult to navigate”, “Could not find my tuition statement”
Questions?

Please contact the individuals below via our website with questions:

> Policy, Strategy, Institutional Inquiries
  Roy Lirio, Director

> Customer Service, Process Improvements
  Marisa Martin, Assistant Director

> Survey Design, Delivery, Analysis
  Kyle Willoughby, Data Analyst

SFS Website Contact Us Form:
http://f2.washington.edu/fm/sfs/contact