The Voice of Our Students

Student Fiscal Services
Student Satisfaction Survey Results
Spring 2017
Who Took the Survey?

- 2,327 students responded representing 4.4% of the Spring quarter student population of 52,468
- 437 of the student responses included written comments
- The Survey was available for 30 Days during Spring Quarter
Overall Service Satisfaction?

Top two scores of a 7-point scale indicated “Satisfied”

Results above are divided by how the survey was taken: Online or In-person/over the phone/Chat

The average (blue line) varies both with scores, and with total surveys taken, as satisfaction levels are markedly different between surveys taken online and surveys taken in-person/over the phone/chat
What About Our Services?

- In-Person Service
  Satisfaction is calculated using a composite of four questions listed below

- Students generally express greater satisfaction with our In-Person/Counter versus Online/Remote services

Survey Questions

- When I visit Student Fiscal Services in person, my transactions are processed efficiently and accurately
- When I visit Student Fiscal Services in person, the staff is helpful and friendly
- When I visit Student Fiscal Services in person, the staff is knowledgeable about my inquiry
- Written communication I receive from Student Fiscal Service is clear and accurate
What About Our Services?

- Online services satisfaction is calculated using a composite of the four questions listed below.
- Satisfaction with our online services has been steadily increasing over the last 5 years.

Survey Questions:
- Web transactions are processed efficiently and accurately.
- When I initiate Live Chat, Email, etc., staff is helpful and friendly.
- When I initiate Live Chat, Email, etc., staff is knowledgeable about my inquiry.
- When Student Fiscal Services sends me email messages, they are clear and accurate.
What About Our Communications?

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.

Top two scores of a 5-point scale considered “Satisfied"

Students prefer to receive communications from SFS by:
Email (76%), Website (18%), Other Means (6%)
What Did the Comments Tell Us?

• 437 of the student responses included comments
• Students’ comments were:
  – 36% Positive
  – 14% Neutral
  – 50% Negative
What Did Students Like The Most?

Based on the comments, students liked...

• **Our Staff:**

• **Payment Processing:**
  “In and out in less than 3 minutes”, “Very understanding about processing GI Bill Payments”, “Convenient and reliable”

• **Direct Communications:**
  “chat is great!”, “SFS answers phones very quickly”, “Clear, concise emails”
What Did Students Like The Least?

Based on the comments, students would like us to improve...

• Credit Card Surcharge: “high fee”, “extremely frustrating”, “ridiculous”, “inconvenient”

• Electronic/Web Communications: “website could be improved”, “improve international transactions”, “charges do not appear on the tuition statement”

• Process Efficiencies: “passed around the office”, “allow credit cards in person”, “U Pass fee separate from PCE tuition”
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