

The Voice of Our Students

Student Fiscal Services

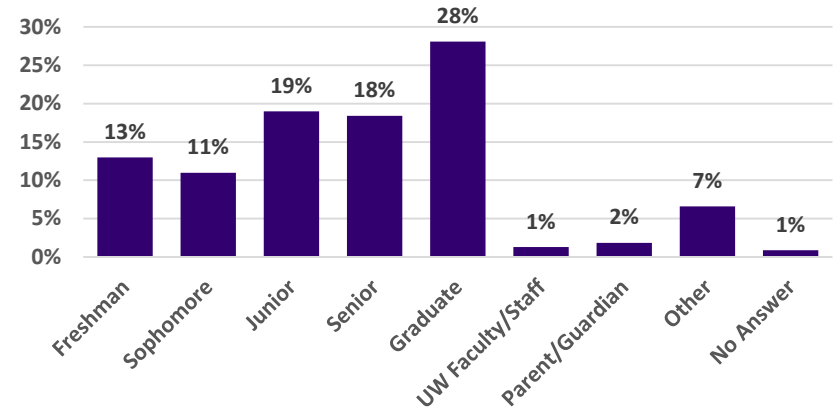
Student Satisfaction Survey Results

Spring 2017

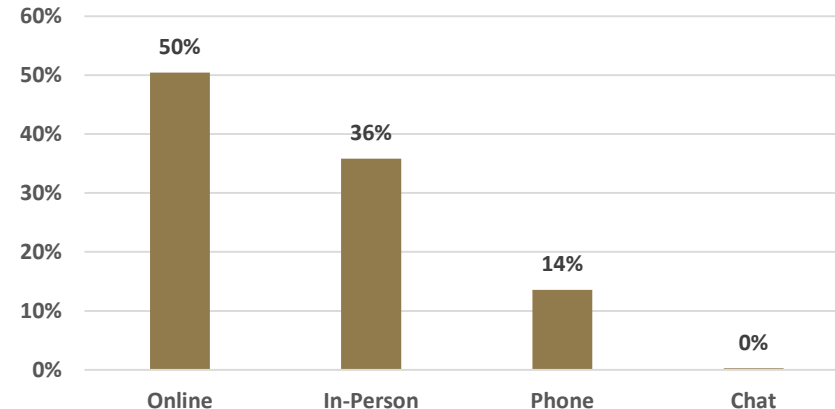
Who Took the Survey?

- 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

Distribution of Respondents

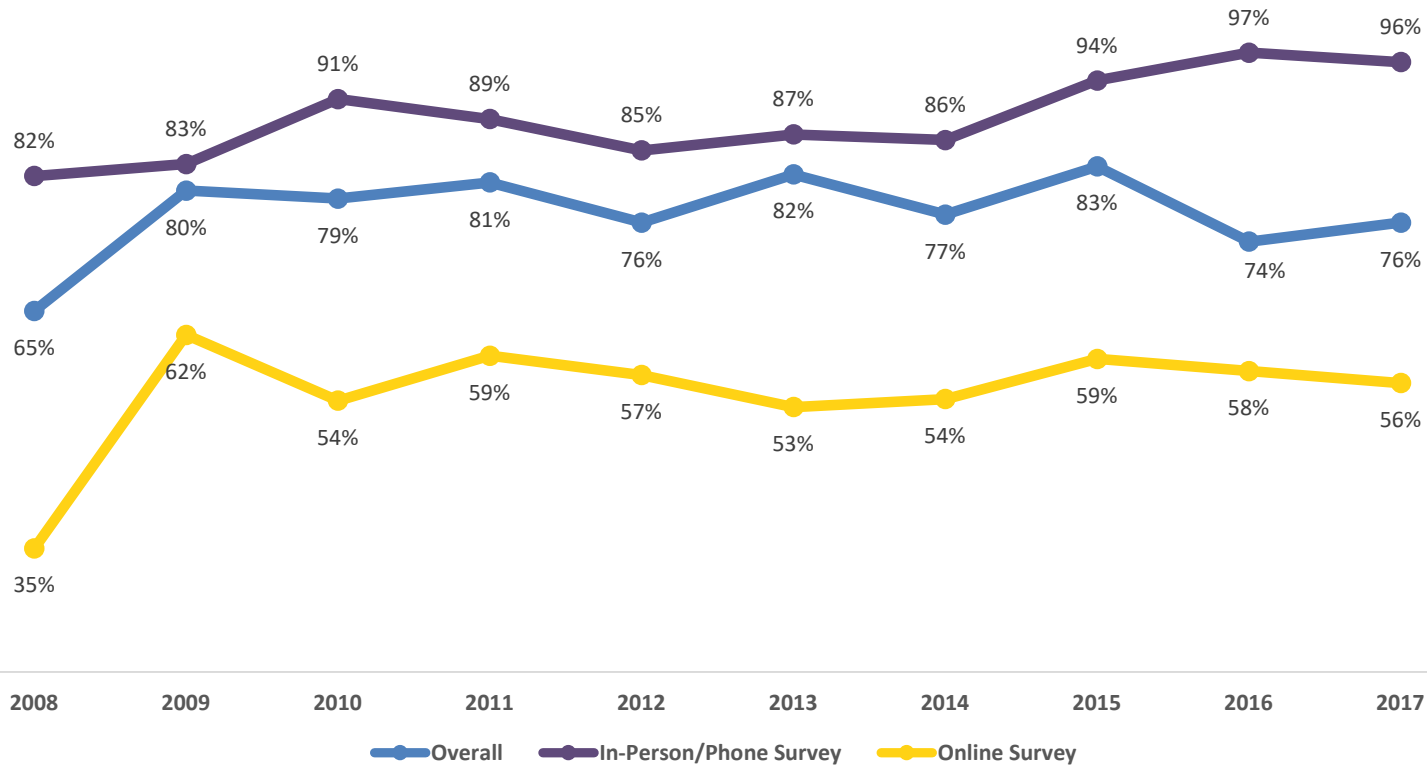


Distribution of Responses by Survey Delivery



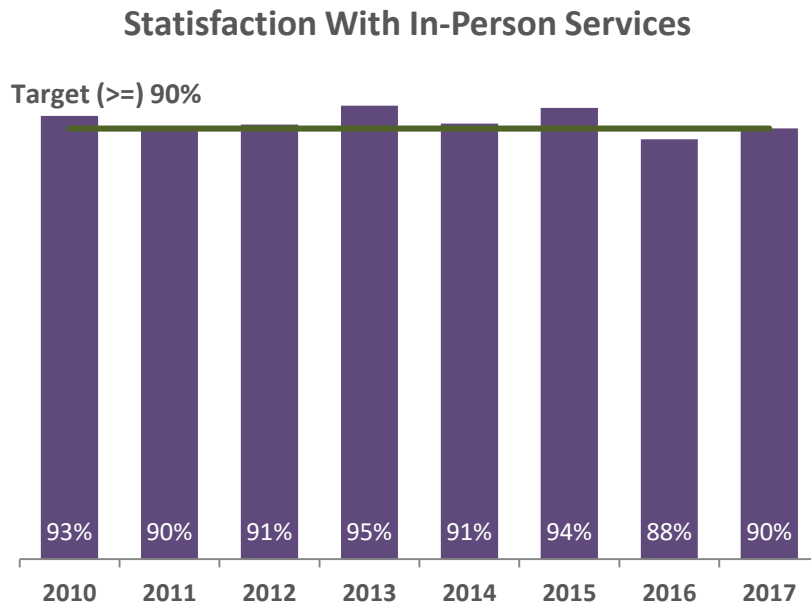
Overall Service Satisfaction?

Overall Satisfaction with SFS Services by Survey Delivery by Year



- 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?



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

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

- 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

What About Our Services?



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

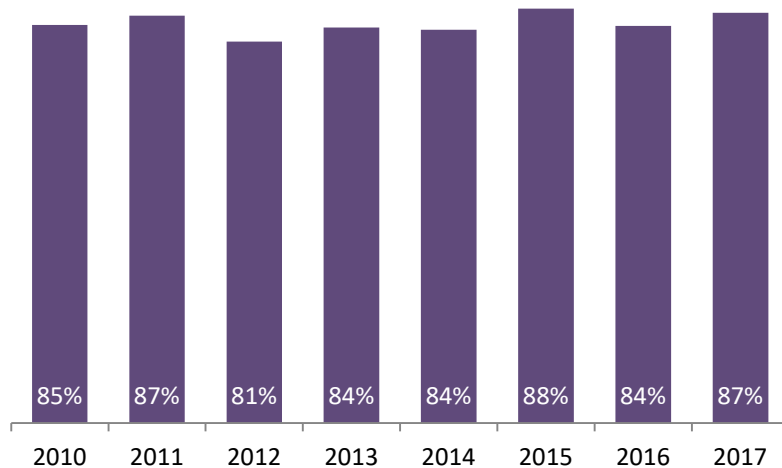
Survey Questions

- 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

- 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

What About Our Communications?

Overall Communication Satisfaction



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

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

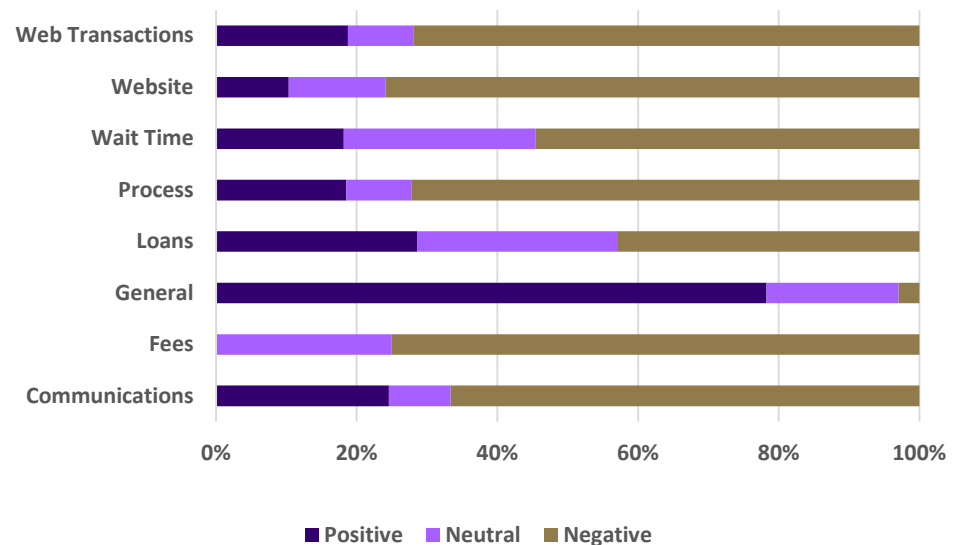
Students prefer to receive communications from SFS by:
Email (76%), Website (18%), Other Means (6%)

What Did the Comments Tell Us?

- 437 of the student responses included comments
- Students' comments were:
 - 36% Positive
 - 14% Neutral
 - 50% Negative

Tone of Comments			
Class	Positive	Neutral	Negative
Freshman	33%	18%	48%
Sophomore	41%	21%	38%
Junior	39%	17%	43%
Senior	46%	9%	45%
Graduate	28%	13%	59%
Grand Total	36%	14%	50%

Comment Tone Distribution by Comment Category (%)



What Did Students Like The Most?

Based on the comments, students liked...

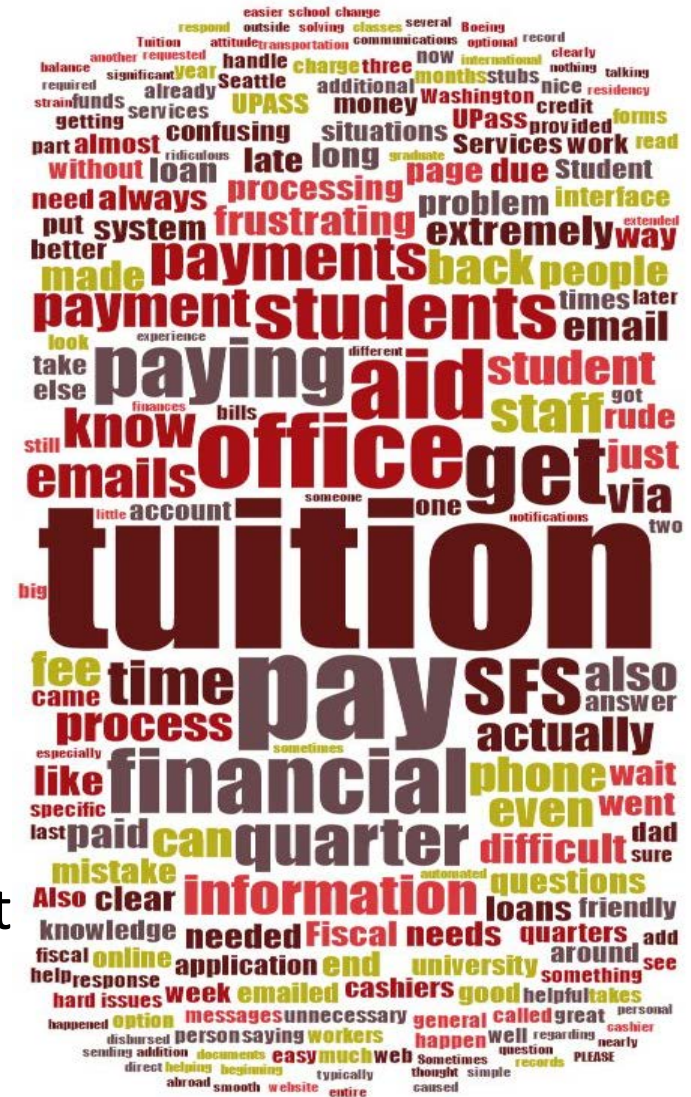
- **Our Staff:**
“Efficient”, “Great service”, “Terrific smiles”, “Very helpful”, “Kind”, “Friendly and knowledgeable”
- **Payment Processing:**
“In and out in less than 3 minutes”, “Very understanding about processing GI Bill Payments”, “Convenient and reliable”
- **Direct Communications:**
“chat is 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>