

The Voice of Our Students

Student Fiscal Services Student Satisfaction Survey Results Autumn 2019 and Spring 2020

Survey Changes for AY 19/20

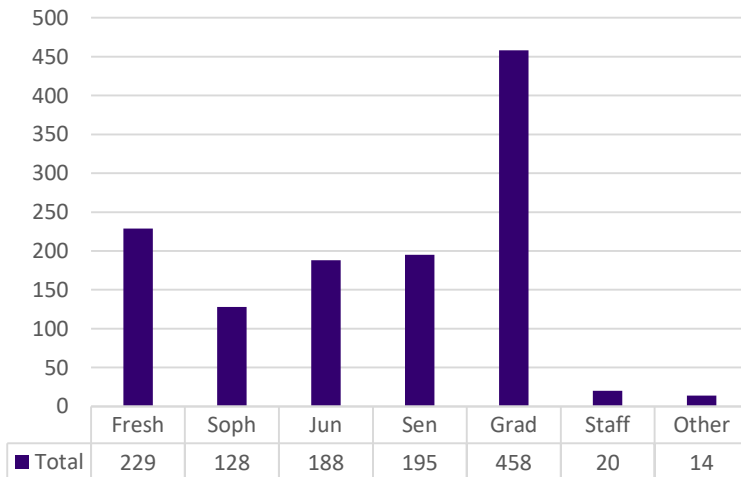
- > **Two surveys this academic year**
 - We sent out two surveys, one in Autumn Quarter, and one in Spring Quarter, similar to the surveys in 18/19
 - Our goal in this change is to get a better idea of the changes in student satisfaction and awareness of services through the AY
- > **Survey question emphasis**
 - We continued with our emphasis on targeted questions regarding specific services that SFS offers: Payments and Aid/refunds
 - Our goal, in addition to improving our customer service, is to identify opportunities to better educate students about more efficient payment and refund options

Who Took the Surveys?

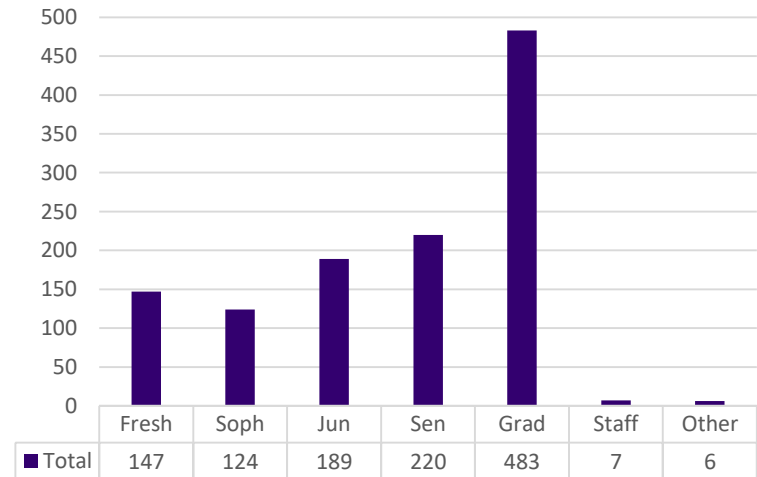
Survey	Requests Sent	Responses Received	Response Rate
Autumn '19	36,910	1,209	3.28%
Spring '20	40,591	1,176	2.90%

Response Distribution by Relationship to the University

Autumn '19 Survey

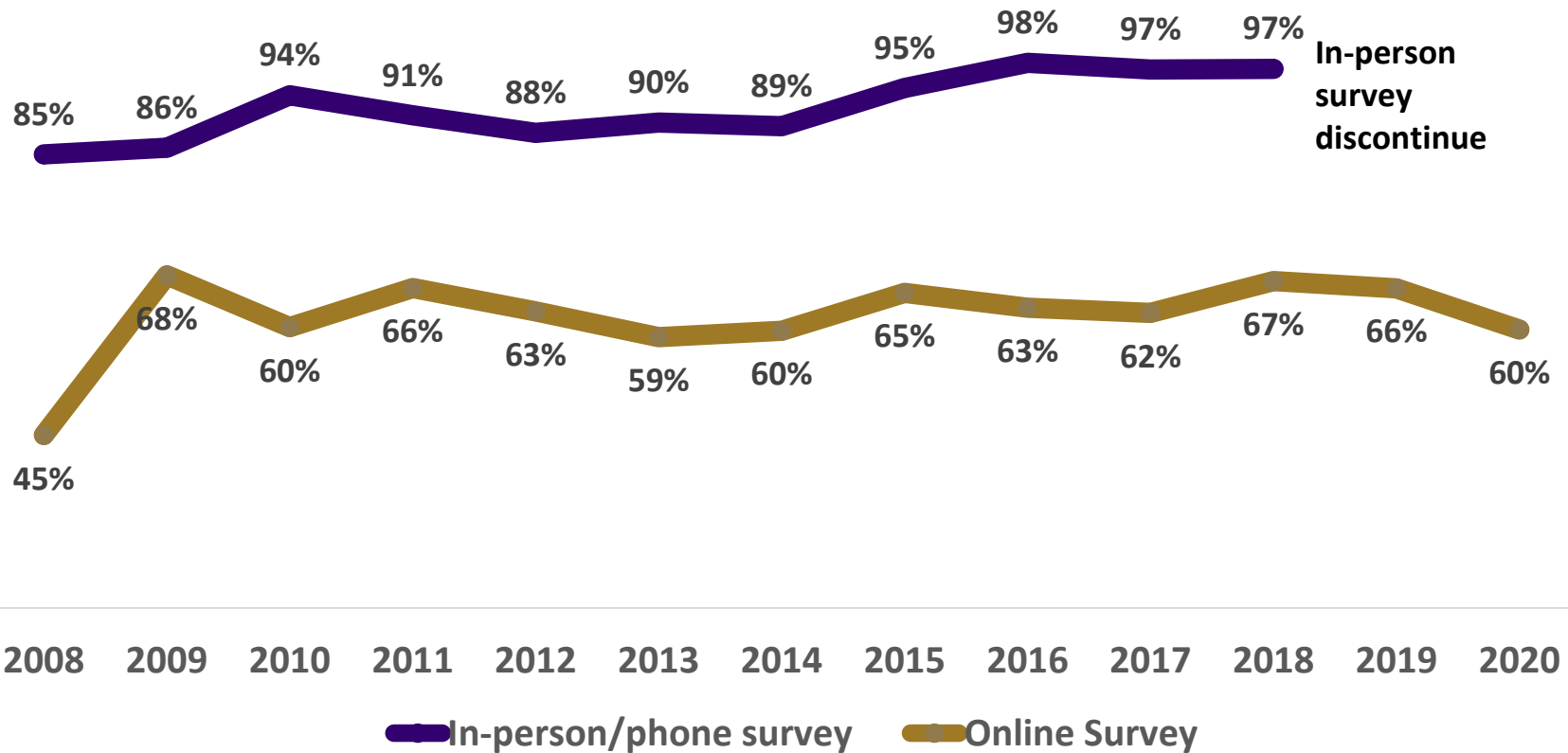


Spring '20 Survey



Overall Satisfaction

Overall Customer Satisfaction with SFS Services

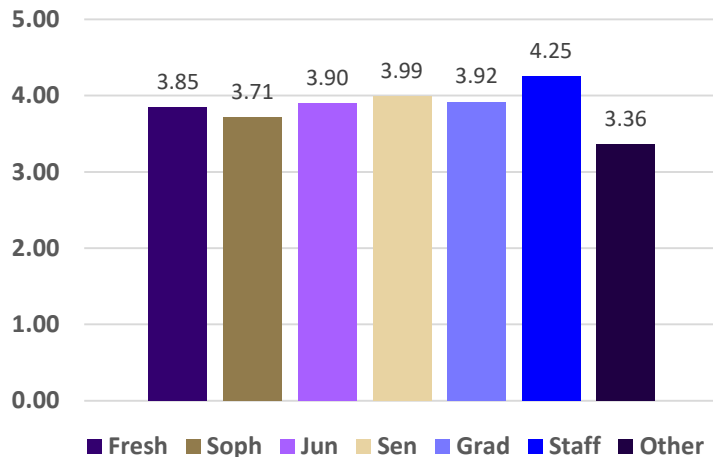


- > Satisfaction is calculated as the % to total of 4 and 5 ratings
- > In-person and phone surveys were discontinued beginning in Autumn '18

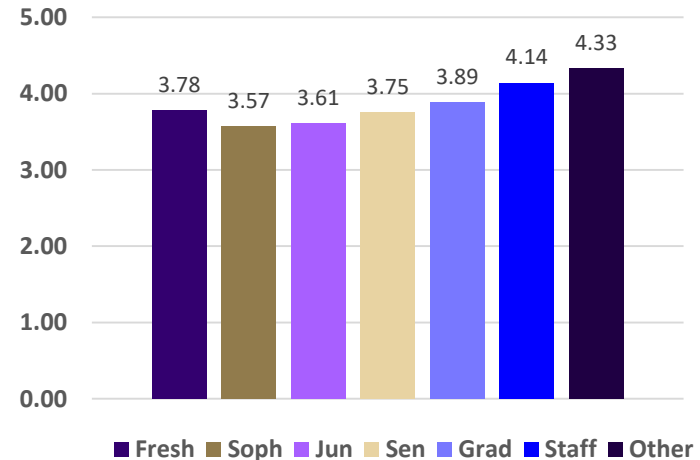
Overall Satisfaction

Average Overall Satisfaction by Relationship to the University

Aut '19 Survey



Spring '20 Survey

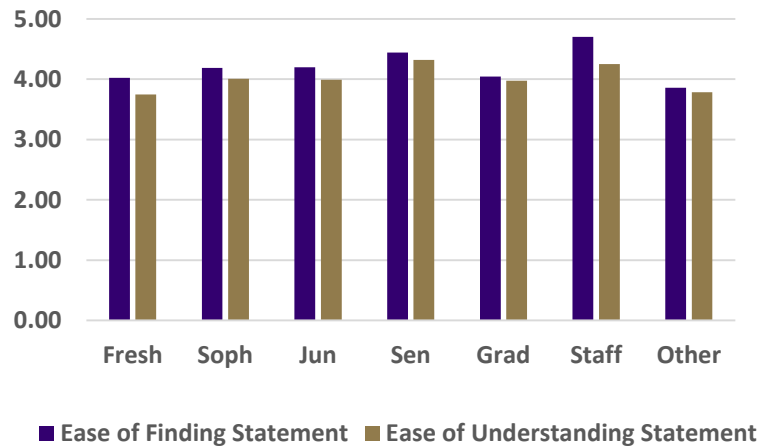


- > We asked every student to rate their overall satisfaction
- > 5 point rating scale: 1 (very unsatisfied) to 5 (very satisfied)
- > In the Autumn Survey, only 8% of respondents rated their overall satisfaction as a 1 or 2. In the Spring Survey we saw an increase, but was still only 12%

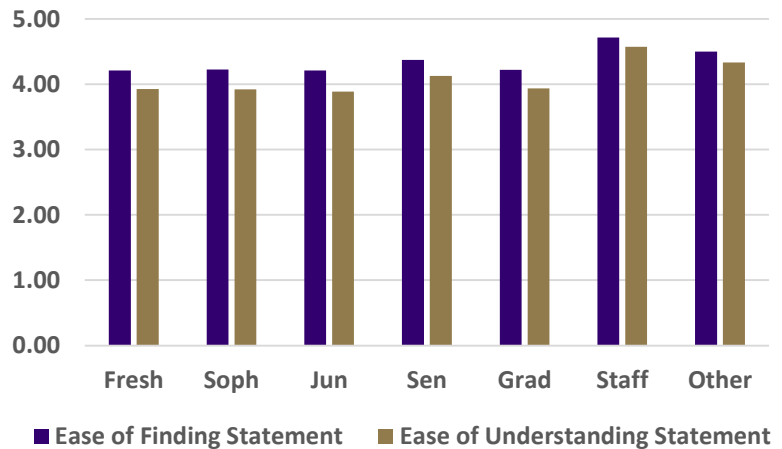
Tuition Statement

Ease of Finding and Understanding the Tuition Statement

Aut '19 Survey



Spring '20 Survey

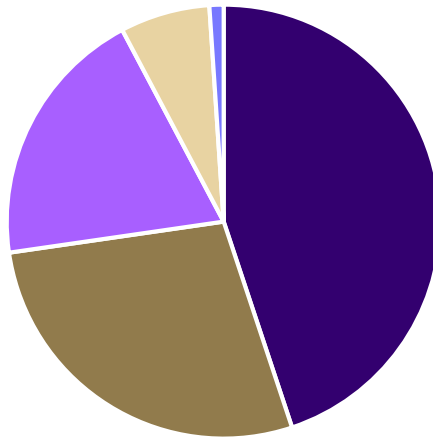


- > We asked every student to rate the ease of finding and understanding the tuition statement
- > 5 point rating scale: 1 (very difficult) to 5 (very easy)
- > Over the past 4 surveys, results were very consistent that the tuition statement is easier to find than to understand, but both are rated rather highly with average ratings of 4 and above

Webcheck

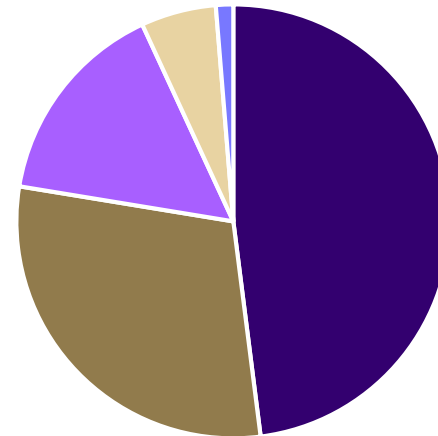
Ease of Finding and Using Webcheck

Autumn '19 Survey



■ 5 ■ 4 ■ 3 ■ 2 ■ 1

Spring '20 Survey

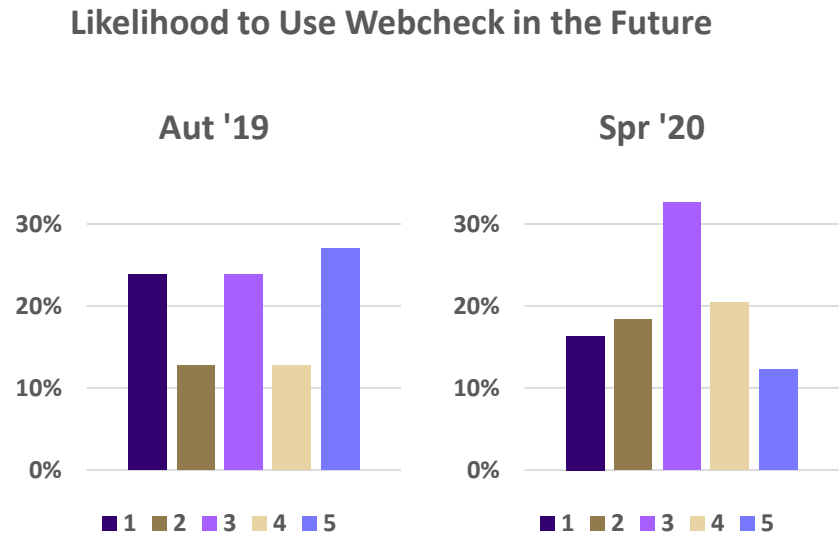
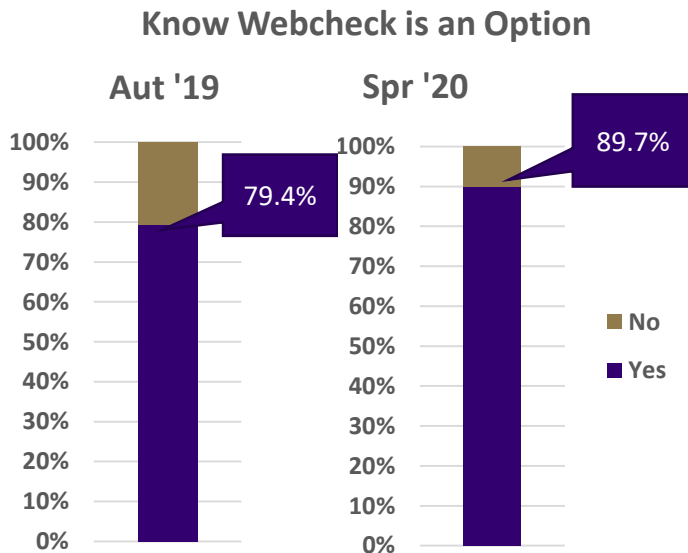


■ 5 ■ 4 ■ 3 ■ 2 ■ 1

- > We asked different questions to students depending on whether they had used Webcheck or another payment method
- > 5 point rating scale: 1 (very difficult) to 5 (very easy)
- > Students who had used Webcheck were asked how easy it was to find and use

Webcheck

Familiarity with Webcheck and Likelihood of Using it in the Future

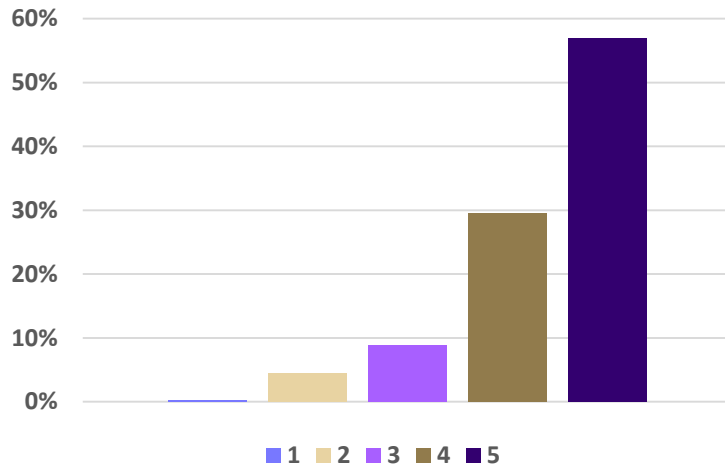


- > We asked different questions to students depending on whether they had used Webcheck or another payment method
- > 5 point rating scale: 1 (very unlikely) to 5 (very likely)
- > Students who had not used Webcheck were asked if they knew it was an option and how likely they were to use it in the future

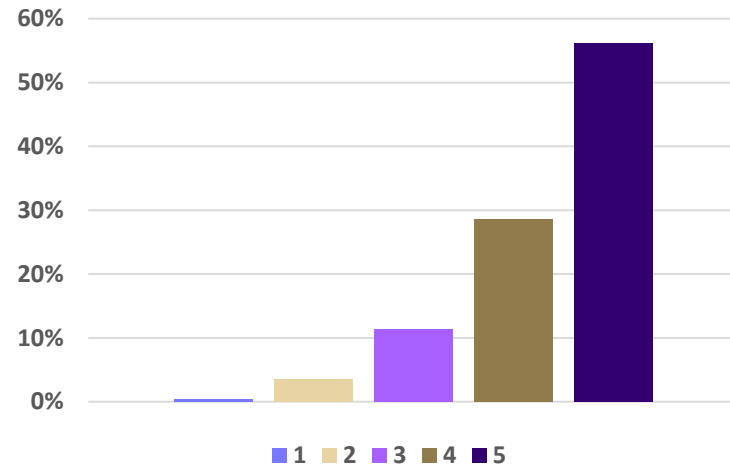
Direct Deposit

Ease of Finding and Signing Up for Direct Deposit

Aut '19 Survey



Spr '20 Survey

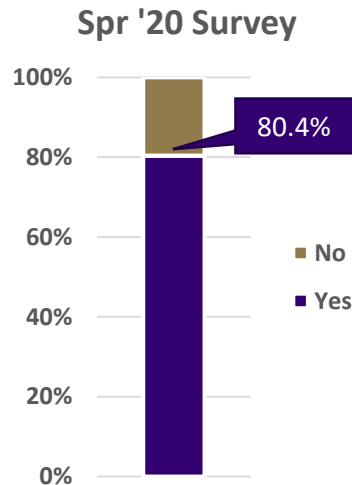


- > We asked different questions to students who are receiving paper checks than to those receiving Direct Deposits
- > 5 point rating scale: 1 (very difficult) to 5 (very easy)
- > Students who had signed up for and received a Direct Deposit were asked how easy the process was

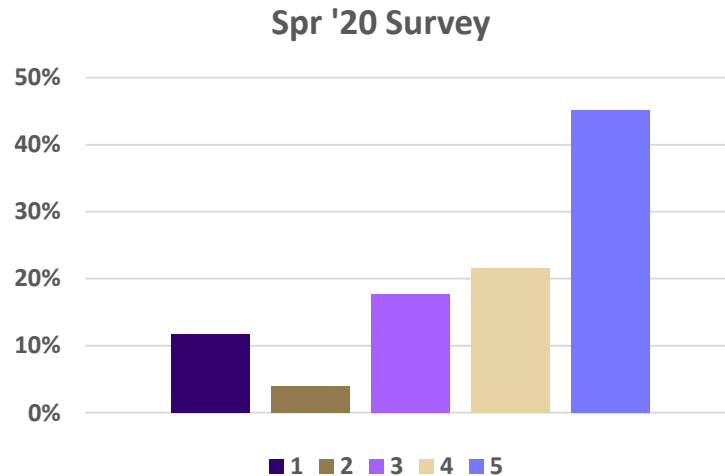
Direct Deposit

Familiarity with Direct Deposit and Likelihood of Using it in the Future

Know Direct Deposit is an Option



Likelihood to Sign up for Direct Deposit in the Future

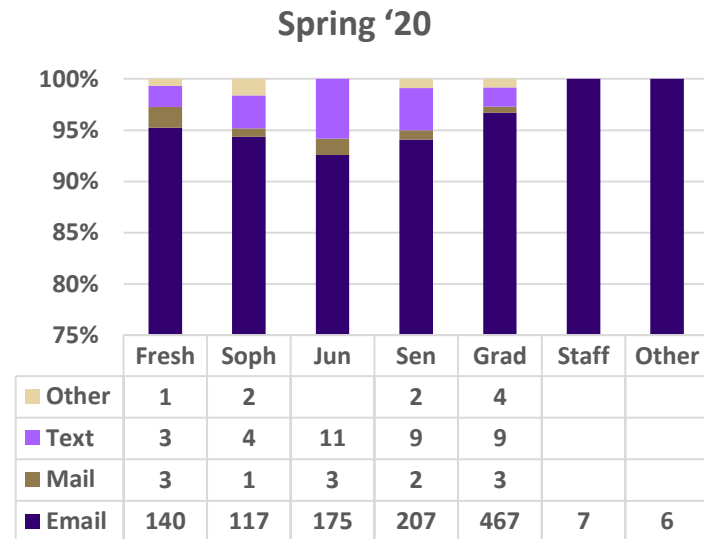
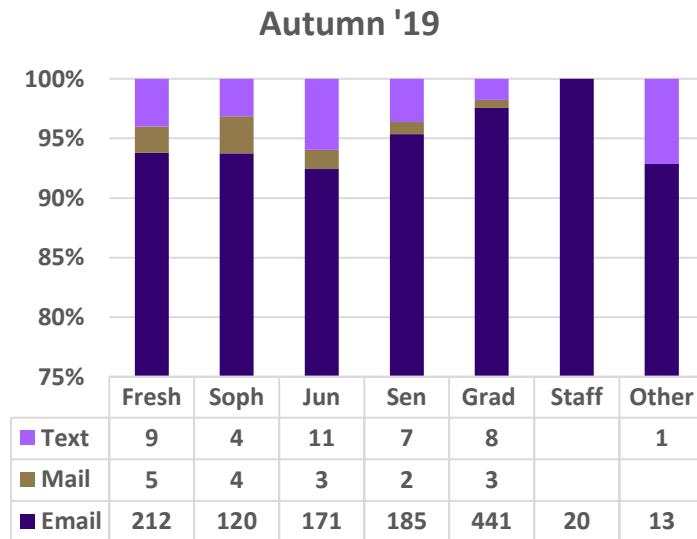


- > We asked different questions to students who are receiving paper checks than to those receiving Direct Deposits
- > 5 point rating scale: 1 (very unlikely) to 5 (very likely)
- > Students receiving paper checks were asked if they were familiar with Direct Deposit, and how likely they would be to sign up for Direct Deposit in the future

Our Communication

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

Communication Preferences by Relationship to the University



What Students like the most

From the comments, students liked:

> Our Staff

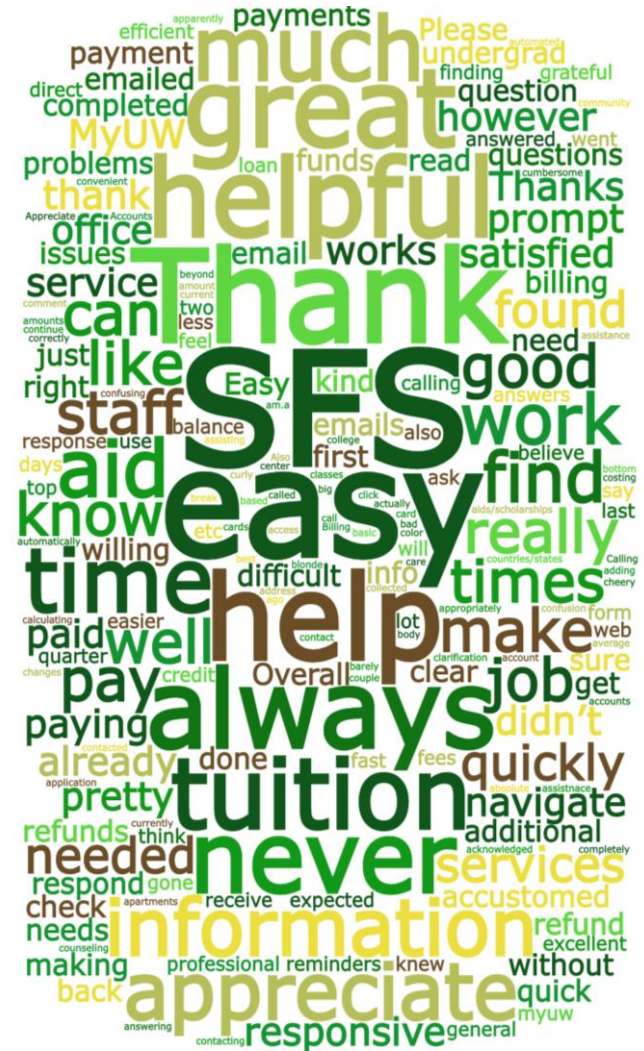
“Staff are quick to respond and very helpful”, “pointed me towards the right direction!”, “SFS staff very professional”

> Our Communication

“SFS answers very fast”, “Responses were surprisingly prompt and thorough.”

> Covid-19 Response

“I'm grateful for the U-Pass, Parking Pass, and Y fee refunds. It demonstrates the honesty of the university. ”, “I appreciated that you had sent students refunds for transportation/student service fees”



What Students like the least

From the comments, students would like us to improve:

> Covid Response

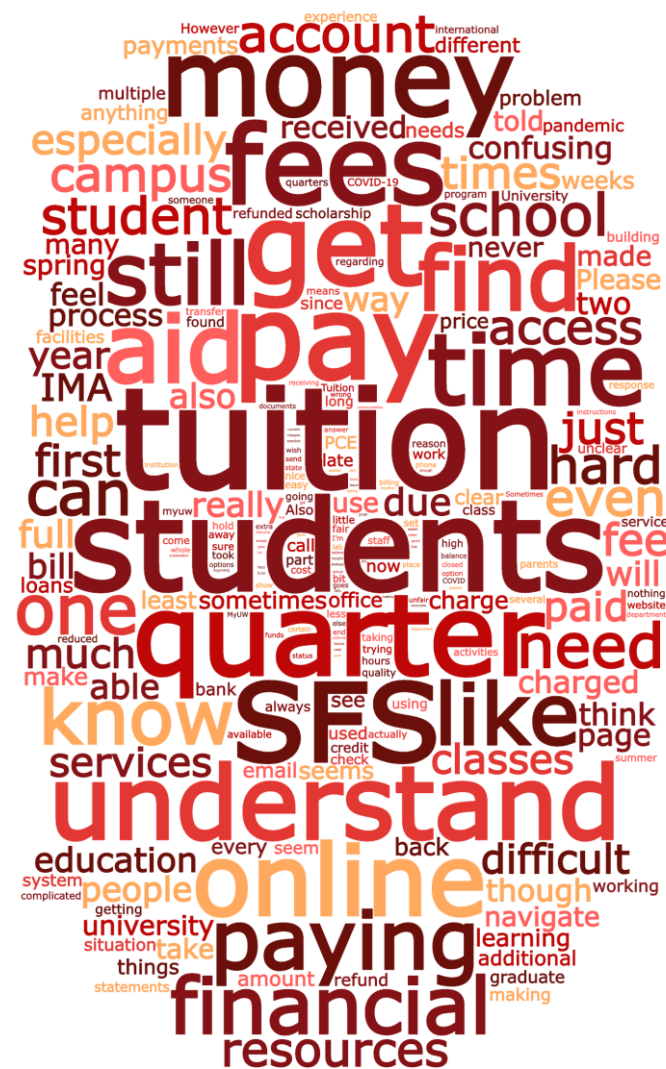
“Don’t understand why I had to pay the IMA fee”, “This quarter should've been cheaper”, “Tuition seems high for a quarter online”

> Billing

“I feel like it's complex”, “It's confusing in how the tuition statement is labeled”, “It would be nice if tuition and housing added together”

> Website Navigation

“Too many portals to go through”, “Difficult to navigate”



Questions?

Please contact the individuals below via our website with questions:

> **Policy, Strategy, Institutional Inquiries**

Roy Lirio, Director

> **Customer Service, Process Improvements**

Marisa Martin, Associate Director

> **Survey Design, Delivery, Analysis**

Kyle Willoughby, Data Analyst

SFS Website Contact Us Form:

<https://finance.uw.edu/sfs/about-us>