

The Voice of Our Students

Student Fiscal Services Student Satisfaction Survey Results Autumn 2020 and Spring 2021

Student Fiscal Services (SFS)

Student Survey

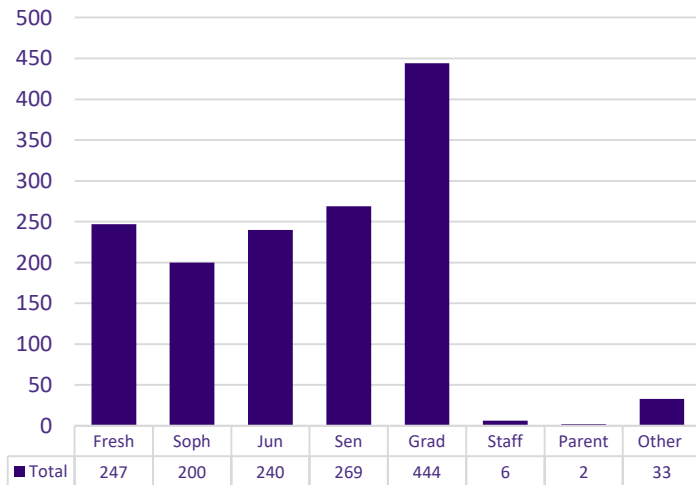
- > **Third year of taking two surveys**
 - We have sent out two surveys, one in Autumn Quarter, and one in Spring Quarter, since the 18/19 academic year (AY)
 - Our goal in this is to get a better idea of the changes in student satisfaction and awareness of services throughout the AY
- > **Survey question 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 service offerings, is to identify opportunities to better educate students about more efficient payment and refund options

Who Took the Surveys?

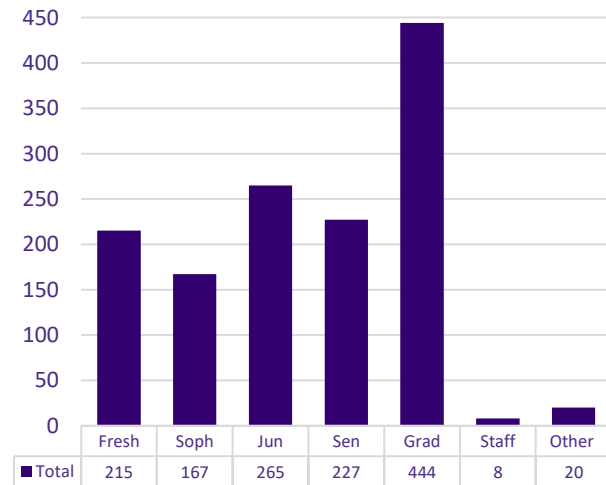
Survey	Requests Sent	Responses Received	Response Rate
Autumn '20	47,832	1,441	3.01%
Spring '21	57,372	1,346	2.35%

Response Distribution by Relationship to the University

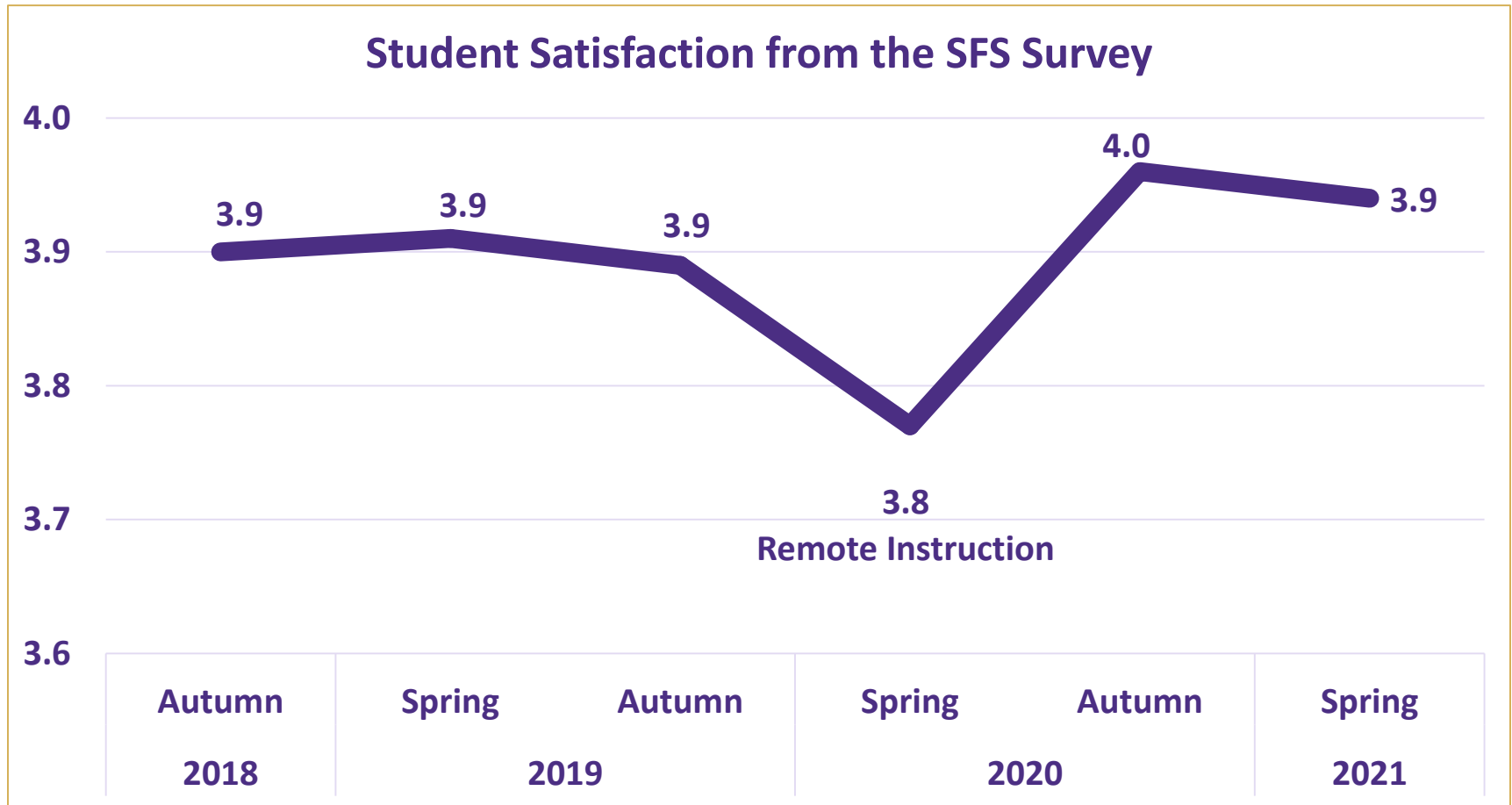
Autumn '20 Survey



Spring '21 Survey



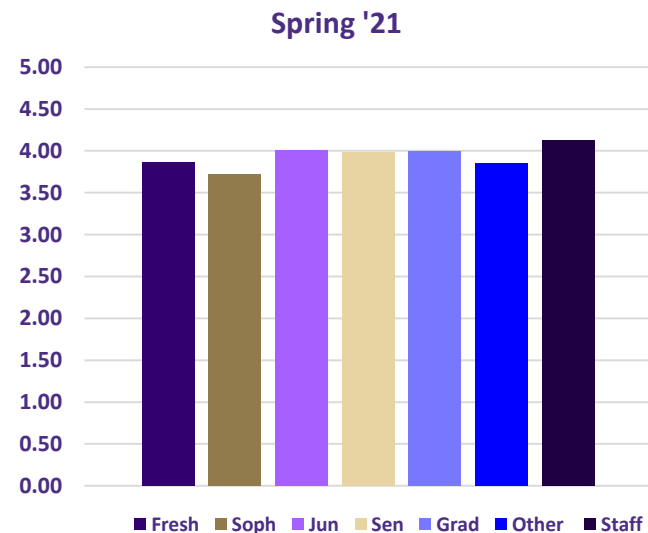
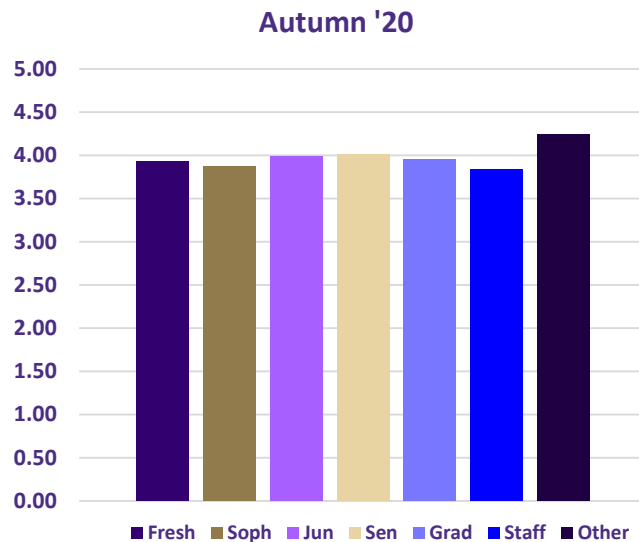
Overall Satisfaction



> Overall satisfaction is an average of all scores received (based on a 5 point Likert scale)

Overall Satisfaction

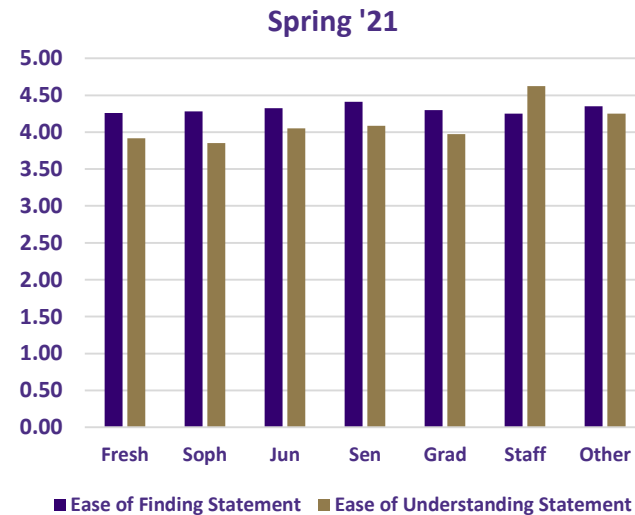
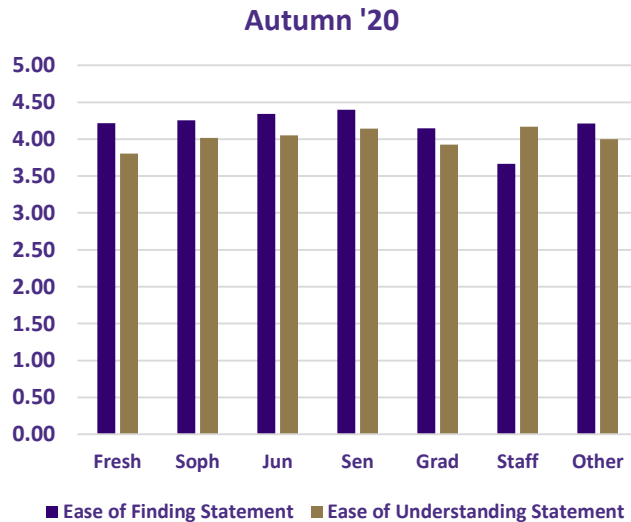
Average Overall Satisfaction by Relationship to the University



- > 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 10.1% of respondents rated their overall satisfaction as a 1 or 2, and in the Spring Survey this fell to only 9.9%

Tuition Statement

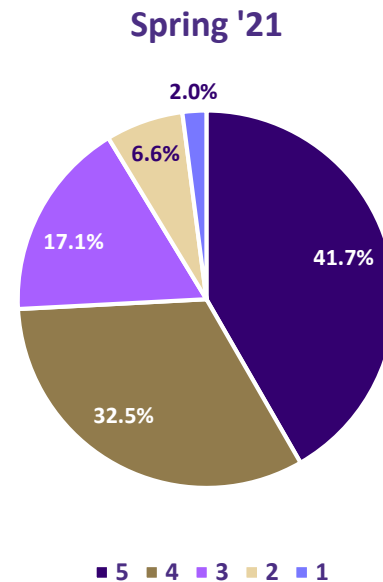
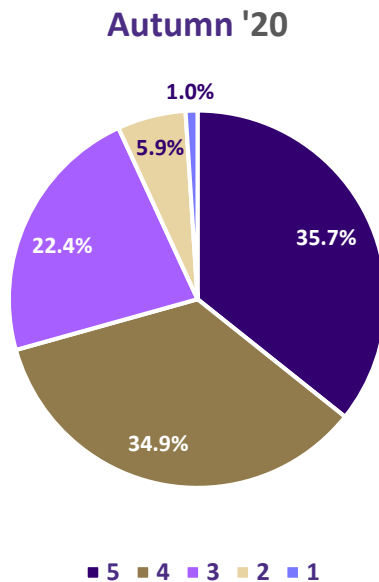
Ease of Finding and Understanding the Tuition Statement



- > 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)
- > Results have been very consistent that the tuition statement is easier to find than to understand, but both are rated highly, with average ratings of 4 and above

Webcheck

Ease of Finding and Using Webcheck

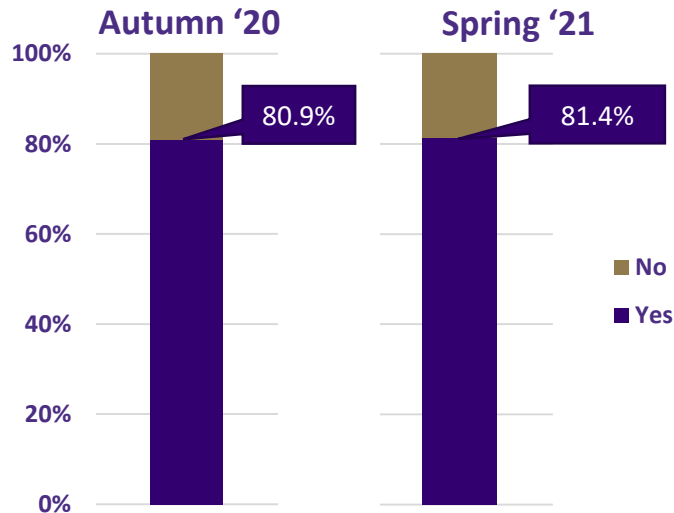


- > We asked different questions to students depending on whether they had used Webcheck or another payment method
- > 5 point rating scale: 1 (very difficult) to 5 (very easy)
- > Students who had used it were asked how easy it was to find and use Webcheck

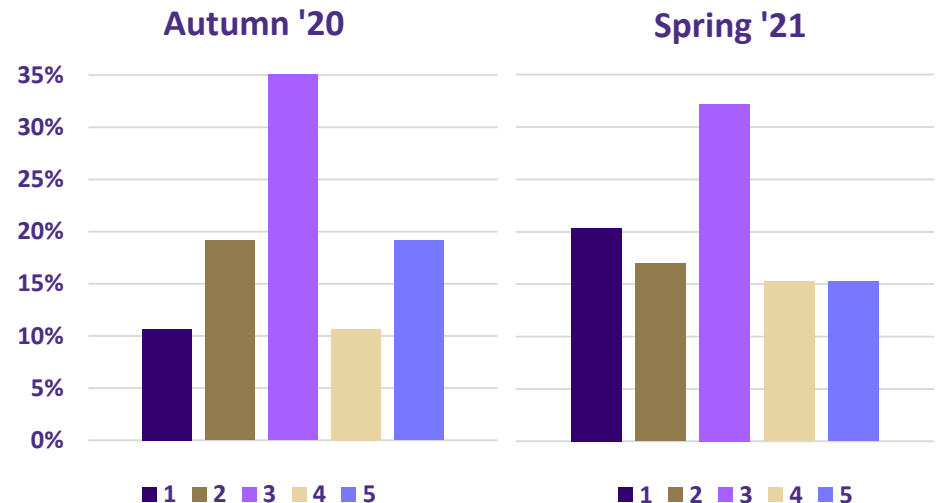
Webcheck

Familiarity with Webcheck and Likelihood of Using it in the Future

Know Webcheck is an Option



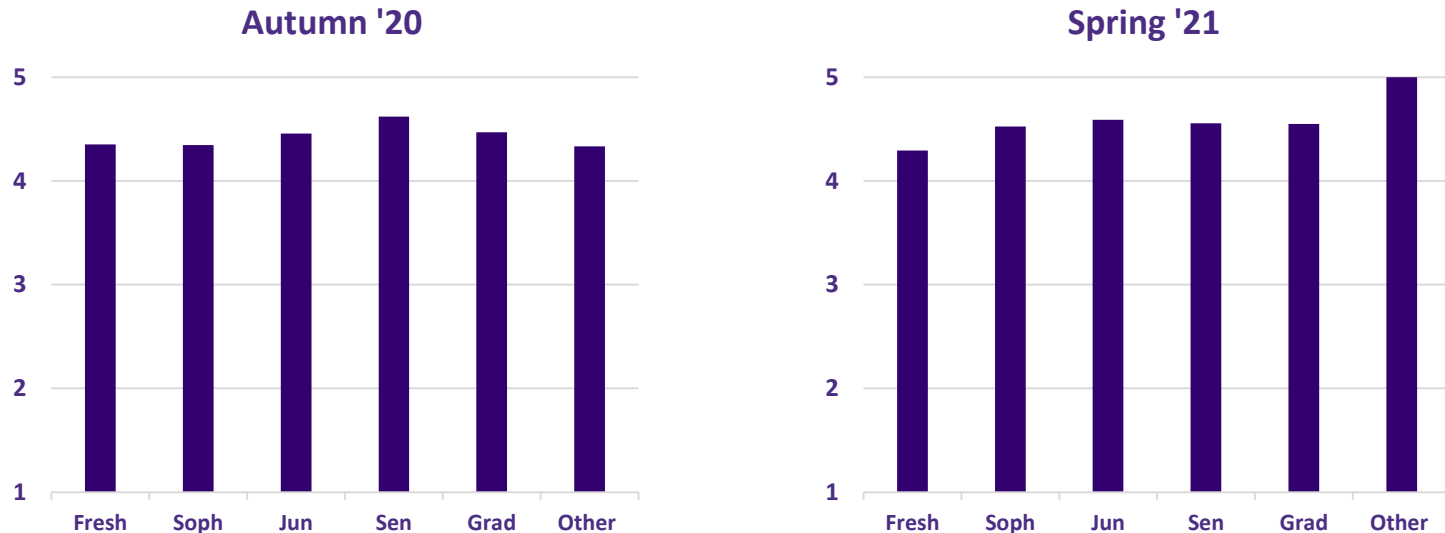
Likelihood to Use Webcheck in the Future



- > 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

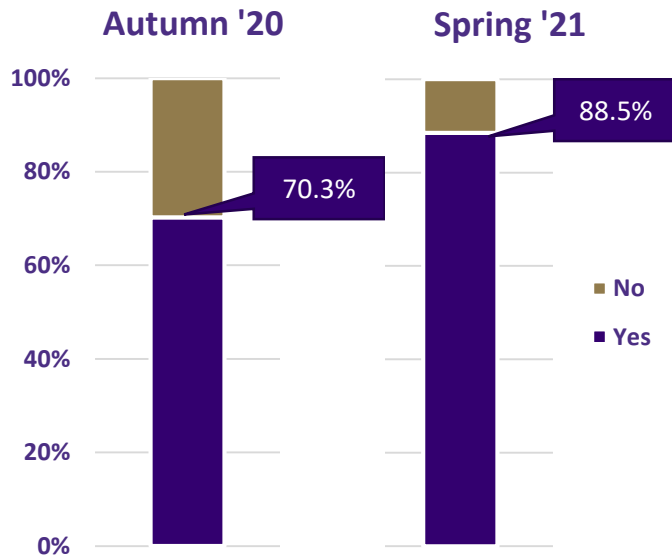


- > We asked different questions to students who are receiving paper checks than to those receiving Direct Deposits
- > 5 point rating scale: 1 (very difficult) to 5 (very easy)
- > Students who had signed up for and received a Direct Deposit were asked to rate the ease of the process

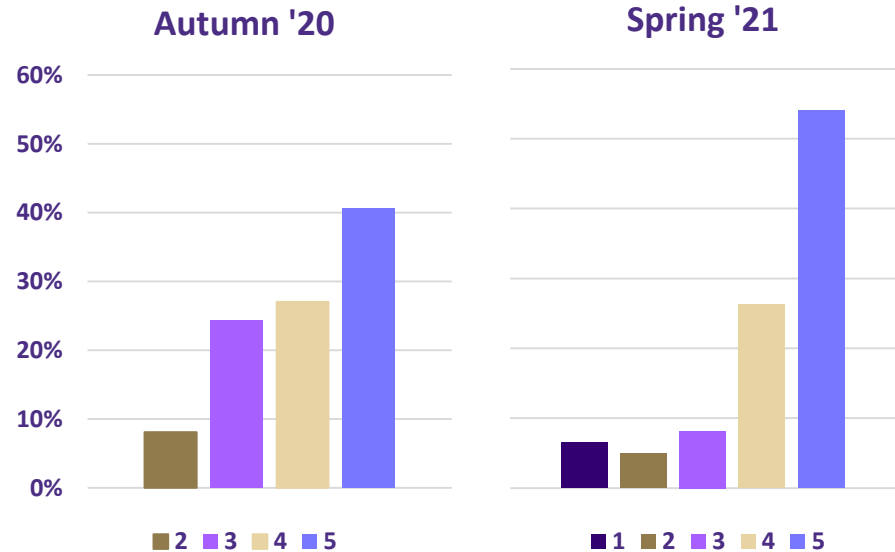
Direct Deposit

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

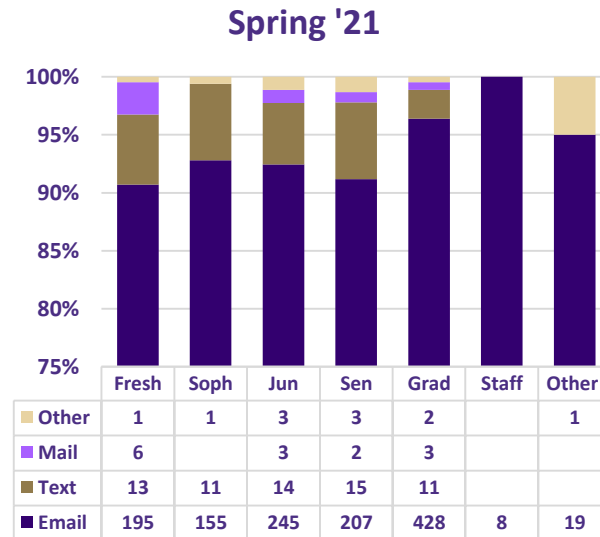
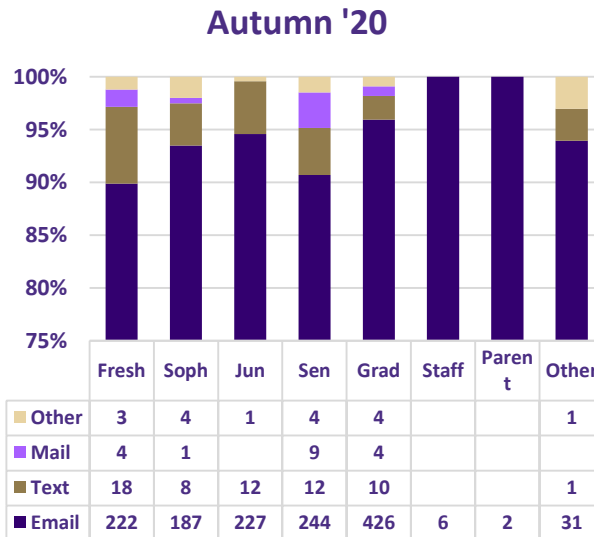


- > We asked different questions to students who are receiving paper checks than to those receiving Direct Deposits
- > 5 point rating scale: 1 (very unlikely) to 5 (very likely)
- > Students receiving paper checks were asked if they were familiar with Direct Deposit, and how likely they would be to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

Our Communication

SFS proactively provides students with 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



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>