

The Voice of Our Students

Student Fiscal Services Student Satisfaction Survey Results Spring 2023

Student Fiscal Services (SFS)

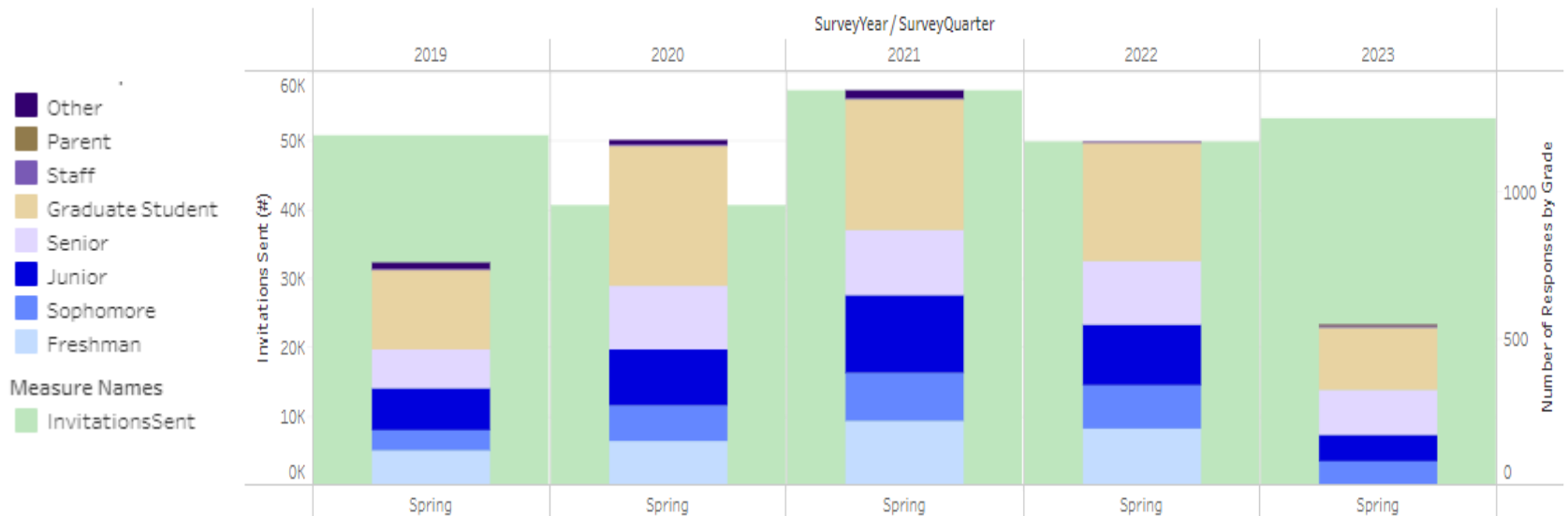
Student Survey

- > Going back to a single survey each year**
 - We have sent out two surveys, one in Autumn Quarter, and one in Spring Quarter, since the 18/19 academic year**
 - The goal in having two surveys each year was to track trends in student satisfaction and awareness of services throughout the academic year**
 - It became clear after four years that changes within the year were not significant enough to justify two surveys**
 - Going forward we will return to just one survey annually, done in the Spring Quarter**
 - We will continue to use the survey to keep up-to-date on the sentiment of the students we serve, and use the feedback to improve our services and processes**

Who Took the Survey?

Survey	Requests Sent	Responses Received	Response Rate
Spring '23	53,174	547	1.02%

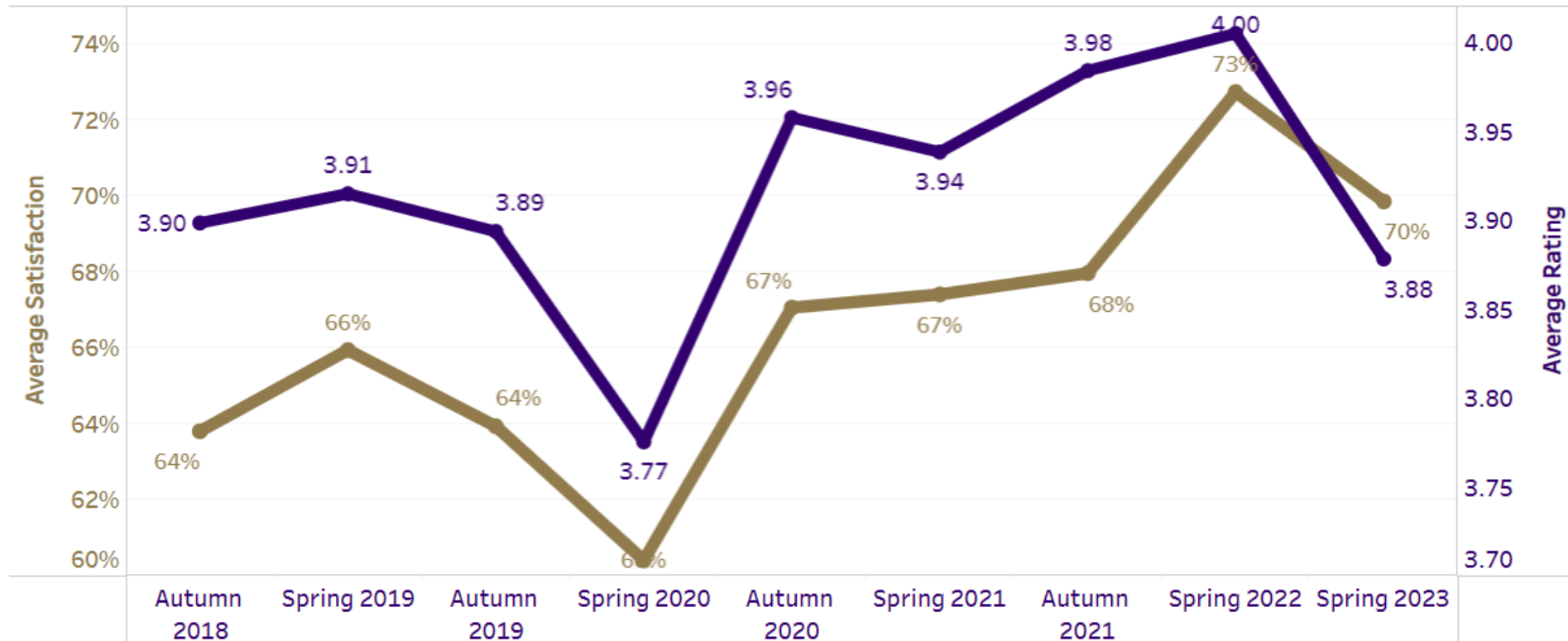
Response Distribution by Relationship to the University



Overall Satisfaction

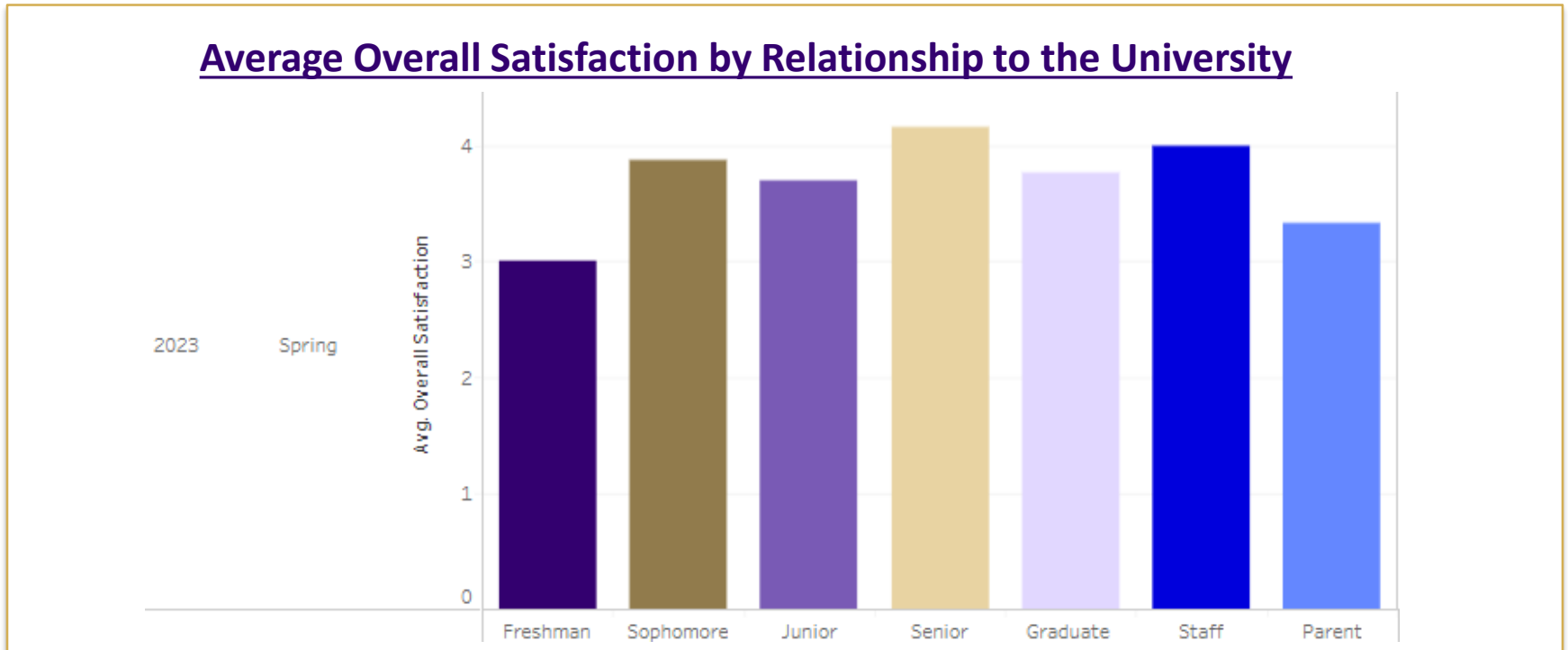
Student Satisfaction from the SFS Survey

(Satisfaction graded on a 5 point Likert scale. Overall Satisfaction is the % to total of 4s and 5s.
Average rating is the mean of all responses)



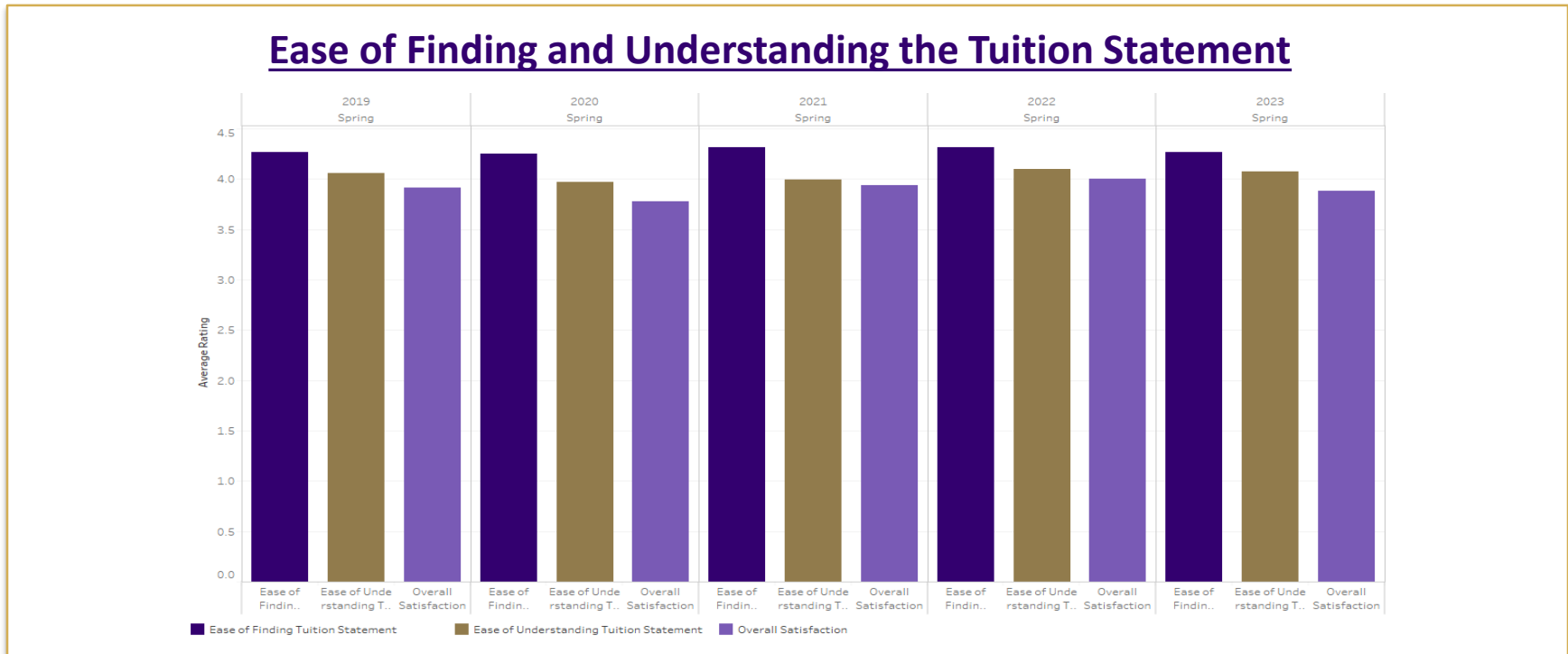
> Overall satisfaction is an average of all scores received (based on a 5 point Likert scale)

Overall Satisfaction



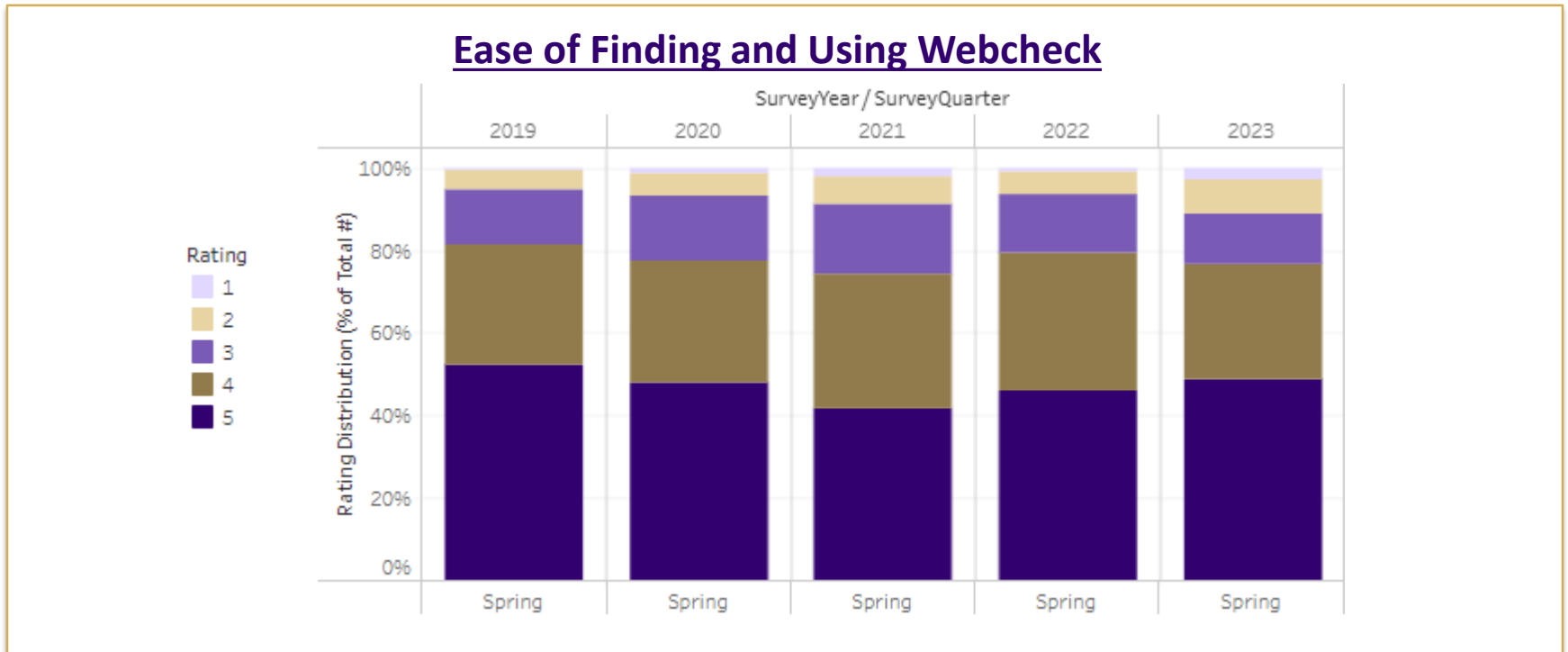
- > We asked every student to rate their overall satisfaction
- > 5 point rating scale: 1 (very unsatisfied) to 5 (very satisfied)
- > Student ratings ranged from a low of 3.0 for Freshmen, up to a high of 4.16 for Seniors

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)
- > Overall satisfaction has consistently been rated higher than ratings of the ease of finding the tuition statement, and finding the statement has consistently been rated higher than understanding the statement

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 Webcheck were asked how easy it was to find and use the service. Nearly 80% of respondents gave a rating of 4 or 5

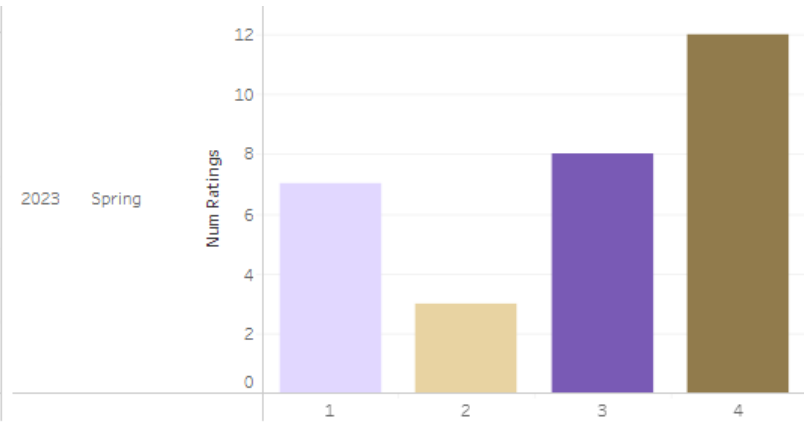
Webcheck

Familiarity with Webcheck and Likelihood of Using it in the Future

Know Webcheck is an Option



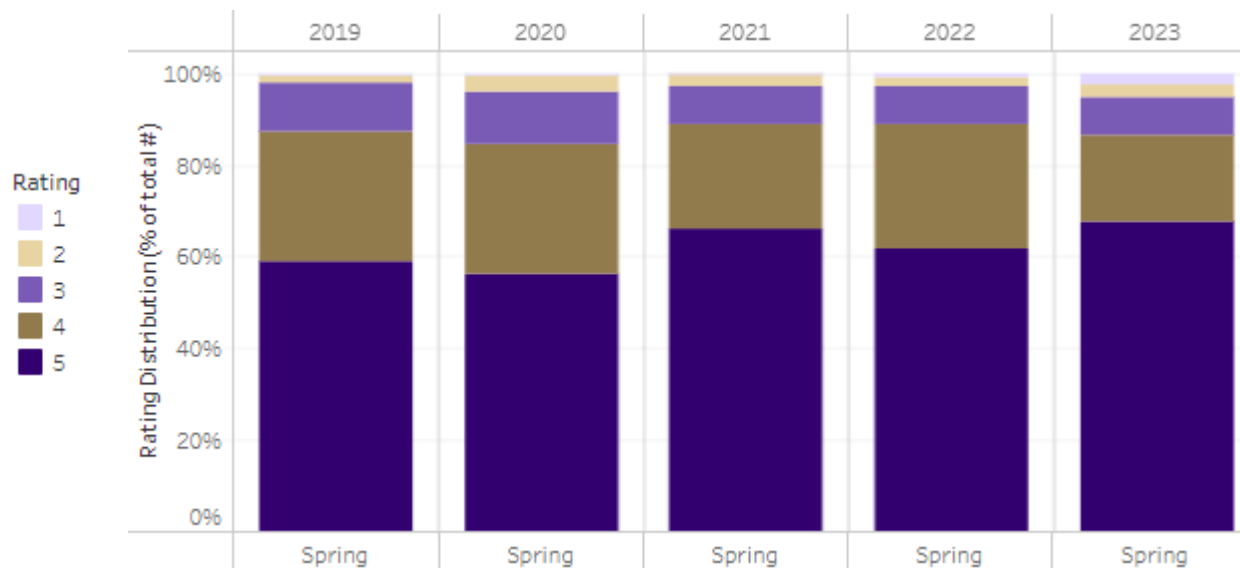
Likelihood to Use Webcheck in the Future



- > 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
- > 5 point rating scale: 1 (very unlikely) to 5 (very likely)
- > Respondents overwhelmingly indicated that they knew Webcheck was an option, but results were mixed on whether they would use it in the future (no 5 ratings were given)

Direct Deposit

Ease of Finding and Signing Up for Direct Deposit



- > **Students who had signed up for and received a Direct Deposit were asked to rate the ease of the process**
- > **5 point rating scale: 1 (very difficult) to 5 (very easy)**
- > **Over 86% of respondents rated signing up for Direct Deposit as a 4 or 5, and just 5% rated the process as a 1 or 2**

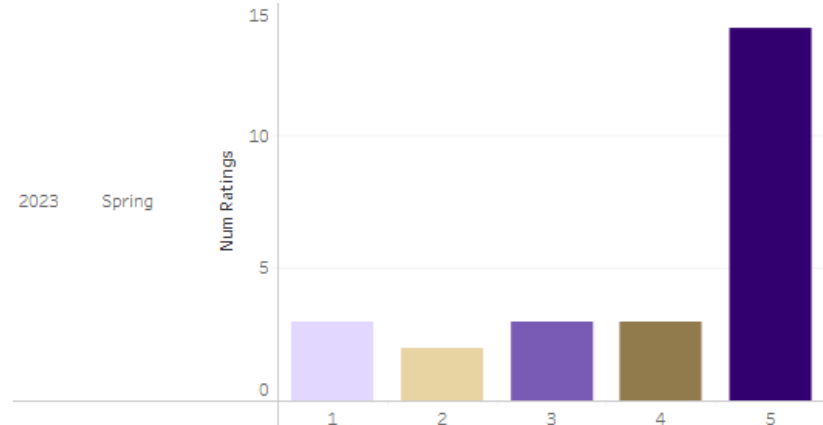
Direct Deposit

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

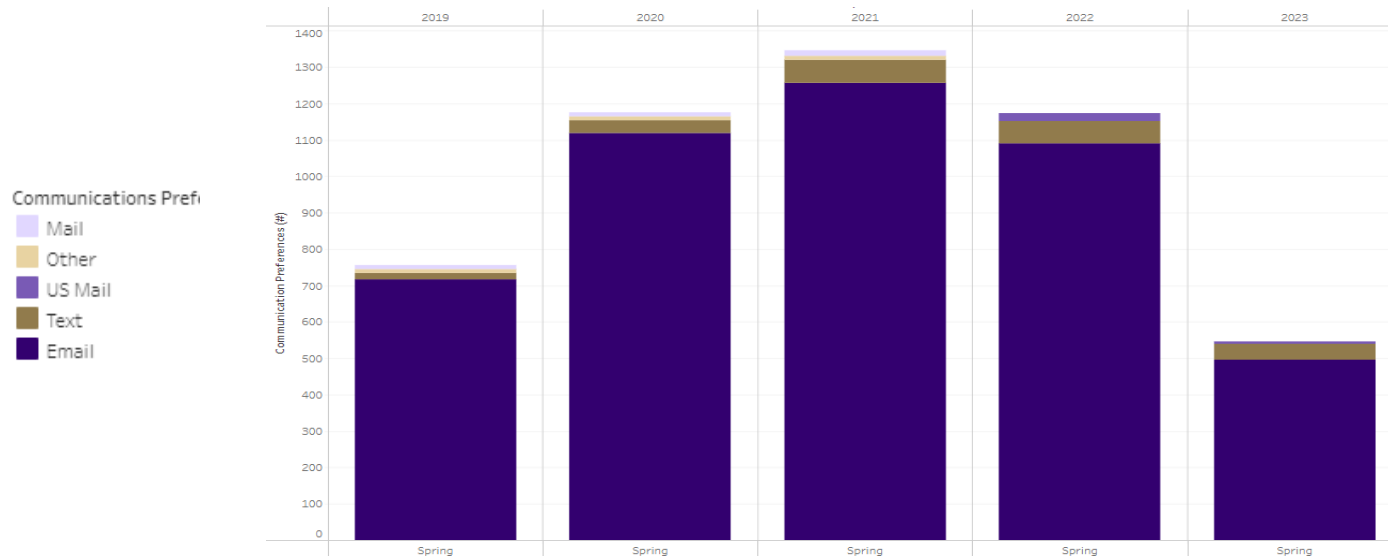


- > Students receiving paper checks were asked if they were familiar with Direct Deposit, and how likely they would be to sign up for Direct Deposit in the future
- > 5 point rating scale: 1 (very unlikely) to 5 (very likely)
- > 84% indicated they knew it was an option, and 68% rated their likelihood of signing up as a 4 or 5

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



What Students like the most

From the comments, students liked:

> **Our Staff**

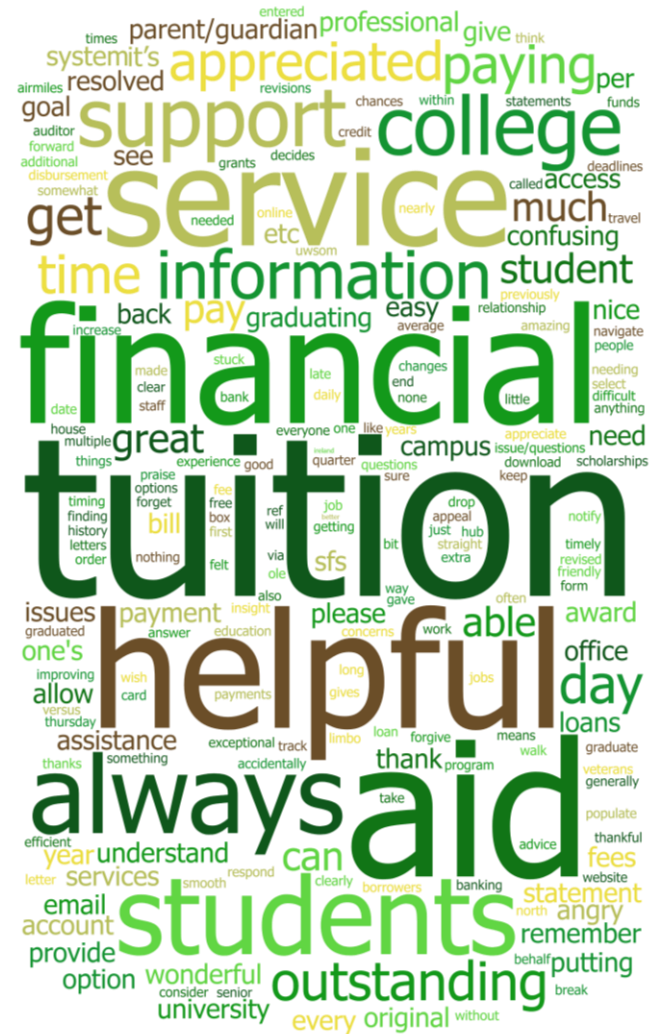
“Every time I called your office everyone was so nice and helpful!”, “I have nothing but praise.”, “Thanks for being there!”

> **Our Communication**

“Efficient and timely”, “Any issues I had were resolved within the day”

> **Our Services**

“Just smooth professional service”, “Thank you very much for the outstanding service”



Questions?

Please contact the individuals below via our website with questions:

- > Policy, Strategy, Institutional Inquiries**
Carla Perez, 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>