



Our Mission: Provide excellent fiscal services to students and customers globally

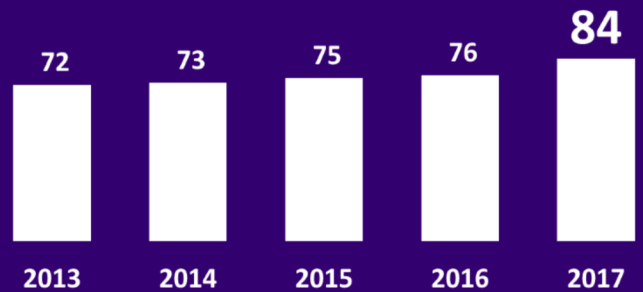
ABOUT STUDENT FISCAL SERVICES

SFS manages student **billing**, financial aid **disbursement**, loan and student **account management**, student **tax reporting**, **collections**, invoice **receivables** for UW departments, and financial literacy **outreach**

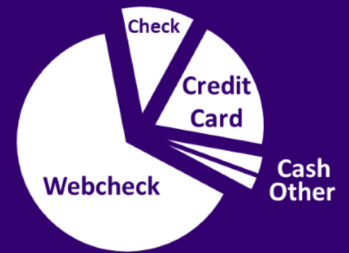
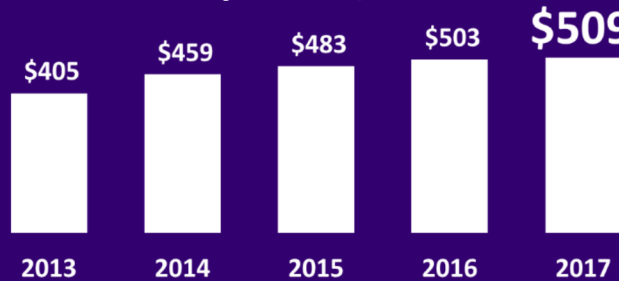
People
21.5 FTE
4 student workers

Units
Customer Service
Receivables
Accounting
Computing

Individual **students** served by academic year (thousands)



Payments processed (Millions of Dollars)



Financial aid and scholarships disbursed (Millions of Dollars)



CUSTOMER SERVICE

Resolved more than **18,000** customer emails in the last year, with **average** resolution under **6 hours**

Answered **17,543** phone calls last year, with an **average** answer speed of **35 seconds**



Presented **120** student fiscal orientations during Summer for incoming and transferring **students**

97% Customer Satisfaction for in-person **surveys** for 2017

RECEIVABLES



Reviewed **100%** of all **3,700** past due loans before sending to a **collection agency** to ensure students were aware of debt

Checked **100%** of invoice data prior to releasing information to the **billing servicer**

Tracked **1,119** new overaward/Aid Repay charges totaling **\$2.4 million**

Reviewed **100%** of overaward accounts to identify ways to **assist students**

ACCOUNTING

Managed and reconciled multiple **bank accounts** with annual deposits of **\$548 million**

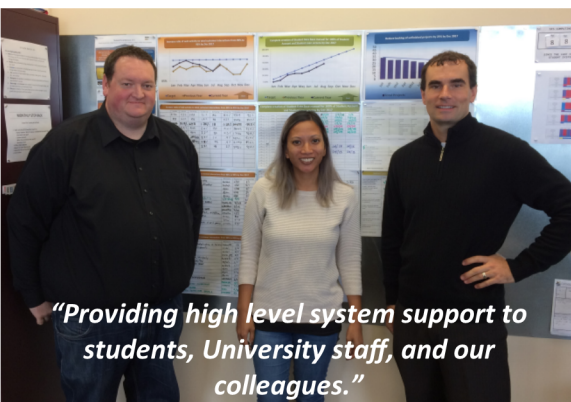
Managed and reconciled **direct loans** with net disbursements of over **\$285 million**



Responded **effectively** to internal and external **auditors**

Accounted for **\$76 million** in outstanding **institutional and Federal** loans

COMPUTING



Oversaw billing of more than **\$820 million** in **tuition** and fees

Led **SFS** through a **redesign** of the **SFS website** which had **355k visits** last academic year

Exceeded **two years** without a high-impact financial error in the **student database (SDB)**

Over **1.29 million** individual **transactions processed** through the student database