

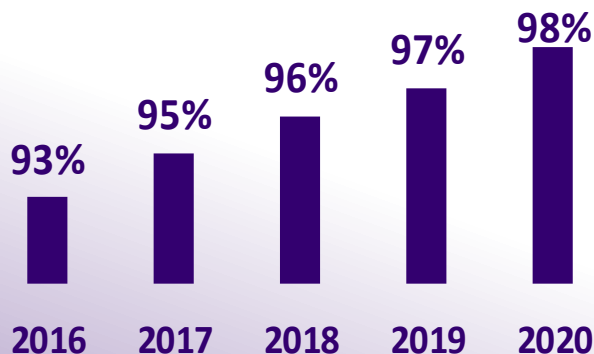
Student Satisfaction Survey



SFS received an **overall satisfaction** rating of **3.7** on our Annual Student Satisfaction Survey. **Over 60%** of responses gave ratings of a **4 or a 5**.
(5 = Very Satisfied)

SFS focuses efforts on **assisting students** in using electronic payment methods, which are **safer, faster, and more accurate**. Electronic payments offer a **simple and easy** way to **pay**, especially during this time of **change and Uncertainty**.

Electronic Payments from Students



2019-2020 Overall Highlights

\$898M

Fin Aid and Scholarships Disbursed

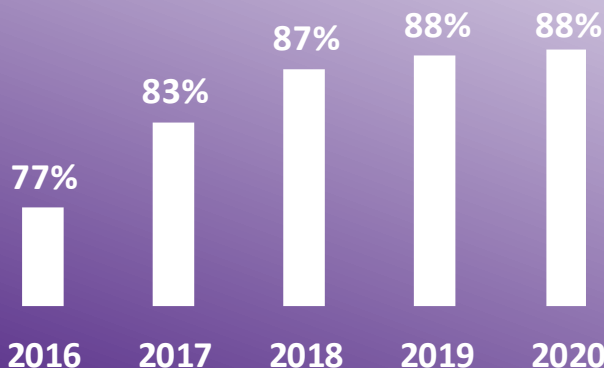
\$613M

Payments Received

86,821

Total Student Accounts Served

Direct Deposits to Students



SFS recommends all students adopt **Direct Deposit** to ensure they receive funds **quickly, reliably, and safely**. Amid Stay-At-Home orders, **Direct Deposit** has become an even more **important** means of getting funds to our students.

(40k transaction increase over 2019)

Emails From Students, Parents, Sponsors, and Faculty

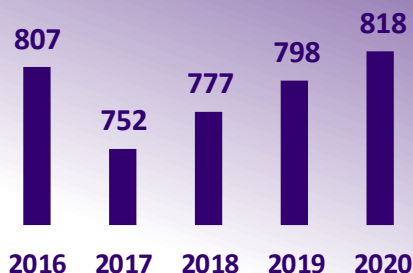
While staff work **remotely**, SFS has had to direct phone call inquiries to **email**. This shift resulted in a dramatic **increase** in emails, yet **service levels** have remained **high**, with replies sent **within hours** of receipt.



2019-2020 Process Improvement

SFS uses the **Lean** method of process improvement. Lean helps us to improve, **optimize**, and streamline our **processes** to better meet our **commitment** to serve our **students** and to fulfill our fiduciary duty. **Idea generation** plays an **integral** part in this effort.

Ideas Implemented



Focus on Efficiency

SFS' **focus** on the **needs of students**, combined with **effective process Improvement**, has allowed us to keep up with a **growing** student body, moving from a student to staff ratio of **710:1** in 1995 to **2729:1** in Autumn 2020, an increase of **284%**



