



Focus on Process Improvement

Idea generation and implementation is vital to SFS' continued process improvement efforts. In 2020/2021, SFS employees generated and implemented

822 new ideas



Idea: Follow up with agencies when payment files are received.

Results: Payments are cleared more quickly, reducing research, re-work, and confusion.

Idea: Encourage team to be conscious of self-care and vacations, especially in remote work situations.

Results: Team members are better able to cope with the blurring of work and personal life.



Idea: Design a DocuSign workflow for students to sign Promissory Notes electronically.

Results: DocuSign offers students a safe, secure, and convenient way to sign promissory notes digitally.



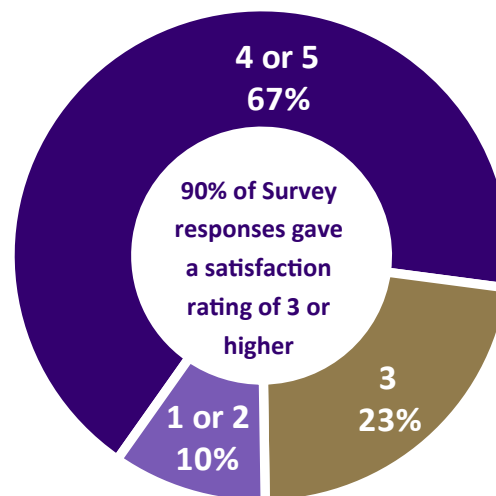
Meeting Student Needs in Uncertain Times

SFS is **committed** to providing exceptional **service** to our **students** regardless of circumstances.

This past year posed many **unique challenges** due to being physically **distanced** from our students.

In response, SFS leveraged existing tools such as online **chat**, electronic **payments**, and **direct deposit** to keep **in touch** with students, accept **payments**, and **disburse funds**.

The Voice of Our Students



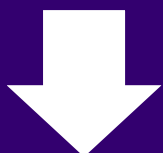
In our annual **satisfaction survey**, SFS seeks out **feedback** which is vital to our continued **growth** and process **improvement**.

Overall **satisfaction** in the Spring 2021 **Survey** was rated by **90%** of respondents as a 3, 4, or 5 out of 5.

Electronic Transactions: Secure, Accurate, Efficient



Disbursements and Refunds: The percentage of **disbursements** and **refunds** to students via **Direct Deposit** increased by **4.2%** year over year, from **87.5%** in 2020 to **91.8%** in 2021.



Manual Payments: The number of student **payments** made through methods requiring manual processing **decreased** from **4,088** (2.4% of total payments) in 2020 to **267** (0.2% of total payments) in **2021**.

Supporting Students in 2020-2021

Emergency Funds

Disbursed HEERF Funds Exceeding \$53M to 36,663 students

New Student Outreach

- ◇ Moved sessions to online format due to Covid-19
- ◇ Held 68 sessions
- ◇ Reached 16,937 Students and Parents

Flywire Partnership

Partnered with Flywire through their AR Collect program to counsel students at risk for delinquency and intervene early, leveraging multiple strategies to help students to bring their accounts current.



2020-2021 by the Numbers

\$962M

Fin Aid and Scholarships Disbursed

57.7K

Emails Answered

\$628M

Payments received

3.7K

Chats Received

85,000

Student Accounts Served

348K

Website Visitors

ABOUT SFS

Our People:

- 21.5 staff
- 3 Student Workers

Our Mission:

Provide excellent fiscal services to students and customers globally

Our Contribution:

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

Special **Thanks** to our **Process Partners!**

