

## Welcoming Our New Director



**Carla Perez**

## Celebrating Our Student Workers

Our four student workers are valuable members of our team, and in gain valuable work experience in return. Thank you for all you do to help us achieve our mission!

## Working with Our Partners



We could not fulfill our mission without you!

## Supporting Our Mission

“To Provide excellent fiscal services to students and customers globally”



We proudly serve the vast majority of our customers through phone, email, and our website.

Many students use the web as a primary source of information. Our website had over 350,000 visitors in 2020/2021, a year over year increase of

**356,767**

Web Visits



**3%**

**8,050**

Phone Calls



We received over 8,000 phone calls in 2020/2021, and maintained an average answer time of less than

**59 seconds**

We received over 39,000 email requests from our students and partners in 2020/2021. We answer each request within

**39,348**

Emails



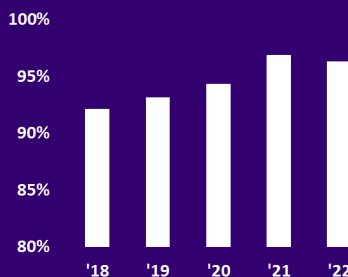
**6 business hours**

## Electronic payment and Aid disbursement Methods

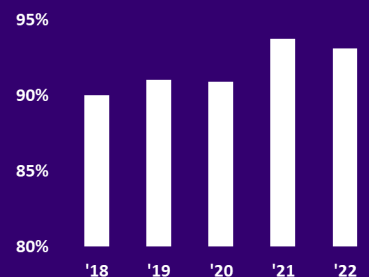
We recommend the use of electronic payment methods, such as Webcheck, as secure ways to pay tuition and fees

We recommend that all students sign up for Direct Deposit as an easy and reliable way for students to receive aid

Electronic Payments (% of Total)



Direct Deposits (% of Total)



# 2021-2022 by the Numbers

(Percentage change calculated vs 2020-2021 Academic Year)

**\$952M**

Fin Aid and Scholarships  
Disbursed



-1.0%

**16,937**

Students/Parents Reached  
Through Orientations



+16%

**\$667M**

Payments Received



+6.2%

**699**

Process Improvement  
Ideas Implemented



-14.9%

**85,557**

Student Accounts Served



+7.7%

**93.1%**

Refunds Sent Via  
Direct Deposit



-6%

## About SFS

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**

