

The Voice of Our Students

Student Fiscal Services Student Satisfaction Survey Results Autumn 2021 and Spring 2022

Student Fiscal Services (SFS)

Student Survey

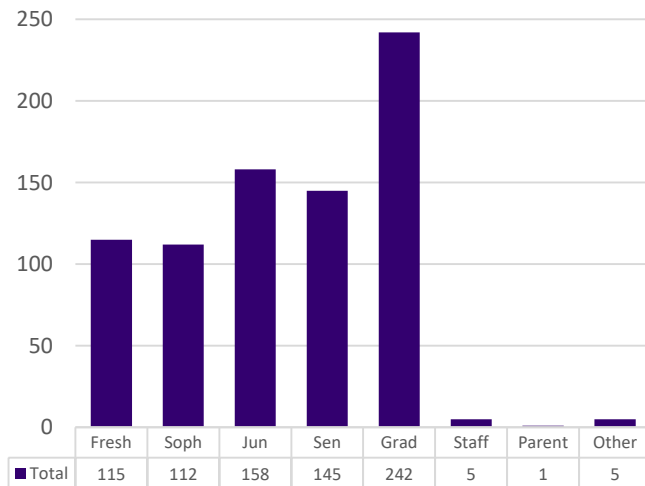
- > Fourth year of taking two surveys**
 - We have sent out two surveys, one in Autumn Quarter, and one in Spring Quarter, since the 18/19 academic year**
 - The goal in having two surveys each year is to track trends in student satisfaction and awareness of services throughout the academic year**
 - We continue to emphasize questions targeting specific services that SFS offers: Payments and Aid/refunds**
 - In addition to improving our services through student feedback, our surveys contain additional information and links related to Webcheck and ACH to better educate students about more efficient payment and refund options**

Who Took the Surveys?

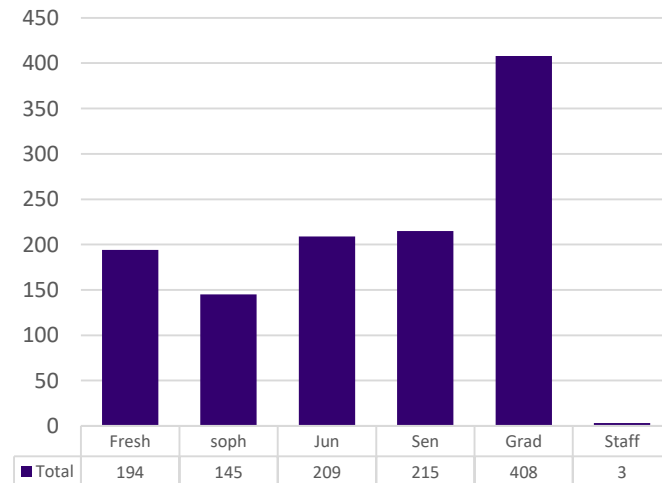
Survey	Requests Sent	Responses Received	Response Rate
Autumn '21	53,204	784	1.47%
Spring '22	49,973	1,174	2.35%

Response Distribution by Relationship to the University

Autumn '21 Survey



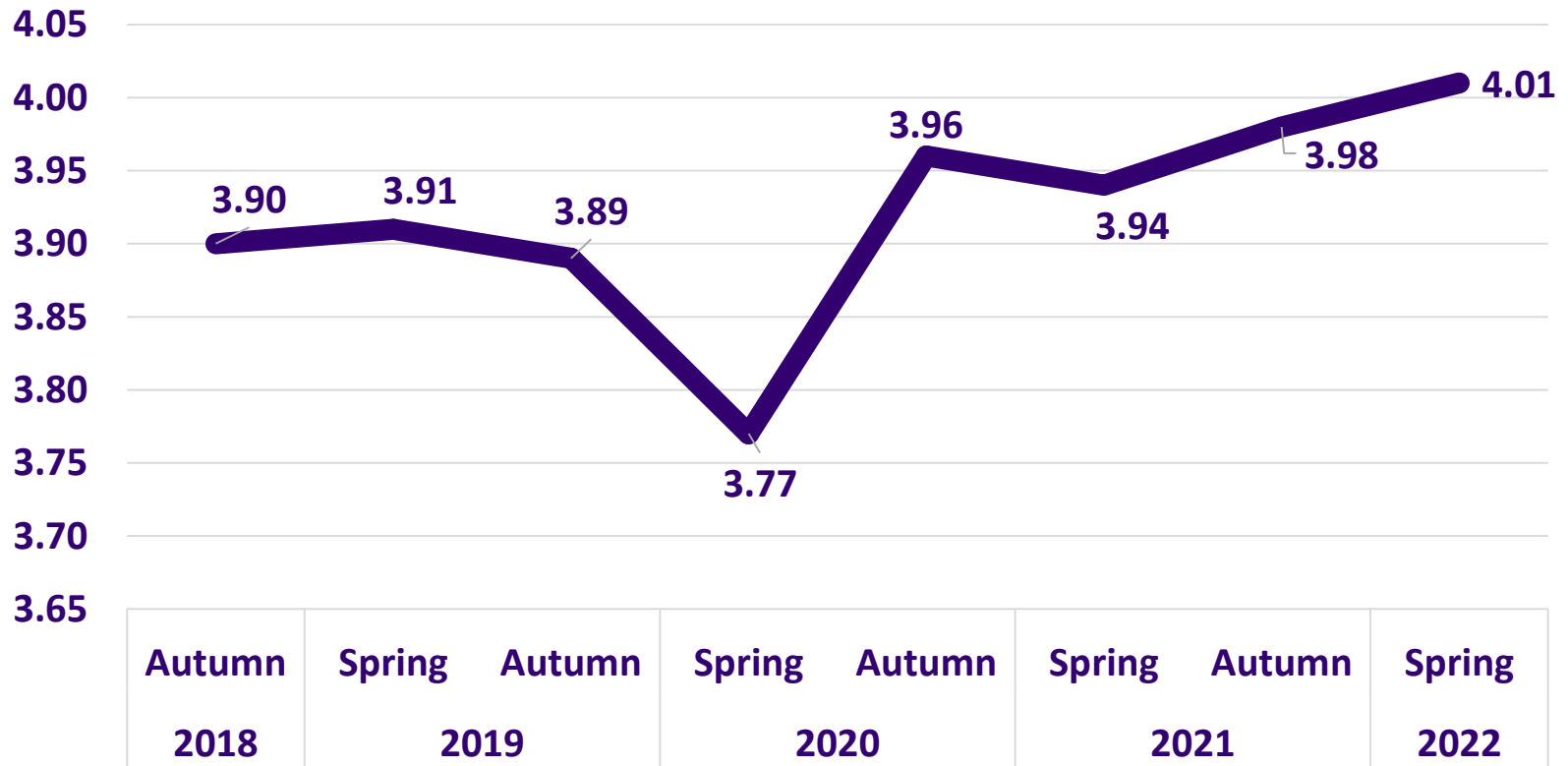
Spring '22 Survey



Overall Satisfaction

Student Satisfaction from the SFS Survey

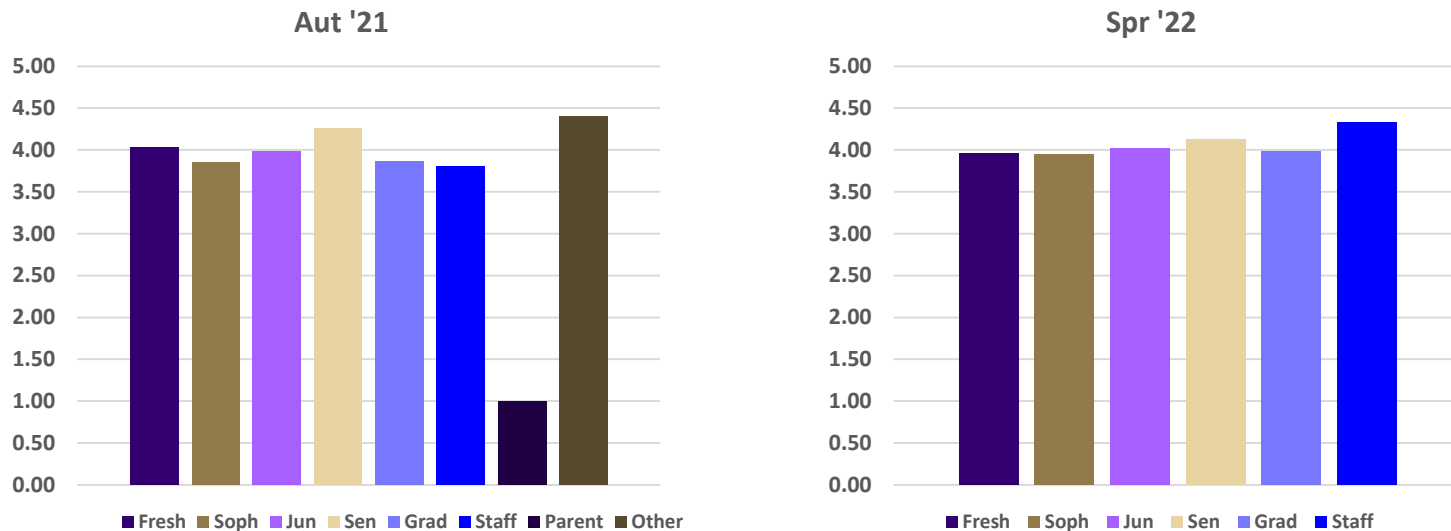
(Satisfaction graded on a 5 point Likert scale. Overall Satisfaction is the % to total of 4s and 5s.
Average score is the mean of all responses)



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

Overall Satisfaction

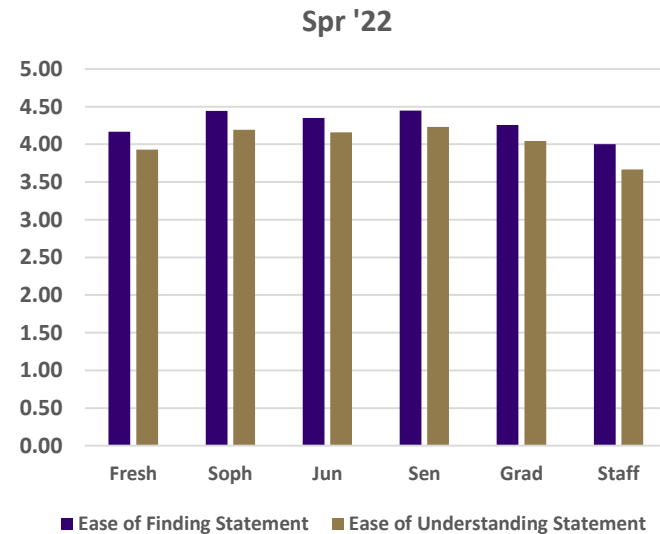
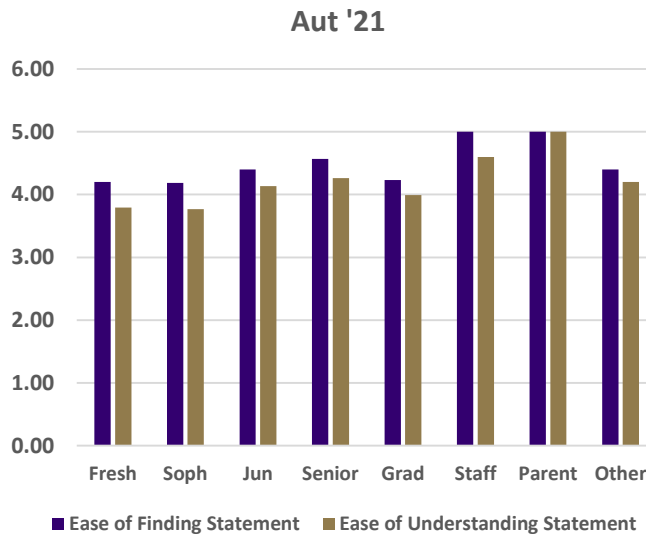
Average Overall Satisfaction by Relationship to the University



- > We asked every student to rate their overall satisfaction
- > 5 point rating scale: 1 (very unsatisfied) to 5 (very satisfied)
- > At an average of 4.01 Student Ratings were the highest in the Spring Survey that we have received since changing the survey format

Tuition Statement

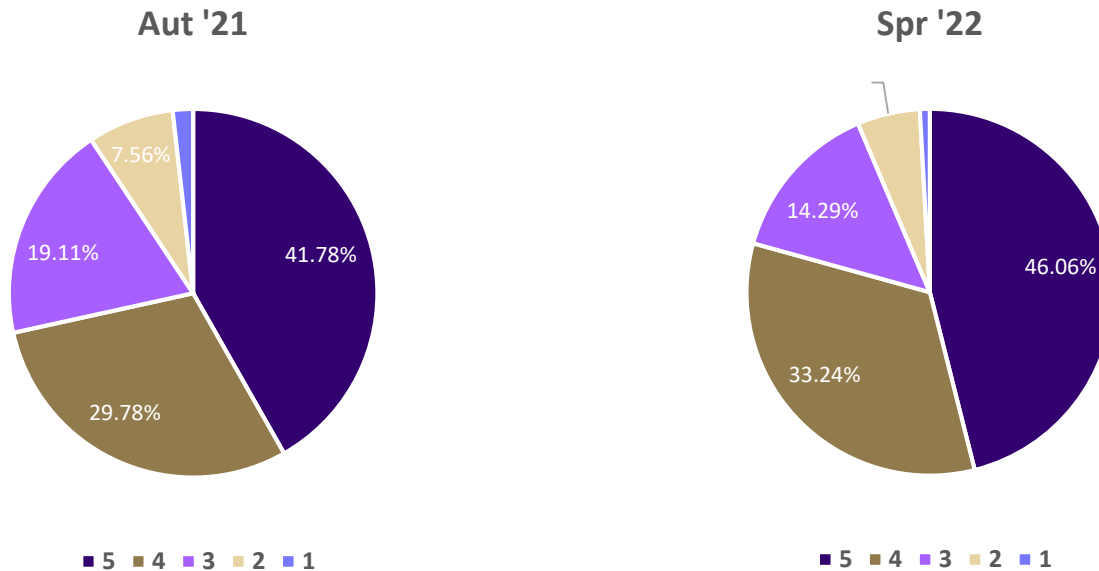
Ease of Finding and Understanding the Tuition Statement



- > 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)
- > Though both are rated highly, with average ratings around 4, ratings have been very consistent that the tuition statement is easier to find than to understand

Webcheck

Ease of Finding and Using Webcheck

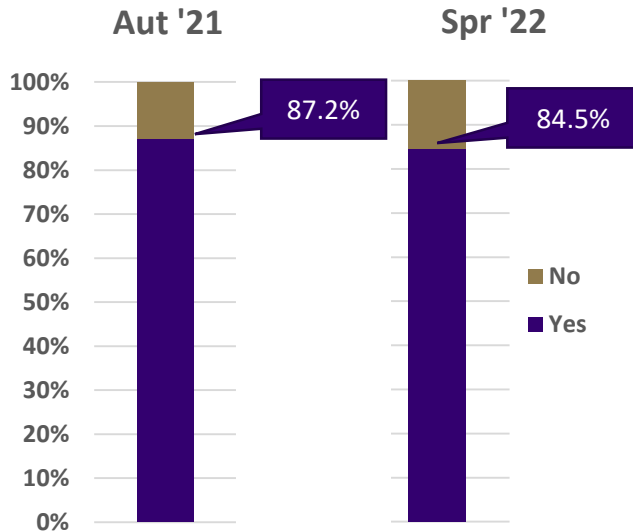


- > We asked different questions to students depending on whether they had used Webcheck or another payment method
- > 5 point rating scale: 1 (very difficult) to 5 (very easy)
- > Students who had used it were asked how easy it was to find and use Webcheck. In the Spring '22 survey only 6.4% of respondents gave ratings of 2 or 1

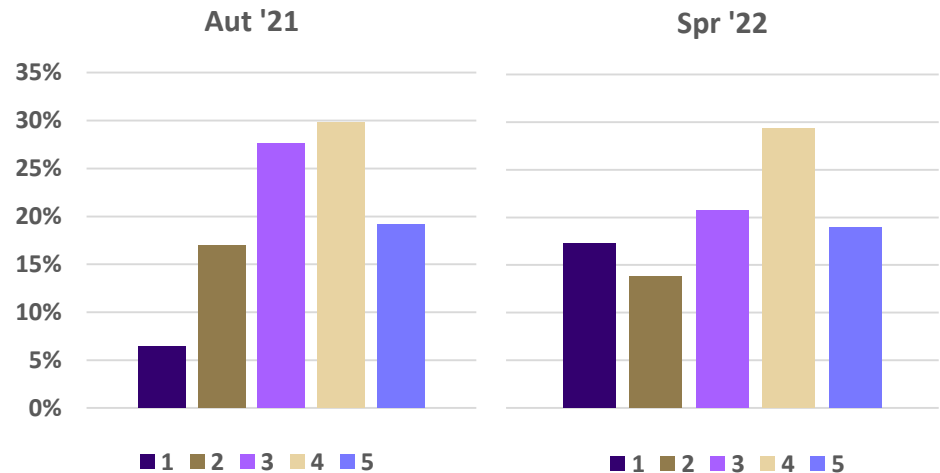
Webcheck

Familiarity with Webcheck and Likelihood of Using it in the Future

Know Webcheck is an Option



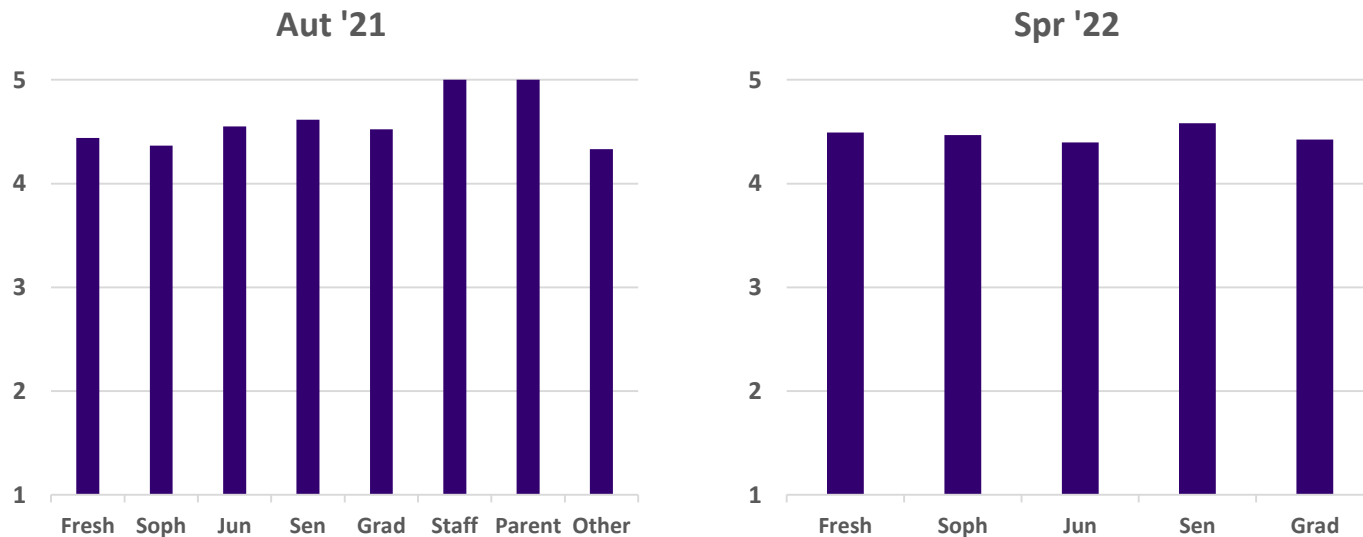
Likelihood to Use Webcheck in the Future



- > We asked different questions to students depending on whether they had used Webcheck or another payment method
- > 5 point rating scale: 1 (very unlikely) to 5 (very likely)
- > 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

Direct Deposit

Ease of Finding and Signing Up for Direct Deposit



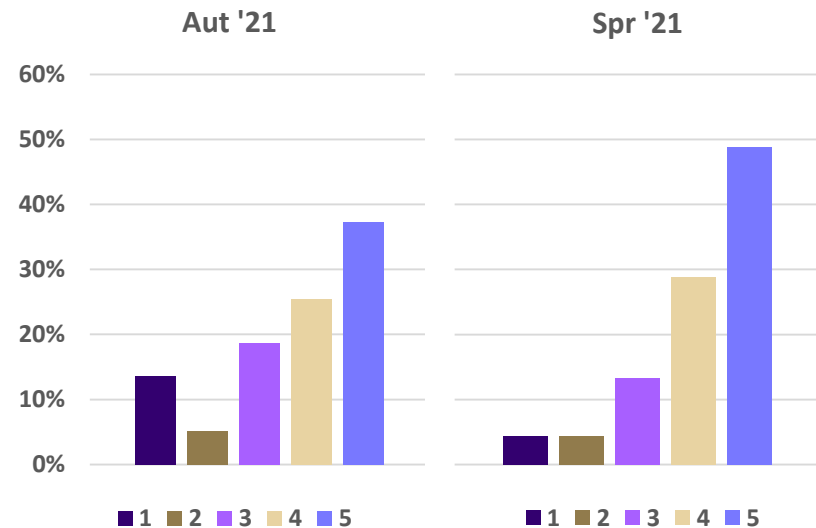
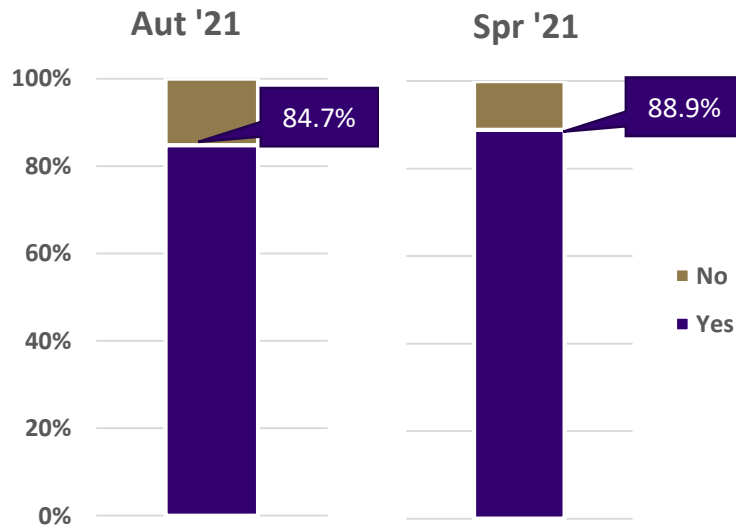
- > We asked different questions to students who are receiving paper checks than to those receiving Direct Deposits
- > 5 point rating scale: 1 (very difficult) to 5 (very easy)
- > Students who had signed up for and received a Direct Deposit were asked to rate the ease of the process

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

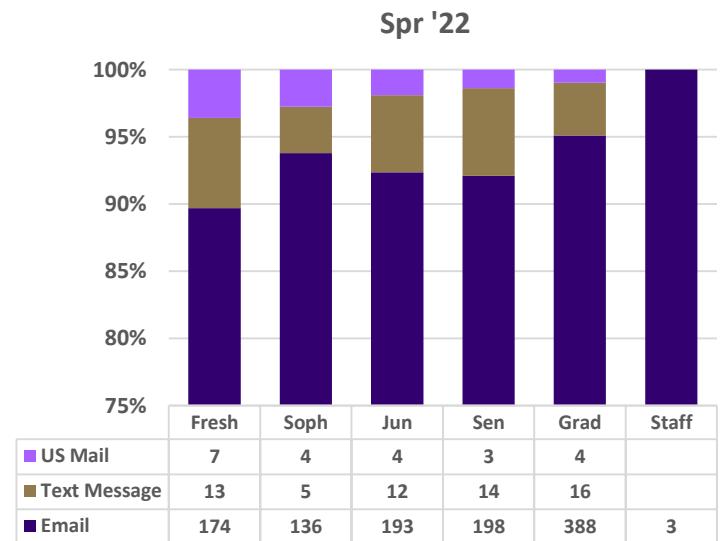
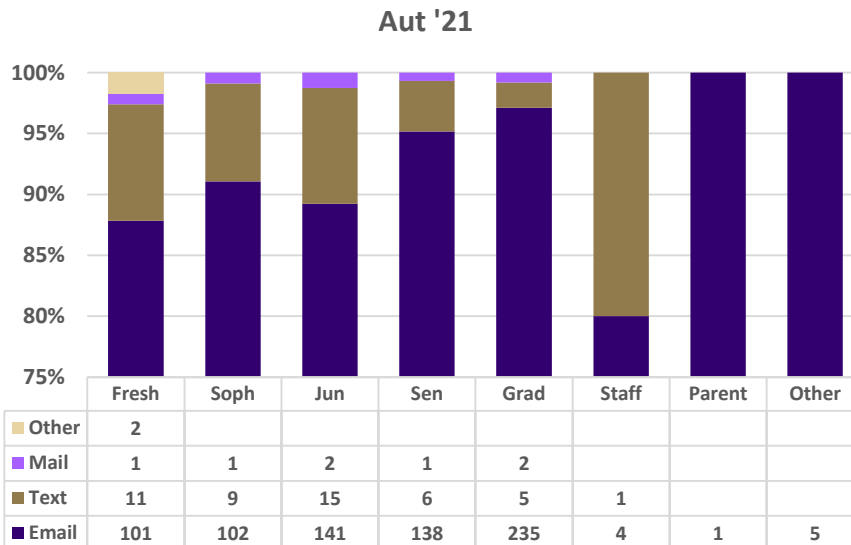


- > We asked different questions to students who are receiving paper checks than to those receiving Direct Deposits
- > 5 point rating scale: 1 (very unlikely) to 5 (very likely)
- > Students receiving paper checks were asked if they were familiar with Direct Deposit, and how likely they would be to sign up for Direct Deposit in the future

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



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>