

2019 Annual Report

2018-2019 Overall Highlights

\$868M

Fin Aid and Scholarships Disbursed

\$595M

Payments Received

86,162

Total Student Accounts Served

Tax Reporting and Advising

76,925

1098T Forms Issued

1,300

Phone Calls and Emails

12

Tax Classes Offered

Customer Service

SFS is committed to serving our students and process partners across the three campuses. We are available through email, phone, web chat, and in-person, with average phone wait times below industry standards and timely email turnaround; 99% of emails are answered within 24 hours.

18,464

Phone Calls received

42

36,694

Average Call Answer
Speed (seconds)

Fmails received

Our Process Partners

We Thank You!



Scholarships

SFS bills, awards, and disburses scholarships from scholarship providers and sponsors. In 2018-2019:

3,898

Bills sent to scholarship providers

8,639

Student scholarship accounts

\$74.2M

Scholarships and 3rd party Disbursed

ABOUT STUDENT FISCAL SERVICES

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

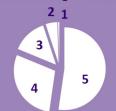
Student Satisfaction Survey

In 2018-2019 SFS conducted two **Customer Service** Surveys. Questions were targeted at understanding our **students' experience** with our core services. Responses were given on a **5 point Likert scale** (5-**highest,** 1-**lowest**). Score distribution is shown below:

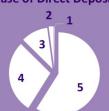
Overall Satisfaction



Ease of Using Webcheck



Ease of Direct Deposit



More Info: finance.uw.edu/sfs

Focus on Student Success

SFS is **sensitive** to the needs of **our students** and we have undertaken **several initiatives** in an effort to **reduce financial stress**. A few of the **most impactful** initiatives are:

- Increasing the percentage of payments made electronically
- Increasing the percentage of students opting to receive disbursement of funds through Direct Deposit
- Decreasing the percentage of students being charged late fees

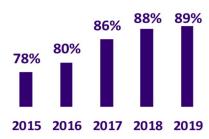
2018-2019 Process Improvement

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.



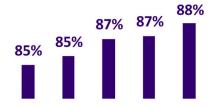


Electronic Payments



Electronic payment methods such as Webcheck, ensures faster, more accurate, and more convenient service for students. All while eliminating the need to make a trip to see the cashier.

Direct Deposit Adoption



2015 2016 2017 2018 2019

We recommend all students adopt Direct Deposit to ensure they receive funds quickly; and avoid lost or stolen checks and a stressful wait when funds are needed for food, books, or housing.

Focus on Efficiency

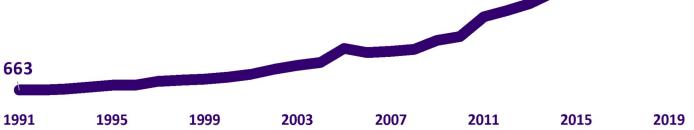
Late Fees



2015 2016 2017 2018 2019

Late fees, while necessary, are a source of stress to students.
Through outreach and education, SFS strives to help students pay on time.

2729



Over the past 28 years, the ratio of students to SFS Staff has increased by **311%**, going from **663** students per each SFS employee in **1991 to 2729** students per SFS employee in **2019**. Through process improvement, SFS has cut costs and improved efficiency while continuing to maintain high service levels.

New Student Orientations

112

Orientations Offered

14,628

Total Attendees

Invoice Receivables

SFS offers centralized involcing services to UW departments

the Academic Year

92 85 76 75 78

'15 '16 '17 '18 '19

4.7 4.5 4.4 4.6 5.6

\$37.2 \$8.5 \$9.9 \$8.3 \$10.3 115 16 17 18 19

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