

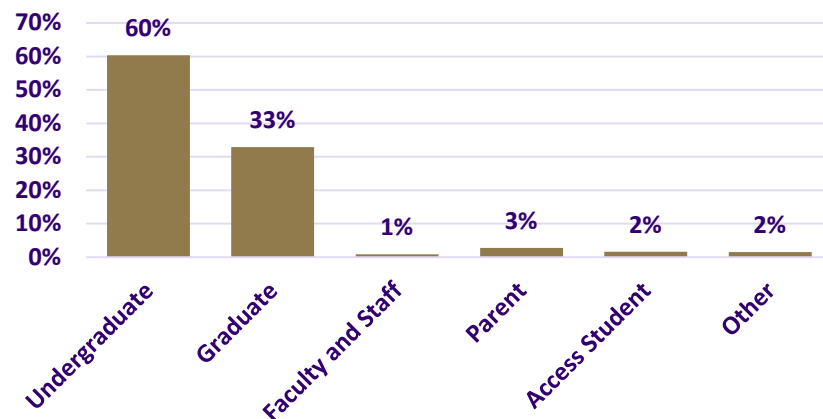
The Voice of Our Students

Student Fiscal Services Student Satisfaction Survey Results Spring 2018

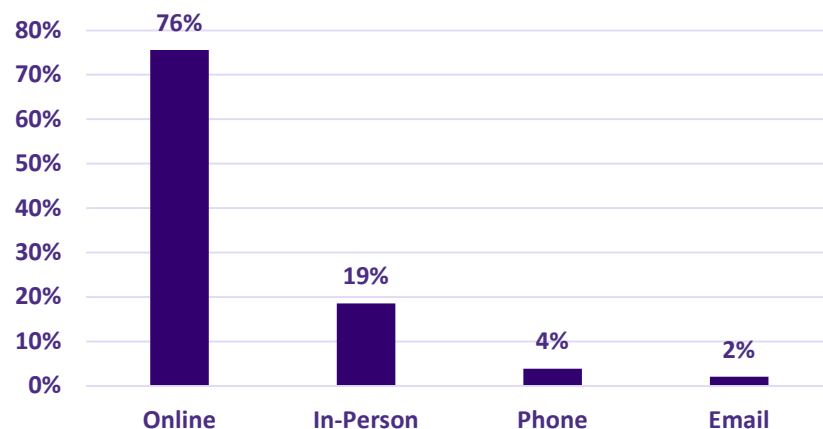
Who Took the Surveys?

- > 1,924 students took the survey, representing 3.6% of the Spring, 2018 student population of 53,560
- > 331 of the student responses included written comments
- > The survey was available for 30 days during Spring Quarter

Distribution of Respondents

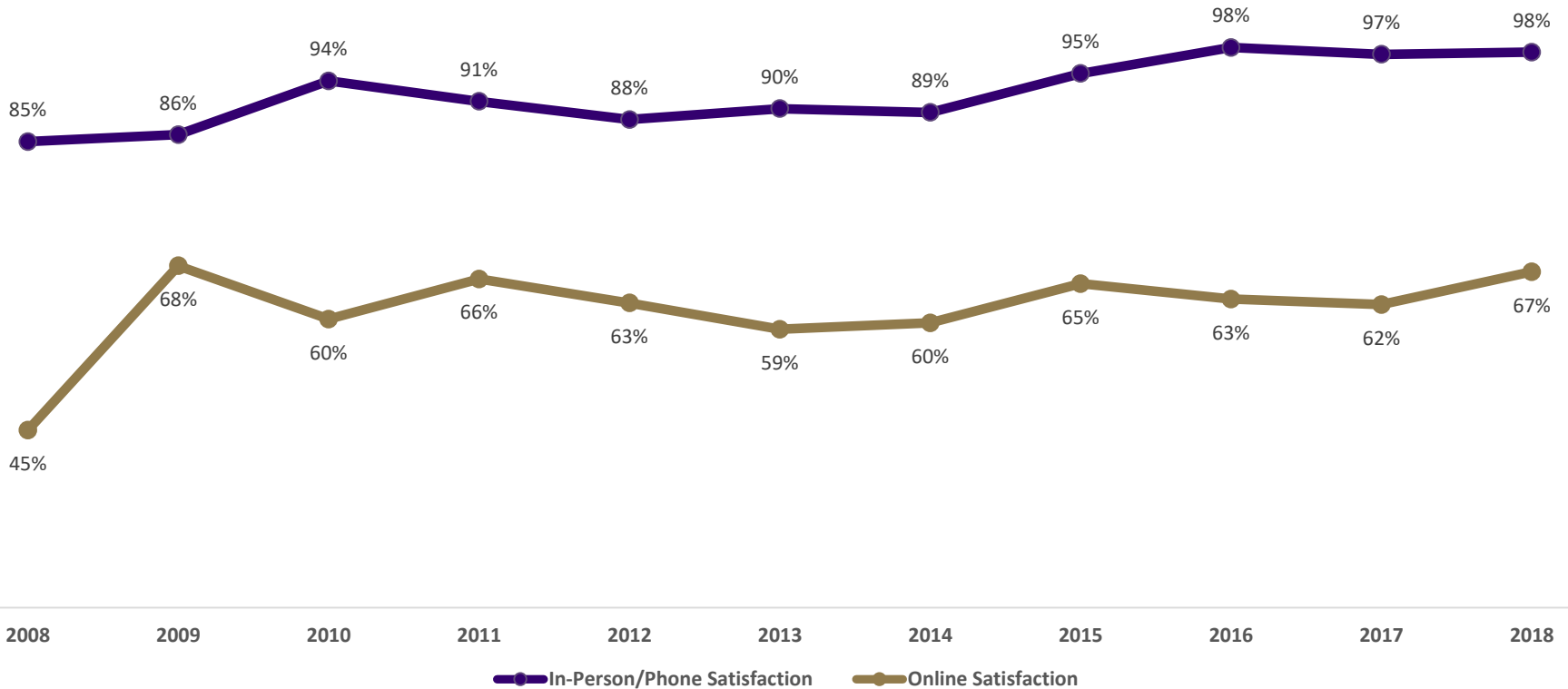


Distribution of Responses by Survey



Overall Satisfaction

Overall Customer Satisfaction with SFS Services

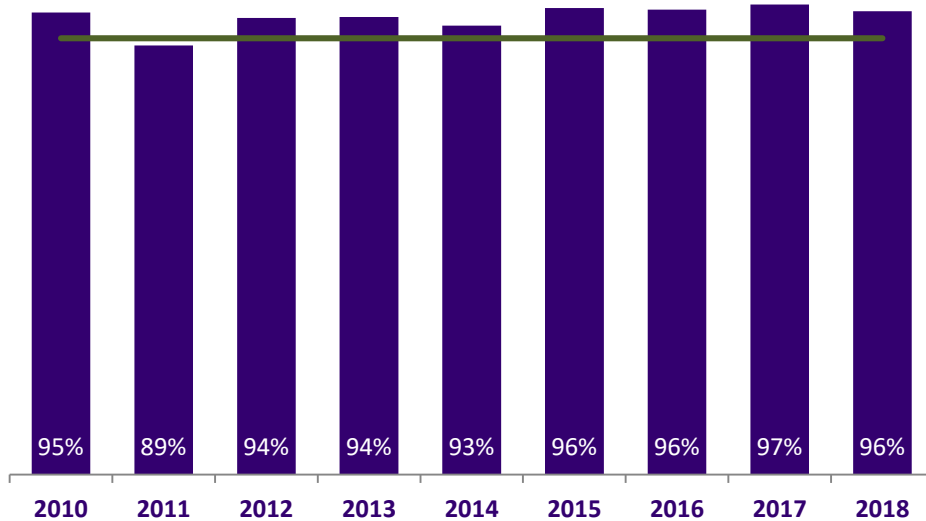


- > Top two scores of a 5 point scale indicate “Satisfied”
- > Results are divided by what was being surveyed: Personal interaction with SFS, or the online experience with the website

In-Person, Email, Phone, and Chat Services

Statisfaction With In-Person Services

Target (>=) 90%



- > In-person service satisfaction is calculated using a composite of the four questions below
- > Student satisfaction with in-person, email, phone, and chat services is generally higher than satisfaction with our web services

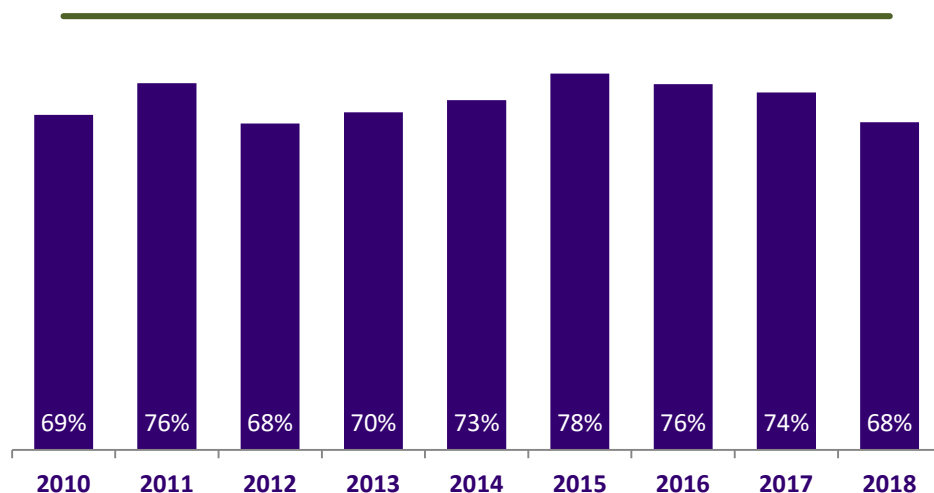
Survey Questions (with regard to the most recent SFS interaction)

- > My issue was resolved to my satisfaction
- > The SFS representative was professional and courteous
- > The SFS representative was knowledgeable
- > The Communication I received from SFS was clear and accurate

Online Services

Satisfaction With Online Services

Target (>=) 90%



- > Online service satisfaction is calculated using a composite of the four questions below from the Online Survey
- > Student satisfaction in this area saw a drop in satisfaction possibly due to the change of questions year over year

Survey Questions (with regard to the most recent SFS interaction)

- > My transaction or issue was completed or resolved to my satisfaction
- > The SFS website was professional
- > I was able to easily find the information I needed on the SFS website
- > The Information on the SFS website was clear and accurate

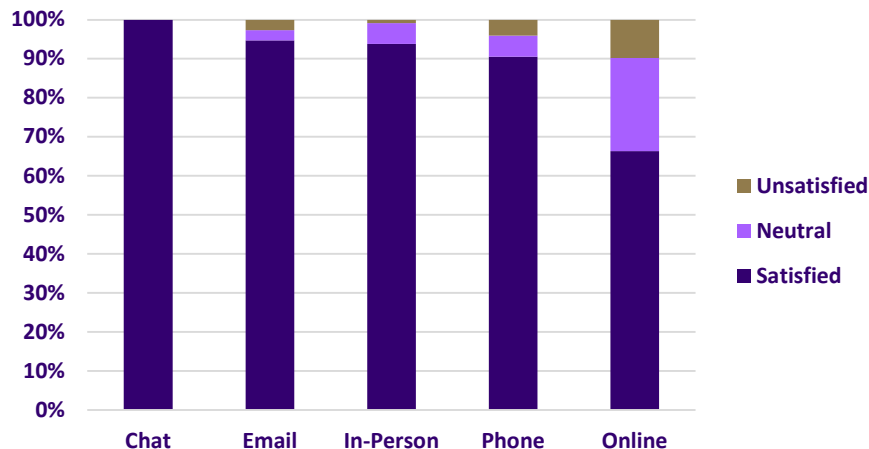
Our Communication

Student's Communication Preferences

- > 72% of Students prefer to receive information through email
- > 24% of Students prefer to get the information they need from our website
- > Only 4% of Students say they prefer some other method for receiving information

SFS proactively informs students of important information and dates via email notifications as well as through our Website, the MyUW portal and via social media updates

Satisfaction with SFS Communication by Survey



Survey Questions

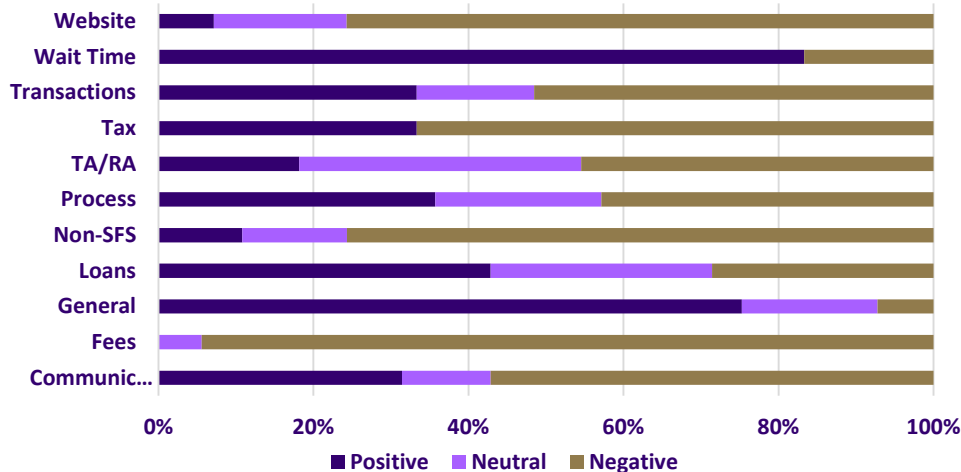
- > In-Person, Phone, Email, and Chat surveys:
 - The Communication I received from SFS was clear and accurate
- > Online Survey:
 - The Information on the SFS website was clear and accurate

Survey Comments

- > **331 Comments**
 - Most (231) from the Online Survey
- > **In-Person, Email, Phone and Chat Surveys:**
 - 72% Positive
- > **Online Survey:**
 - 21% Positive

Tone of In-Person Services Comments			
Class	Positive	Neutral	Negative
Undergraduate	70%	20%	9%
Graduate	73%	18%	9%
Faculty and Staff	100%	0%	0%
Parent	70%	13%	17%
Access Student	100%	0%	0%
Other	0%	0%	100%
Grand Total	72%	16%	12%

Comment Tone Distribution by Category (%)



Tone of Online Services Comments			
Class	Positive	Neutral	Negative
Undergraduate	23%	18%	59%
Graduate	20%	12%	68%
Parent	0%	50%	50%
Access Student	0%	33%	67%
Other	0%	50%	50%
Grand Total	21%	16%	63%

What Students like the most

From the comments, students liked:

> Our Staff

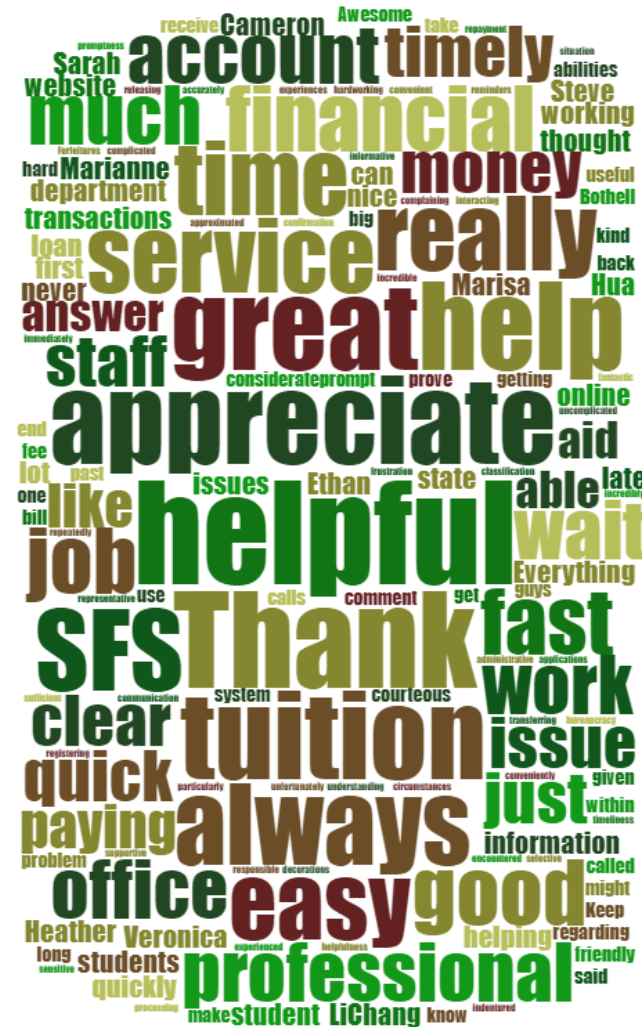
“The representative was really warm and Helpful”, “They were helpful and patient”, “Responsible and considerate!”, “Great bedside manner”

> Our Communication

“The reply was prompt”, “My emails to them were always replied promptly”, “I appreciate the reminders”

> Our Quick Service

“Resolved my question immediately”, “Fast and efficient!”, “Fast direct deposit”, “smooth, fast, accurate”



What Students like the least

From the comments, students would like us to improve:

> **Fees: Credit Card, U-Pass, Late**

“please make U-Pass optional”, “credit card payments without a convenience fee should be considered”

> **Website Information**

“Trouble finding information”, “statement incorrect and confusing”

> **Website Navigation**

“Difficult to find services”, “Difficult to navigate”, “Could not find my tuition statement”



Questions?

Please contact the individuals below via our website with questions:

- > Policy, Strategy, Institutional Inquiries**
Roy Lirio, Director
- > Customer Service, Process Improvements**
Marisa Martin, Assistant Director
- > Survey Design, Delivery, Analysis**
Kyle Willoughby, Data Analyst

SFS Website Contact Us Form:

<http://f2.washington.edu/fm/sfs/contact>