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
Average Call Answer Speed (seconds)

36,694
Emails 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
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

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

Electronic Payments

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>78%</td>
<td>80%</td>
<td>86%</td>
<td>88%</td>
<td>89%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>85%</td>
<td>85%</td>
<td>87%</td>
<td>87%</td>
<td>88%</td>
</tr>
</tbody>
</table>

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.

Late Fees

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent</td>
<td>4.8%</td>
<td>4.7%</td>
<td>4.9%</td>
<td>5.1%</td>
<td>4.7%</td>
</tr>
</tbody>
</table>

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

Focus on Efficiency

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

More Info: finance.uw.edu/sfs