Meeting Student Needs in Uncertain Times

SFS is committed to providing exceptional service to our students regardless of circumstances.

This past year posed many unique challenges due to being physically distanced from our students.

In response, SFS leveraged existing tools such as online chat, electronic payments, and direct deposit to keep in touch with students, accept payments, and disburse funds.

Focus on Process Improvement

Idea generation and implementation is vital to SFS’ continued process improvement efforts. In 2020/2021, SFS employees generated and implemented 822 new ideas.

Idea: Follow up with agencies when payment files are received.

Results: Payments are cleared more quickly, reducing research, re-work, and confusion.

Idea: Encourage team to be conscious of self-care and vacations, especially in remote work situations.

Results: Team members are better able to cope with the blurring of work and personal life.

Idea: Design a DocuSign workflow for students to sign Promissory Notes electronically.

Results: DocuSign offers students a safe, secure, and convenient way to sign promissory notes digitally.

The Voice of Our Students

In our annual satisfaction survey, SFS seeks out feedback which is vital to our continued growth and process improvement. Overall satisfaction in the Spring 2021 Survey was rated by 90% of respondents as a 3, 4, or 5 out of 5.

Electronic Transactions: Secure, Accurate, Efficient

Disbursements and Refunds: The percentage of disbursements and refunds to students via Direct Deposit increased by 4.2% year over year, from 87.5% in 2020 to 91.8% in 2021.

Manual Payments: The number of student payments made through methods requiring manual processing decreased from 4,088 (2.4% of total payments) in 2020 to 267 (0.2% of total payments) in 2021.
Supporting Students in 2020-2021

About SFS

Our People:
- 21.5 staff
- 3 Student Workers

Our Mission:
Provide excellent fiscal services to students and customers globally

Our Contribution:
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

Special Thanks to our Process Partners!

2020-2021 by the Numbers

- $962M Fin Aid and Scholarships Disbursed
- $628M Payments received
- 85,000 Student Accounts Served
- 57.7K Emails Answered
- 3.7K Chats Received
- 348K Website Visitors

More Information: finance.uw.edu/sfs