2023 Annual Report
Student Fiscal Services, A Department of UW Finance
Focus on Financial Transformation

The 2023 academic year brought big changes for SFS in the form of a new financial system. Countless hours of preparation went into making this implementation a success. We celebrate the efforts of all involved, and are proud of our contribution to this monumental endeavor.

2022-2023 by the Numbers
(Percentage change calculated vs 2021-2022 Academic Year)

- **$963M** (Up 1.2%) Fin Aid and Scholarships Disbursed
- **$682M** (Up 2.2%) Payments Received and Processed
- **84,751** Student Accounts Serviced
- **365,611** Web Visits to the SFS Website
- **17,212** (Up 1.6%) Students/Parents Reached Through Orientations
- **91.8%** Refunds Sent via Direct Deposit
- **10,929** Calls Answered: 24 Second Average Answer Time!
- **38,482** Emails Received: 99% Answered Under 6 Hours!

About SFS

SFS manages student billing, financial aid disbursement, loan and student account information, student tax reporting, collections and student receivables, and provides financial literacy outreach.

More Information: finance.uw.edu/sfs