The Voice of Our Students

Student Fiscal Services
Student Satisfaction Survey Results
Autumn 2018 and Spring 2019
Survey Changes for AY 18/19

> Two surveys this academic year
  – Previously we surveyed just once, in the Spring Quarter
  – This academic year we opted to send out two surveys, one in Autumn Quarter, and one in Spring Quarter
  – Our goal in this change is to get a better idea of the changes in student satisfaction and awareness of services through the AY

> Changes to the survey questions
  – Previously we asked general satisfaction questions
  – This academic year we asked questions targeted to some specific services that SFS offers: Payments and Aid/refunds
  – Our goal, in addition to improving our customer service, is to identify opportunities to better educate students about more efficient payment and refund options
# Who Took the Surveys?

<table>
<thead>
<tr>
<th>Survey</th>
<th>Requests Sent</th>
<th>Responses Received</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autumn '18</td>
<td>18,562</td>
<td>577</td>
<td>3.1%</td>
</tr>
<tr>
<td>Spring '19</td>
<td>33,833</td>
<td>756</td>
<td>2.2%</td>
</tr>
</tbody>
</table>

### Response Distribution by Relationship to the University

**Autumn '18 Survey**

<table>
<thead>
<tr>
<th>Relationship</th>
<th>Other</th>
<th>Staff</th>
<th>Grad</th>
<th>Sen</th>
<th>Jun</th>
<th>Soph</th>
<th>Fresh</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>14</td>
<td>8</td>
<td>212</td>
<td>79</td>
<td>95</td>
<td>44</td>
<td>125</td>
<td>478</td>
</tr>
</tbody>
</table>

**Spring 2019 Survey**

<table>
<thead>
<tr>
<th>Relationship</th>
<th>Other</th>
<th>Staff</th>
<th>Grad</th>
<th>Sen</th>
<th>Jun</th>
<th>Soph</th>
<th>Fresh</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>17</td>
<td>4</td>
<td>273</td>
<td>134</td>
<td>145</td>
<td>68</td>
<td>116</td>
<td>590</td>
</tr>
</tbody>
</table>
Overall Satisfaction

Overall Customer Satisfaction with SFS Services

- Satisfaction is calculated as the % to total of 4 and 5 ratings
- In-person and phone surveys were discontinued for the Autumn ‘18 and Spring ‘19 surveys
Overall Satisfaction

We asked every student to rate their overall satisfaction on a 5-point rating scale: 1 (very unsatisfied) to 5 (very satisfied). In both surveys, just 10% of respondents rated their overall satisfaction as a 1 or 2. Graduate students have historically rated their satisfaction slightly higher than other groups, and this trend held true for these surveys.
We asked every student to rate the ease of finding and understanding the tuition statement.

5 point rating scale: 1 (very difficult) to 5 (very easy)

In both surveys, results were very consistent that the tuition statement is easier to find than to understand.
We asked different questions to students depending on whether they had used Webcheck or another payment method.

- 5 point rating scale: 1 (very difficult) to 5 (very easy)
- Students who had used Webcheck were asked how easy it was to find and use.
Webcheck

We asked different questions to students depending on whether they had used Webcheck or another payment method.

- 5 point rating scale: 1 (very unlikely) to 5 (very likely)
- Students who had not used Webcheck were asked if they knew it was an option and how likely they were to use it in the future.
We asked different questions to students who are receiving paper checks than to those receiving Direct Deposits.

5 point rating scale: 1 (very difficult) to 5 (very easy)

Students who had signed up for and received a Direct Deposit were asked how easy the process was.
We asked different questions to students who are receiving paper checks than to those receiving Direct Deposits. A 5 point rating scale was used, ranging from 1 (very unlikely) to 5 (very likely). Students receiving paper checks were asked if they were familiar with Direct Deposit, and how likely they would be to sign up for Direct Deposit in the future.
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.
What Students like the most

From the comments, students liked:

> Our Staff
  “My problem was immediately addressed completely”, “Everyone was very helpful”, “My reception is consistently warm”

> Our Communication
  “Great and helpful responses”, “I really appreciate how quick you respond to any queries”

> Our Online Services
  “Easily accessible and easy to navigate”, “The current system is very convenient.”, “I can be at my tuition statement within two clicks”
What Students like the least

From the comments, students would like us to improve:

> Fees: Credit Card, U-Pass, Late
  “I really don't like that the U Pass is mandatory”, “Please try to get rid of the ‘convenience’ fee”, “The late tuition fee is way too high.”

> Payments
  “Why get rid of cash payments?”, “Tuition is unintuitive and paying it is a hassle”, “Webcheck option sounds scary”

> Website Navigation
  “Too many portals to go through”, “Difficult to navigate”
Questions?

Please contact the individuals below via our website with questions:

> Policy, Strategy, Institutional Inquiries
  Roy Lirio, Director

> Customer Service, Process Improvements
  Marisa Martin, Associate Director

> Survey Design, Delivery, Analysis
  Kyle Willoughby, Data Analyst

SFS Website Contact Us Form:
https://finance.uw.edu/sfs/about-us