The Voice of Our Students

Student Fiscal Services
Student Satisfaction Survey Results
Spring 2023
Student Fiscal Services (SFS)
Student Survey

> Going back to a single survey each year
  – We have sent out two surveys, one in Autumn Quarter, and one in Spring Quarter, since the 18/19 academic year
  – The goal in having two surveys each year was to track trends in student satisfaction and awareness of services throughout the academic year
  – It became clear after four years that changes within the year were not significant enough to justify two surveys
  – Going forward we will return to just one survey annually, done in the Spring Quarter
  – We will continue to use the survey to keep up-to-date on the sentiment of the students we serve, and use the feedback to improve our services and processes
Who Took the Survey?

<table>
<thead>
<tr>
<th>Survey</th>
<th>Requests Sent</th>
<th>Responses Received</th>
<th>Response Rate</th>
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</thead>
<tbody>
<tr>
<td>Spring '23</td>
<td>53,174</td>
<td>547</td>
<td>1.02%</td>
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</table>

Response Distribution by Relationship to the University

[Bar chart showing response distribution by relationship to the University over various years and quarters, with different colors representing different categories such as Other, Parent, Staff, Graduate Student, Senior, Junior, Sophomore, and Freshman.]
Overall satisfaction is an average of all scores received (based on a 5 point Likert scale).
We asked every student to rate their overall satisfaction

- 5 point rating scale: 1 (very unsatisfied) to 5 (very satisfied)
- Student ratings ranged from a low of 3.0 for Freshmen, up to a high of 4.16 for Seniors
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)
- Overall satisfaction has consistently been rated higher than ratings of the ease of finding the tuition statement, and finding the statement has consistently been rated higher than understanding the statement.
We asked different questions to students depending on whether they had used Webcheck or another payment method.

- A 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 the service. Nearly 80% of respondents gave a rating of 4 or 5.
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. A 5 point rating scale was used: 1 (very unlikely) to 5 (very likely). Respondents overwhelmingly indicated that they knew Webcheck was an option, but results were mixed on whether they would use it in the future (no 5 ratings were given).
Direct Deposit

Ease of Finding and Signing Up for Direct Deposit

- Students who had signed up for and received a Direct Deposit were asked to rate the ease of the process
- 5 point rating scale: 1 (very difficult) to 5 (very easy)
- Over 86% of respondents rated signing up for Direct Deposit as a 4 or 5, and just 5% rated the process as a 1 or 2
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.

5 point rating scale: 1 (very unlikely) to 5 (very likely)

84% indicated they knew it was an option, and 68% rated their likelihood of signing up as a 4 or 5.
Our Communication

SFS proactively provides students with 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
  “Every time I called your office everyone was so nice and helpful!”, “I have nothing but praise.”, “Thanks for being there!”

> Our Communication
  “Efficient and timely”, “Any issues I had were resolved within the day”

> Our Services
  “Just smooth professional service”, “Thank you very much for the outstanding service”
What Students like the least

From the comments, students would like us to improve:

> Fees

“I wish the fees were lowered.”, “Online students should not be charged facility fees.”

> PCE Student Billing

“Having Graduate Fees and other fees to be paid in two separate forms was a little annoying”, “Obnoxious having to deal with 2 bills every quarter.”

> Website Navigation

“Please update the website.”, “bad and outdated in general”
Questions?

Please contact the individuals below via our website with questions:

> Policy, Strategy, Institutional Inquiries
  Carla Perez, 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