

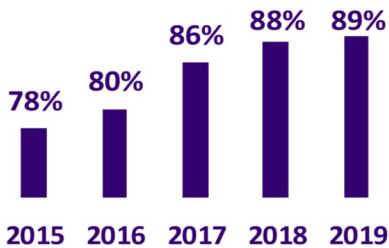


## Focus on Student Success

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:

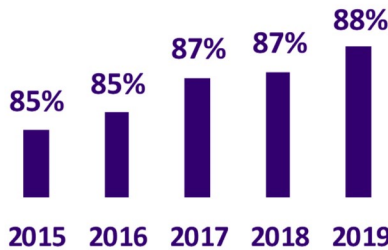
- **Increasing** the percentage of **payments** made **electronically**
- **Increasing** the percentage of students opting to receive disbursement of funds through **Direct Deposit**
- **Decreasing** the percentage of **students** being charged **late fees**

### Electronic Payments



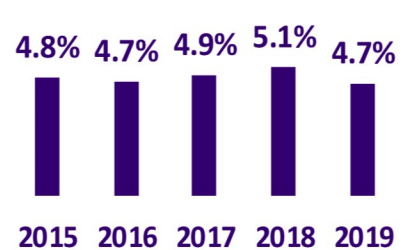
**Electronic payment** methods such as **Webcheck**, ensures faster, more **accurate**, and more **convenient** service for students. All while eliminating the need to make a trip to see the **cashier**.

### Direct Deposit Adoption



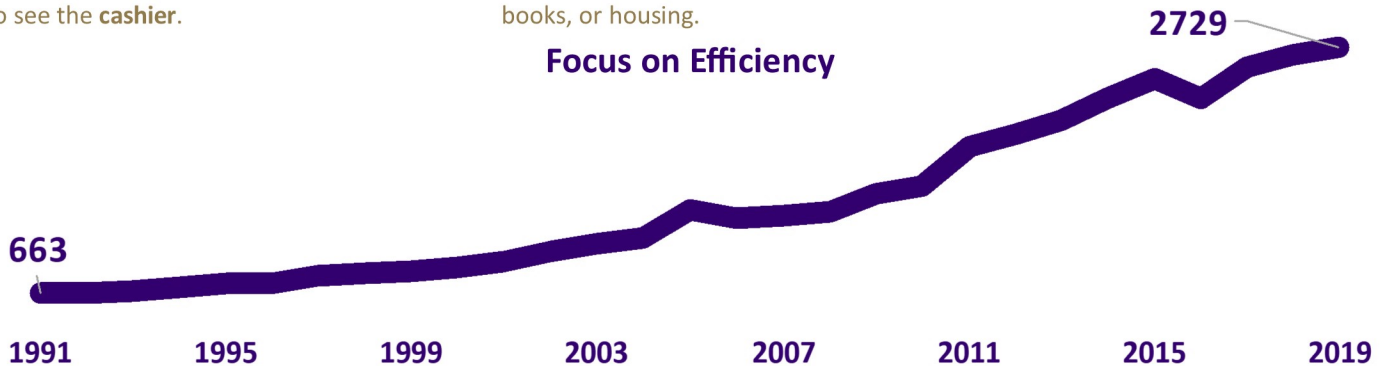
We recommend **all students adopt Direct Deposit** to ensure they receive funds quickly; and avoid lost or stolen checks and a **stressful** wait when funds are needed for food, books, or housing.

### Late Fees



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

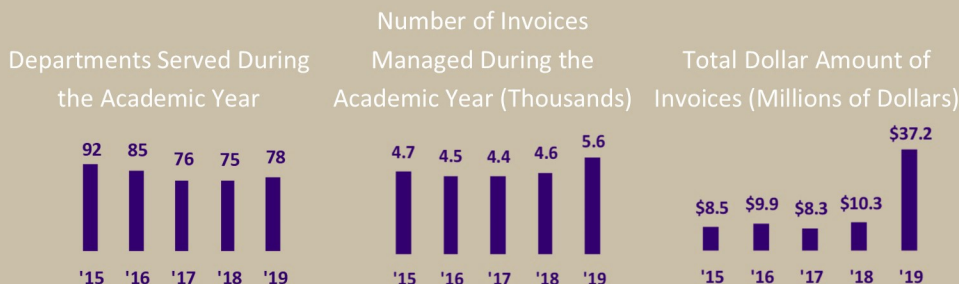
## Focus on Efficiency



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.

### Invoice Receivables

SFS offers **centralized** Invoicing services to **UW** departments



### New Student Orientations

# 112

Orientations Offered

# 14,628

Total Attendees