

The Voice of Our Students

Student Fiscal Services Student Satisfaction Survey Results Autumn 2018 and Spring 2019

Survey Changes for AY 18/19

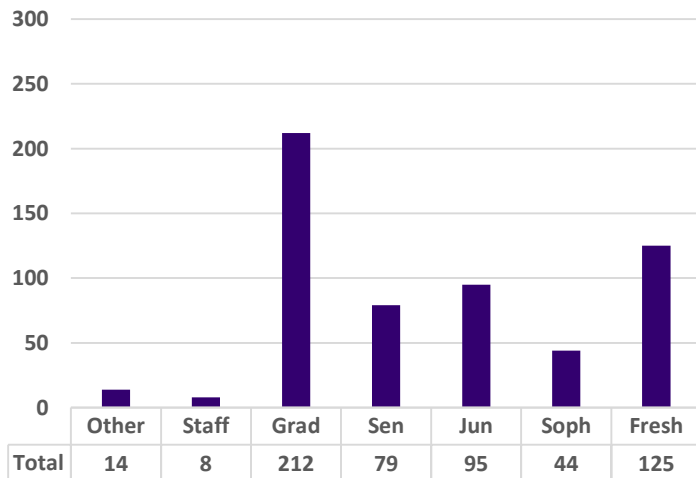
- > Two surveys this academic year**
 - Previously we surveyed just once, in the Spring Quarter
 - This academic year we opted to send out two surveys, one in Autumn Quarter, and one in Spring Quarter
 - Our goal in this change is to get a better idea of the changes in student satisfaction and awareness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

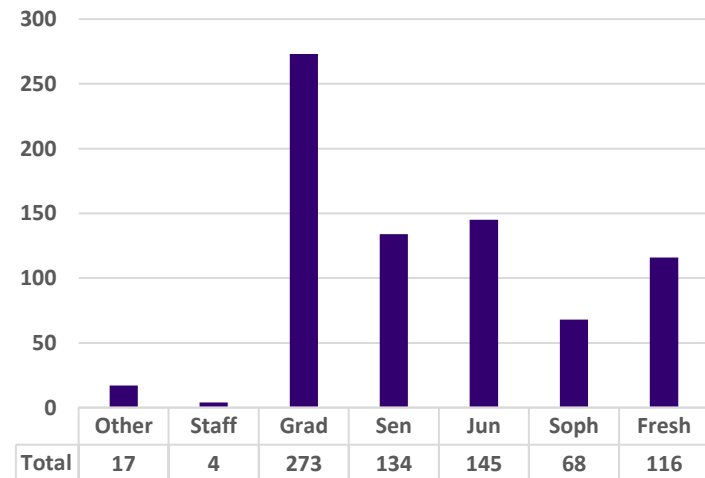
| Survey | Requests Sent | Responses Received | Response Rate |
|------------|---------------|--------------------|---------------|
| Autumn '18 | 18,562 | 577 | 3.1% |
| Spring '19 | 33,833 | 756 | 2.2% |

Response Distribution by Relationship to the University

Autumn '18 Survey

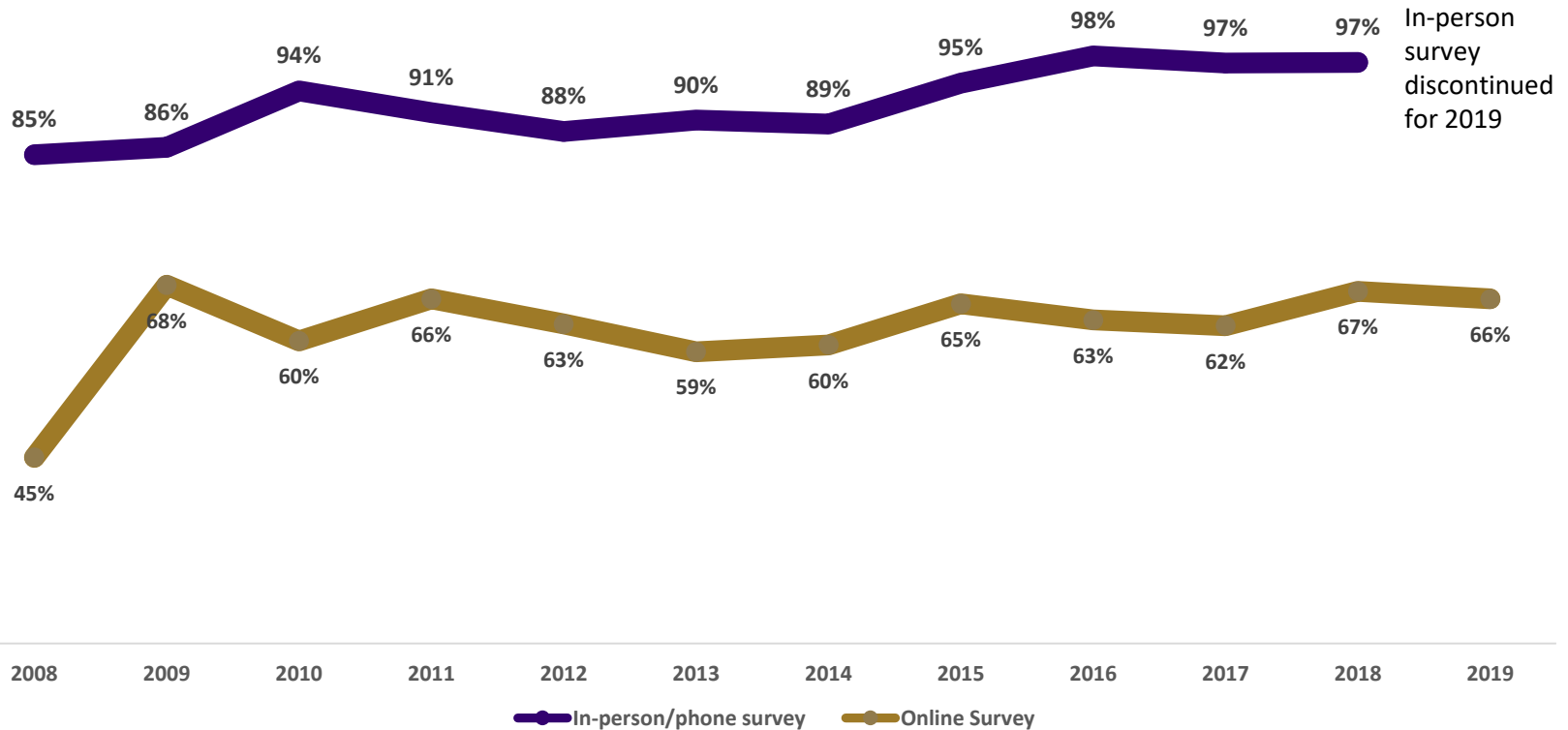


Spring 2019 Survey



Overall Satisfaction

Overall Customer Satisfaction with SFS Services

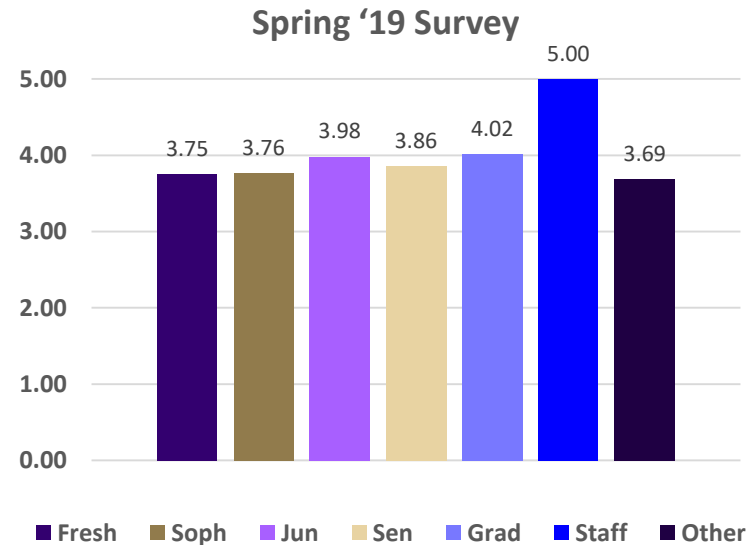
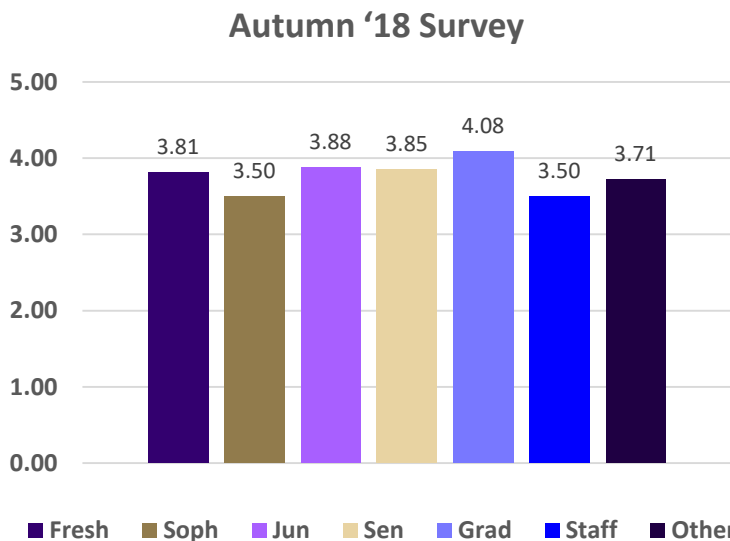


In-person survey discontinued for 2019

- > 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

Average Overall Satisfaction by Relationship to the University

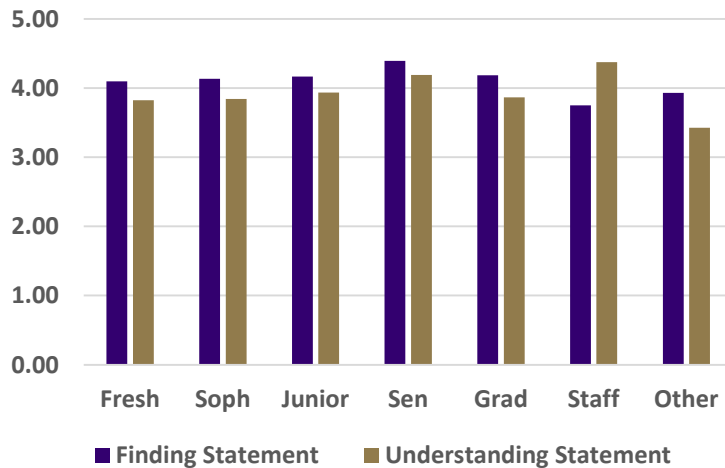


- > We asked every student to rate their overall satisfaction
- > 5 point rating scale: 1 (very unsatisfied) to 5 (very satisfied)
- > In both surveys, just 10% of respondents rated their overall satisfaction as a 1 or 2
- > Graduate students have historically rated their satisfaction slightly higher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

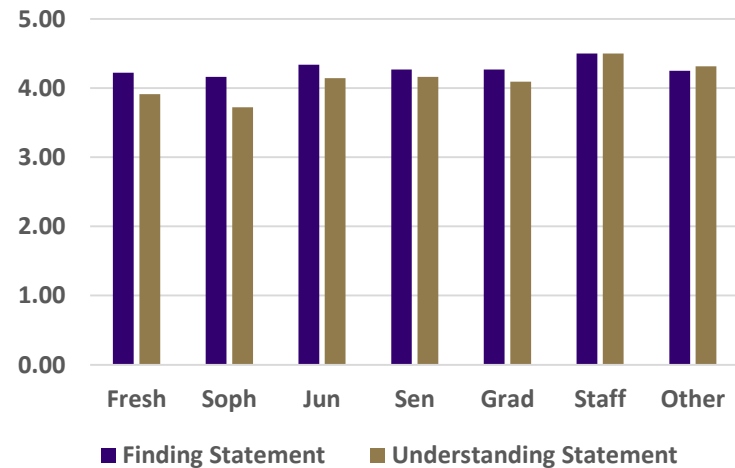
Tuition Statement

Ease of Finding and Understanding the Tuition Statement

Autumn '18 Survey



Spring '19 Survey

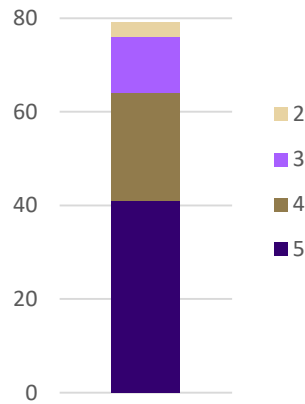
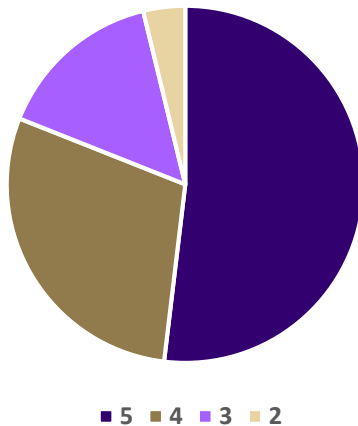


- > We asked every student to rate the ease of finding and understanding the tuition statement
- > 5 point rating scale: 1 (very difficult) to 5 (very easy)
- > In both surveys, results were very consistent that the tuition statement is easier to find than to understand

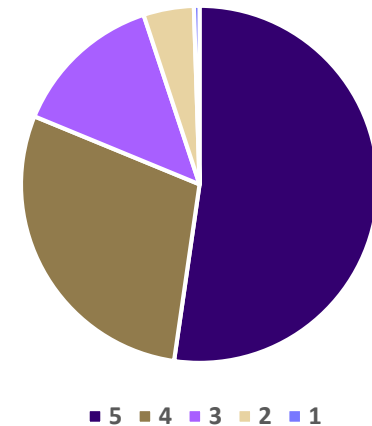
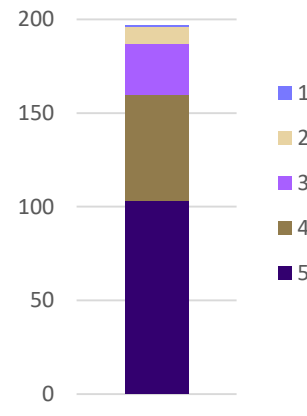
Webcheck

Ease of Finding and Using Webcheck

Autumn '18 Survey



Spring '19 Survey

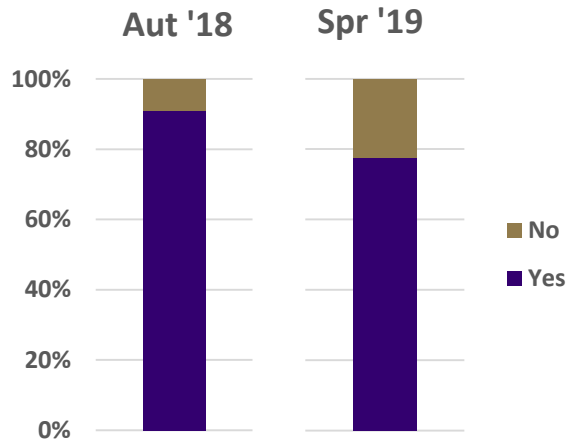


- > We asked different questions to students depending on whether they had used Webcheck or another payment method
- > 5 point rating scale: 1 (very difficult) to 5 (very easy)
- > Students who had used Webcheck were asked how easy it was to find and use

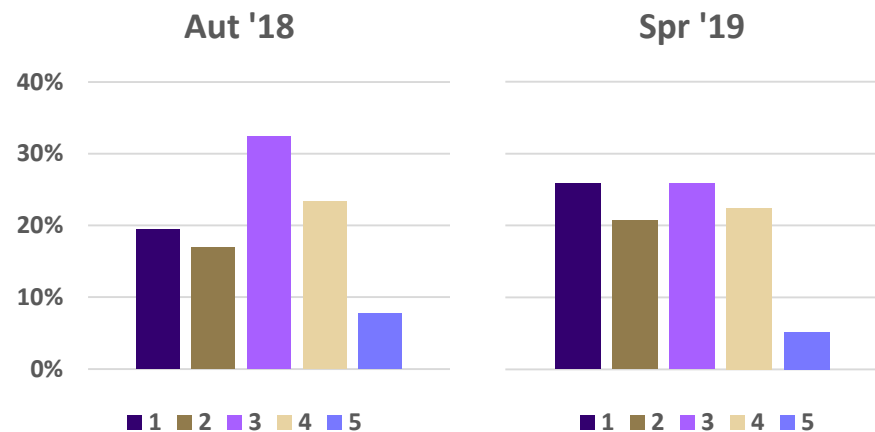
Webcheck

Familiarity with Webcheck and Likelihood of Using it in the Future

Know Webcheck is an Option



Likelihood to Use Webcheck in the Future

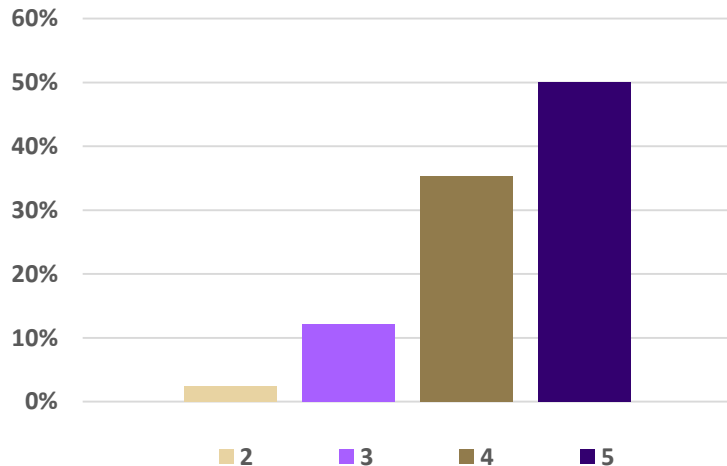


- > We asked different questions to students depending on whether they had used Webcheck or another payment method
- > 5 point rating scale: 1 (very unlikely) to 5 (very likely)
- > Students who had not used Webcheck were asked if they knew it was an option and how likely they were to use it in the future

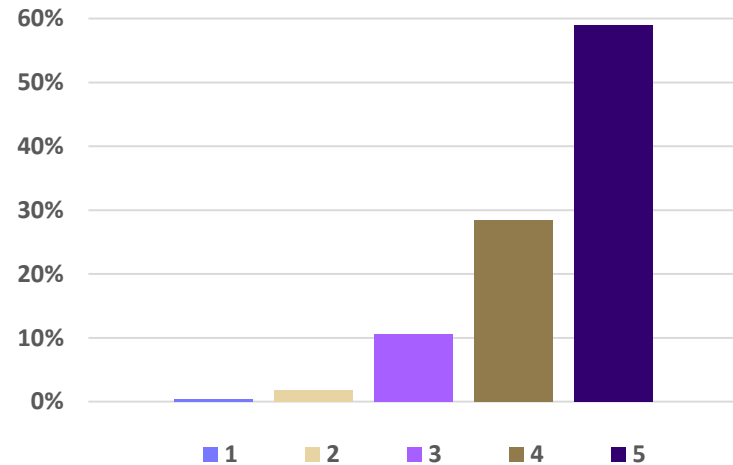
Direct Deposit

Ease of Finding and Signing Up for Direct Deposit

Autumn '18 Survey



Spring '19 Survey

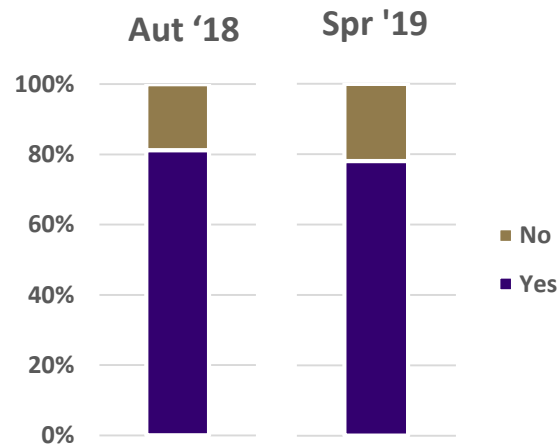


- > We asked different questions to students who are receiving paper checks than to those receiving Direct Deposits
- > 5 point rating scale: 1 (very difficult) to 5 (very easy)
- > Students who had signed up for and received a Direct Deposit were asked how easy the process was

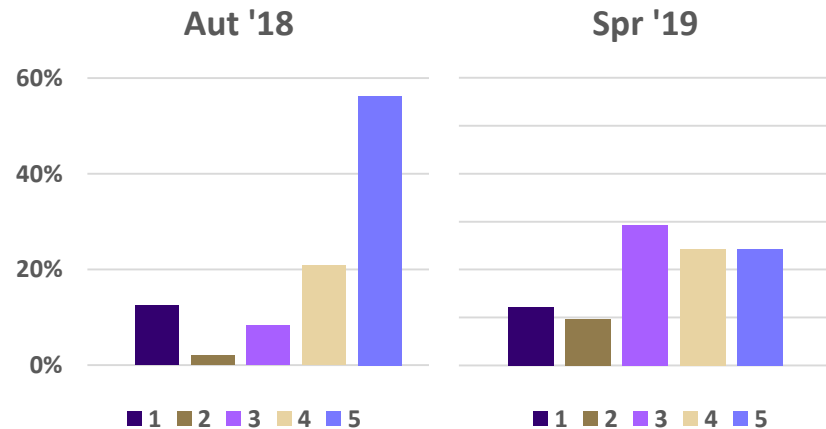
Direct Deposit

Familiarity with Direct Deposit and Likelihood of Using it in the Future

Know Direct Deposit is an Option



Likelihood to Sign up for Direct Deposit in the Future



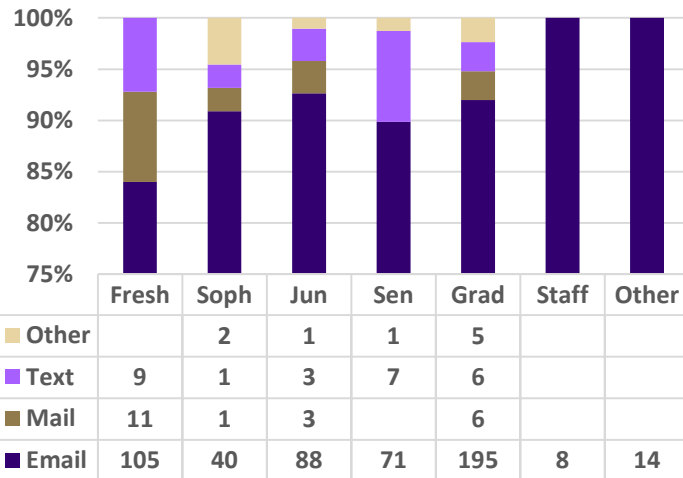
- > We asked different questions to students who are receiving paper checks than to those receiving Direct Deposits
- > 5 point rating scale: 1 (very unlikely) to 5 (very likely)
- > Students receiving paper checks were asked if they were familiar with Direct Deposit, and how likely they would be to sign up for Direct Deposit in the future

Our Communication

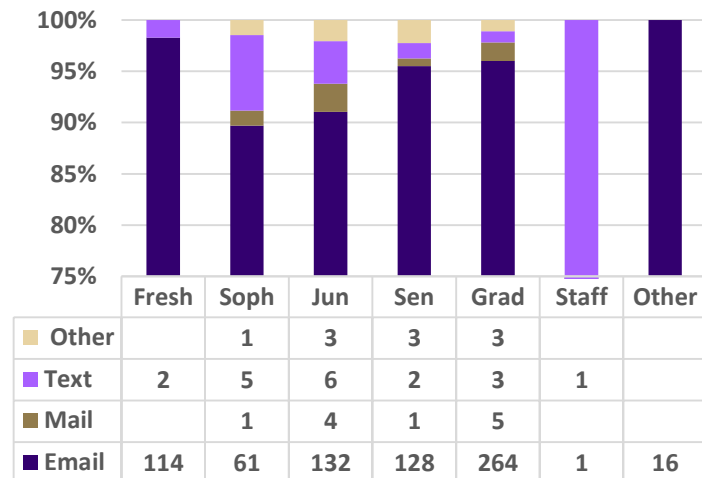
SFS proactively informs students of important information and dates via email notifications as well as through our Website, the MyUW portal and via social media updates

Communication Preferences by Relationship to the University

Autumn '18



Spring '19



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>