



2023/2024 Annual Report

Contact Us

Schmitz Hall 129 | Website: <https://finance.uw.edu/sfs/> | Phone: (206) 543-4694 | Email: sfshelp@uw.edu

Our Role: Student billing, financial aid disbursement, loans and student accounts, student tax reporting, collections and student receivables, and financial literacy outreach

Our Mission: To Provide excellent fiscal services to students and customers globally

Tuition + Aid + Payments + Refunds = **1,231,391** Transactions Processed

\$1.4B
Tuition charges placed
With 588,825 Transactions

\$996M
Scholarships/Aid Disbursed
With 450,275 Transactions

\$695M
Payments processed
With 174,092 Transactions

\$22M
Refunds processed
With 18,199 transactions

TRENDING UP
In 23/24 we served
84,855 student Accounts




92% of Student Disbursements made via Direct Deposit

96% of Payments made through Automated Channels

Supporting Students

Phone and Email

12,098
Phone Calls Answered

22
Seconds Average Wait Time

37,839
Emails Answered

In Person

Office is open 12 pm to 3pm Mon-Fri, come talk to a counselor!

Don't miss our **New student Orientations!** This year we reached nearly **7,500** parents, and family members live via zoom, and over **10,000** students through online orientations

We have a **convenient drop box** for paying with check outside our office at **129 Schmitz Hall.**

On the Web

374,000
Web Visits

656
Online Chats



Collections

46%
of former students with balances have been offered and accepted payment plans

\$212K
Saved in collection fees

Supporting Campus

\$1.07 Billion
Suspense Revenue Reconciled

Processed **635** UW Department Deposits Exceeding **\$10M**

Answered **6,000+** UW Department Emails