



2024/2025 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 = **1,264,763** Transactions Processed



Doing More
 In 24/25 we serviced
 85,860 Student Accounts



93% of Disbursements made via Direct Deposit
96% of Payments through Automated Channels



Supporting Our Students

Phone and Email

11,351
 Calls Answered!



19
 Seconds
 Average call Wait Time!



38,018
 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 **2700 households** live **via zoom** and in-person, 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

461,197
 Web Visits



737
 Online Chats

Collections

Our Receivables team saved students

\$175K

through in-house collection efforts providing individualized payment plans

Supporting Campus

\$1.04 Billion Suspense Revenue Reconciled
 Processed **983 UW Department Deposits** Exceeding **\$16.4M**
 Resolved **7,434 UW Department Help Requests**