

Graduate School of Banking: All Program Summary – 2025

Performance Overview:

- Improved in nearly every KPI while seamlessly replacing 55 years of team experience.
- Reversed a four-year decline in freshmen enrollment while modestly exceeding budget.
- Strategically redesigned student orientation processes.
- Conceptualized and launched the *Innovative Learning Pilot* within 90 days.

Key Insights:

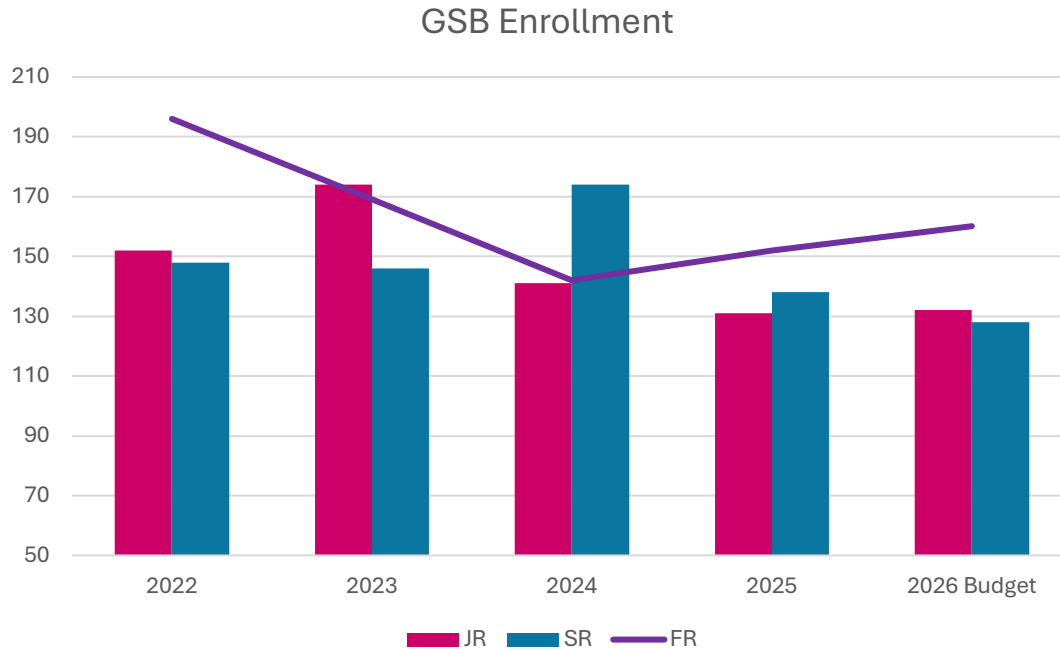
- The Marketing Pilot Program generated invaluable insights to guide our innovation transformation.
- At GSB, we boosted evaluation response rates by 70-90% in all courses.
- Beyond quantity, we improved data quality by refining several key questions, adding a student participation metric, and evaluating student experience specifically to UW facilities and GSB staff.
- Eliminating Saturday classes, adding a quarterly FiSim turn, and moving commencement to Thursday evening were hugely popular and successful scheduling changes.

Action Points:

- After encountering a host of AV and other problems on campus, we left the GSB Session with an alarming sense of urgency to strengthen the UW relationship and address FiSim shortcomings.
- We'll look to add new tools for our faculty to improve student participation and expand key initiatives that cultivated great student energy on campus.
- We will seek to leverage brand equity in the Specialty Schools by exploring new workshops for HR and FMS.
- We are expanding the Learning Innovation initiative in 2026 with 3 new courses and revisions to last year's pilot.

Graduate School of Banking Summary – 2025

Performance Overview:



- **2025 Enrollment:**
 - FR: 152
 - JR: 131
 - SR: 138
- GSB 2025 average course evaluation rating = 4.58/5.00 (+0.05 over 2024)
- GSB 2025 average FiSim model evaluation = 4.14/5.00 (-0.17 under 2024)
- GSB 2025 average FiSim instructor evaluation = 4.78/5.00 (+0.08 over 2024)

GSB 2025 Evaluation Summary					
	The instructor demonstrated deep knowledge of course content and conveyed material confidently and answered questions effectively.	The instructor used clear explanations, pacing, and examples that enhanced my understanding of the topic.	The course materials (Slides, handouts, visuals, etc) supported my learning and understanding of the topic.	The instructor encouraged student participation.	Average Score
GSB '25	4.7	4.51	4.54	4.53	4.57

FiSim Evaluation Summary 2025					
	Overall Impression of the FiSim Model	Overall FiSim Experience	M&A Experience and Template	Board of Directors Presentations	Average Score
FiSim Model	4.28	4.52	3.56	4.19	4.14
	Interaction with Team Members				Average Score
FiSim Instructors	Knowledge of Simulation 4.8	Knowledge of Banking 4.82	4.71		4.78

GSB Satisfaction Survey				
	FR	JR	SR	Average Score
UW Facilities (Classrooms, meals, lodging)	6.89	7.14	n/a	7.015
GSB Staff Responsiveness	9.24	8.72	8.47	8.81
GSB Staff Knowledge	9.04	8.45	8.58	8.69
Net Promoter Score	68.1	54.09	62.2	61.46

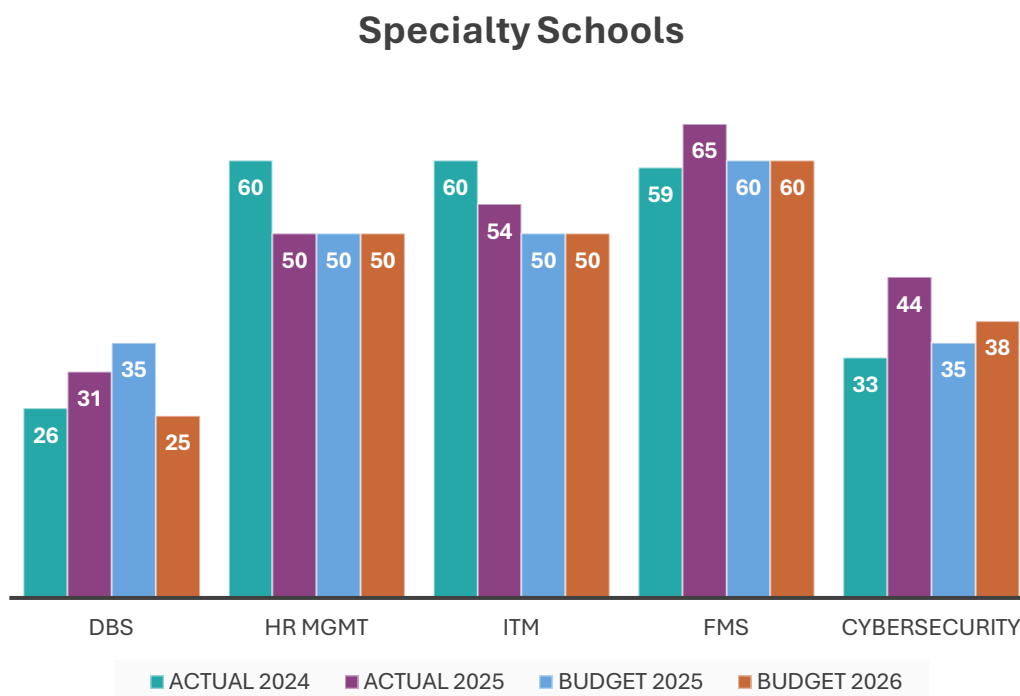
- **Key Insights:**

- Increased emphasis on the student experience, incorporating Working Group ideas:
 - Addition of Women's Networking events
 - Added all-student welcome on first Monday
 - GSB Swag at check-in
 - Eliminated weekend classes
 - FR and JR portable chargers
 - Thursday evening graduation
- Boosted course evaluation response rates by +70% in all courses, creating more valid, actionable data.
- Evaluated students on their experience with UW facilities and GSB staff to assess customer satisfaction.
- Revamped our Freshman 'A Look Ahead' session to a panel session with GSB staff, faculty and alumni.
- Distinguished Speaker rated lower than average in 2025.
- Strong, intentional social media presence led by our Marketing Coordinator

- **Action Items:**

- Incorporate Sunday evening welcome/soft landing for students ahead of program start.
- Continue to increase networking events and opportunities for students.
- Continue to strengthen our partnership with UW to address facilities concerns.
- Proactively plan for planned UW construction in classrooms and dining spaces.
- Addition of GSB Swag Store for students and faculty.
- Make approved updates to FiSim for 2026. Evaluate new simulation during 25/26.

Graduate School of Banking Specialty Schools Summary – 2025



Digital Banking School (DBS)

- **Performance Overview:**
 - DBS features bank-wide enrollment and features a series of half-day virtual sessions throughout March.
 - Likelihood to recommend = 100
 - Average program rating: 4.73/5.00 (-0.09 under 2024)
- **Key Insights:**
 - After a peak of 47 banks in 2023, enrollment in 2024 and 2025 was 27 and 32. Perhaps a premature assessment, but DBS may be settling toward enrollment levels of 25-35 banks.
 - Practical and relevant content with clear, actionable takeaways.
 - Strong peer learning and collaboration fostered through discussion and group interaction.
- **Action Items:**
 - Expand time and depth for selected topics
 - Increase opportunities for hands-on application

Bank Technology Management School

- **Performance Overview:**
 - Likelihood to recommend = 100
 - Average program rating = 4.80/5.00 (+0.06 over 2024)
- **Key Insights:**
 - Expert, highly credible instructors with deep technical and industry knowledge.
 - Content relevancy and immediacy – directly applicable to current IT banking challenges.
 - Strong organization and flow across sessions.
- **Action Items:**
 - Extend or deepen select sessions (AI, cybersecurity, risk management)
 - Add more breaks between sessions

Human Resources Management School

- **Performance Overview :**
 - Likelihood to recommend = 80
 - Average program rating = 4.80/5.00 (+.10 over 2024)
- **Key Insights:**
 - Extremely knowledgeable, engaging faculty
 - Highly relevant, immediately applicable content bridging HR, leadership and banking.
 - Strong peer connections and collaborative learning environment.
- **Action Items:**
 - Adjust time and depth tying UBPR to the bottom line
 - Expand on emerging topics – remote work, generational differences, and progressive discipline

Financial Managers School

- **Performance Overview:**
 - Likelihood to recommend = 90
 - Average program rating = 4.91/5.00 (+.15 over 2024)
- **Key Insights:**
 - Extremely knowledgeable, engaging faculty
 - Relevant and applicable content
 - Comprehensive, rigorous curriculum that challenges and elevates learning.
- **Action Items:**

- More interactive, hands-on learning opportunities to reinforce concepts
- Explore pre-work assignments or readings to prime learning

Bank Cybersecurity School

- **Performance Overview :**

- Likelihood to recommend = 95.65
- Average program rating = 4.87/5.00 (+0.02 over 2024)

- **Key Insights:**

- Expert, highly credible instructors with deep technical and industry knowledge.
- Highly relevant and applicable content
- Interactive, engaging format and strong peer connections

- **Action Items:**

- Add more time for hands-on learning to apply concepts
- Add more breaks between sessions.
- Increase AI content and impacts on Cybersecurity