

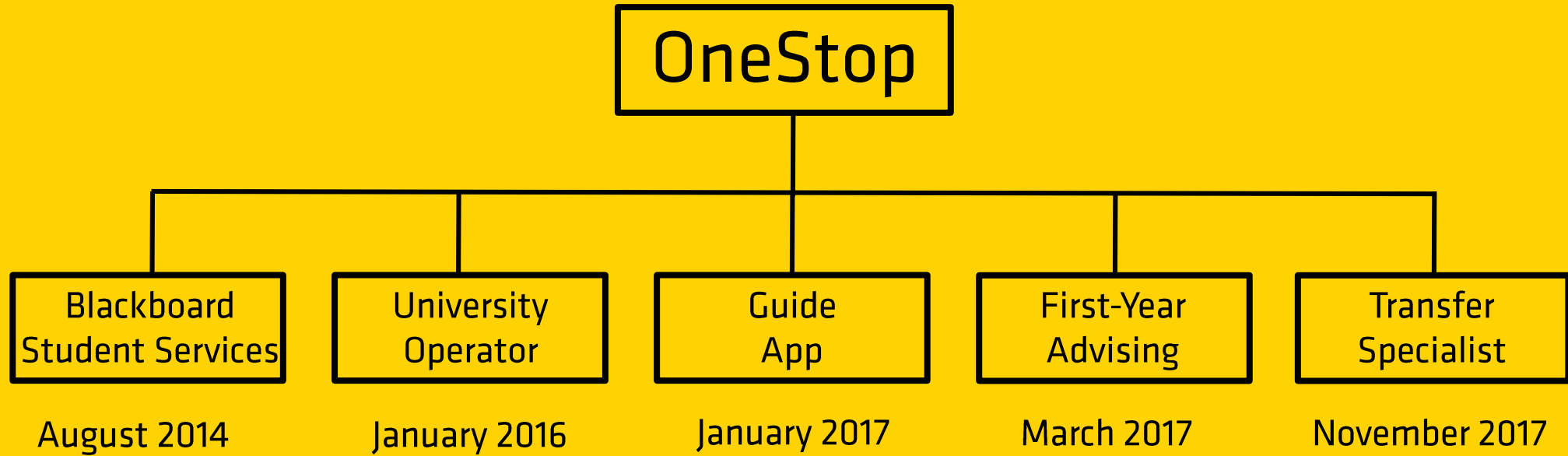


OneStop Student Services Overview

Lisa Hansen, Director



OneStop Overview



*Their
success is
our #1
priority.*

OneStop Student Services

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For help with:



ADMISSIONS



FINANCIAL AID



ADVISING



STUDENT ACCOUNTS



REGISTRATION



WICHITA STATE
UNIVERSITY



Blackboard Student Services



Inbound Services

- Availability 24/7/365
- Calls, Live Chat & Web Services
- Cases created for every interaction
- 87% Cases solved by Call Center
- 13% Cases escalated to Campus

Outbound Services

- Proactive Outreach
- Live Agent & Automated Calls
- 3-5 call attempts per campaign
- Emails



Blackboard Student Services (cont.)



Inbound Services

Academic Year	Total Interactions	Escalations to Campus
2014-2015	32,777	4,175
2015-2016	46,252	4,999
2016-2017	49,147	7,697

After Call Satisfaction Survey

Academic Year	Positive Experience
2014-2015	86.8%
2015-2016	94%
2016-2017	88%

Service After Hours

Academic Year	Students Served
2014-2015	6,746
2015-2016	8,710
2016-2017	8,117

Outbound Services

Academic Year	Students Contacted
2014-2015	45,020
2015-2016	66,509
2016-2017	58,356



University Operator



- Answers ext. 3456 and “0” on campus
- Full time professional operator
- Lowest amount of calls per month – 2,627* (December 2017)
- Highest amount of calls per month – 7,553* (August 2016)



Guide App



- To-Do/Reminders
- Calendar Dates
- Success Tips
- Major Explorer
- Class Schedule
- Coming Soon:

Appointment
scheduling



Please note: This app is designed primarily for undergraduate students. If you wish to see the information as a faculty member, please contact Lisa directly for access. To download app, search for: ***“guide-college simplified”*** in your app store.



First-Year Advising



Provide comprehensive advising experience including assistance in:

- Building semester schedule
- Initial set up of degree plan
- Accepting financial aid
- Viewing bill
- Setting up payment plans
- Discuss student success programs



First-Year Advising



Who is advised at OneStop?

- Domestic high school seniors
Students coming directly to WSU from high school - regardless of transfer work from high school
- First-Year International Students
No prior college credit
- Stop out students
Students who have graduated in the last two years and have no college credit

Who is not advised at OneStop?

- Transfer Students
- Returning Adult Students
- Continuing Students



First-Year Advising (cont.)



First-Year Advising Process

- Pre-Enrollment* for fall entry
 - Presentations during Orientation for Shocker Connection content
- Shocker Connection appointments for spring entry
- Advising at OneStop in first two semesters at WSU

*Pre-Enrollment is March 1 – August 1, summer entry treated as fall



First-Year Advising (cont.)



Fall Student Example

Beginning March 1st

RSVP for Orientation &
Complete Pre-Enrollment
Survey

March 7th – July 31st

Pre-Enrollment: Schedule
built by First-Year Advisor

May - August

Orientation events

August 1st –

Last day to drop

Walk-in advising
(Pre-Enrollment ends)

October – Beginning of

spring semester

Spring advising
(scheduled appts)

End of February

College Open Houses:
Students transition to
college advisors



First-Year Advising (cont.)



Advisor	Primary College	Secondary College
Lori Evans	Engineering	Business
Addie James	Health Professions / HPS & SM (EDU)	Teaching Education
Kaylee Nungesser	Liberal Arts and Sciences	Fine Arts
Elia Ortega	Business	Engineering
Brittany Ulmer	Teaching Education/Fine Arts	Liberal Arts Sciences / HPS & SM (EDU)
Kristen Watts	Liberal Arts and Sciences	Health Professions



Fall 2017 Pre-Enrollment





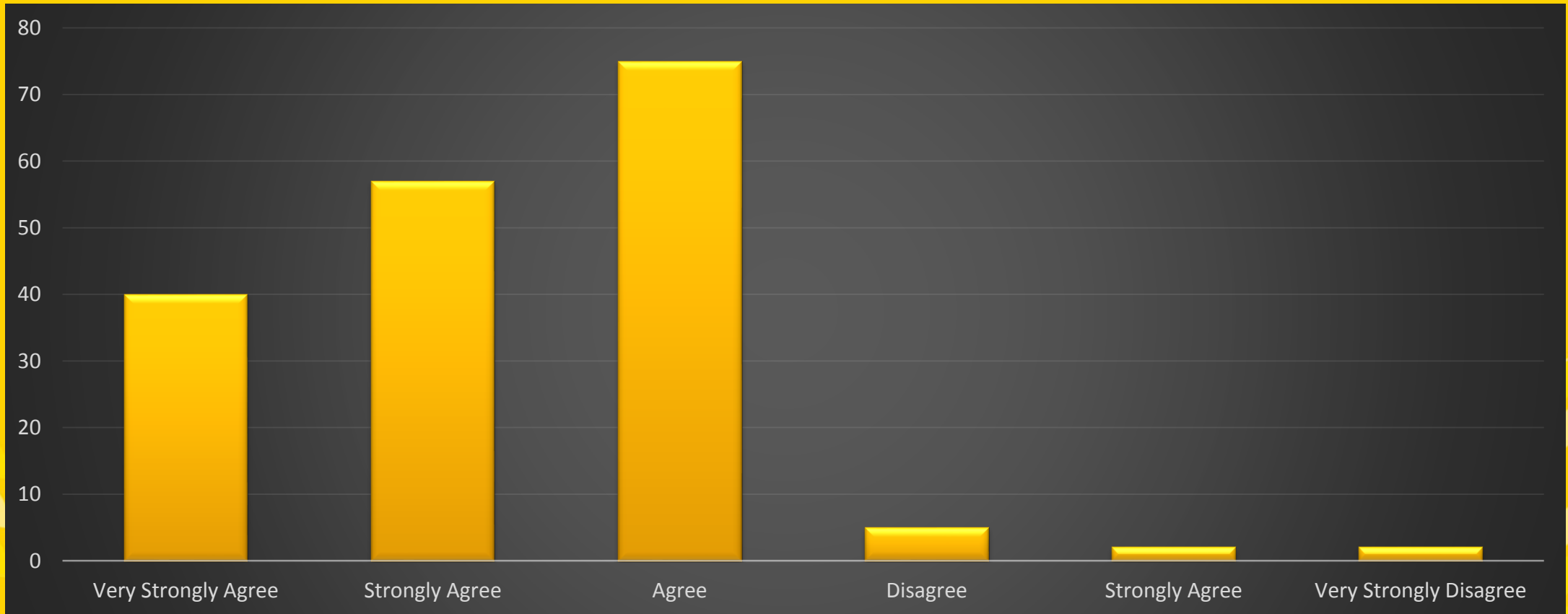
Fall 2017 Pre-Enrollment Satisfaction Survey



- Sent to students in September 2017
- Surveyed satisfaction in the following areas:
 - Questionnaire
 - Automated acceptance process
 - First semester schedule
 - Overall satisfaction
- 181 Student Responses

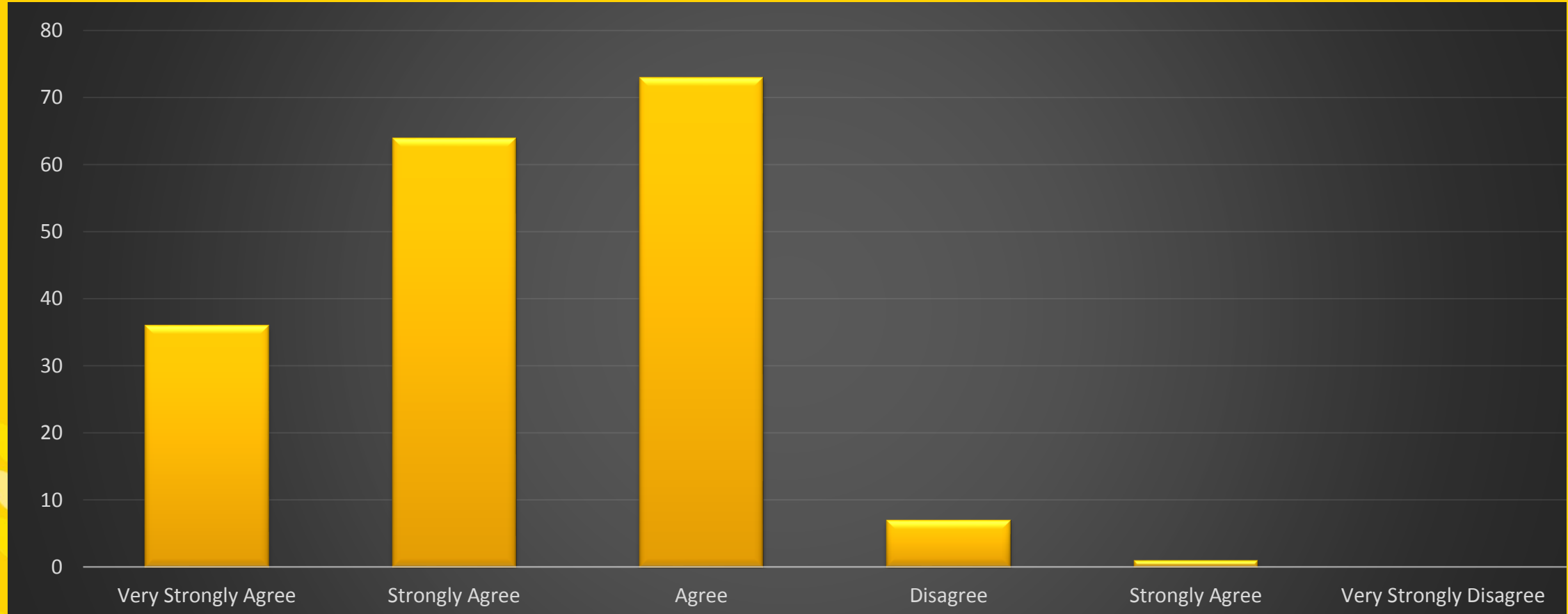


Q1: Do you feel the questions asked during the Orientation RSVP offered adequate opportunities for you to provide information for your first-year advisor?



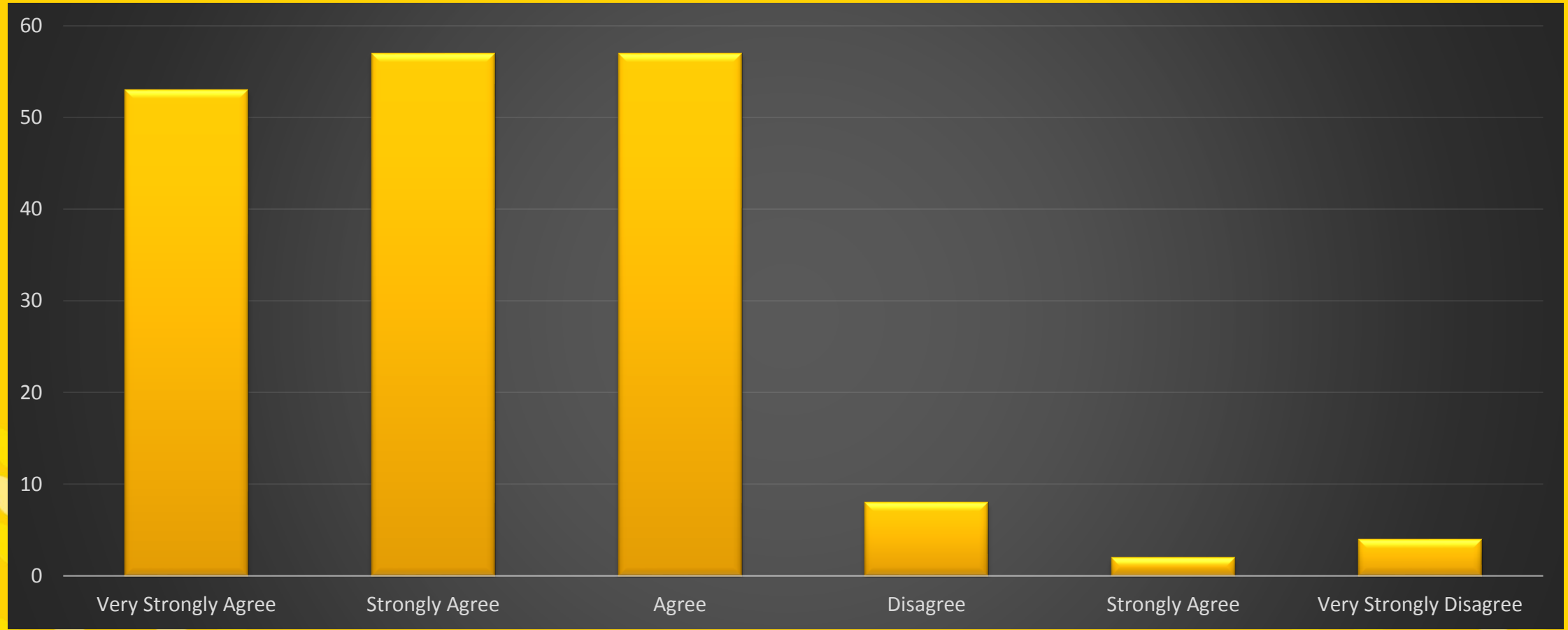


Q2: After completing the RSVP, the enrollment process is automated and relies mostly on email communication. Was the process easy to follow?



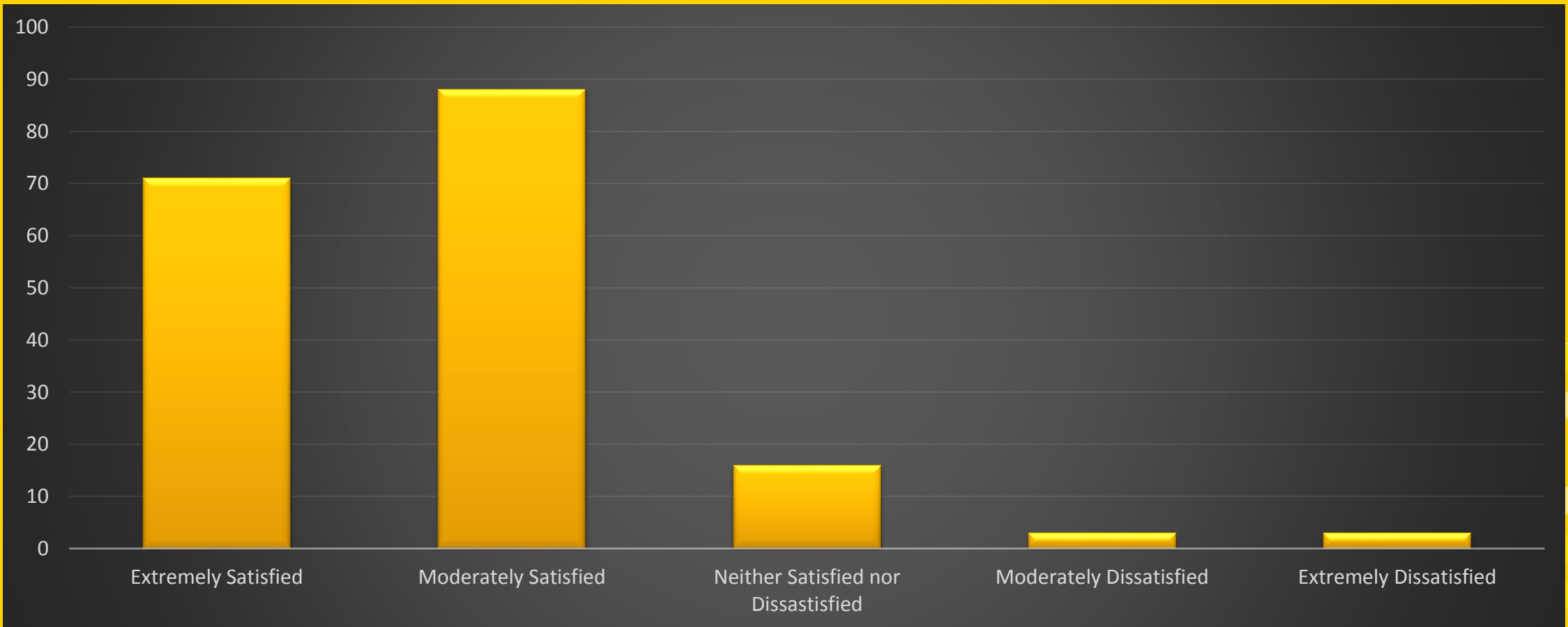


Q3: Do you feel the schedule built by your first year advisor fit the needs of your first semester at Wichita State?





Q4: Overall, how satisfied are you with the first-year enrollment process?





Transfer Specialist



- Primary contact for new Transfer Gateway
 - New Transfer website: www.wichita.edu/transfertowsu
- Bridge for student from admission to enrollment at WSU
- Coordinate Dual Advising Program



Questions?



OneStop Student Services

Jardine Hall, room 112

Monday-Thursday : 8:00 a.m. – 7:00 p.m.

Friday: 8:00 a.m. – 5:00 p.m.

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