

OneStop Student Services



Academic Year 2014-2015



OneStop

ADMISSIONS

FINANCIAL AID

REGISTRAR

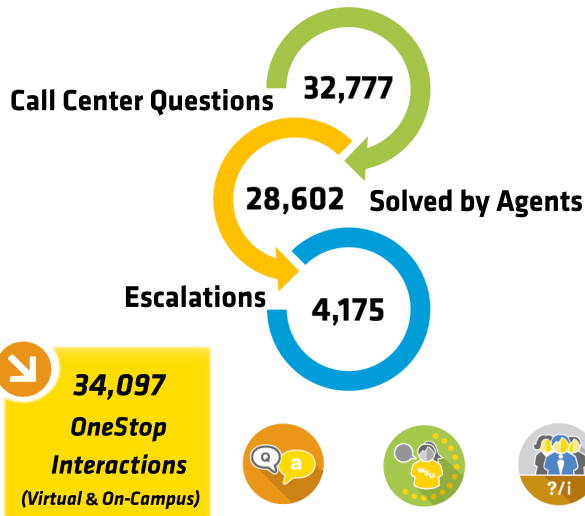
ADVISING

STUDENT ACCOUNTS

GENERAL INFORMATION

OneStop was launched on August 6, 2014 to support the university community and bring convenience and accessibility to students for virtually all their student services' needs. This new service orientated department includes a virtual OneStop, as well as an on-campus location. The virtual OneStop allows students a never before option of getting their questions answered 24/7, 365 days a year.

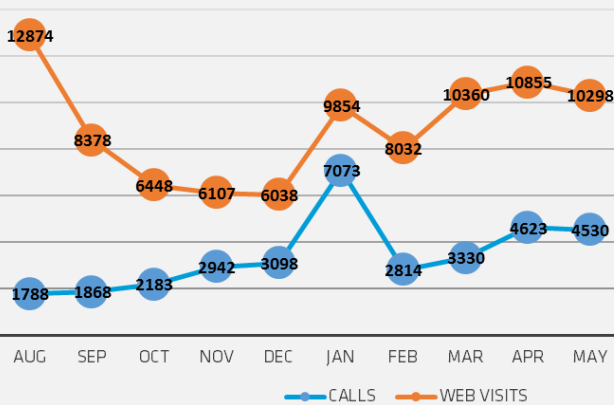
OneStop is an important endeavor in the university's strategic planning efforts to help students succeed at Wichita State University.



Blackboard Interactions

26,316	Phone Calls
2,760	Chats
2,215	IVR Self Help Tickets
761	Quick Tickets
725	Web Tickets

Web Visits vs. Calls



Top Articles Referenced on Website

- Why do I need a OneStop Telephone Access Code and how do I find it?
- Do I have to pay to park on campus? If so, how do I get my parking permit?
- How can I check the status of my admissions application?
- Can I test out of a class?
- What do I need to do to set or change my myWSU password or if I forgot my myWSU password?



Top Page Views on Website

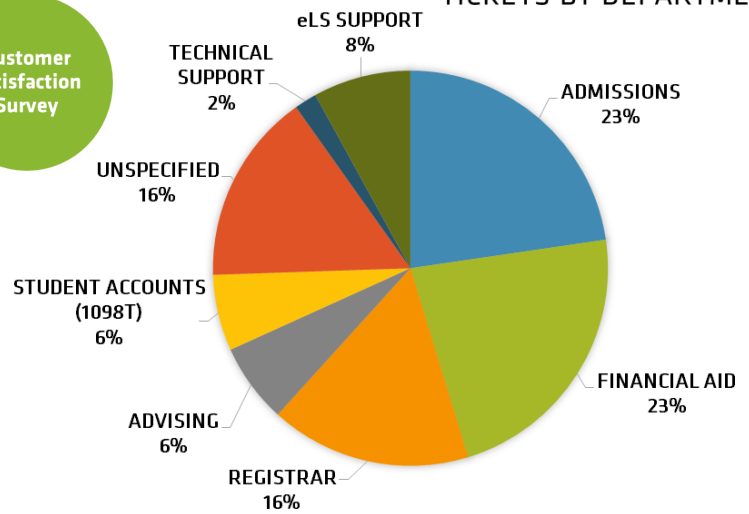
- 1,603 Admissions–Graduate
- 1,398 Financial Aid
- 1,613 Technical Assistance
- 1,313 Academic Advising
- 1,197 Records and Registration
- 1,114 Student Accounts
- 776 Admissions–Undergraduate

Number of Responses
5,487

Positive Responses
86.8%

Customer Satisfaction Survey

TICKETS BY DEPARTMENT



Outbound Campaigns

Admissions

- 5 Campaigns
- 9,059 Students Reached

Financial Aid

- 15 Campaigns
- 30,105 Students Reached

Student Accounts

- 6 Campaigns
- 5,451 Students Reached

Enrollment (New Students)

- 4 Campaigns
- 12,860 Students Reached

Registration

- 5 Campaigns
- 7,690 Students Reached

Strategic Planning

Staff and stakeholders met with the Center for Community Support and Research to develop a strategic plan for the department.

Mission and vision statements were established, as well as an action step plan for the staff to follow throughout the year to ensure the continued development and success of the department.

Mission: OneStop: one place for information all the time

Vision: Provide convenient and personalized assistance to connect and empower students to succeed at Wichita State University.

Campus Location

583
Walk-Ins

735
Phone Calls

2
Emails

Improvement Opportunities

First year lessons

- Dedicated Agents
- KB Article Improvements
- On-going Agent Training
- Communication with Functional Areas
- Accountability and Quality Control

What we will do going forward

- Improve communication with Functional Areas
- Add KB options for Topic vs. Questions
- Continue KB article refinement
- Continue bootcamp training with BbSS agents with more in-depth information
- Develop calendar to forecast training and coordination with Functional Areas



WICHITA STATE UNIVERSITY