

ONESTOP ANNUAL REPORT

• ACADEMIC YEAR 2018-2019



OneStop

Admissions

Financial Aid

Registrar

Advising

Student Accounts

General Information

Parking



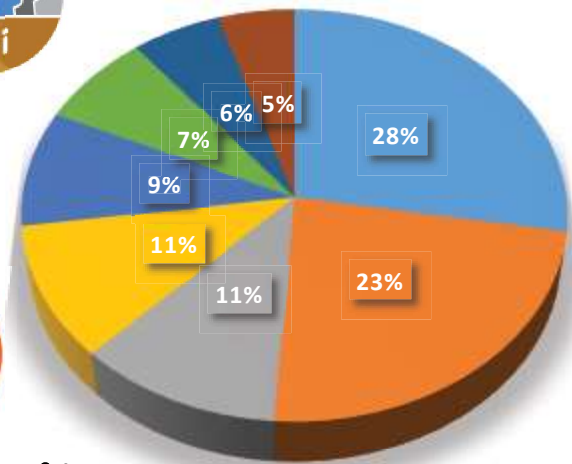
OneStop began its fifth year as a support for our function areas, and it's third year hosting First-Year Advising for traditional freshman students attending Wichita State University.

As we increase our level of support for students in all areas including online, phone, and in-person, we are confident that we are continuing to follow the aim the Strategic Plan and the Strategic Enrollment goals for Wichita State University.

• JARDINE HALL | ROOM 112 |



Interactions by Department



- Financial Aid
- Student Accounts
- Records
- Undergraduate Admissions
- General Information
- Advising
- Registration
- Blackboard Support

STUDENTS CONTACTED VIA OUTBOUND CAMPAIGNS

- Admissions-10,068
- Financial Aid-18,905
- Student Accounts-18,905
- Registration-13,020
- Other-6,427
- Enrollment-7,866



8,983
Esclations

48,828
Resolutions

57,811
Interactions

6,658
Students helped after hours

Inbound Interactions

- 48,244 Phone Calls
- 3,618 Self-Help Cases
- 4,484 Chats
- 644 Web Cases
- 601 Email
- 214 Walk-ins
- 6 Service Desk
- Total-57,811



ONESTOP STUDENT SERVICES

PHONE: (316) 978-3909

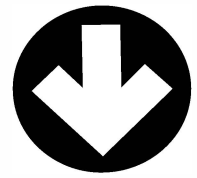
E-MAIL: OneStop@wichita.edu



WICHITA STATE
UNIVERSITY

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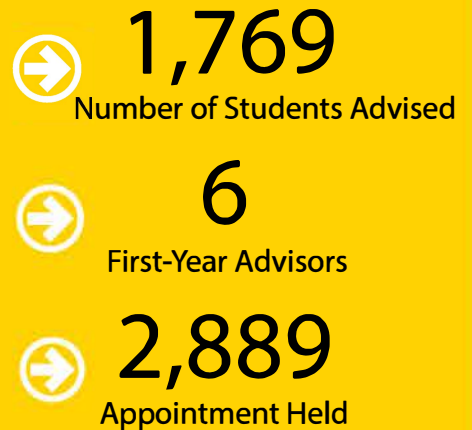


FIRST-YEAR ADVISING

In our 2nd year of First-Year Advising at OneStop, we again saw the largest incoming freshman class in WSU History. We continued our services to students coming straight to WSU from high school in both the domestic and international populations, but also expanded our reach to include students who took one or two years off between high school and college.

Our practice of providing a holistic advising approach including not only academic advising, but financial aid and student accounts topics has been a rewarding experience for our staff and students alike.

WICHITA.EDU/FIRSTYEARADVISING



University Operator

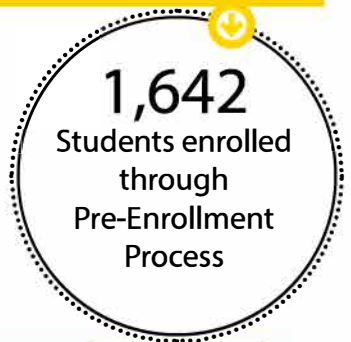


51,521

Calls Answered

Most Requested Departments

- ➔ UNDERGRADUATE ADMISSIONS
- ➔ FINANCIAL AID
- ➔ STUDENT ACCOUNTS



Website

WICHITA.EDU/ONESTOP

Total Views-7,190

Top Searches

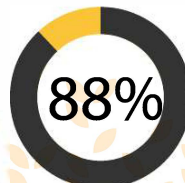
- PAYMENT PLANS
- PANAPTO
- WEBASSIGN

Top Page Views

- WSU ONESTOP
- MY SERVICE CENTER
- BLACKBOARD
- TUITION AND FEES



Questions were resolved



Satisfied with experience

ONESTOP STUDENT SERVICES

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E-MAIL: OneStop@wichita.edu



WICHITA STATE UNIVERSITY