

ONESTOP ANNUAL REPORT

• ACADEMIC YEAR 2019-2020

OneStop



Admissions

Financial Aid

Registrar

Advising

Student Accounts

General Information

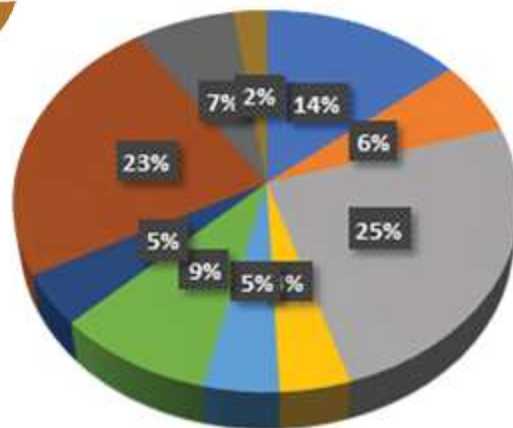
Parking

As OneStop embarked on our 6th year of service on campus, we continued with our primary mission to connect and empower students to succeed at Wichita State. Whether answering questions on behalf of our functional areas, advising First-Year students or providing connections to campus and from our University Operator, OneStop serves as a solid a resource for the entire Wichita State Community.

JARDINE HALL | ROOM 112 |



Interactions by Department



- Admissions
- Advising
- Financial Aid
- General Information
- Parking
- Records
- Registration
- Student Accounts
- Blackboard Support/Tech Help Desk
- Technology Help Desk

STUDENTS CONTACTED VIA OUTBOUND CAMPAIGNS

- Admissions-13,350
- Financial Aid-13,617
- Student Accounts-9,728
- Registration-9,179
- Other-5,879
- Enrollment-2,917



9,455
Escalations

44,325
Resolutions

53,807
Interactions

13,928
Students helped after hours

Inbound Interactions

- 48,841 Phone Calls
- 4,107 Self-Help Cases
- 4,026 Chats
- 687 Web Cases
- 558 Email
- 149 Walk-ins



ONESTOP STUDENT SERVICES

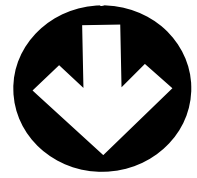
PHONE: (316) 978-3909

E-MAIL: OneStop@wichita.edu



WICHITA STATE
UNIVERSITY

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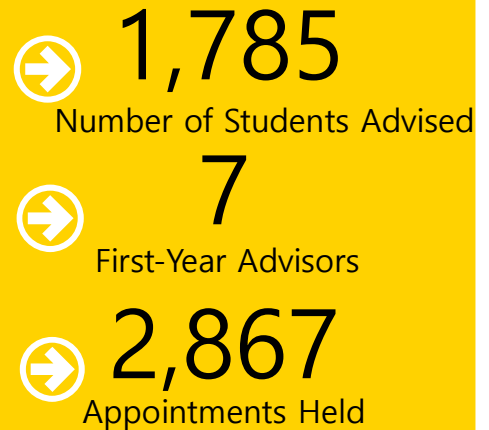
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FIRST-YEAR ADVISING

The 3rd year of First-Year Advising at OneStop, again brought us the largest incoming freshman class in WSU History. We have continued our approach of providing a holistic advising approach including academic advising as well as support in financial aid and student accounts services.

As we continue our service in advising First-Year students, we are excited to expand our partnerships with the Office of First-Year Programs within the Office of Student Success as well as Student Affairs to provide excellent support the students of Wichita State.

WICHITA.EDU/FIRSTYEARADVISING



University Operator

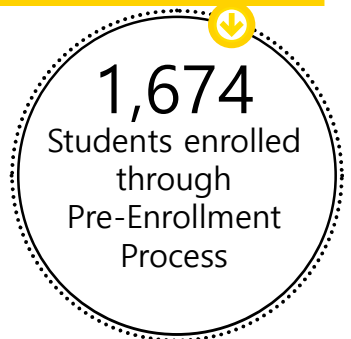


52,307

Calls Answered

Most Requested Departments

- UNDERGRADUATE ADMISSIONS
- FINANCIAL AID
- STUDENT ACCOUNTS



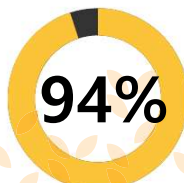
WEBSITE

WICHITA.EDU/ONESTOP

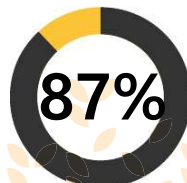
Total Views-177,513

Top Searches

- PAYMENT PLANS
- APPLICATION STATUS
- AUTHORIZED USER



Questions were resolved



Satisfied with experience

OneStop

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