



Annual Report OneStop Student Services

In its second full year, OneStop was again successful in aiding students with prompt and reliable answers to their questions 24/7, 365 days a year. Additional support was added when the Student Accounts office went fully live in February 2016. Outbound communication by OneStop also increased throughout the 2015/2016 academic year.

Along with inbound and outbound support increases, the OneStop department also deepened support for the university with the addition of the University Operator Position in January 2016.

These added services and support have continued to solidify OneStop as an important part of success for students at Wichita State University.

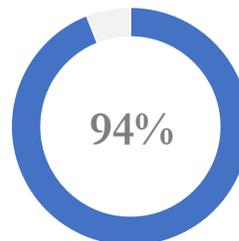
CALL CENTER

46,252 Interactions **41,253** Resolutions **4,999** Escalations

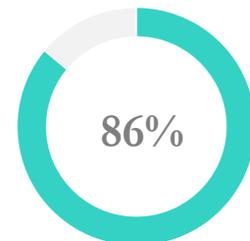
INTERACTIONS BY TYPE

- Phone Calls.....**38,543**
- IVR Self-Help.....**3,443**
- Live Chats.....**3,275**
- Web Tickets.....**883**
- Emails.....**108**

AFTER CALL SURVEY

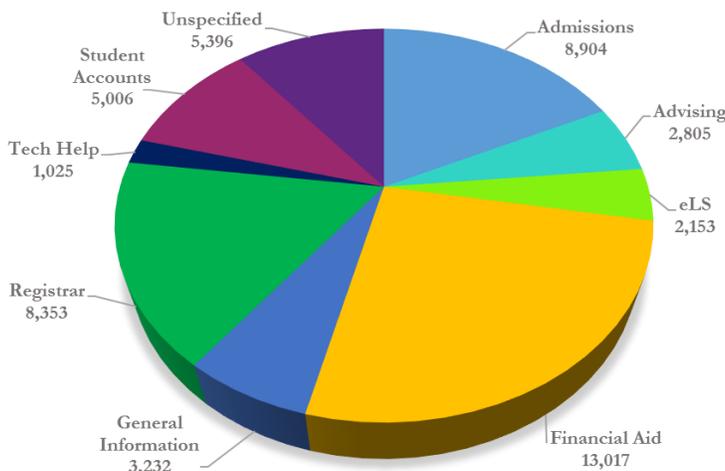


Callers satisfied with their experience



Callers felt their questions were resolved

INTERACTIONS BY DEPARTMENT



Includes Call Center and Campus Location

CALLS ANSWERED AFTER HOURS

7,364

Calls answered after campus business hours

966

Calls answered on weekends

WEBSITE

TOP SEARCHES

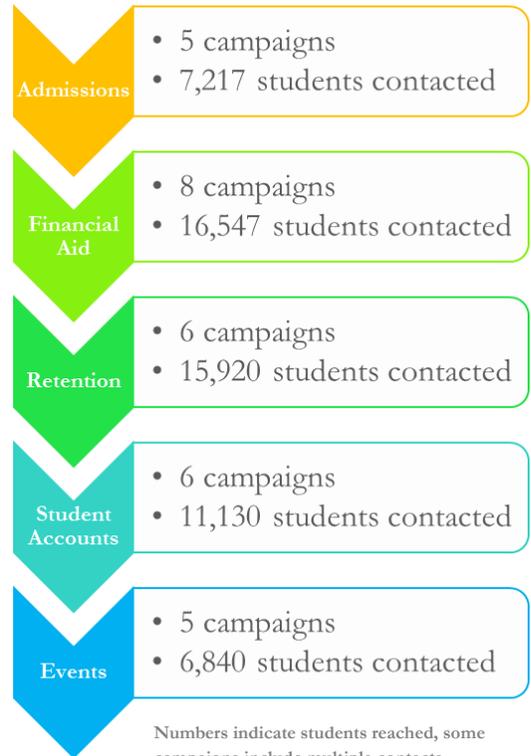
- Parking
- Application Status
- Blackboard
- Orientation
- Transcripts



6% of visitors use search function



OUTBOUND CAMPAIGNS



CAMPUS LOCATION

OUR MISSION

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

EVENTS

OneStop participates in events across campus, speaking with students about our resources.

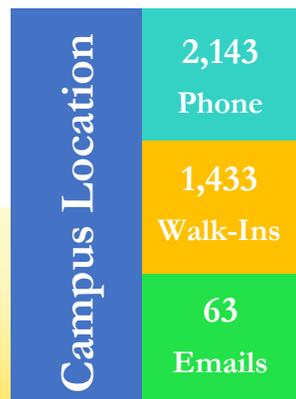
WelcomeFest

Shocker Resource Fair

Technology Fair

Wu Wednesday

Finals Frenzy



CALLS TRANSFERRED BY UNIVERSITY OPERATOR

