

ONESTOP STUDENT SERVICES

ANNUAL REPORT: ACADEMIC YEAR 2016-2017

As OneStop embarked on its third year, we continued support of our functional areas: Admissions, Registration, Financial Aid, Student Accounts, and Advising. The year was also complete with a new office, new staff and expanded services to include First-Year Advising for all traditional freshman students at Wichita State.

With each passing year since OneStop's beginning in 2014, we have continually expanded services and partnerships with campus departments to enhance the student experience at Wichita State. Because of all this, we can say with confidence we are in line with the Strategic Plan of WSU and the commitment to our university, our students and the overall community of Wichita State.



CAMPUS LOCATION

OneStop moved to Jardine Hall in March 2017, as we expanded our staff. Our new office space allows us to be in a more strategic location on campus, alongside other student services offices.

ANSWERED
3,900+
STUDENT
INQUIRIES

First Year Advising for students coming to WSU after high school graduation was reorganized and assigned to OneStop as an effort to provide students with a single connection to multiple campus resources.

ADVISED
1,450+
FIRST YEAR
STUDENTS

OUTBOUND COMMUNICATION

64,791 STUDENTS CONTACTED

49 CAMPAIGNS

Admissions → Registrar → Advising
Accounts Receivable → Financial Aid

OneStop partnered with our outbound call team to reach out to students at strategic times of the year to remind them of upcoming events and deadlines.



UNIVERSITY

57,725

Calls Answered

MOST REQUESTED DEPARTMENTS

→ Admissions
→ Financial Aid
→ Accounts Receivable

OPERATOR

ONESTOP STUDENT SERVICES
JARDINE HALL 112
WICHITA.EDU/ONESTOP



WICHITA STATE
UNIVERSITY

Data from 6/1/2016-5/31/2017

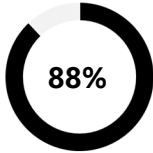
CALL CENTER

Our call center, located in Killeen, TX, takes front lines calls for student services departments on campus, including admissions, advising, registrar, accounts receivable, and financial aid. Call center agents work 24/7, 365 days a year to help students with any questions they have about WSU.

SATISFACTION SURVEY



Questions were resolved



Satisfied with experience

TOP CAMPUS DEPARTMENTS FOR QUESTIONS

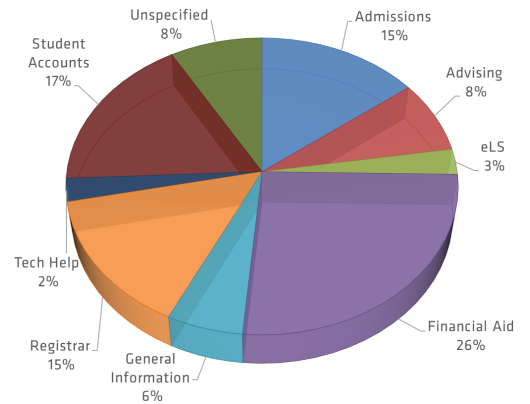
- ➔ Financial Aid
- ➔ Accounts Receivable
- ➔ Student Records

44,972 PHONE CALLS

3,477 WEB CHATS

698 HELP TICKETS

49,147 TOTAL QUESTIONS	41,450 Questions answered by call center
	7,697 Questions escalated to departments



7,429

Students helped after hours

WEBSITE

TOP SEARCHES

EMAIL

ORIENTATION

PARKING

84,682

USER SESSIONS

MOST REFERENCED ARTICLES

How can I schedule an appointment with my advisor?

How do I access my WSU student email?

How do I buy a parking permit?

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