OneStop Student Services Overview

Lisa Hansen, Director
OneStop Overview

OneStop

- Blackboard Student Services
  - August 2014
- University Operator
  - January 2016
- Guide App
  - January 2017
- First-Year Advising
  - March 2017
- Transfer Specialist
  - November 2017
Their success is our #1 priority.
Blackboard Student Services

Inbound Services
• Availability 24/7/365
• Calls, Live Chat & Web Services
• Cases created for every interaction
• 87% Cases solved by Call Center
• 13% Cases escalated to Campus

Outbound Services
• Proactive Outreach
• Live Agent & Automated Calls
• 3-5 call attempts per campaign
• Emails
## Blackboard Student Services (cont.)

### Inbound Services

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Total Interactions</th>
<th>Escalations to Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-2015</td>
<td>32,777</td>
<td>4,175</td>
</tr>
<tr>
<td>2015-2016</td>
<td>46,252</td>
<td>4,999</td>
</tr>
<tr>
<td>2016-2017</td>
<td>49,147</td>
<td>7,697</td>
</tr>
</tbody>
</table>

### After Call Satisfaction Survey

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Positive Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-2015</td>
<td>86.8%</td>
</tr>
<tr>
<td>2015-2016</td>
<td>94%</td>
</tr>
<tr>
<td>2016-2017</td>
<td>88%</td>
</tr>
</tbody>
</table>

### Service After Hours

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Students Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-2015</td>
<td>6,746</td>
</tr>
<tr>
<td>2015-2016</td>
<td>8,710</td>
</tr>
<tr>
<td>2016-2017</td>
<td>8,117</td>
</tr>
</tbody>
</table>

### Outbound Services

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Students Contacted</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-2015</td>
<td>45,020</td>
</tr>
<tr>
<td>2015-2016</td>
<td>66,509</td>
</tr>
<tr>
<td>2016-2017</td>
<td>58,356</td>
</tr>
</tbody>
</table>
University Operator

• Answers ext. 3456 and “0” on campus
• Full time professional operator
• Lowest amount of calls per month – 2,627* (December 2017)
• Highest amount of calls per month – 7,553* (August 2016)

*Calls totaled by manual tracking
Guide App

- To-Do/Reminders
- Calendar Dates
- Success Tips
- Major Explorer
- Class Schedule

Coming Soon:
 Appointment scheduling

Please note: This app is designed primarily for undergraduate students. If you wish to see the information as a faculty member, please contact Lisa directly for access. To download app, search for: "guide-college simplified" in your app store.
First-Year Advising

Provide comprehensive advising experience including assistance in:

- Building semester schedule
- Initial set up of degree plan
- Accepting financial aid
- Viewing bill
- Setting up payment plans
- Discuss student success programs
First-Year Advising

Who is advised at OneStop?

• Domestic high school seniors
  Students coming directly to WSU from high school - regardless of transfer work from high school

• First-Year International Students
  No prior college credit

• Stop out students
  Students who have graduated in the last two years and have no college credit

Who is not advised at OneStop?

• Transfer Students

• Returning Adult Students

• Continuing Students
First-Year Advising (cont.)

First-Year Advising Process

• Pre-Enrollment* for fall entry
  • Presentations during Orientation for Shocker Connection content
• Shocker Connection appointments for spring entry
• Advising at OneStop in first two semesters at WSU

*Pre-Enrollment is March 1 – August 1, summer entry treated as fall
First-Year Advising (cont.)

Fall Student Example

**Beginning March 1st**
- RSVP for Orientation & Complete Pre-Enrollment Survey

**March 7th – July 31st**
- Pre-Enrollment: Schedule built by First-Year Advisor

**May - August**
- Orientation events

**August 1st – Last day to drop**
- Walk-in advising (Pre-Enrollment ends)

**October – Beginning of spring semester**
- Spring advising (scheduled appts)

**End of February**
- College Open Houses: Students transition to college advisors
# First-Year Advising (cont.)

<table>
<thead>
<tr>
<th>Advisor</th>
<th>Primary College</th>
<th>Secondary College</th>
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</thead>
<tbody>
<tr>
<td>Lori Evans</td>
<td>Engineering</td>
<td>Business</td>
</tr>
<tr>
<td>Addie James</td>
<td>Health Professions / HPS &amp; SM (EDU)</td>
<td>Teaching Education</td>
</tr>
<tr>
<td>Kaylee Nungesser</td>
<td>Liberal Arts and Sciences</td>
<td>Fine Arts</td>
</tr>
<tr>
<td>Elia Ortega</td>
<td>Business</td>
<td>Engineering</td>
</tr>
<tr>
<td>Brittany Ulmer</td>
<td>Teaching Education/Fine Arts</td>
<td>Liberal Arts Sciences / HPS &amp; SM (EDU)</td>
</tr>
<tr>
<td>Kristen Watts</td>
<td>Liberal Arts and Sciences</td>
<td>Health Professions</td>
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</table>
Fall 2017 Pre-Enrollment

- Completed Enrollments: 1413
- Expired: 10
- Canceled: 71
- Errors: 2
Fall 2017 Pre-Enrollment Satisfaction Survey

- Sent to students in September 2017

- Surveyed satisfaction in the following areas:
  - Questionnaire
  - Automated acceptance process
  - First semester schedule
  - Overall satisfaction

- 181 Student Responses
Q1: Do you feel the questions asked during the Orientation RSVP offered adequate opportunities for you to provide information for your first-year advisor?
Q2: After completing the RSVP, the enrollment process is automated and relies mostly on email communication. Was the process easy to follow?
Q3: Do you feel the schedule built by your first year advisor fit the needs of your first semester at Wichita State?
Q4: Overall, how satisfied are you with the first-year enrollment process?
Transfer Specialist

• Primary contact for new Transfer Gateway
  • New Transfer website: www.wichita.edu/transfertowsu
• Bridge for student from admission to enrollment at WSU
• Coordinate Dual Advising Program
Questions?

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Friday: 8:00 a.m. – 5:00 p.m.
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