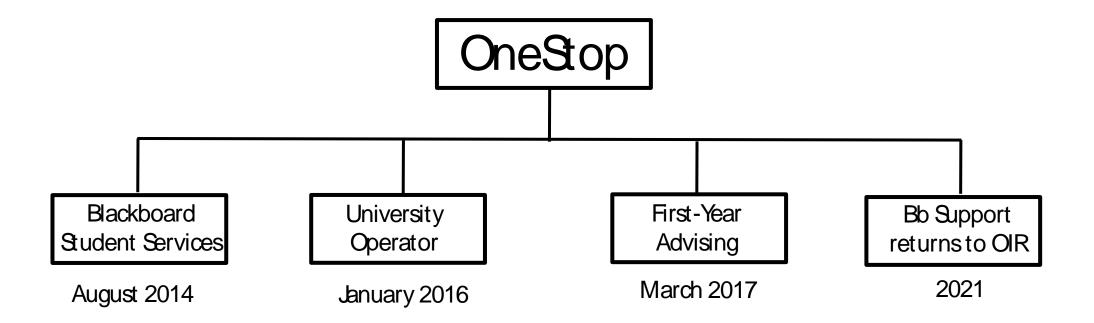


OneStop Student Services Overview

Faculty Senate, January 2023 Aaron Hamilton

OneStop Overview



Anthology Student Services

Availability 24/7/365

Calls, live (real person)

chat & Web Services

Cases created for every interaction

84% Cases solved by partners

16% Cases escalated to

departments

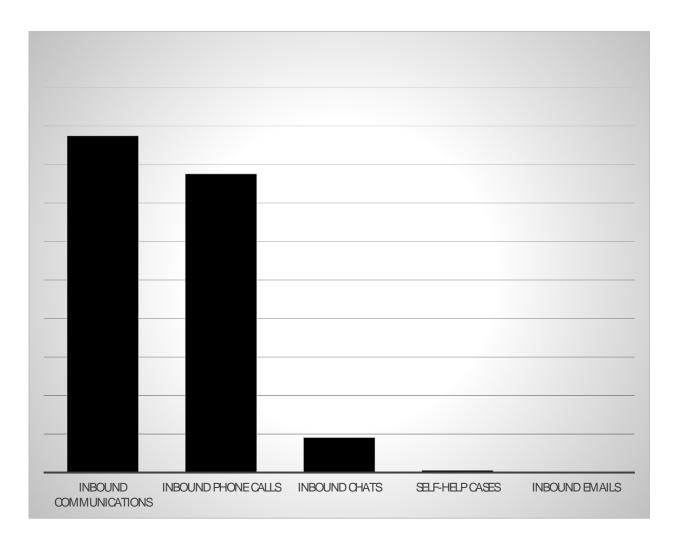
Proactive Outreach (

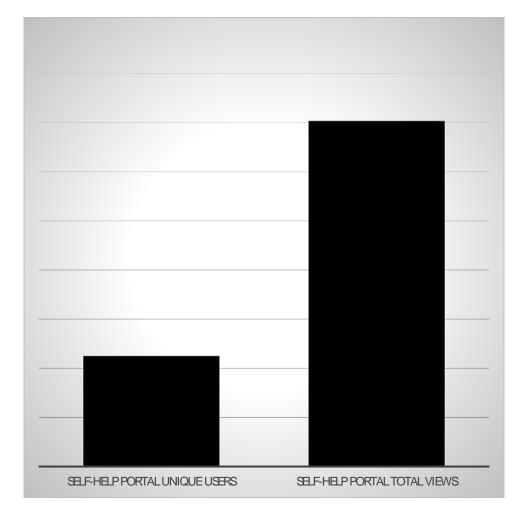
Live Agent & Automated Calls

Multiple call attempts per campaign

Wichita.edu/onestop

Anthology Student Services (cont.)





These are Anthology numbers only. Incoming communication to the OneStop office are separate.

University Operator

25,393 calls answered July 1, 2021 through June 30, 2022

Highest amount of calls per month 3,155* (January 2022)

First-Year Academic Advising

Domestic high school seniors
Students coming directly to WSU
from high school - regardless of
college coursework 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

Transfer Students

Returning Adult Students Students continuing after their first

year

for these students, we do provide our other services from the time students start through their graduation.

First-Year Advising (Pre-Enrollment and Orientation Engagement)

Provide all-in-one advising experience including:

First-Year Advising Timeline

Beginning March 1st
RSVP for Orientation &
complete pre-enrollment
questionnaire

March 1st - July 31st
Pre-Enrollment: Schedule
built in conjunction with
first-year advisor

May - August
In-person Orientation
events

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

October Beginning of spring semester

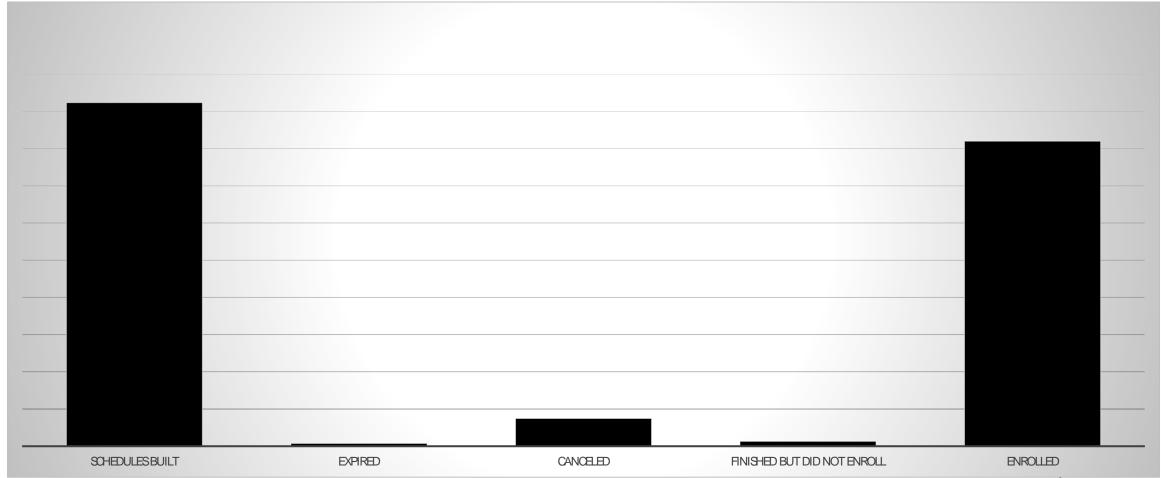


First-Year Advisors

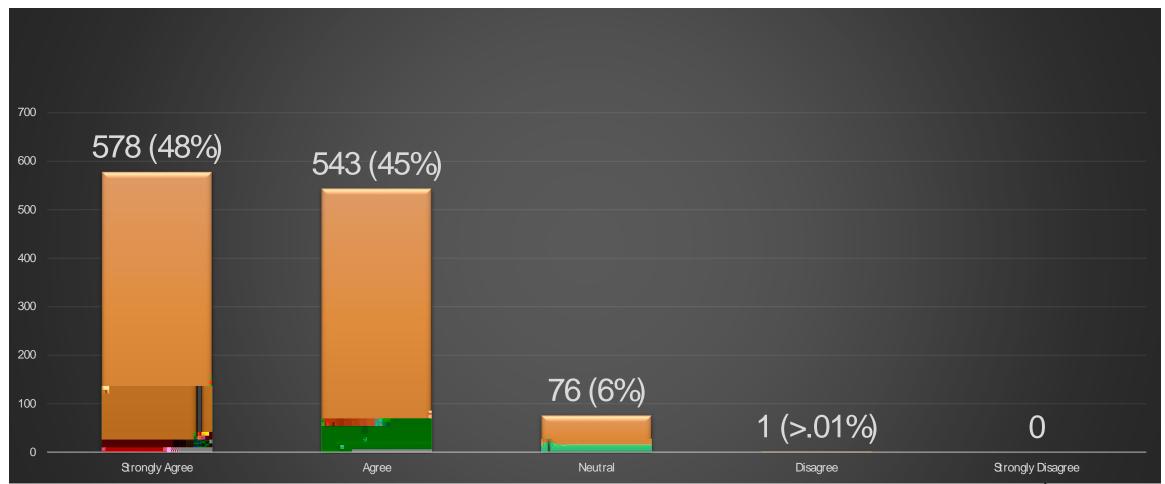
Advisor	Extension	Primary College	



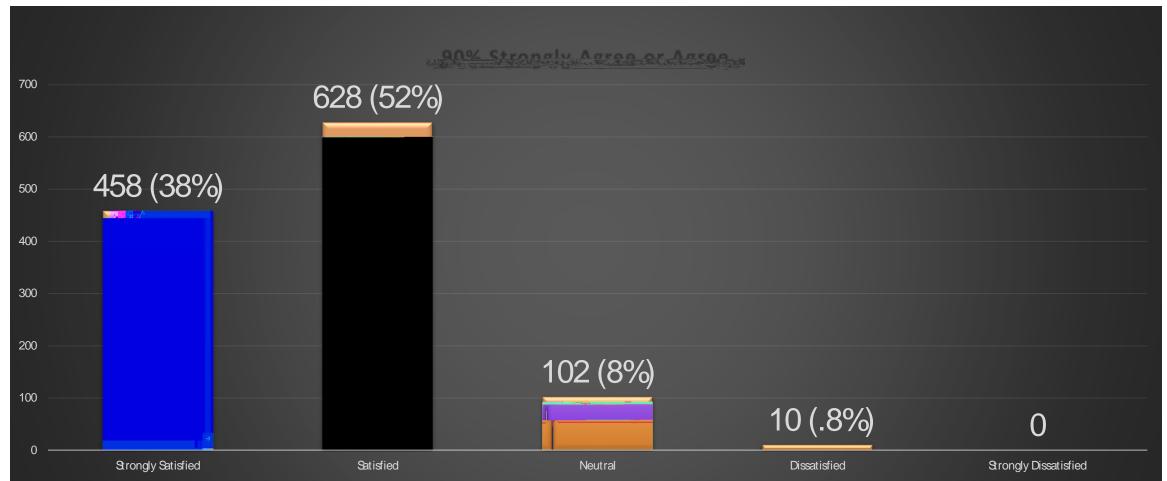
Fall 2022 Pre-Enrollment



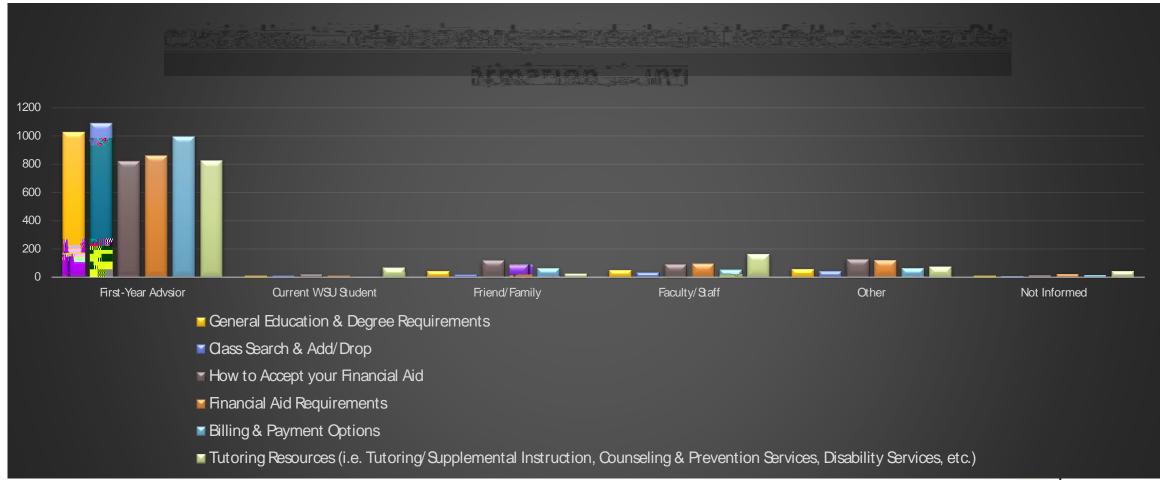
Post-Orientation Survey Question One



Post-Orientation Survey Question Two



Post Orientation Question Three





Second-Semester Advising Appointment Data

For the fall 2022 class we had seven full-time OneStop Specialists (first-year advisors) and our Assistant Director has a group of students for whom she is responsible

1,755 second-semester appointments were created

Student satisfaction surveys showed **79% strongly satisfied** and **18% of students satisfied** with their advising experience (Combined 97% satisfied with second-semester advising).



How Can You Communicate and Connect with Your First-Year Students?

1.

First-year seminar

A lower-level class taught by a professor

2. Communicate with your first-year students

Invite them to events and speakers you put on for your current students

Current students in your department host a live, online event to answer questions

3. Report progress utilizing SEAS

What Does OneStop Offer?

- 1. Lists of students *Incoming, by major, with contact info*
- 2. Ability to share classes and provide information directly to students

 I am happy to brainstorm how we can partner
- 3. A direct line of communication If there is something you want to know

Questions?

OneStop Student Services

Jardine Hall, room 112

Monday-Friday: 8:00 a.m. 5:00 p.m.

(316) 978-3909

onestop@wichita.edu

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