



OneStop Student Services Overview

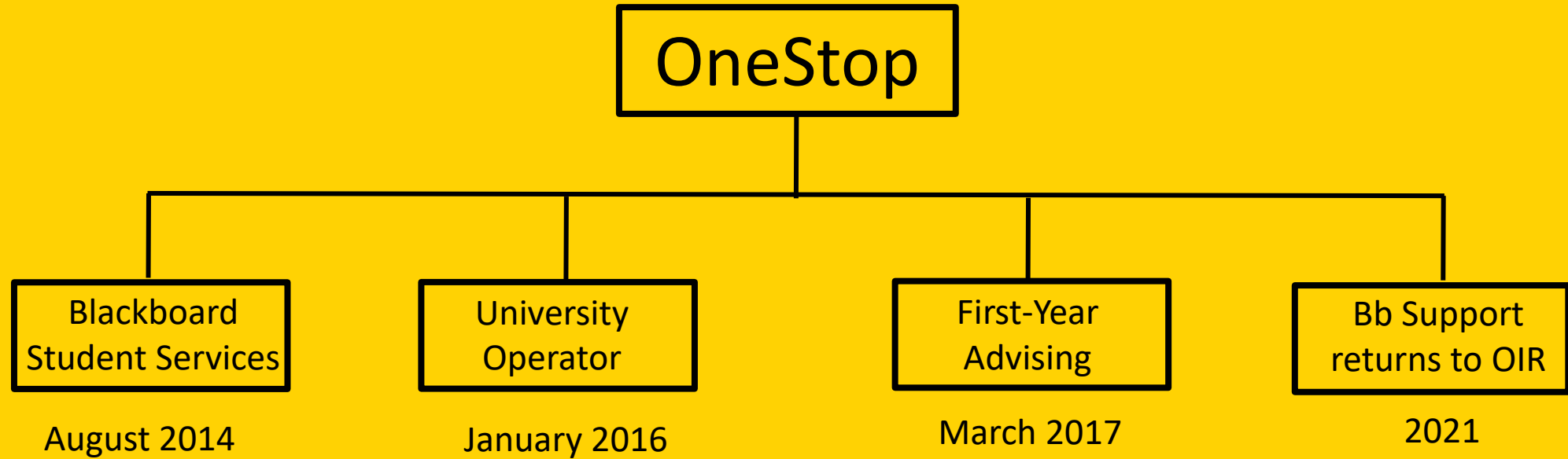
Faculty Senate, January 2023

Aaron Hamilton

Director, OneStop Student Services



OneStop Overview





Anthology Student Services



Inbound 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

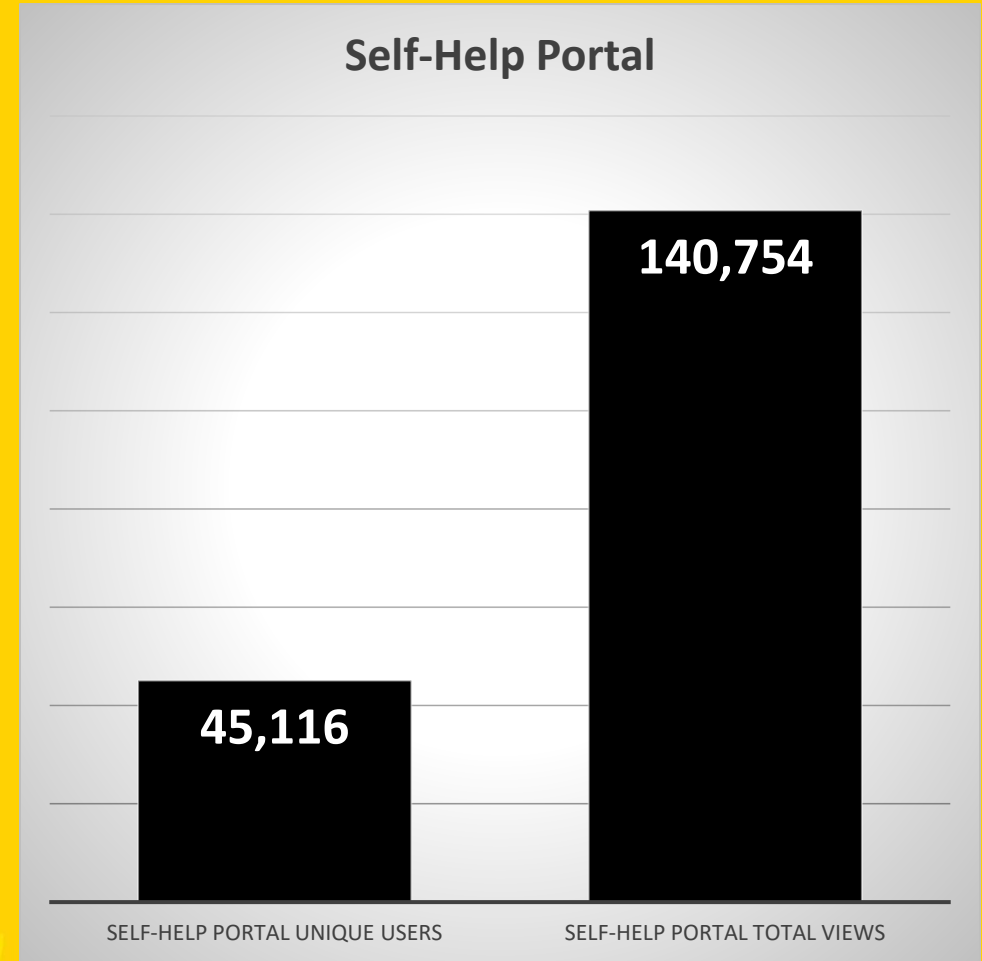
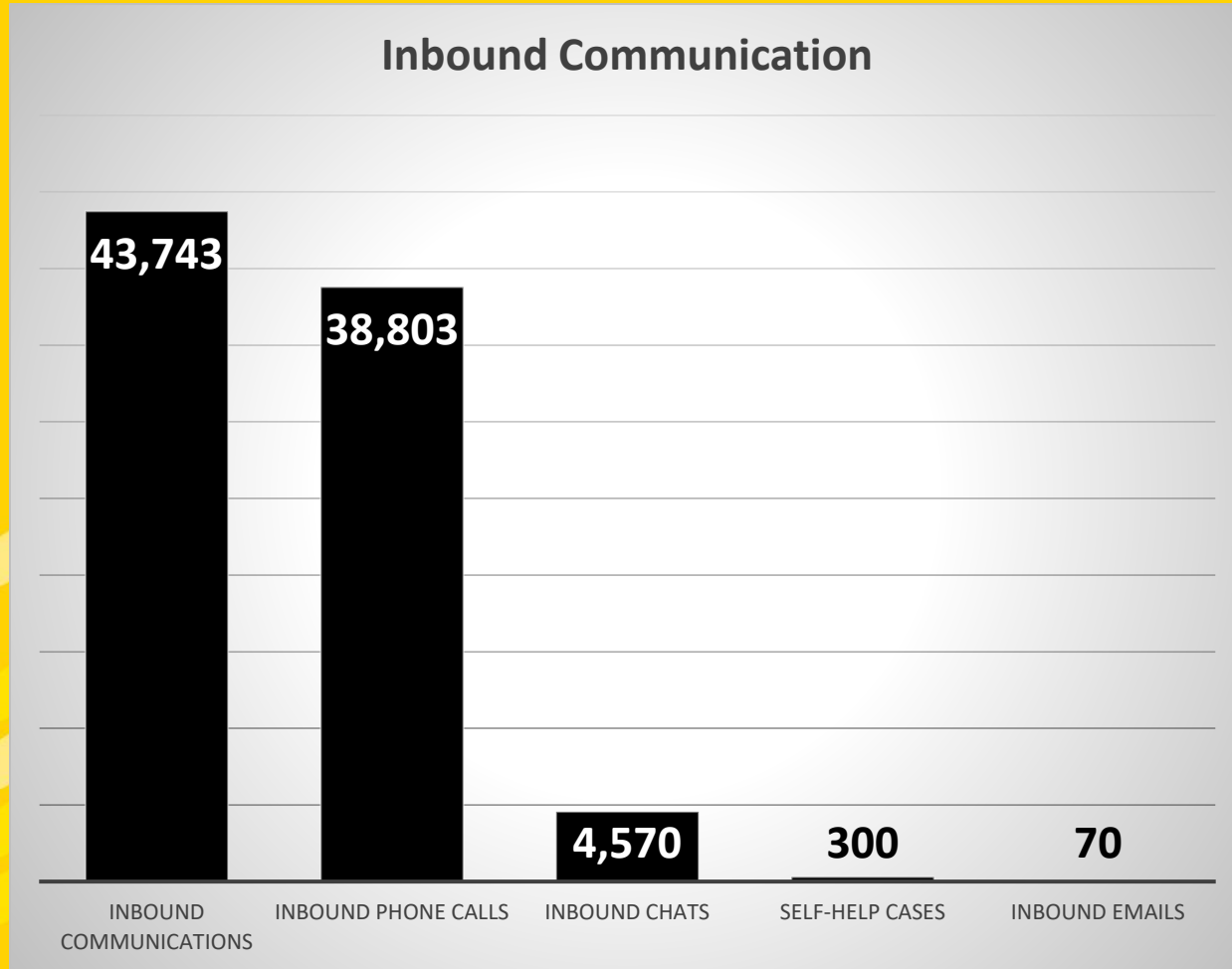
Outbound Student Services

- Proactive Outreach (*77,130 calls made to students on behalf of the university*)
- Live Agent & Automated Calls
- Multiple call attempts per campaign

[Wichita.edu/onestop](https://www.wichita.edu/onestop)



Anthology Student Services (cont.)



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



University Operator



- Answers ext. 3456 and “0” on campus
- 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



Who is advised at OneStop?

- 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

Who does not receive academic advising at OneStop? *

- Transfer Students
- Returning Adult Students
- Students continuing after their first year

*While we don't offer academic advising 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:

- Collaborate with students on their initial schedule
- Initial set up of Student Education Plans
- Reviewing and accepting financial aid
- Understanding their student bill
- Setting up payment plans
- Discussing student success programs and academic support



First-Year Advising Process



1. Pre-Enrollment* for fall entry
2. In-person presentations during Orientation for Shocker Connection content
3. In-person Shocker Connection appointments for spring entry
4. Academic advising through OneStop in first two semesters at WSU
5. Transition from OneStop advisors to academic college advisors

*Pre-Enrollment is March 1 – August 1, summer entry treated as fall



First-Year Advising Timeline



Fall 2023 Student Example

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

Spring advising
(scheduled appts.)

Middle to End of January

Students transition to college advisors



First-Year Advisors



Advisor	Extension	Primary College	Secondary College
Kelsey Abendroth	7465	Applied Studies	Fine Arts
Michelle Ternes	7664	Business	Health Professions
Casey Dowling	7457	Engineering A-L	
Monica Bergkamp	7491	Engineering M-Z	
Brittany Ulmer	7399	Fine Arts	Applied Studies
Hannah Vanorsby	7458	Health Professions	Business
Elia Ortega	7663	LAS A-L	
Kylie Johnson*	7455	LAS Undecided	
Kindra Brooks	7424	LAS M-Z	

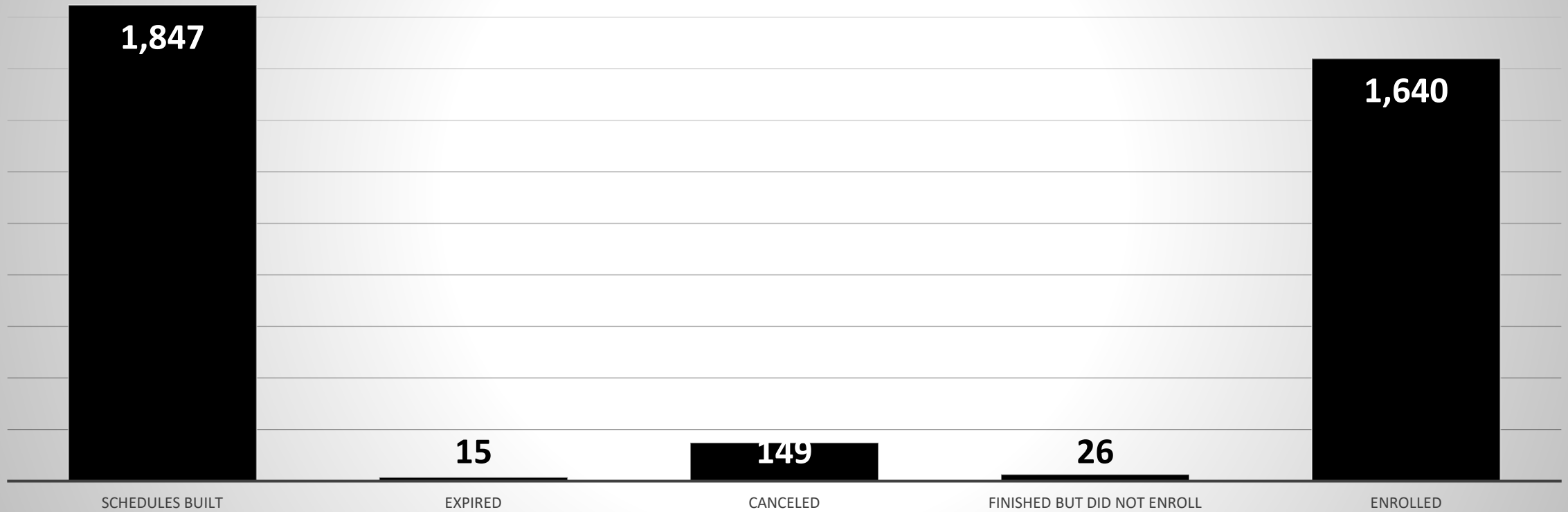
https://www.wichita.edu/academics/advising/Undergraduate_Students.php



Fall 2022 Pre-Enrollment



Enrollment

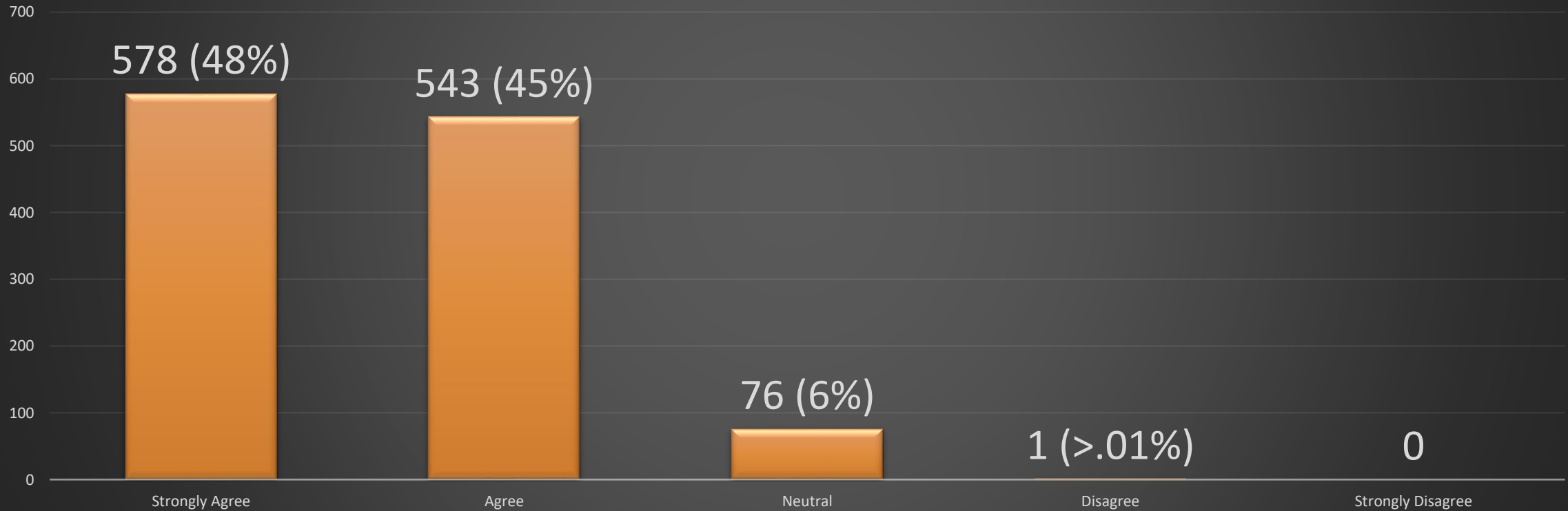




Post-Orientation Survey Question One

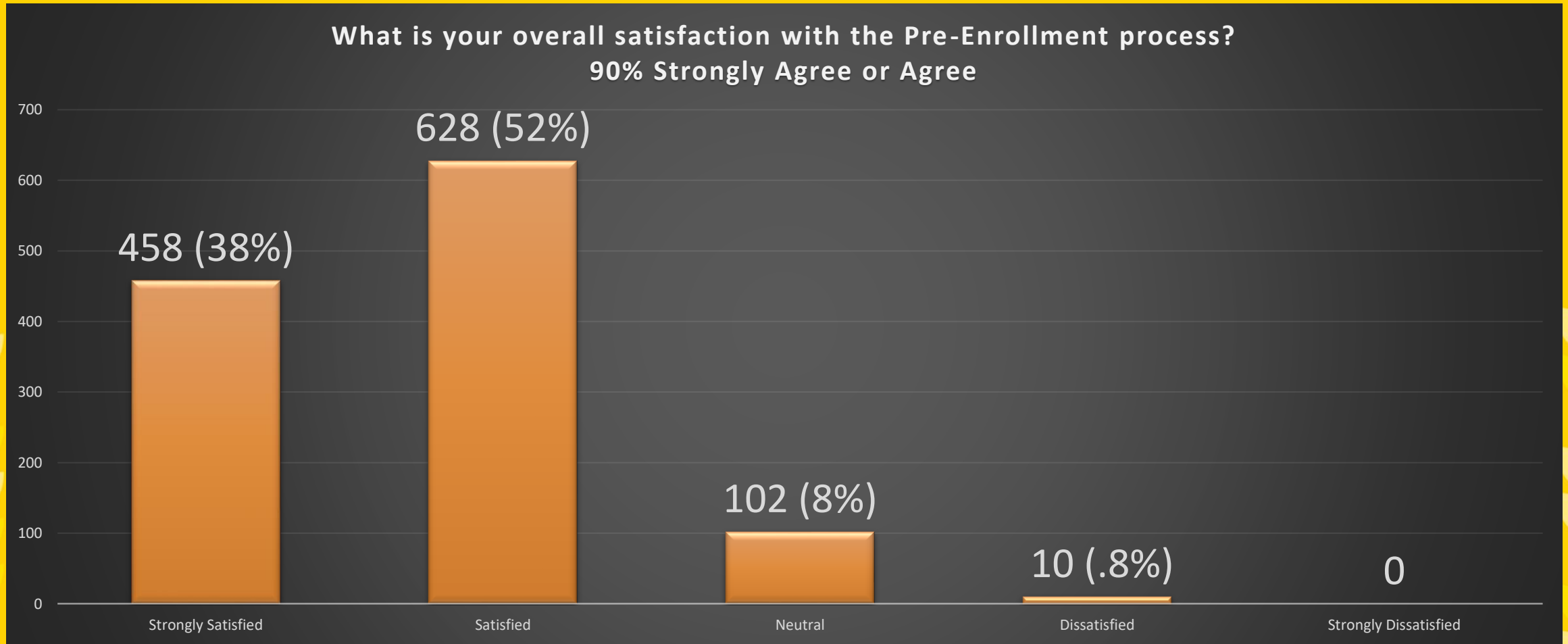


Do you feel the questions asked on the Orientation RSVP/Pre-Enrollment Survey offered adequate opportunities for you to provide information to your First-Year Advisor?
93% Strongly Agree or Agree





Post-Orientation Survey Question Two

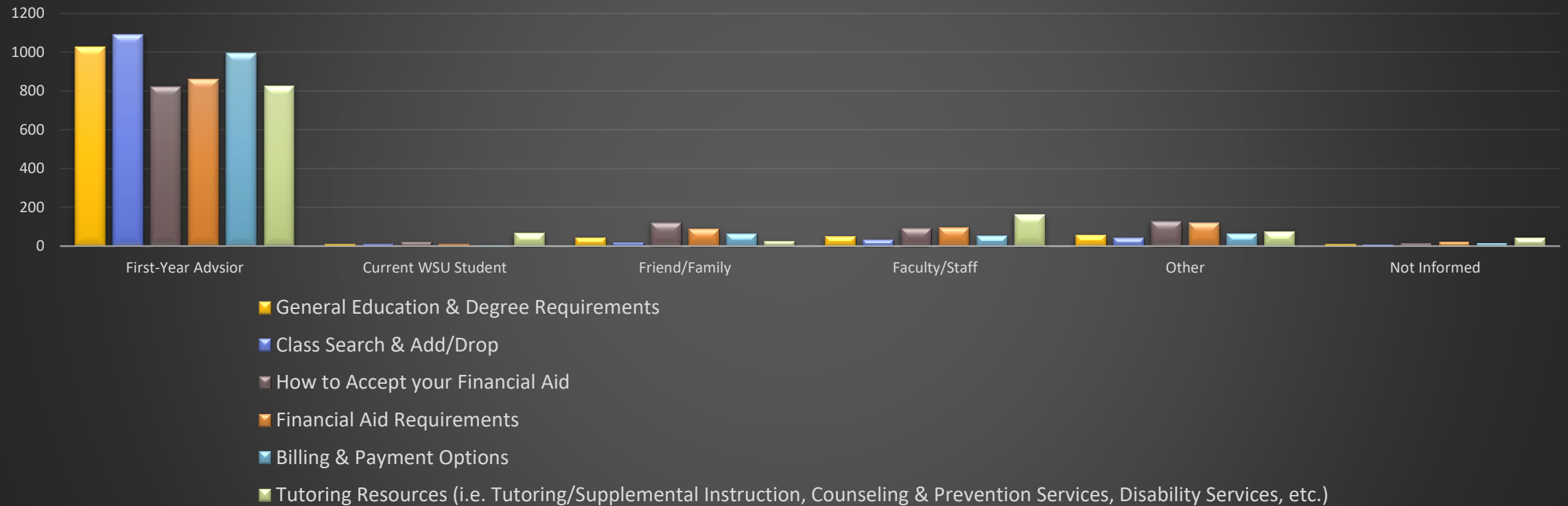




Post Orientation Question Three



Please indicate where you learned about the following information.





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. Let me know a class students can take their first year that will “hook” them on your major
 - First-year seminar
 - A lower-level class taught by a professor
2. Communicate with your first-year students
 - “Preparing for finals” email
 - 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
 - Ensure GA’s and GTA’s are utilizing early alert tools



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 *related to first-year advising*, feel free to call me at ext. 7456, (start with us for connecting to people on campus) email aaron.hamilton@wichita.edu or Teams me



Questions?



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