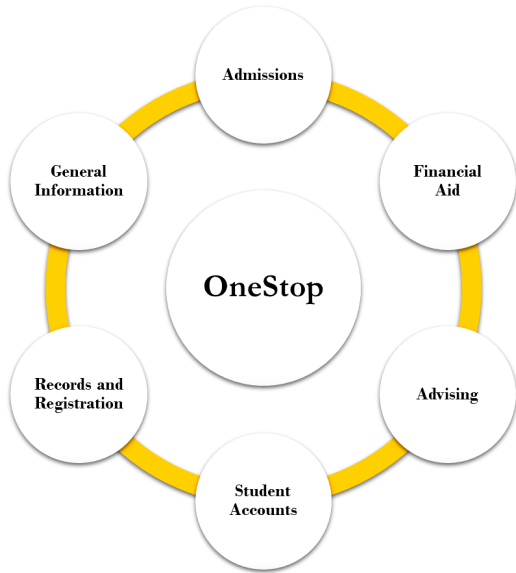


ONESTOP STUDENT SERVICES



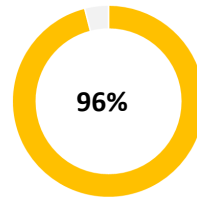
ANNUAL REPORT: ACADEMIC YEAR 2017-2018



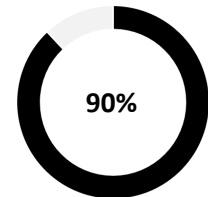
OneStop began its fourth year as a support for our functional areas, as well as continued support in hosting First Year Academic Advising for traditional freshmen students attending Wichita State University. We increased our support by nearly 6% of students requesting help for Admissions, Registration, Financial Aid, Student Accounts, and Advising.

As we increase our level of support for students in all areas including online, phone, and in-person, we are confident that we are continuing to follow the spirit of the Strategic Plan of the university and First Year Advising embraces the Strategic Enrollment goals. We remain committed to the students and community of WSU by providing high-level customer service.

SATISFACTION SURVEY



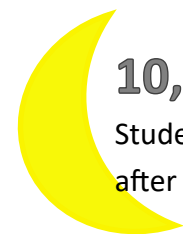
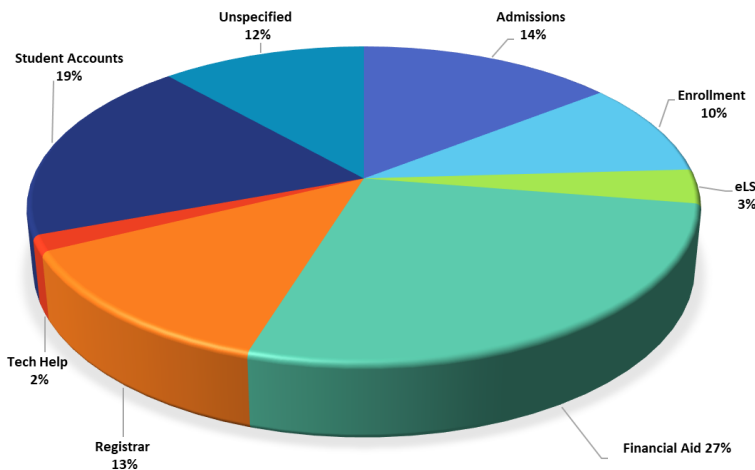
Questions were resolved



Satisfied with experience

Call Center

47,390 Phone Calls
3,472 Chats
1,089 Web Tickets



10,723
Students helped
after hours





Campus Location

Phone Calls 1,286

Walk-Ins 343

ADVISED

1,500+

FIRST YEAR STUDENTS

OUR MISSION

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

- Retention** • 10,158 students reached
- Enrollment** • 10,895 Students Reached
- Financial Aid** • 15,276 Students Reached
- Student Accounts** • 7,148 Students Reached
- Admissions** • 5,582 Students Reached

WEBSITE

TOP SEARCHES

- Orientation
- Email
- Transcript
- Parking
- Housing

69,224

Individual website sessions

University Operator

Answered
47,176 calls

Most Requested Departments

- Undergraduate Admissions
- Financial Aid
- Accounts Receivable

