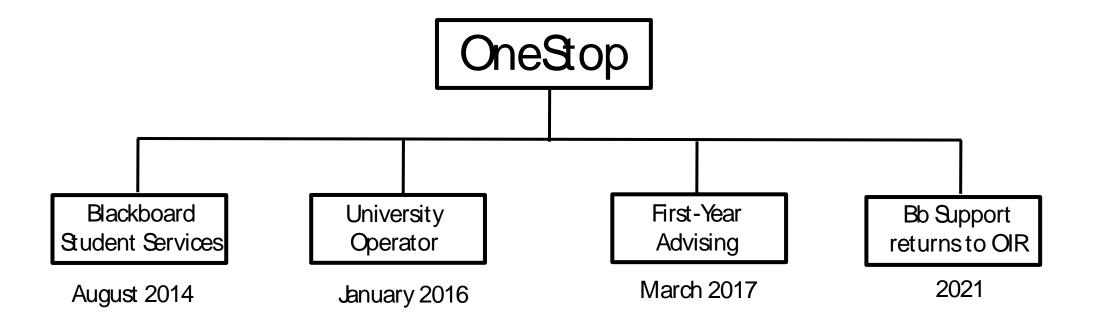


OneStop Student Services Overview

Faculty Senate, January 2023 Aaron Hamilton

OneStop Overview



Anthology Student Services

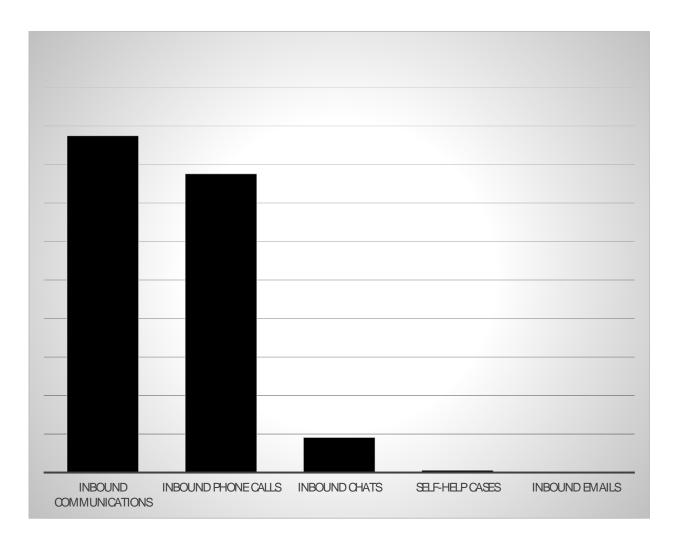
- Availability 24/7/365
- Calls, live (real person) chat & Web Services
- 84% Cases solved by partners
- 16% Cases escalated to departments

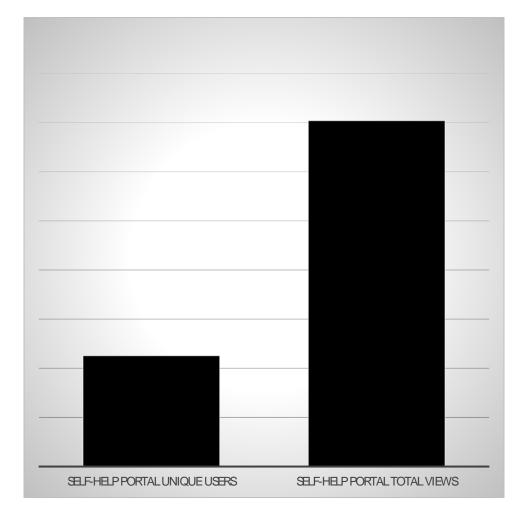
Proactive Outreach (

- Live Agent & Automated Calls
- Cases created for every interaction
 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

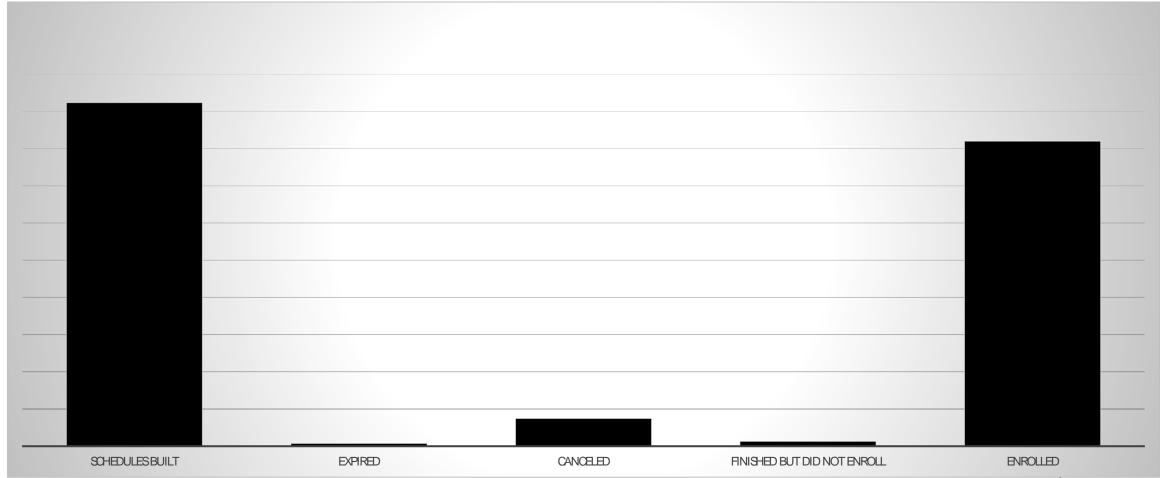


First-Year Advisors

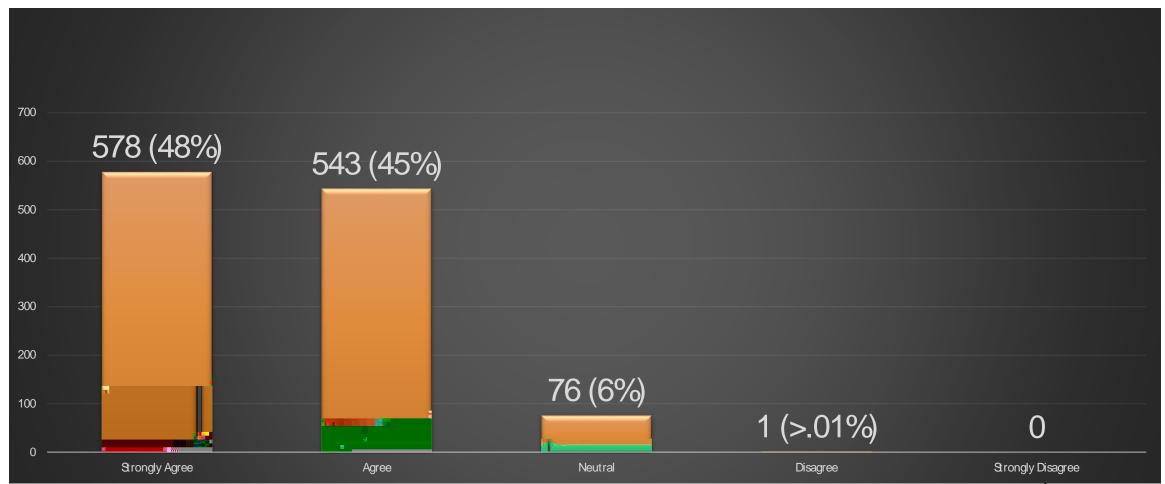
Advisor	Extension	Primary College	



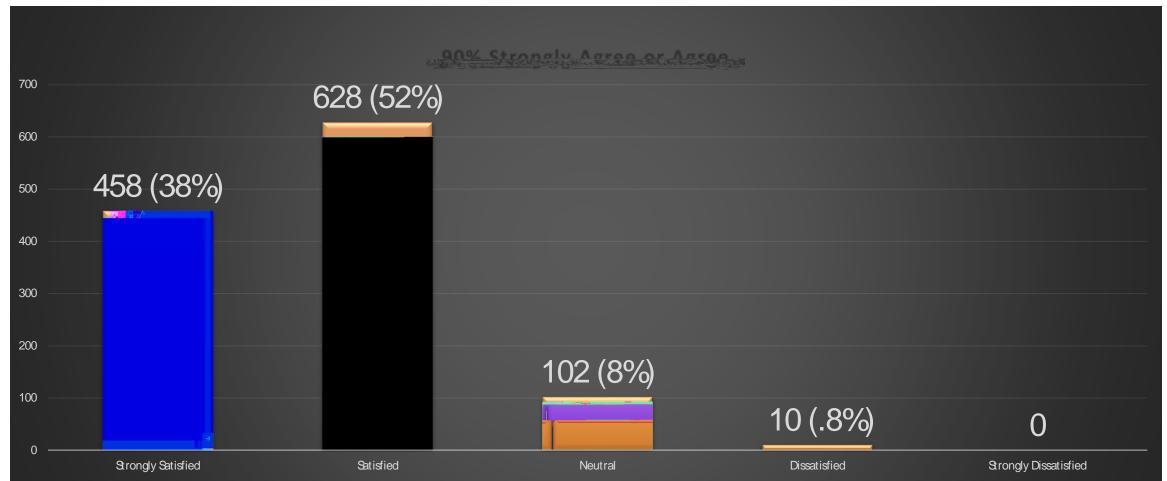
Fall 2022 Pre-Enrollment



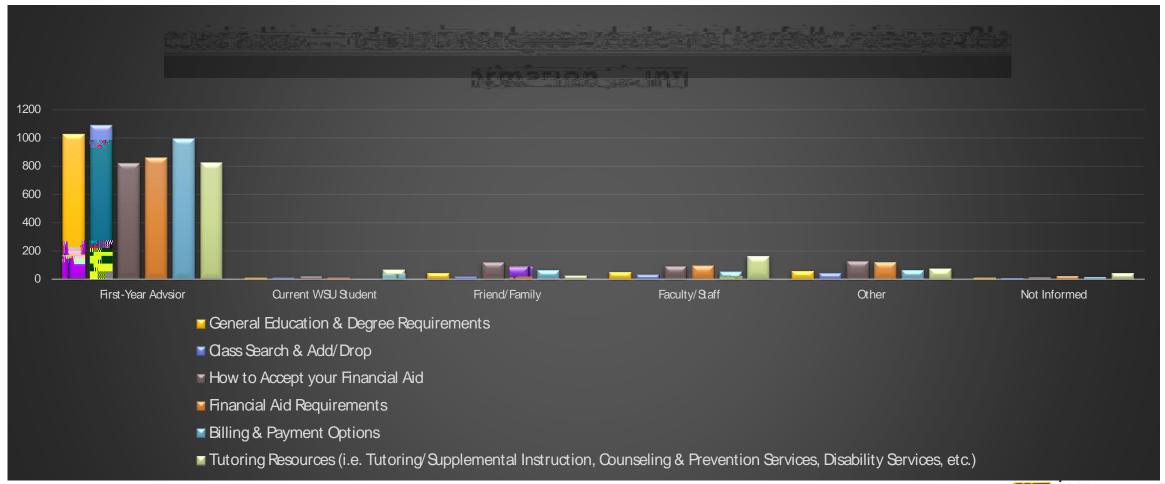
Post-Orientation Survey Question One



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. 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

Questions?

OneStop Student Services

Jardine Hall, room 112

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

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