



Faculty Senate Archives

Faculty Senate

Academic year 2022-2023

Volume XXXVI Documents and Reports

OneStop Student Services Overview

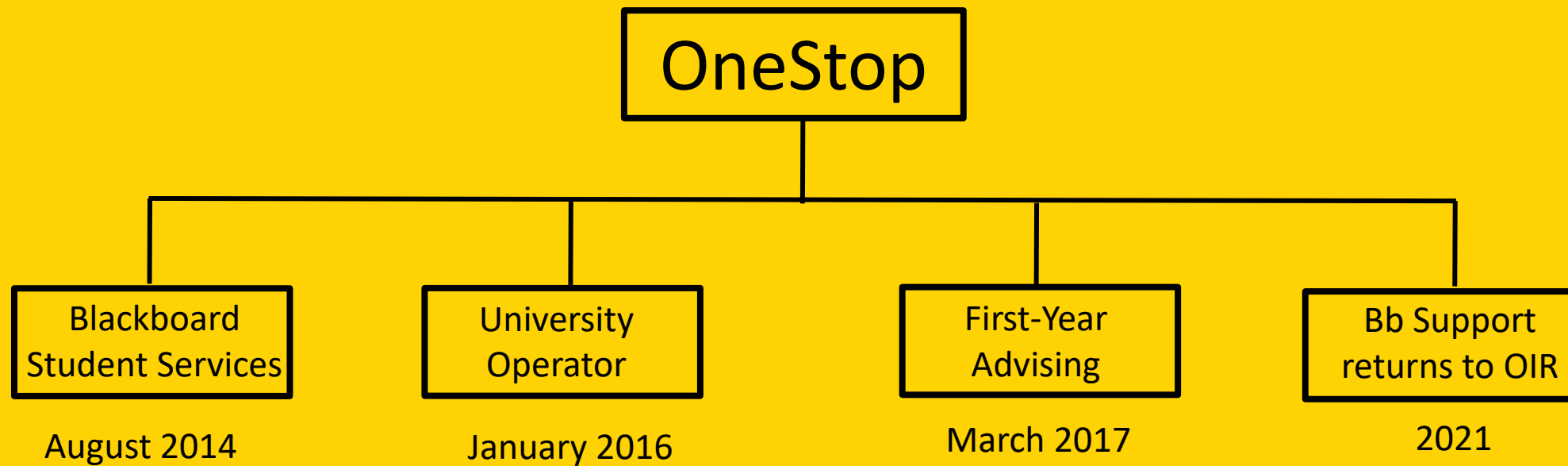


OneStop Student Services Overview

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

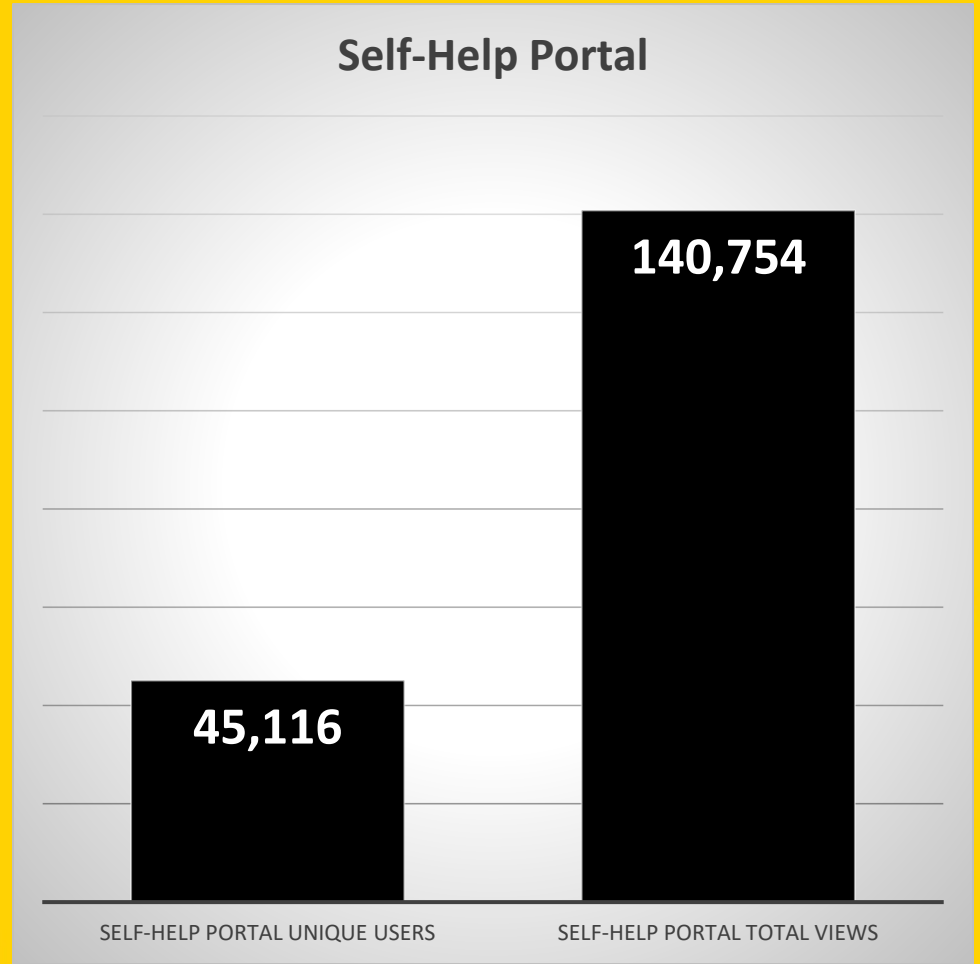
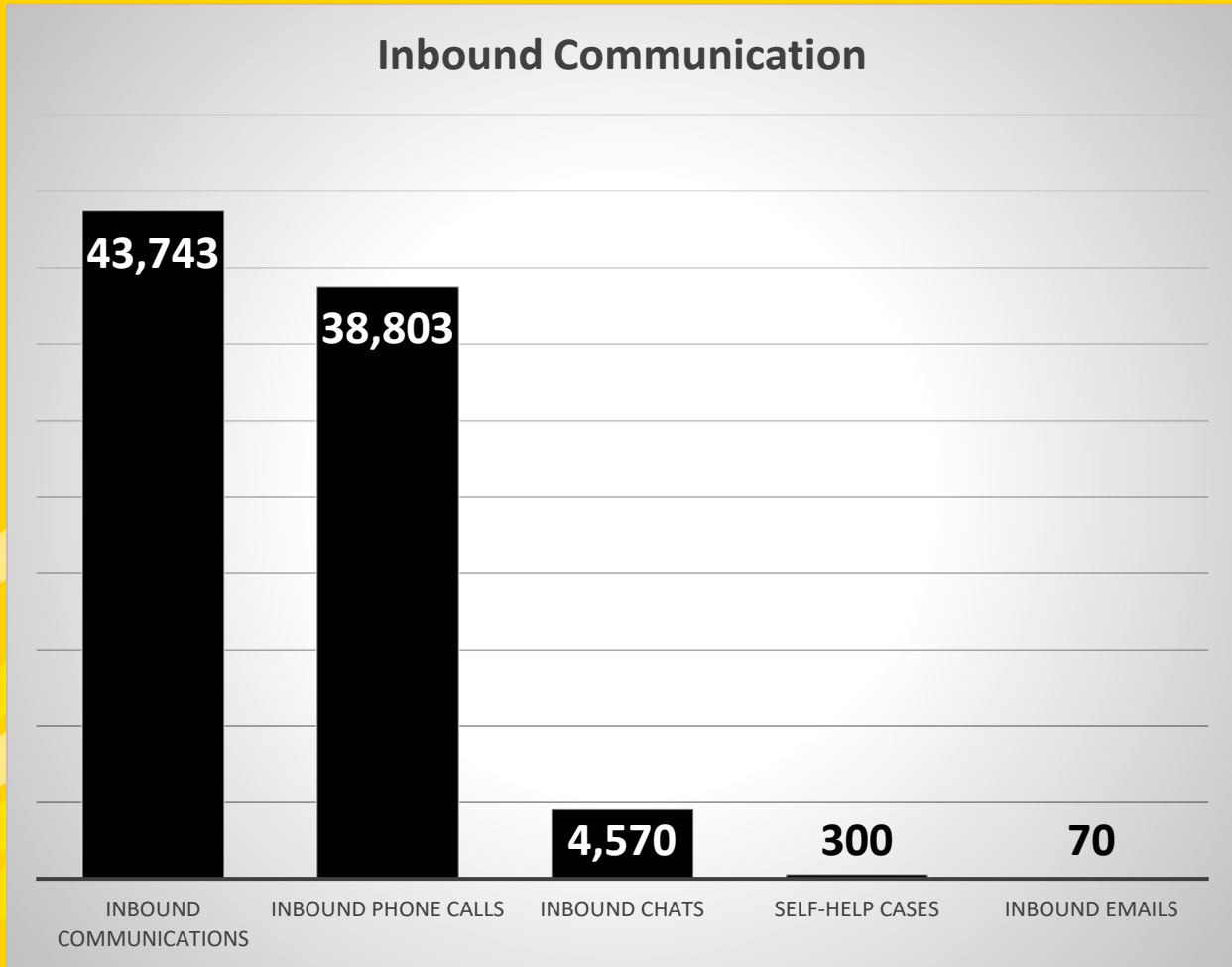
Outbound Student Services

- 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	

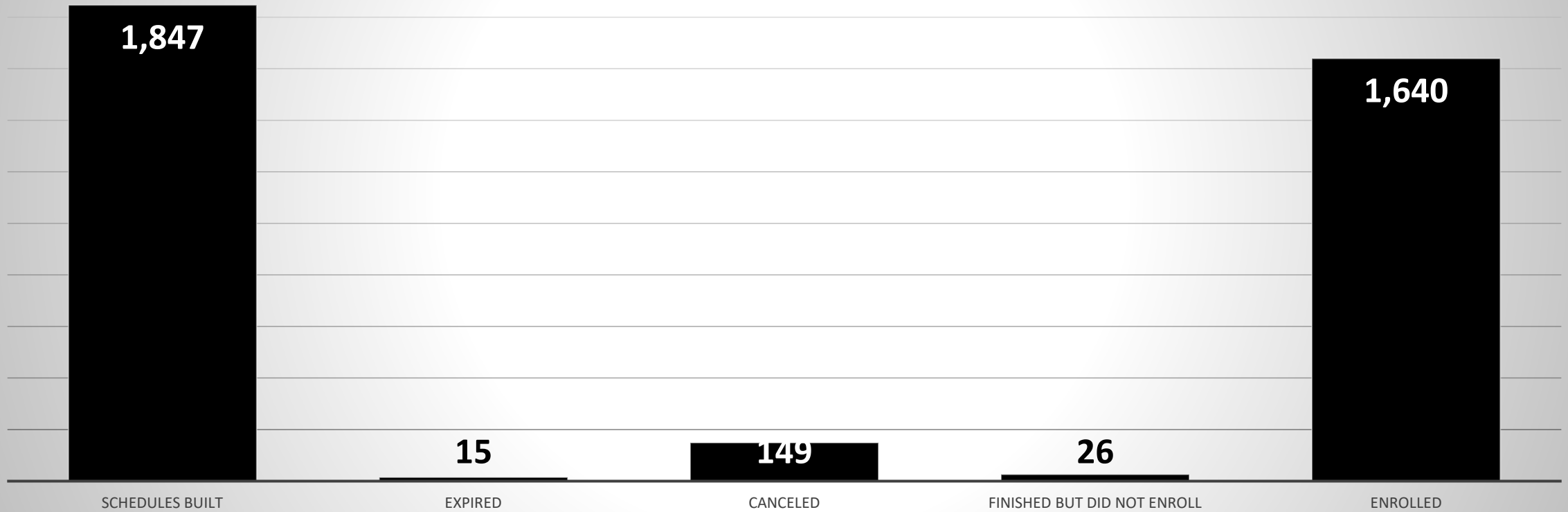
https://www.wichita.edu/academics/advising/Undergraduate_Students.php



Fall 2022 Pre-Enrollment



Enrollment

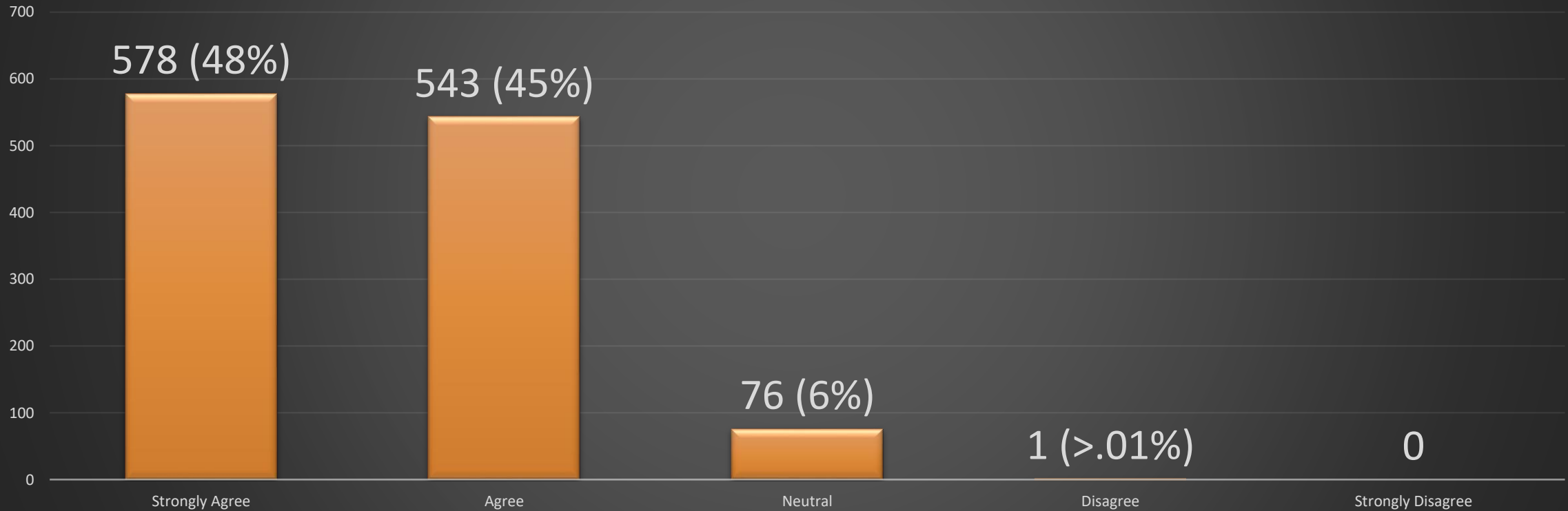




Post-Orientation Survey Question One

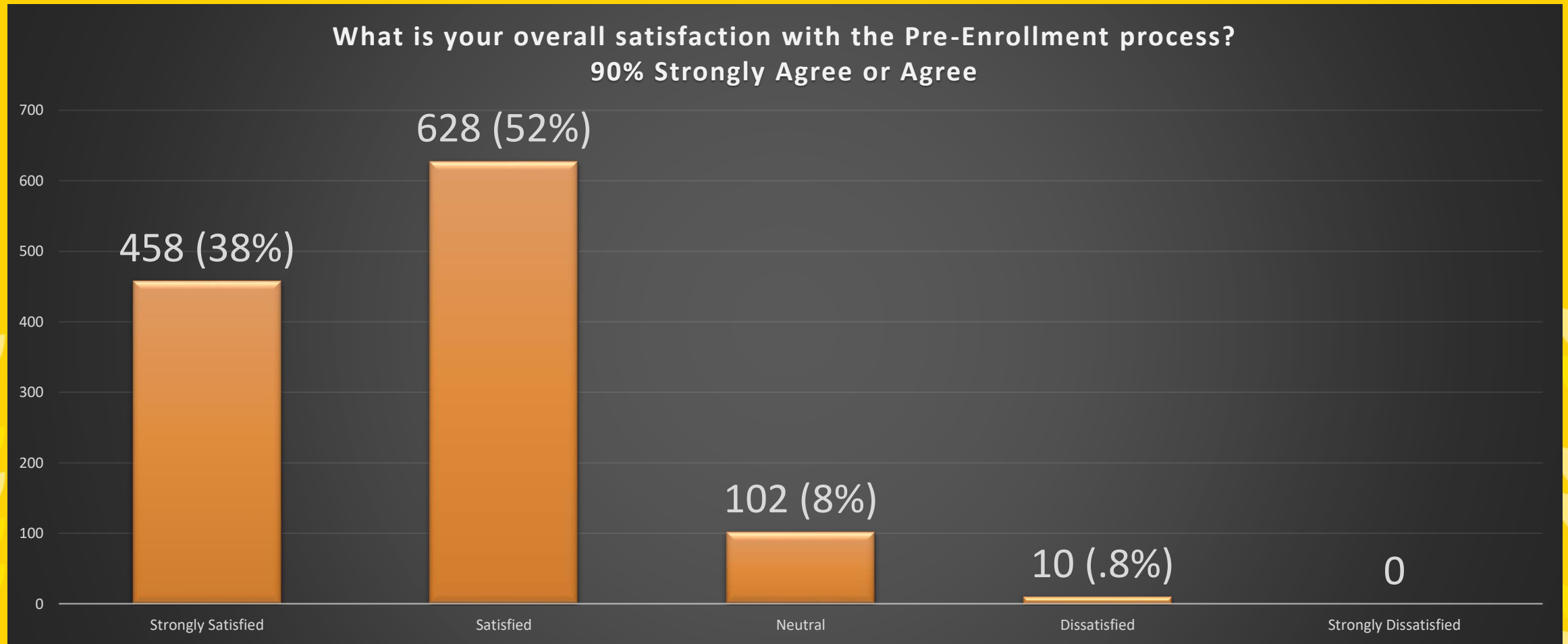


Do you feel the questions asked on the Orientation RSVP/Pre-Enrollment Survey offered adequate opportunities for you to provide information to your First-Year Advisor?
93% Strongly Agree or Agree





Post-Orientation Survey Question Two

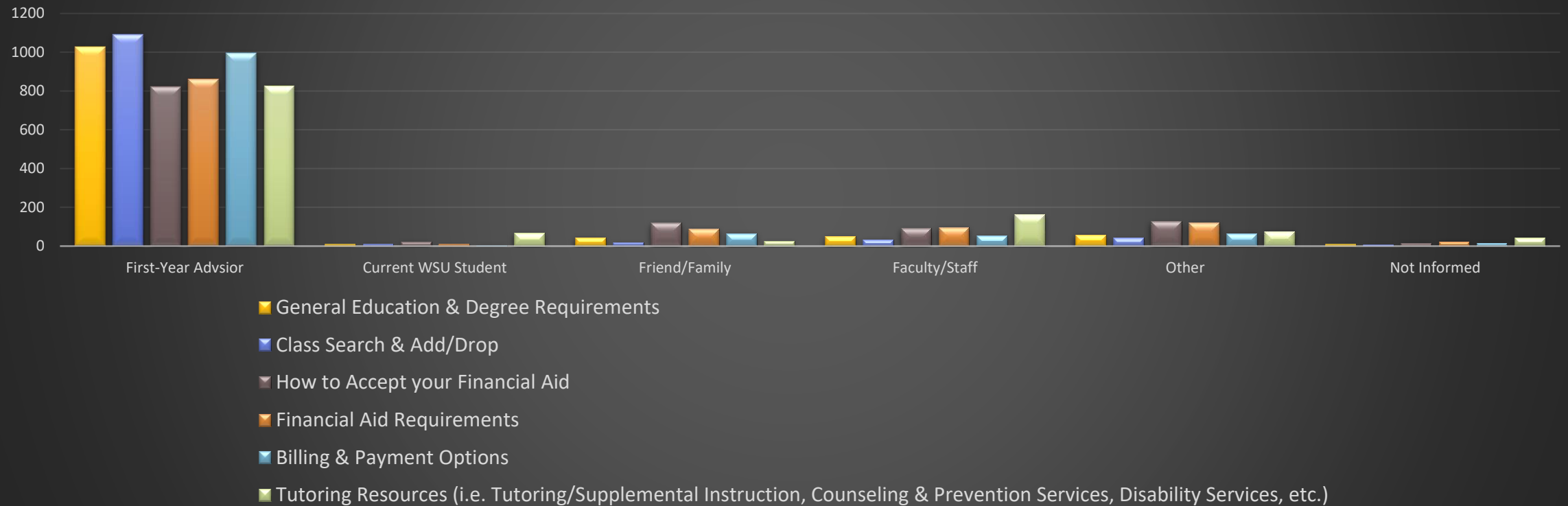




Post Orientation Question Three



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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