One-Stop Shop Concept at UND

Presented to Student Government
November 24, 2013
by Provost DiLorenzo, Vice President Brekke, and Vice President Reesor
Agenda

• Provide overview on previous work

• Highlight national best practices

• Current status

• Moving forward
Overview

• The One-Stop Shop concept is not new for UND.
  – Many options, visits, proposals, etc.
  – What’s different? Better service, enhanced student experience, more focus on graduation

• A One-Stop Shop concept has great potential at the University of North Dakota.
  – A focus on service built into a single location (as well as virtual), leading to greater overall satisfaction and improved retention and graduation rates for students.
Initial Work on One-Stop Shop

• Nate Elness (Student Body VP) and Tony Trimarco (Memorial Union) Co-Chaired Student Affairs “One-Stop Shop” working group, September 2011.

• Final reports were submitted to the Vice Presidents, spring semester 2012.

• Much broader discussion on campus space utilization began as campus started to explore a “master planning process.”
Another version of One-Stop Shop

• Finance & Operation’s “Cooperation Collaboration One-Stop Shop” committee (concurrent with the VP Student Affairs working group)

• Proposed a collaborative effort between 4 major student service areas in Twamley, so students could complete and submit necessary paperwork, perform on-line business, and obtain specialized student service to meet their needs.
“One-Stop Shop” Conference

- Peggy Lucke (Finance & Operations), Nate Elness (Student Government), and Tony Trimarco (Student Affairs) attended in Oct. 2011.

- Over 200 attendees representing 100+ colleges throughout the US and Canada.
  - Toured University of Minnesota’s One-Stop Center

- Best Practices
National Best Practices

• Lack of a One-Stop Shop negatively impacted students
  – Wasted time
  – Students locked into regular office hours
  – Overall negative impact on satisfaction, academics and retention

• Benefits of having a “One-Stop Shop”
  – Time saved for students
  – Reduced runaround
  – Fewer student complaints
  – Better use of staff resources
  – Better streamlined services
  – Faster service for students
  – Student is in control
  – Increased retention and graduation rates
Examples of One-Stop Shops
University of Minnesota-Twin Cities

What problem were we trying to solve?

Student survey showed:

• Strong dissatisfaction with service
• Student runaround required for services
• Lack of teamwork among offices
• Perception of uncaring staff

We also wanted to improve retention and graduation rates.
Examples, Continued
University of Minnesota-Twin Cities

Developing Self Services

- Registration
- View classes
- View grades
- View holds
- Change privacy settings
- Transcripts
- View/change addresses
- View advisor information
- View/update personal information
- Graduation Planner
- View/update hospitalization information
- View and pay bill
- View financial aid application/awards
- Parent/Guest access
- Parking
- Housing
- Forms on-line
- View degree audit
- View student account
- Scholarships Search
- Direct Deposit update

[Image of academic support resources]
Examples, Continued
University of Minnesota-Twin Cities

Science Teaching and Student Services (STSS) building
The urgency (case for change):

- “...obstacles for students are summed up in complaints of excessive bureaucracy and red tape.”
- “…unevenness in the service orientation of members of the University staff in their dealings with students.”

Their vision:

- “…set the stage for a stimulating, enjoyable and fulfilling learning experience for our students, with services and administrative processes that are effective, efficient and, most importantly, student-oriented.”
- “…idea of a single point of contact for students attempting to solve problems. In some cases, this will mean combining services and making them available in one physical location.”
Launched in the spring of 1995, Belmont Central offers students one central location to take care of many administrative needs that used to require trips to separate offices in different locations across campus.
Examples, Continued

Pepperdine University: Malibu, CA

OneStop
WHERE THE STUDENT IS THE HEART

Comprehensive List of Services

Student Accounts
- Check your student account balance
- Make payments on your student account
- Request refunds and receive refund checks
- Request and receive bookstore cash
- Sign up for direct deposit
- Complete and turn in direct deposit forms
- Choose/change payment options
- Sign loan checks
- Inquire about account statement and due dates
- Sign Student Account Information Release Consent form
- Get help with tuition calculation
- Get wire payment instructions
- Request account credit for books

Financial Assistance
- Verify financial assistance
- Turn in financial aid forms
- Find out which aid is still outstanding and what paperwork is still needed

Registration/Academic Records
- Make an appointment with an Academic Advisor
- Get the latest schedule of classes
- Get Information about and form for substitution and transfer of units
- Register for classes

Registration/Academic Records (continued)
- Review articulation agreements
- Pick up final exam schedule
- Obtain Change of Final Request form
- Pick up graduation information
- Get information about VA education

Dining & Card Services
- Add points to your ID card for use in dining locations, the library and the bookstore
- Request and pick up replacement ID cards
- Find out how many points are available for book stove cash, or WavesPLUS
- Request to change meal plans

Public Safety
- Get appeal form for parking or other tickets
- Pay for parking fines
- Pick up vehicle registration information

Information Technology
- Get PepperdineXpress username and password
- Get help on using PepperdineXpress
- Get information on using Blackboard
- Get assistance with online transcript ordering

OneStop is more than a place… it’s a philosophy. You came to Pepperdine University to learn and not to run from office to office taking care of the administrative details of your education. OneStop brings together a host of administrative services under one roof so that you can get back to the business of being a student.
Examples, Continued

University California at Merced

Students First Center
Phone: 209-228-7178

We Want Your Input.
Comment on our level of friendly and professional student support!
Click Here To Contact Us

WE WANT YOUR INPUT
Give us your feedback about your service experience with the SFC!

Click here to access your UCM Student Portal

SFC Dates & Deadlines

Students First Center

Think EXCEPTIONAL, Discover UND
One Stop Student Center

Welcome to USD's One Stop Student Center. Located in UC 126, the One Stop welcomes all students who need assistance with their registration, student account, or financial aid. Our mission is to consolidate and simplify the business transactions of the Financial Aid, Registrar, and Student Accounts offices into one stop, allowing students to receive outstanding customer service. Stop by and allow us to assist you with any issue you may be having.

Due to the My San Diego portal upgrade, you may be having online access issues:

- If you are able to log in to the portal but cannot access links such as your student account, please ensure your pop-up blocker is not enabled.
- If you are not able to log in to the portal at all, please use the MySanDiego link on the MySanDiego page. Do not use an old bookmarked link. If this does not fix it, please clear your browser's cache.

Examples of our services include:

- Registration and registration changes, transcript requests, and changes in online class scheduling.
- Financial aid information.
- Student account information and payment plans.
- Graduation requirements.

For more information, please visit our website at [usd.edu](http://usd.edu) or call us at 619-260-2700.

Contact Information:

Phone: 619-260-2700
Fax: 619-269-5235
registrar@usd.edu

Office Hours:

Monday - Thursday: 9 a.m. - 5 p.m.
Friday: 9 a.m. - 3 p.m.

University of San Diego
University Center 126
5998 Alcala Park
San Diego, CA 92110

[View Directory](#)
McCannel and Union Space

- Student Government supported continuation of the McCannel Hall fee to improve student services space, passed in April 2013

- VPSA Reesor tasked group to work on improving space and services in McCannel Hall and the Memorial Union, August 2013

- Committee:
  - Laurie Betting, Chair
  - Lexi Hanson and Molly Burke (Student Government)
  - Abdi Ahmed, Student
  - Lisa Burger
  - Sol Jensen
  - Cara Halgren
Priorities for Space

• Maximize use of space in McCannel to enhance service delivery to students

• New spaces for Multicultural Student Services and Women’s Center

• Location for One-Stop Shop
The Vice Presidents for Finance and Operations, Academic Affairs, and Student Affairs tasked a group to establish a One-Stop Shop operation at UND in September 2013.

- Lisa Burger, Chair (Student Academic Services)
- Lexi Hanson (Student Government) and Amanda Heubach (student)
- Sol Jensen (Admissions and Financial Aid)
- Matt Lukach (Student Account Services)
- Josh Riedy (Vice Provost)

The Group’s Charge:
- Identify a physical space
- Explore the coordination of communications
- Recommend staffing and suggest a reporting structure
- Determine budget needs
- Establish functions within the operation
Key Considerations

– Provide greater customer service in one visible/identifiable location
– Use technology in developing greater service to students
– Create an environment where sharing of information is natural – enhanced communication
– Provide the One-Stop Shop staff with full access/information to make decisions – create an environment where the Director/Manager can make decisions on site
– Establish an environment that promotes guided training/self-service so students are able to answer questions that might surface in the future
– Establish connections between offices to move complex questions from the One-Stop generalist to campus specialist; the campus specialist would be brought to students via technology within the One-Stop Shop space
– Create a point of intervention when issues arise
Functions Within the One-Stop Shop

- Immediate services and support functions addressed by the One-Stop Shop staff:
  - Student Financial Aid
  - Student Account Services
  - Registrar’s Office
  - Parking Services
  - Assistance with online services
  - Incoming and outgoing communications (i.e., phone/live chat/email in addition to coordinated outgoing communications)
  - Entry-level technical support services (i.e., email/sign-on issues)
Communication about Project

- Presentation to Resident Assistants
- Meeting with ARH leaders
- Two updates at Student Government meetings
- Monthly meetings with Cabinet of Student Leaders
- On-going committee meetings which included students
- Monthly meetings with Student Government leaders
- Approved plan sent to Student Government leaders
- Updates at University Senate
Developments on One-Stop Shop Proposal

• Student Government leaders agreed to modify April resolution to include additional space beyond McCannel as was original intent.

• Initial *estimate* for significant projects (including moving Multicultural Student Services, Sign and Design, Dakota Student, and Women’s Center) and the One-Stop Shop was approximately $1.5 million.

• Student Government tied tuition to resolution on One-Stop Shop.
Administration Response

- President Kelley stated planning for one-stop shop would continue without the use of funds from the McCannel fee.

- We could not understand the link between tuition rates and this program. By policy, SBHE sets tuition.

- Examining alternative locations for establishing One-Stop Shop.
Next Steps on Renovations

- Interviewed architects as state statute requires hiring of architect for projects over $100,000; already spent $67,000 in improvements in McCannel and Union
- Looking for space for Multicultural Student Services, Women’s Center, and One-Stop Shop
- Will not use the funds from the current McCannel fee for projects outside of McCannel Hall
- Funding for hiring of staff from vacant positions
Next Steps

• Posted position for a director for the One-Stop Shop (student on search committee)

• Campus Communicators and Division of University and Public Affairs being consulted on potential name and how to roll out concept to campus

• Will hire staff to support function

• Need improved technology to support area
Support Needed from Student Government

1. Represent the facts of the One-Stop Shop project completely and accurately. Not a luxury project and the project does not cost $2 million.

2. Recognition that this is one project of a bigger initiative on Strategic Enrollment Management that will increase retention and graduation (and by its very nature, reduce cost and debt).

3. Correct Senate resolution from last spring to accurately represent original intent of the fee to include all student services spaces.

4. Continue to support the $1.25 McCannel Fee to allow for improved space for services for students.
What You Can Expect Of Us

• Follow SBHE, NDUS, and UND policies and procedures.
• Advocacy on behalf of students to ensure student success.
• Continued communication and transparency on projects.
• Open door policy.
• Continue to involve students in processes.
Questions, Comments, Concerns

Thank you for the important work you do to represent UND students!