

One Stop Shop Business Solutions



TEXAS A&M
UNIVERSITY
KINGSVILLE.

Introduction



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Texas A&M University-Kingsville

- Established in 1917 (oldest institution of higher ed. in South Texas)
- A comprehensive academic/research institution
- 9,278 students(2017)
- Only institution that has a Javelina as a mascot.



Agenda

Why create a One-Stop Shop?

Functions within the One-Stop Shop

Advantages of a One-Stop-Shop

Outcomes of a One-Stop Shop

Moving Forward



History of Texas A&M University-Kingsville One Stop Shop

Prior to OSS, different offices were located in different buildings within Texas A&M University-Kingsville.

Goal:

- Create a centralized area where communication, convenience, and time efficiency were of utmost importance.
- Prevent multiple and repetitive communication chains.
- Prevent students from “Office Jumping”

Student Center Approach

Staff of 6 team members who are cross trained in order to assist with:

- Enroll and Drop Classes
- View/Accept/Decline Financial Aid
- View Bill
- Update Contact Information
- Review Important Communications
- View Holds

Functions Within the One-Stop Shop

Immediate services and support functions addressed by the One-Stop Shop staff :

- Student Financial Aid & Veteran Affairs
- Student Account Services
- Registrar's Office
- Scholarships
- Assistance with online services
- Incoming and outgoing communication
- Entry-level technical support services (i.e., email/sign-on issues)

Advantages of a One-Stop-Shop

- An OSS has the ability to correct the complex and confusing nature of the way we conduct business today.
- It is a student-centered model that offers a sustainable and cost effective way of delivering value and quality to higher education.
- An OSS is driven by student needs, the problems students face, and the solutions necessary to help them succeed.

What Has Changed Since Creating OSS

- Distributing Surveys of Experience and Needs
- Resolving Issues on the Spot
- Streamline Social Media for All Offices
- Preventing Disconnect Between Offices
- Monitor Frequently Asked Questions/Trends
- Support Staff to Answer Phone Calls for Different Offices

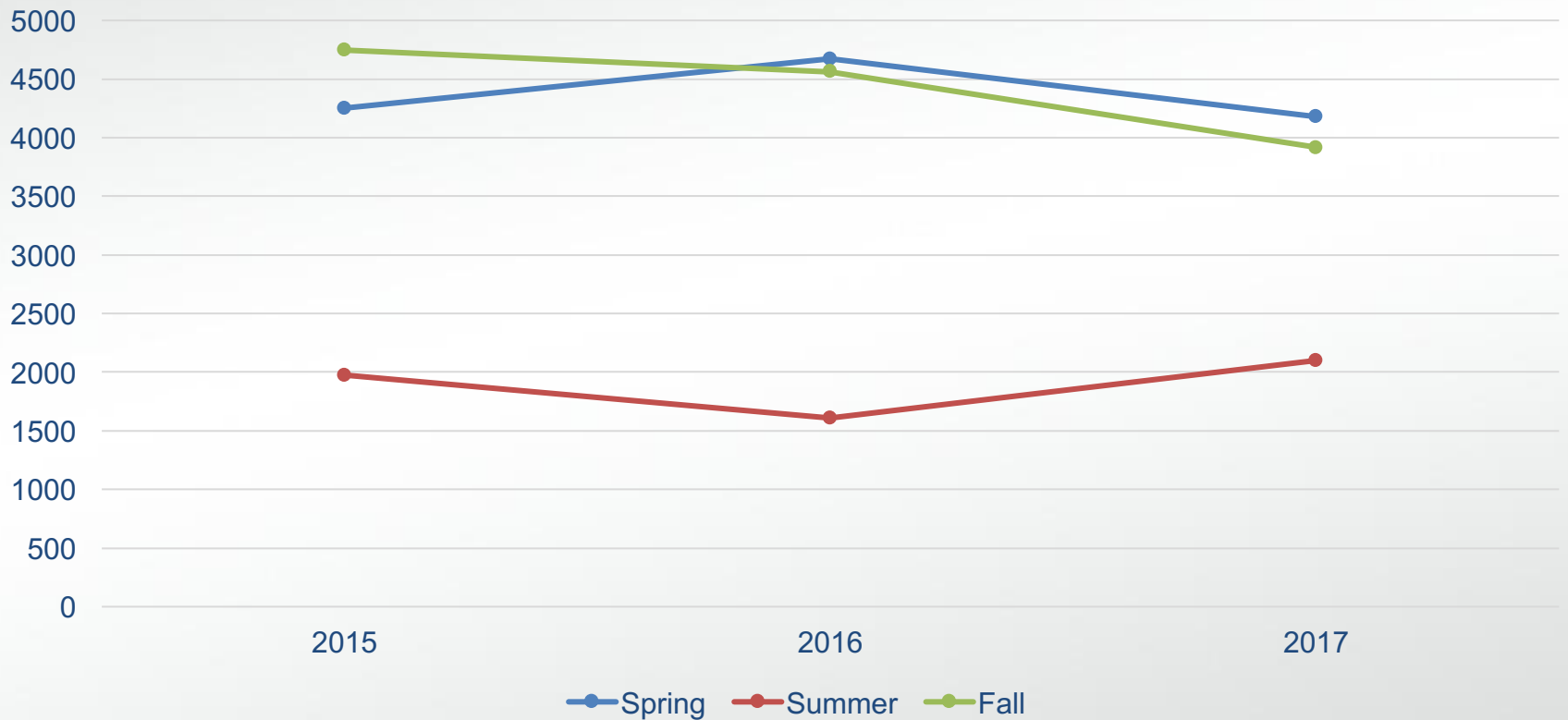
OUTCOMES of an OSS

(as related to retention)

- Provides the opportunity for increased individual attention in one central location.
- Service levels increase by requiring fewer steps for students and staff to complete.
- Provides a simplified enrollment process.
- The OSS concept sends the message that an institution cares not only about a student applying for admission, but that they are there to assist them with all of the other services necessary for them to complete their educational goals.

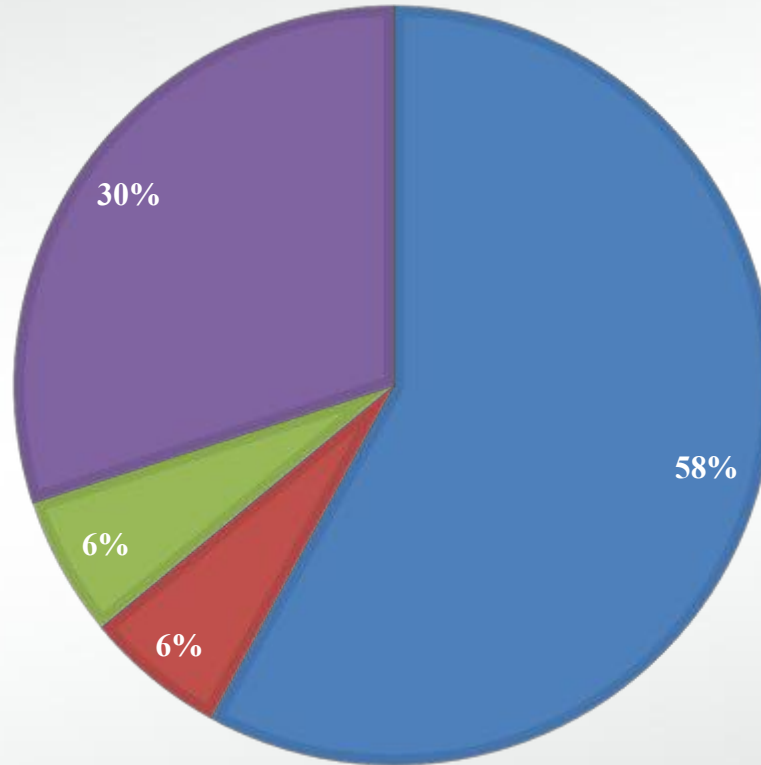
Students Serviced Over the Years

Student Interaction



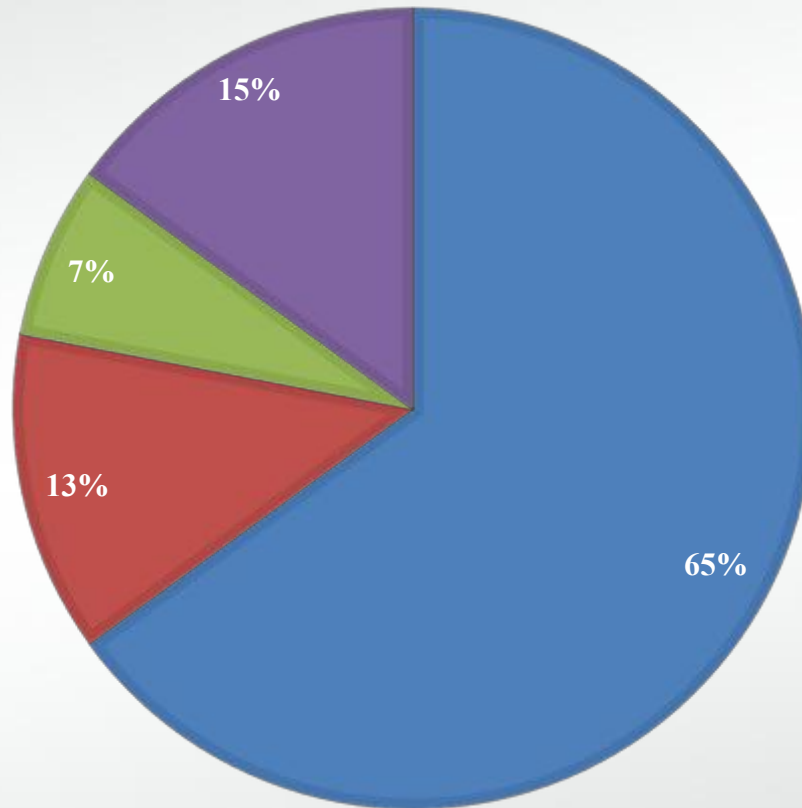
AREA OF STUDENT INTERACTION

■ Financial Aid ■ Business Office ■ Admissions/VA ■ Registrar



2017 STUDENT ISSUE RESOLUTION

■ Yes, It Was Resolved ■ Yes, by Area Specialist ■ No , It Was Not Resolved ■ No Issue/Request Only



Current Model



Moving Forward

- Creating a safe place for students to discuss personal matters.
 - Withdrawing From Institution
 - Bad SAP or Lack of Financial Funds
- Establishing Kiosks to perform on the spot surveys and navigations for student portals.
- One on One Communication and follow up emails after interaction

Moving Forward



A Win-Win All Around

One Stop is a promising model particularly well-suited to institutions with needing to better support diverse and changing student demographics (e.g. first generation, adult learners, digital natives tethered to their smart phones), overcoming operational inefficiencies, and entering the 21st century with a streamlined, adaptable, cost-saving model.

It takes time, energy, leadership and hard work to implement a one stop model, but it is well worth the investment yielding more satisfied students, more efficiently run institutions, and higher employee morale. One Stops are a “Win-Win” all around.

Any Questions?

