


One Stop Services

September 2016



BACKGROUND

Lakehead University Strategic Plan 2013-2018



LEARNER-
CENTRED
STUDENT
EXPERIENCE

STRATEGIC ACTION:

Lakehead University students will be offered a unique experience that combines opportunities for an active lifestyle with integrated student supports in a collaborative learning environment. As a result, the modified graduation rate will increase by 3% during the life of this plan.

- ✓ Make a **one-stop approach** of easy and convenient access to services the underlying framework for improving interactions with students from enrolment, through their academic career, to graduation
- ✓ Build and maintain an outstanding series of online tools that ensures students can quickly and easily conduct all of their normal university business online

2012 → Present

- ✓ Reviewed One Stop Best Practices
- ✓ Reviewed Survey Results
- ✓ Conducted Student Focus Groups
- ✓ Reviewed/Visited Other One Stop Operations
- ✓ Developed a One Stop Model for Lakehead
- ✓ Developed a White Paper
- ✓ Identified Potential Locations & Location Selection
- ✓ Secured Bortolotto (Architect)
- ✓ In-Progress Space Design
- ✓ ERP Project to Further Automate Business Transactions
- ✓ Awaiting Class B Construction Estimate

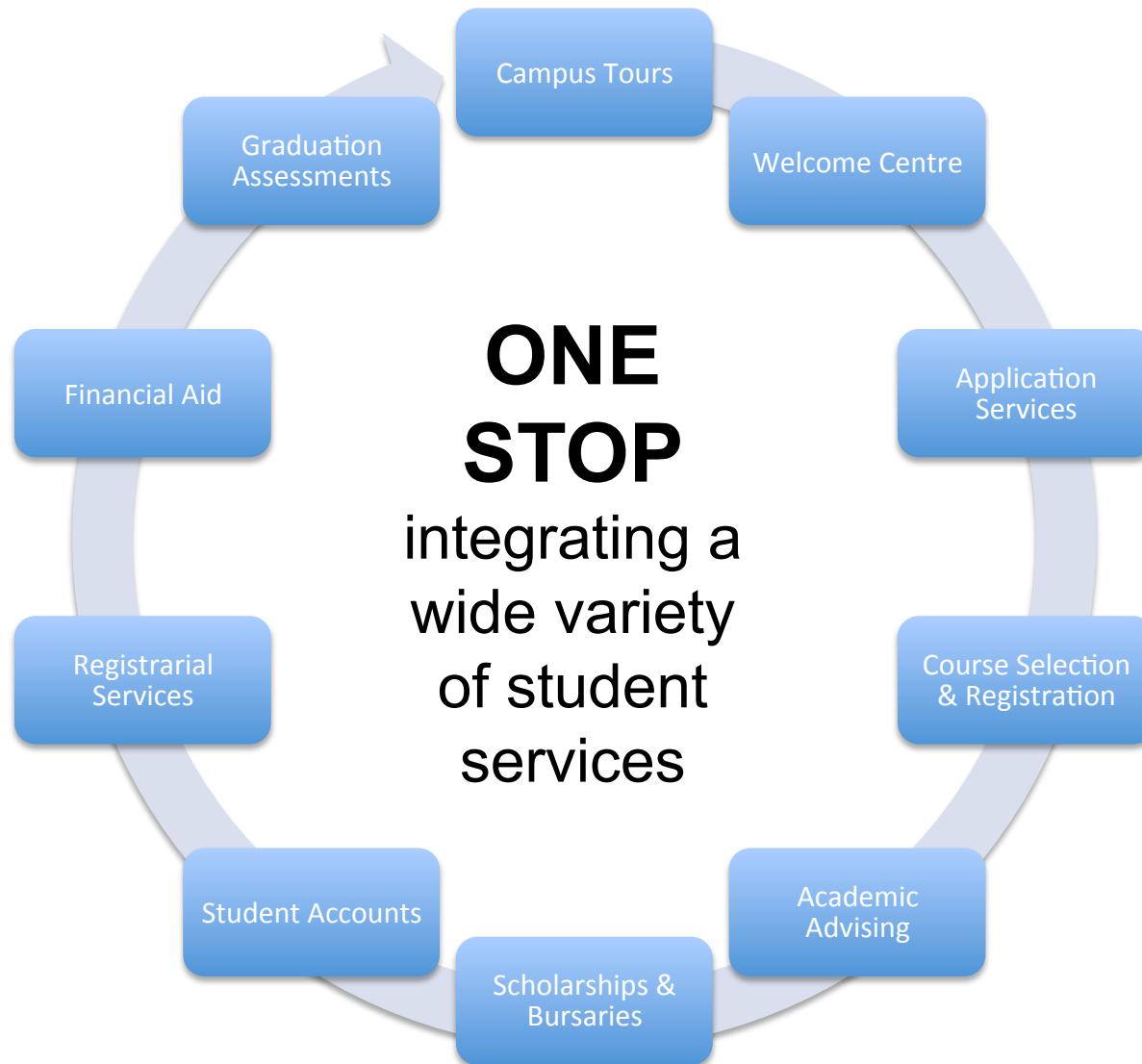
**Students are not concerned with ...
organizational structure ... are
indifferent to roles of different
departments ...**

**They just want to get their
needs met conveniently and in
one place!**

ONE STOP GOALS

- Creating a single point of contact for many administrative services, making services and information more accessible to students
- Bring together services currently offered in 4-5 different locations in 3 different buildings
- Deliver high level service and support with a “whole student” approach
- Empower staff to make decisions right on the front line
- Improve self service options
- Maximize every opportunity to recruit new students and create exceptional first and long-lasting impressions

ONE STOP SERVICES MODEL



- **Face to Face**
- **Self Service**
(Online)
- **Call Centre**
(Phone, Email, Virtual Meetings, Chat, Social Media)

85-90%
of transactions
will be
conducted with
a One Stop
Professional

BENEFITS OF ONE STOP

- Reduced 'runaround' to multiple places and people
- Whole student approach
- Central 'go to' place
- Improved wait times
- Improved relationships between students and staff

SPIN OFF BENEFITS

- Improved Student Satisfaction
 - Improved Word of Mouth
 - Higher Retention Rates
 - Reduced Redundancy
 - Increased Efficiency

THE SPACE: DESIGN PRINCIPLES

- Central/High Traffic Area
- Highly Visible
- Flexible & Adaptable
- Technologically Advanced
- Warm & Welcoming

SPACE VISIONING “ZONES”

Zone
1

Welcome Centre

- Campus Tours
- Information
- One Stop Welcome
- One Stop Waiting Area

Zone
2

One Stop

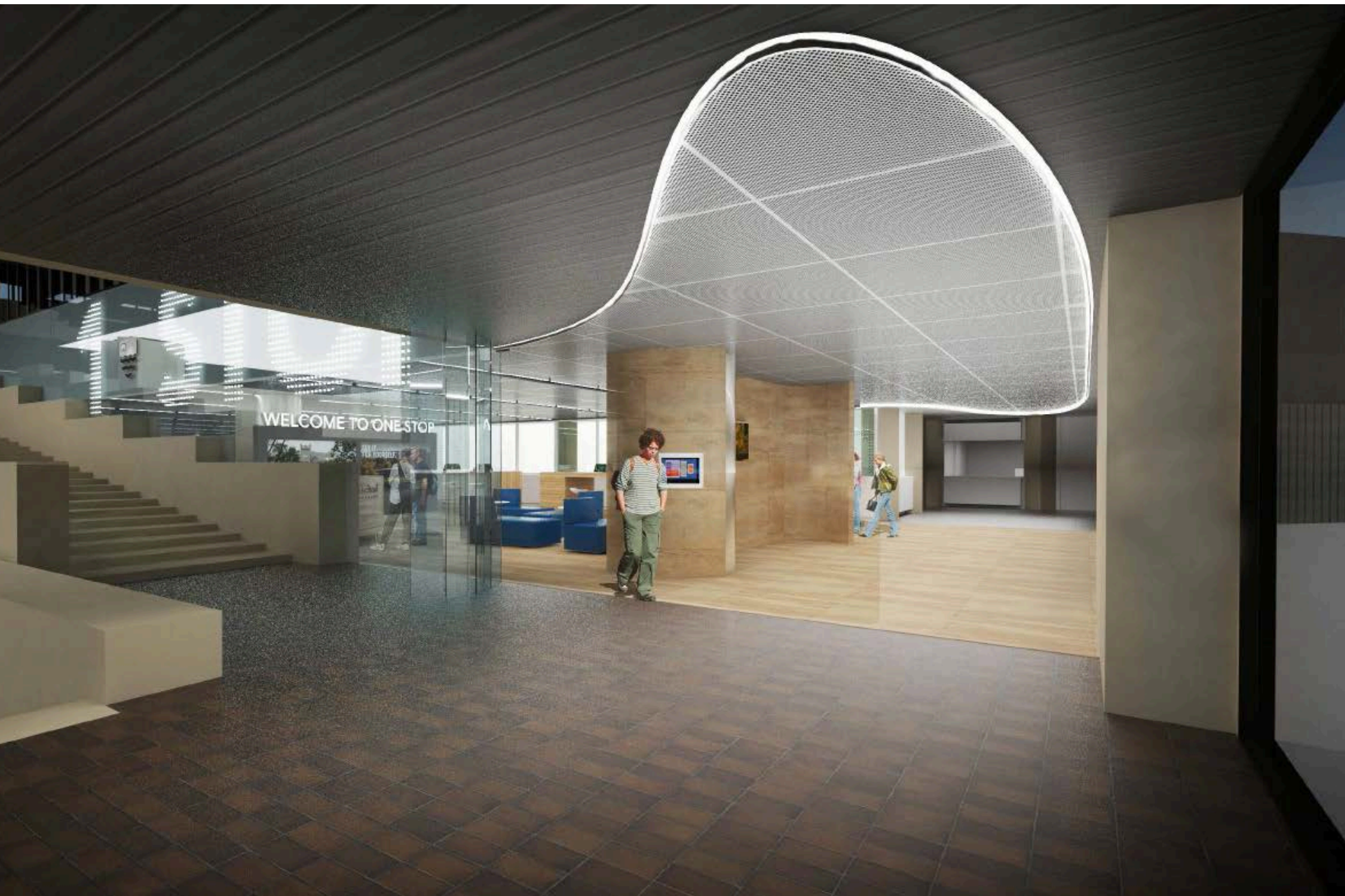
- Self-Service Area
- Queuing
- One Stop Professionals Triage
- Private Meeting Space

Zone
3

Back End

- One Stop Expert Offices
- Staff & Manager Offices
- Processing Staff Workspace
- One Stop Call Centre













Questions?