



ONESTOP

**ENROLLMENT SERVICES
UNIVERSITY OF FLORIDA**



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The Virtual OneStop

- One location for enrollment information.
- Information is by student needs vs. office functions.
- Links to trending topics.
- Links straight to ONE.UF for students to complete needed transactions.
- New in 2020 “Needs Assistance” tile provides entry point for students who need services beyond information.
- Face to face service via Zoom beginning August 17.

OneStop
for all your enrollment needs

UF

Admissions

Financial Aid

Payments & Fees

Records & Registration

ONE.UF

Need Assistance?

OneStop Departments
UF OneStop enrollment services is comprised of four primary departments:

- [Admissions](#)
- [Bursar](#)
- [Registrar](#)
- [Student Financial Affairs](#)

What is the OneStop?
The OneStop is designed to provide student enrollment services in one central location. The OneStop serves as a complement to the self-service portal at [ONE.UF](#) and provides students with 24-hour access to information and resources for UF enrollment services.

Helpful Links

- [How to register successfully](#)
- [Cost of Attendance](#)
- [Check Your Aid Status](#)
- [Net Price Calculator](#)
- [1098-E Tax Form](#)
- [Florida Bright Futures](#)
- [Schedule of Courses](#)
- [Transcript Ordering Instructions](#)
- [Scholarships](#)
- [Exam Credit](#)

UF UNIVERSITY of FLORIDA

Division of Enrollment Management
216 Criser Hall, P.O. Box 114000
Gainesville, FL 32611-4000
Phone: 352-294-3683; Fax: 352-392-2115



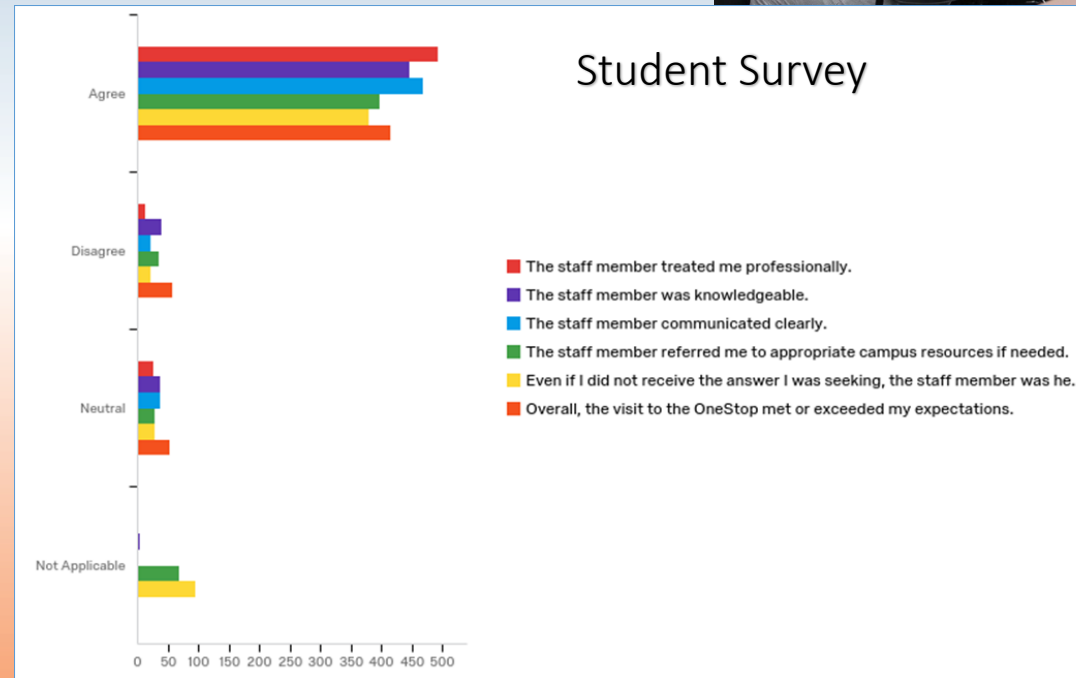
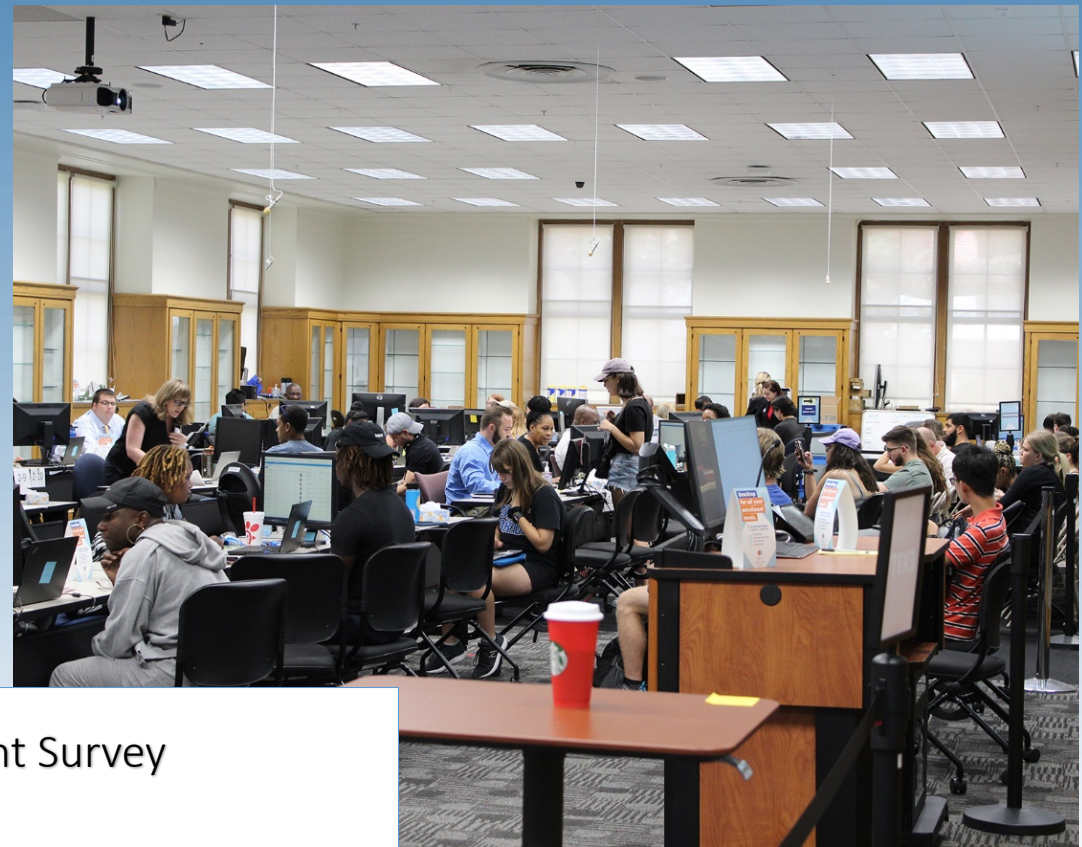
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2019 Pop-Up OneStop

- Frontline staff in four offices relocated to Smathers Library
- Handled over 9,200 cases in the three week period.
- Overwhelming positive feedback from students, parents, and staff on the convenience of serving in one location.



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2020 Virtual OneStop

- Informational/Self Service (24/7)
 - Website
 - Chatbot
 - ONE.UF
 - Online/email via Gator360 CRM
 - Electronic form upload
- In-person Assistance (M-F, 8am – 4:30pm)
 - Phone
 - Face to face via Zoom beginning August 17
 - Multiple connection points

<https://onestop.em.ufl.edu/connect>



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OneStop Assistance

- Decision tree concept.
- Response is tailored to type of audience.
- Information and tools provided that enable completion through self-service.
- If more assistance is needed, student can call, email or request face to face Zoom meeting.
- No waiting around, student will receive Zoom invitation when staff is ready.

Convenient, contactless, no waiting in line!

<https://onestop.em.ufl.edu/connect>

The screenshot shows a web form titled "OneStop for all your enrollment needs". At the top, there is a disclaimer: "**For information regarding UF and Covid-19, please visit <http://www.ufl.edu/health-updates/>**". The University of Florida (UF) logo is in the top right corner. The main heading is "Select which describes you:". Below this are four radio button options: "Current Student", "Former Student", "Family Member", and "Prospective Student".

Below the selection options, a text box states: "To receive your financial aid disbursement, you must complete all of your financial aid requirements. You can view your financial aid requirements at [ONE.UF](https://onestop.em.ufl.edu/connect)." This is followed by a small cartoon crocodile icon.

At the bottom, there are four radio button options for feedback or further assistance: "Thanks, that answered my question!", "I have questions about setting up Direct Deposit", "I have questions about Student Authorization Permissions", and "I have reviewed the above information and still have questions". Navigation arrows (back and forward) are located at the bottom left and right corners of the form area.



Communication is key

- Postcards for students in halls of residence
- Multiple social media outlets
- Email to all enrolled students
- MyUFL splash page
- Campus electronic/digital signs
- GatorTimes
- Announcements section of ONE.UF
- Email to college advisors
- Signage outside Criser/Peabody complex

Convenient. No Contact. No Lines. No waiting.

<https://onestop.em.ufl.edu/connect>



OneStop

**service for all your
enrollment needs.**

Do you need assistance with **financial aid, registration, fees/payments, or admissions requirements?** Our OneStop Enrollment Services team is available to serve you conveniently with zero physical contact by email, phone, or in-person via Zoom.

[<onestop.em.ufl.edu/connect>](https://onestop.em.ufl.edu/connect)
Monday-Friday, 8 a.m. to 4:30 p.m.



Our team is here to help you on your schedule and at your convenience, so there is no need to walk across campus. We zoom to you!



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