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.
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.

Student Survey
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
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
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.

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