

The logo for the University of Houston System (UHS), consisting of the letters 'U', 'H', and 'S' in a stylized, blocky font.

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Don't Waste Data...Using Data to Predict Student Trends

UHS Student Affairs and Enrollment Services Leadership
Conference May 2018



WH

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PRESENTATION AGENDA

- ✓ History
- ✓ Team Data
- ✓ Check in Data
- ✓ Student trends
- ✓ Innovation

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History

Welcome Center – One Stop Shop

- Student Financial Aid
- Student Business Services
- Admissions
- Office of the Registrar
- Marketing

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WH

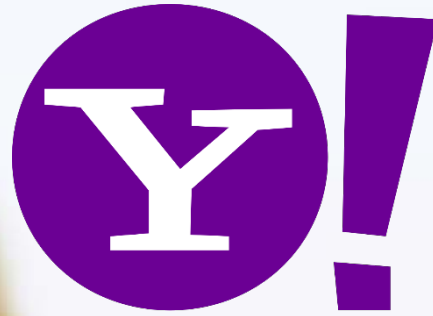
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Google



Yahoo



Facebook



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PeopleSoft customize check-in

Search Results

[View All](#)

First



1-5 of 5



Last

Academic Institution	Location Code	Location Description	Total Waiting	Average Wait Time	Last Wait Time
00730	ADM	Admission (ADM)	1	17.3	+000
00730	OUREMAIL	Office University Registrar	(blank)	(blank)	+000
00730	RAR	Office University Registrar	1	4.25	+000
00730	SFA	Scholarships & Financial Aid	1	6.25	+000
00730	SFS	Student Business Services	(blank)	(blank)	+000

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Check-In / Check-Out / Transfer

Institution: 00730 University of Houston
Location: RAR Office University Registrar

Enter ID or Name

Student ID

Ticket Number

Check In

Cougar 1 Card Nbr

First Name

Last Name

Academic Plan

Meeting Type

Advising Preference

Advisor Preference

Email Address

Send text when called?:

Telephone

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Call	Attend	No Show	Cancel
Call	Attend	No Show	Cancel
Call	Attend	No Show	Cancel

Personalize | Find | View All |  |  | First  1-2 c

Number	Check-In Time	Student ID	First Name	Last Name	Advising Preference	Advisor Preference	Called Time	Called By	Status
44	2:21PM	██████	██████	██████	Drop Forms				Waiting
45	2:21PM	0640585	Jay	Hills			2:21PM	James Eric Hills	Called

Students "preferred name" listed in check

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Personalize | Find | View All | [grid icon] | [calendar icon] First 1 of 1 Last

Service Group	Service
1 [dropdown]	[input] [search icon] [plus icon] [minus icon]

Created On 05/17/2018 By 0640585

Term [search icon]

Notes

Do not display note in Self Service

File Attachments Personalize | Find | [grid icon] | [calendar icon] First 1 of 1 Last

Attached File	Description	Add	View	Delete
	[input]	Add	View	Delete [plus icon]

- Staff can add attachments and notes
- Service Group help record student inquiry

Team Data

- Monthly/Quarterly PeopleSoft generated reports
- Counter Production
- Processing Statistics
- Processing Time

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A red vertical banner with white and yellow text and graphics. At the top is a large white 'WH' logo. Below it, the text 'HERE, WE GO FOR IT.' is written in white, stacked vertically. At the bottom, 'JOIN THE CAMPAIGN' is written in yellow. The banner has a yellow and red striped border on the left side.

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Monthly/Quarterly PeopleSoft generated reports

IRIS

Counter Production

Withdrawals

II_CC

VA & Residency Processing Time

Student Trends

WC Traffic

WH

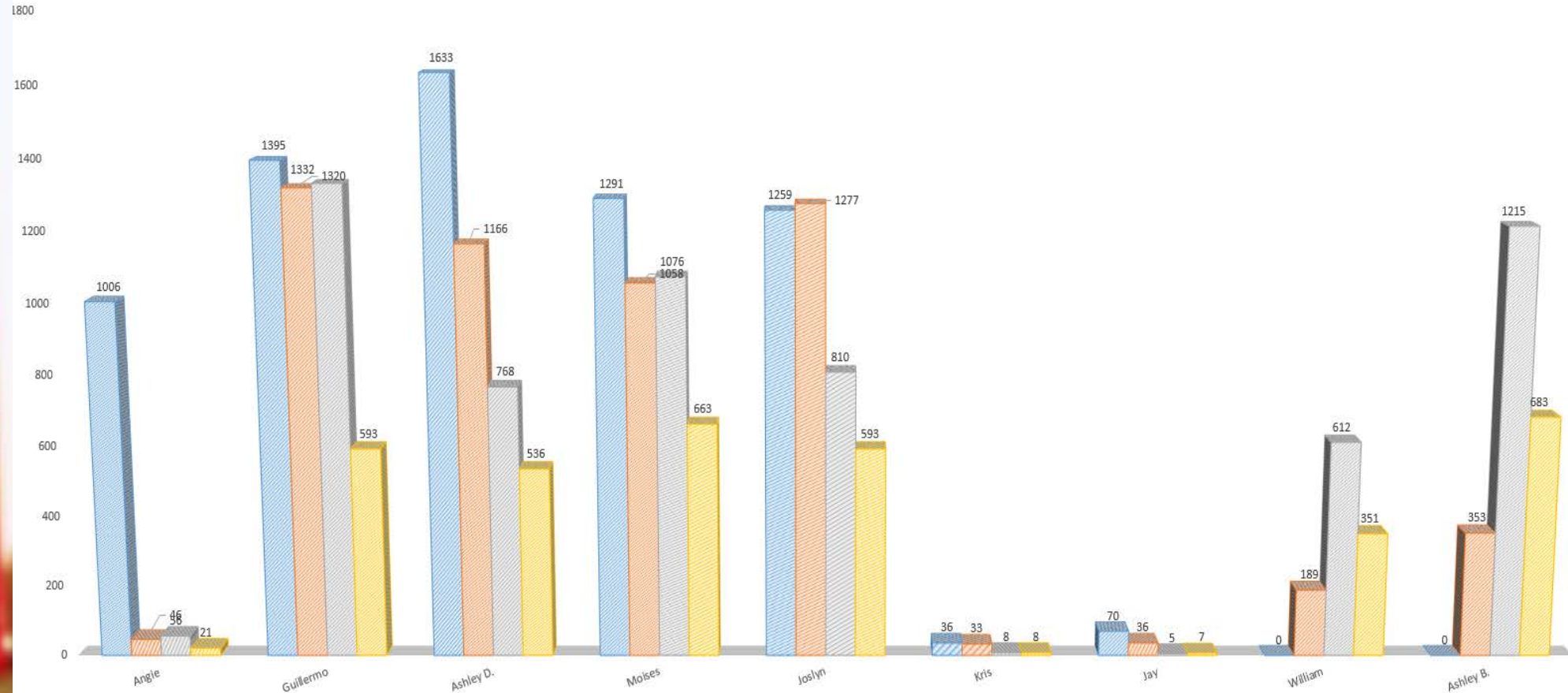
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Counter Production

**values on student signed in

	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.
Angie	1006	46	56	21
Guillermo	1395	1320	1332	593
Ashley D.	1633	1166	768	536
Moises	1291	1058	1076	663
Joslyn	1259	1277	810	593
Kris	36	33	8	8
Jay	70	36	5	7
William	0	189	612	351
Ashley B.	0	353	1215	683



WH

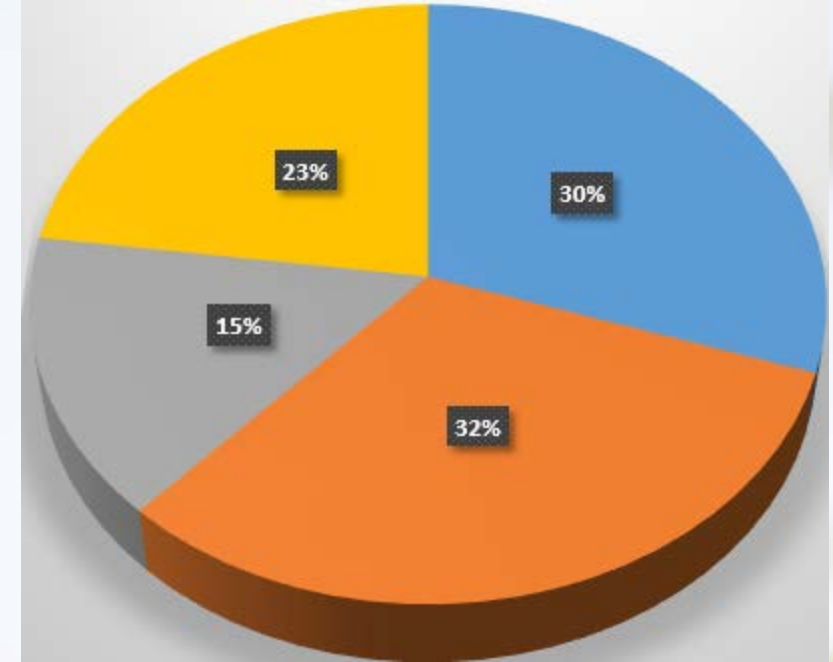
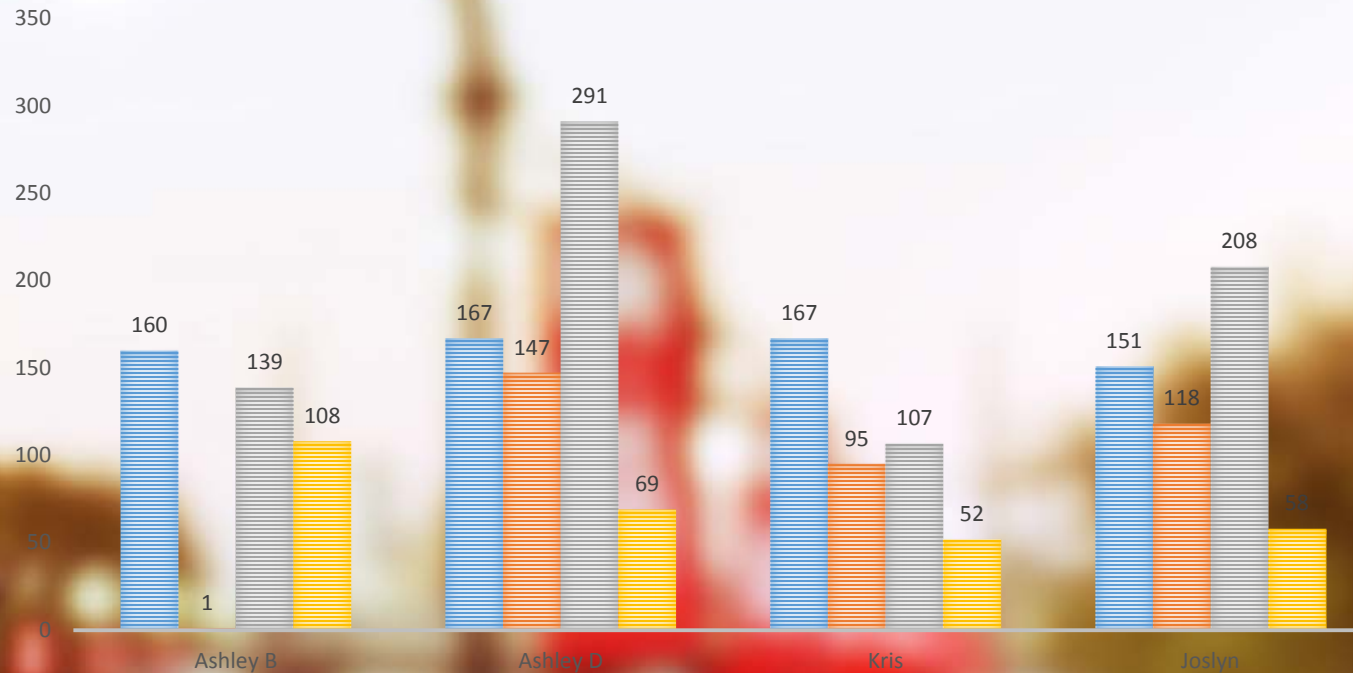
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Processing Statistics

CHAPTER 33

■ 1st Qtr. ■ 2nd Qtr. ■ 3rd Qtr. ■ 4th Qtr.



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Processing Time

VA Processing

1st Qtr.

Ashley B	2.56
Ashley D	2.05
Kris	3.72
Joslyn	1.64

Average **2.49**

Residency Processing

1st Qtr.

Moises	1.63
Kris	1.78
William	2.35

Average **1.92**

*All times refer to business days (M - F).. Two days were subtracted from any total greater than 2 full days to account for weekends.

Check-In Data

WC Center Traffic										
	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Jan	5390	5026	5106	5528	5182	4571	4341	4256	3653	2468
Feb	3735	2738	2634	2751	2442	2346	2287	2379	1676	1279
Mar	4066	2798	2282	2165	2725	2747	2015	2055	1641	1171
April	3839	3025	2888	3042	3016	2757	2513	2059	1513	
May	4068	3401	3536	3704	3814	3377	2824	3024	2288	
June	3793	3092	2843	1666	3412	3515	3471	3208	2135	
July	3886	3436	2998	4155	3910	3590	3586	2828	2025	
Aug	5453	5012	5391	5778	5233	5764	5198	4749	2626	
Sept	3071	2934	2623	2508	2520	2809	2384	2200	1586	
Oct	2325	2055	1860	2516	2404	2147	1934	1803	1324	
Nov	2897	2563	3019	2823	2087	1842	1682	1575	1162	
Dec	2319	2275	2976	2401	2081	2136	2086	1746	1193	



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Students Trends

Student Trends: Top 2 reasons for visiting OUR

Jan-18

Requested Date Visit:

From 01-JAN-2018 to 31-JAN-2018

Total Students Served in Official Transcripts, Request & Pickup (PS) Service:

304

Total Students Served in Veteran Services, Drop off Paperwork Service:

263

Feb-18

Requested Date Visit:

From 01-FEB-2018 to 28-FEB-2018

Total Students Served in Official Transcripts, Request & Pickup (PS) Service:

206

Total Students Served in VOE, Manual (Will not accept VOE/Clearing House) Service:

106

Mar-18

Requested Date Visit:

From 01-MAR-2018 to 31-MAR-2018

Total Students Served in Official Transcripts, Request & Pickup (PS) Service:

230

Total Students Served in Residency Reclassification, Inquiry Service:

60

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Innovation

Popup Shop

- 300, 450, 640, 950

OUREMAIL trends

- **Total Students Served in Meningitis, Inquiry Service:**
- **Total Students Served in Residency Reclassification, Email Requested Docs Service:**
- **Total Students Served in Residency Reclassification, Inquiry Service:**
- **Total Students Served in Residency Reclassification, Residency determination Service:**
- **Total Students Served in Title IX, Inquiry Service:**
- **Total Students Served in Veteran Services, Email Requested Docs Service:**
- **Total Students Served in Veteran Services, Inquiry Service:**

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Checklist Items

OURAFF

OURDF

OURII

OURVA

SSNCH

ORACLE

Checklist Management 1 Checklist Management 2


██████████ ID ██████████ ★

Variable Data


Checklist Date Time 05/17/2018 5:09:13PM

*Administrative Function Student Term

*Academic Institution

*Checklist Code 

*Status Status Date 05/17/2018

Due Date 

Due Amount Currency Code

Comments

Questions???

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William Swanson III - Record Associate II
wlswanon@central.uh.edu

Curtis Wallace - Assistant Registrar
Cewallace@uh.edu

Jay Hills - Assistant Registrar
Jehills@uh.edu