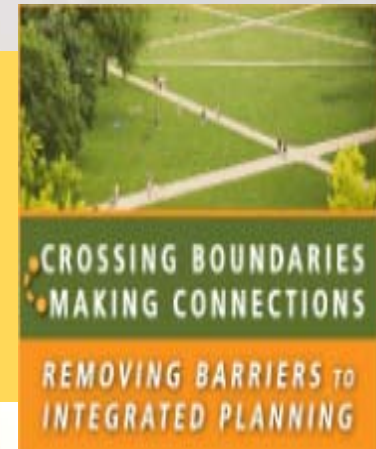


One-Stop Centers: Uniting Divisions for an Optimal Student Experience



SCUP 2012 North Central | October 10, 2012

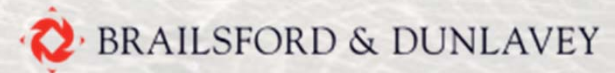
Mary Paula Schuh



Michael Schuster



Kim Martin





INTRODUCTION

INTRODUCTION

Presentation Overview

- ◆ Introduction
- ◆ Project Background
- ◆ Planning Approach
- ◆ Student Success Center
- ◆ Discussion



INTRODUCTION

Meet the Presenters

- ◆ Mary Paula Schuh
 - ◆ Director of Campus and Space Planning @ NKU
- ◆ Michael Schuster
 - ◆ Founder of MSA Architects
- ◆ Kim Martin
 - ◆ Sr. Project Manager @ Brailsford & Dunlavey

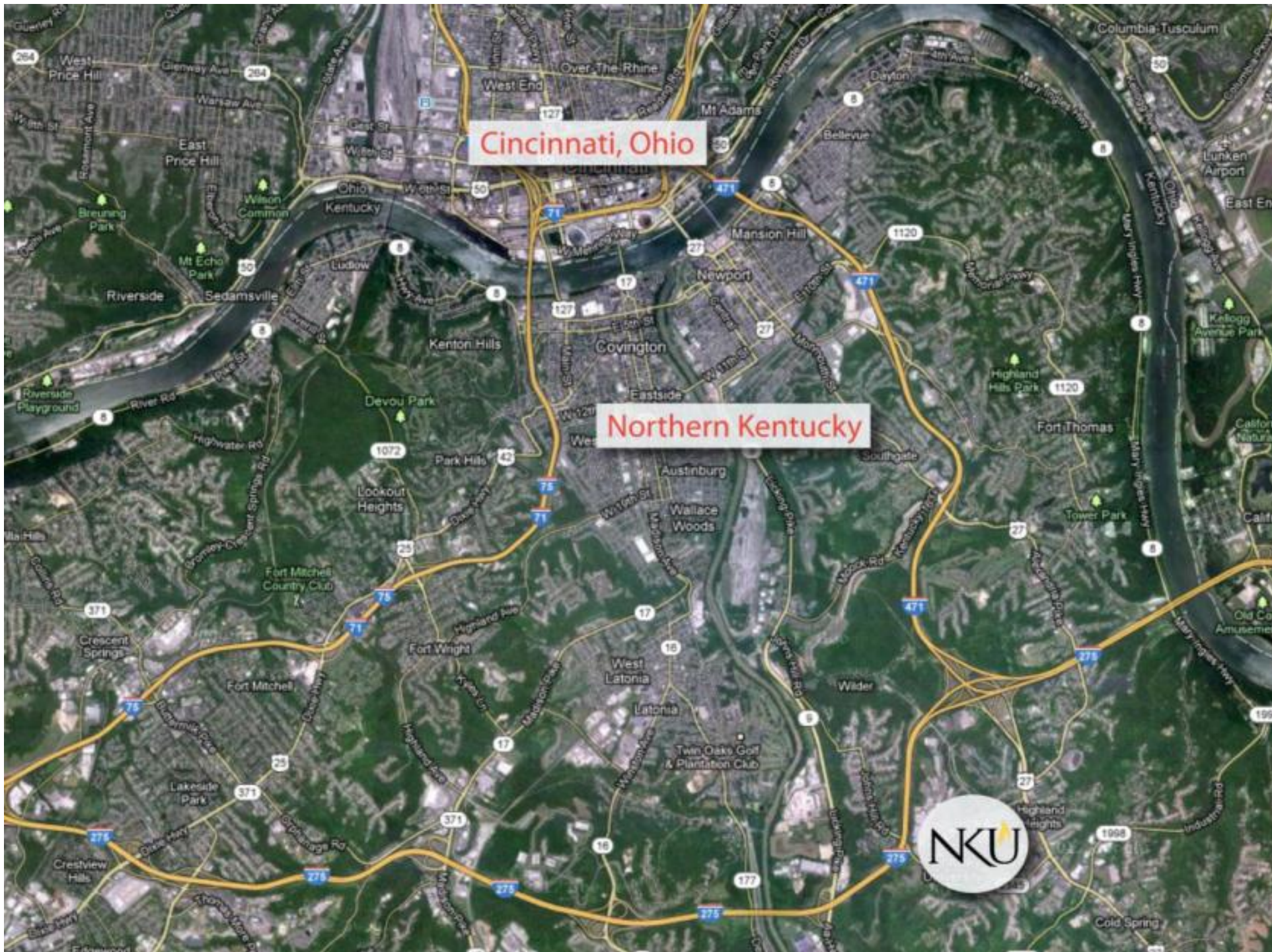
INTRODUCTION

Learning Objectives

1. Collaborate across university divisions for successful on-campus projects.
2. Evaluate and prioritize program components to achieve high customer satisfaction.
3. Develop an implementation plan for a one-stop center.
4. Assess trends in one-stop center planning and operations.

The background of the slide is a halftone (dotted) image of a modern office space. The top half shows a long, bright hallway with large windows on the left and a series of cubicles or office partitions on the right. The bottom half shows a close-up of a white wire mesh chair with a yellow seat, positioned in front of a wooden desk. A solid yellow horizontal banner is centered across the middle of the image, containing the text "PROJECT BACKGROUND" in a black, serif font.

PROJECT BACKGROUND



PROJECT BACKGROUND

Northern Kentucky University

- ◆ Founded in 1968
- ◆ Highland Heights, KY
- ◆ 16,000 Students
 - 86% Undergrads
 - ◆ 14% Live On Campus
 - 57% Female
 - 68% Full-Time
 - Projected Growth of 1-2% / Year



CAMPUS MAP



PROJECT BACKGROUND

Success Center Project Objectives

- ◆ “One-Stop Center” Focused on Enrolled Students
- ◆ Student Success Metrics

	NKU	KY Avg	US Avg
Freshmen Retention Rate	67%	71%	76%
6-Year Graduate Rate	37%	48%	56%

PROJECT BACKGROUND

CHALLENGE #1





A'ISHAH
1st Year
Master of Computer Information Technology

I registered for classes online but need to pay in cash. I need to speak with someone to clarify the details about the stipend for working as a Graduate Teaching Assistant. I need to get Dr. Soandso to sign my security form to get access to the Computer Lab and Print Lab where I will be working. Then, I need to take this form to All-Card to get security access on my All-Card.

Bursar

Financial Aid

IT Engagement

All-Card



JENNY
Sophomore - soon to be declared Nursing Student

I just got out of my Advising meeting with my advisor Miranda and, after several conversations, I've decided to enter the Nursing Program. So, I need to run to the Nursing office to find Ms. Ratched to get signed in to her Anatomy class since it is closed for the semester, then take that back to the Registrar. Oh, and I need to take care of that bill from Sallie Mae asking for my monthly student loan interest payment. I must have done something wrong, because this didn't happen with my loans last year. Then I need to grab a bite, get money from the ATM and check out a lap top for the evening. (...and see if Greg emailed me back!) Oh, one last thing I meant to find out that part-time job at Citi that Amanda told me about.

Advising

Registrar

Financial Aid

IT Engagement

Career Development



ERIC
Freshman - Undeclared, Veteran US Army

I need to bounce in to talk to the woman that specializes in Veteran's Benefits to drop off some paperwork. Also, I earned AP credits from my senior year in high school that need to get transferred so I can drop Chem. 101. Gotta drop that book off to First Year Programs. I need to meet with my advisor to help me figure out what I want to do with my life, cause I know going back into the Army is not for me. Crap, I forgot that the Veterans services guy said I need to drop something off to Financial Aid.

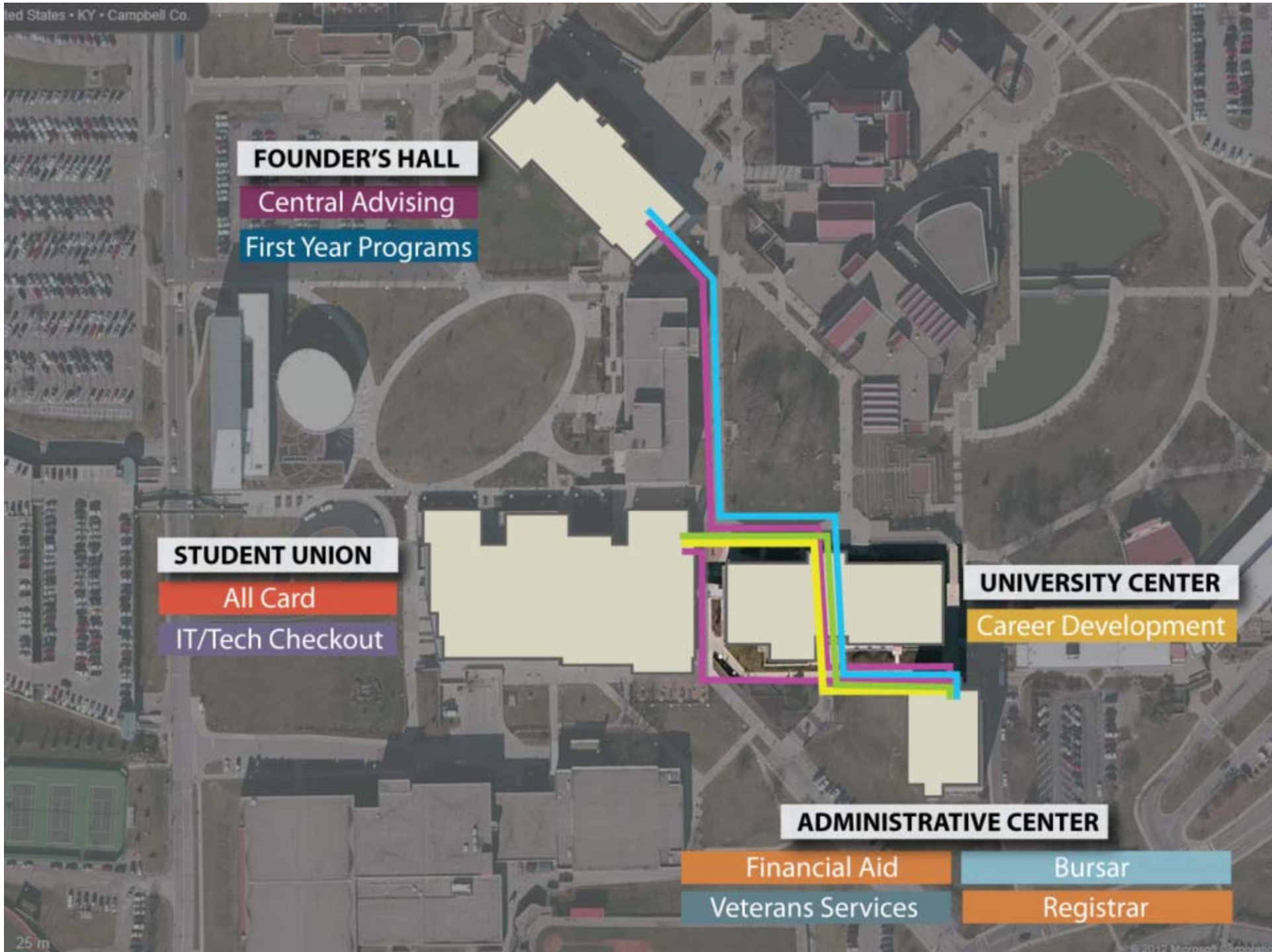
Veterans Services

Registrar

First Year Programs

Advising

Financial Aid



FOUNDER'S HALL

Central Advising

First Year Programs

STUDENT UNION

All Card

IT/Tech Checkout

UNIVERSITY CENTER

Career Development

ADMINISTRATIVE CENTER

Financial Aid

Bursar

Veterans Services

Registrar



PLANNING APPROACH

PLANNING APPROACH

Mission

- ◆ To transform the student experience by providing comprehensive programs and services that have a direct impact on student success.

Goal

- ◆ Staff to be the ultimate student resource in a central, easy to find space that enables their success.

DEPARTMENT LOCATIONS

Department	Current Location	Proposed Location 2.14.12	Backup Location
Central Advising Office	FH 4	SSC 2	○
CA A&S Advising office	FH 4	FH 4	○
IT Engagement Space	SU / SL	SSC 2	SU
First Year Programs	FH 2	SSC 2	○
Veterans Services	AC 3	SSC 1	○
Interfaith Chapel	UC Plaza	SSC 1	○
AVP for Student Services	--	--	--
Career Development	UC 3	SSC 2	UC 3
Financial Aid	AC 3 / AC 4	SSC 1	AC 4
Registrar	AC 3	SSC 1	AC 3
One Stop Call Center	AC 3	SSC 1	○
All Card	SU	SSC 1	○
UCAP	UC 3	UC 3	--
Director of General Education	AC 7	AC 7	--
Bursar	AC 2	SSC 1	AC 2

○ FUNCTION FULLY LOCATED WITHIN STUDENT SUCCESS CENTER PROJECT

PLANNING APPROACH

Student Demand



PLANNING APPROACH

Benchmarking: Synergies

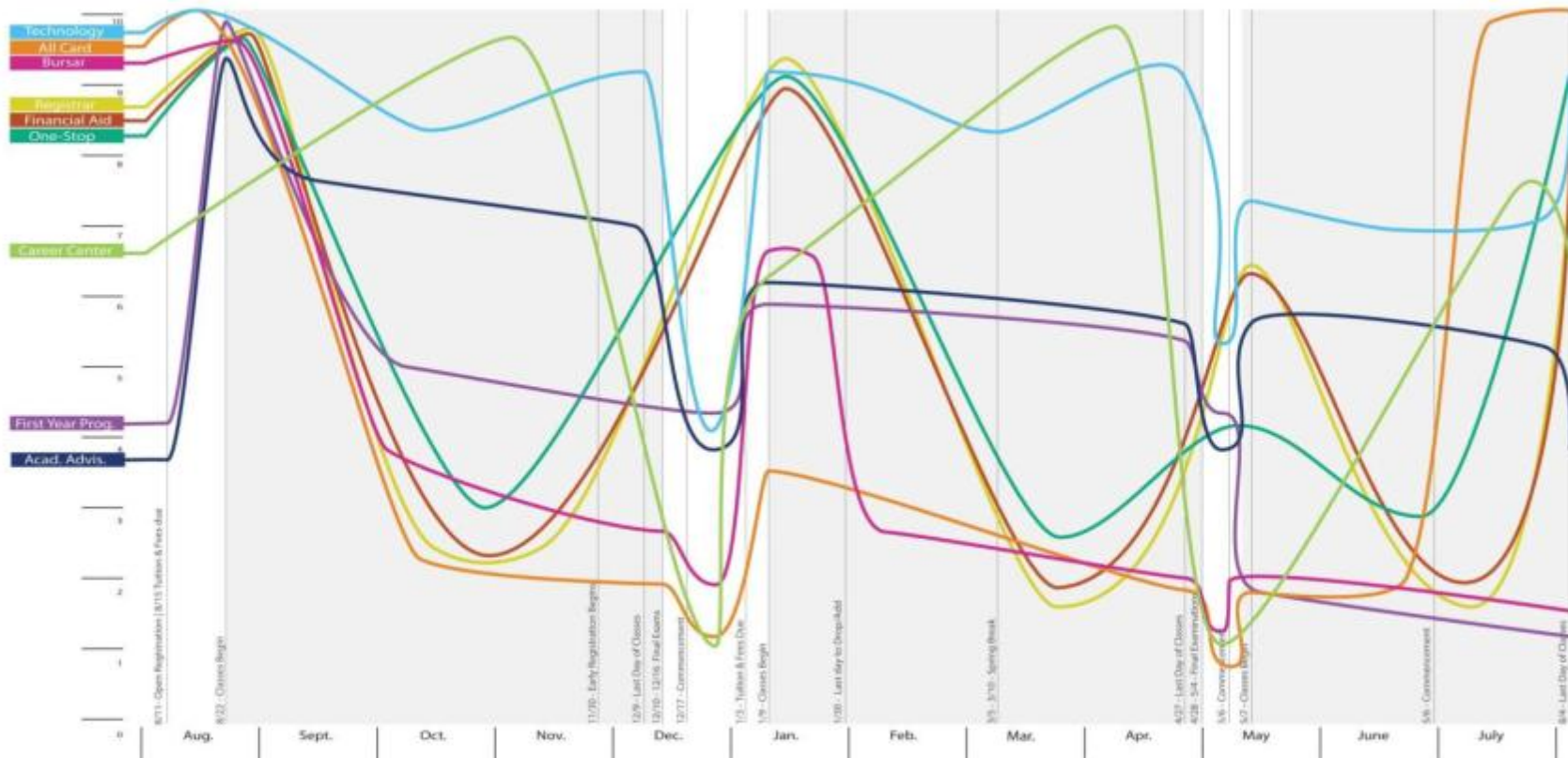
- ◆ Bursar / Financial Aid / Registrar
- ◆ Central Advising / All Card / First Year Programs
- ◆ Department Advising / Career Services
- ◆ IT Space / Group Study Space

PLANNING APPROACH

Benchmarking: Design Influences

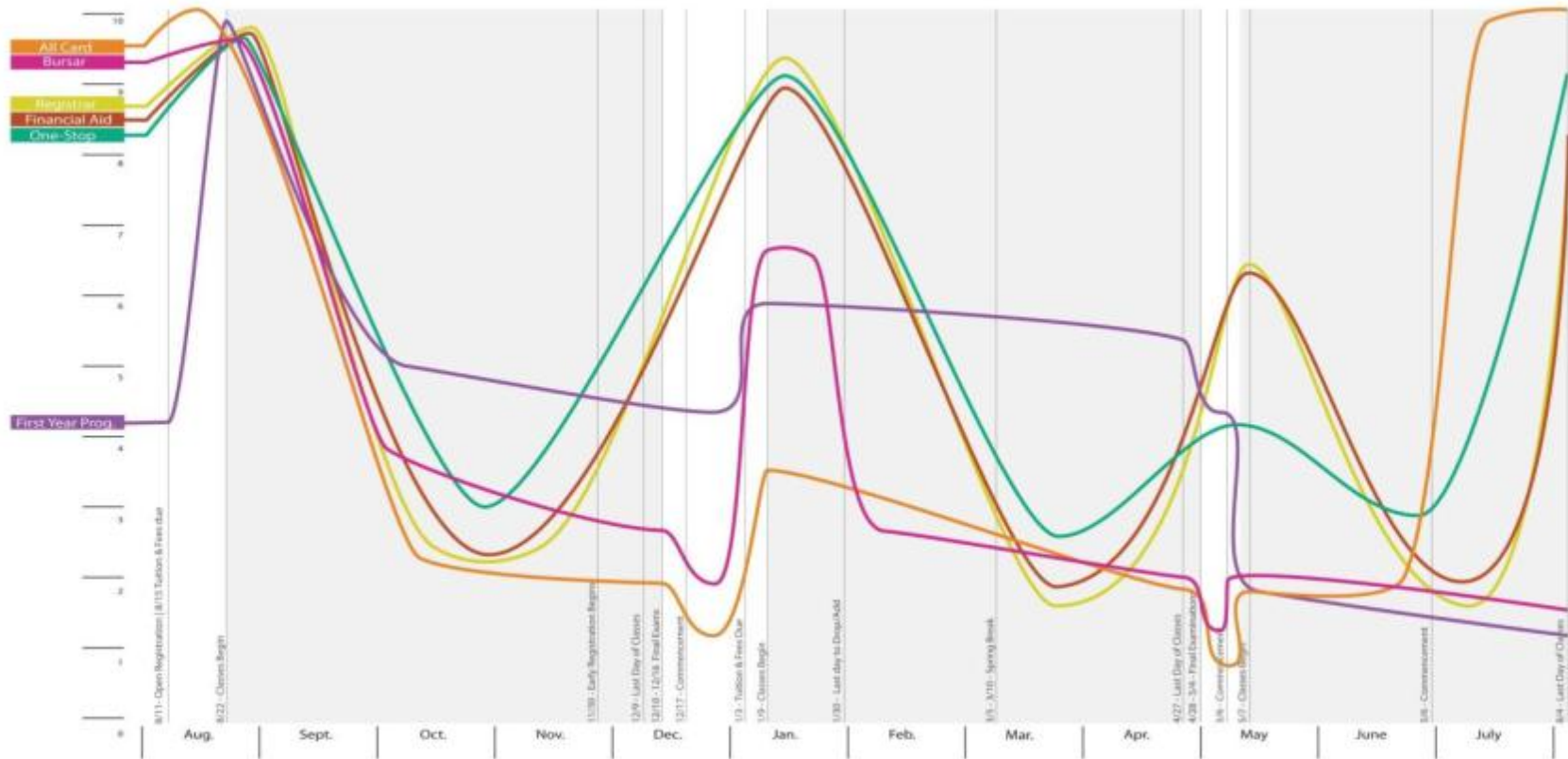
- ◆ Cross-training
- ◆ Front of the House vs. Home Office
- ◆ Peak Usage
- ◆ Administrative Services vs. Academic Services

SERVICE USAGE BY MONTH



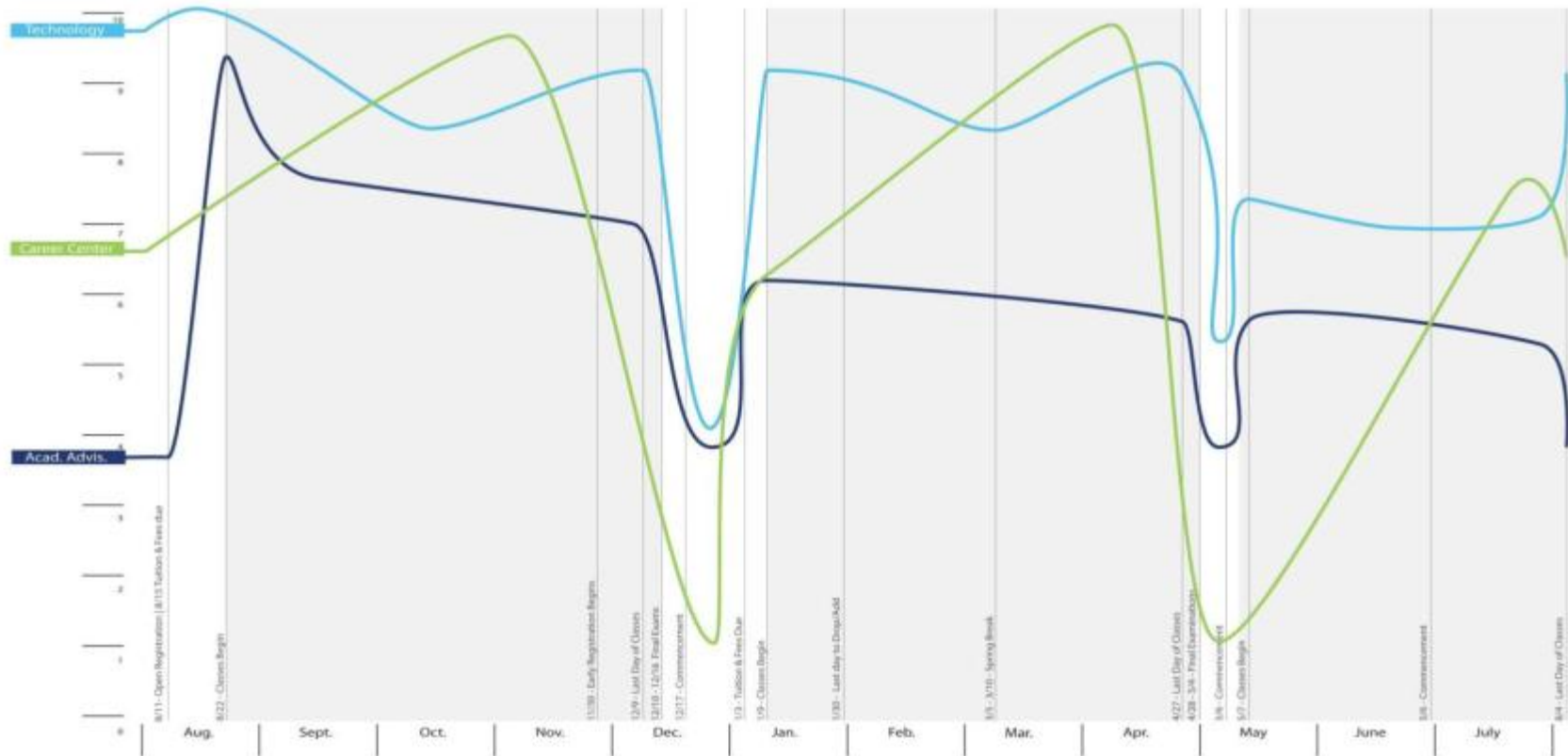
SERVICE USAGE BY MONTH

ADMINISTRATIVE SERVICES



SERVICE USAGE BY MONTH

ACADEMIC SERVICES







University Center

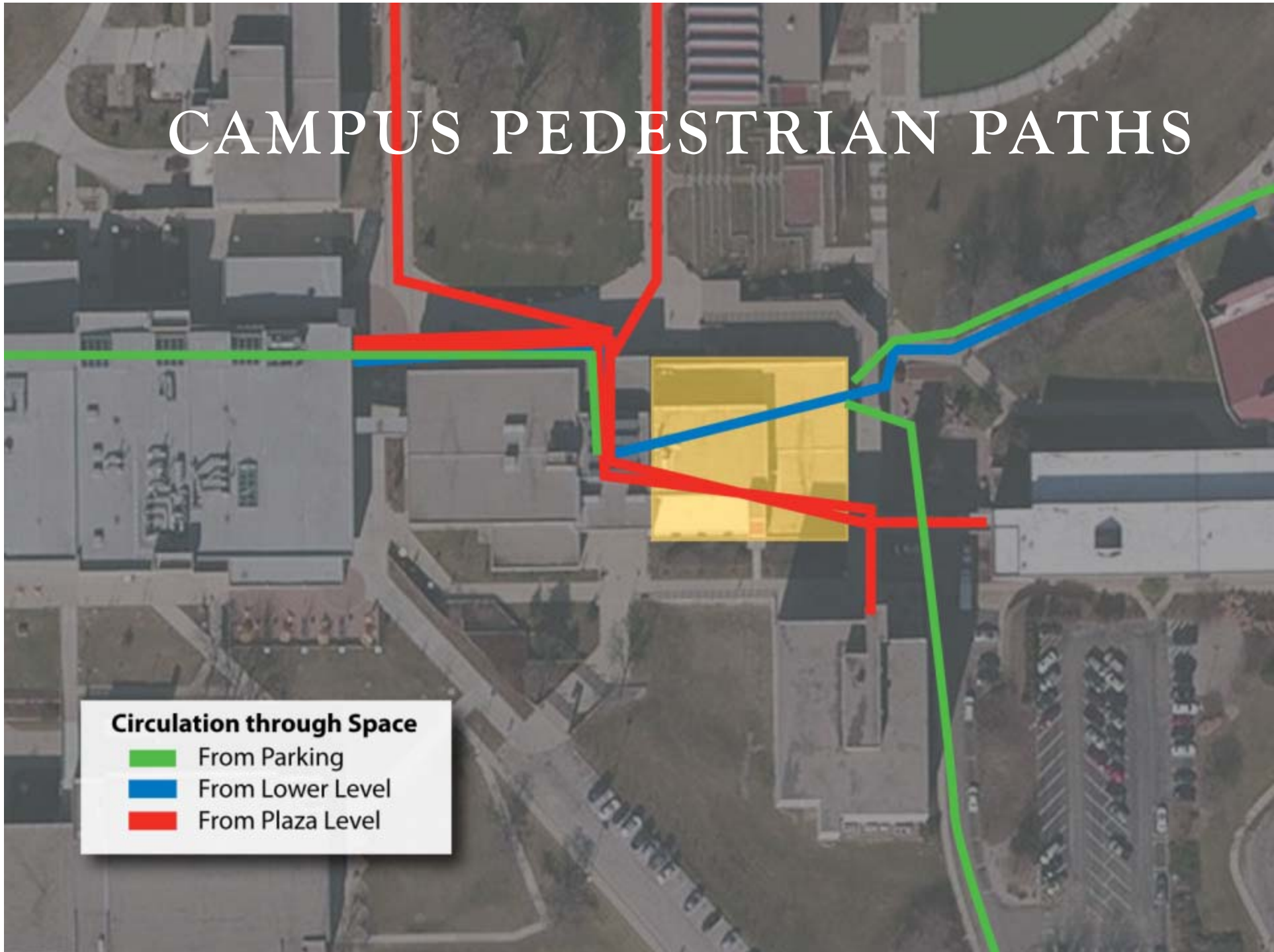




CAMPUS PEDESTRIAN PATHS

Circulation through Space

- From Parking
- From Lower Level
- From Plaza Level















A grayscale, halftone-style photograph of a modern university hallway. The hallway features a dark floor with white lines, a ceiling with recessed lighting, and walls with large windows. A yellow banner is overlaid across the center of the image, containing the text "STUDENT SUCCESS CENTER" in a black, serif font. The banner is positioned horizontally, spanning most of the width of the image. The overall aesthetic is clean and professional, typical of a university's branding.

STUDENT SUCCESS CENTER

STUDENT SUCCESS CENTER

CHALLENGE #2





SSC VISION

'The Student Success Center is an engaging student centered environment located in a vibrant, collaborative space'

An integration of student service stakeholders in an open inviting collaborative environment designed to provide 'best practice' support for NKU students' academic goals. Integration of these services directly supports student success in a central location breaking down road blocks or impediments to the students' ability to succeed.

STUDENT SUCCESS CENTER

Administrative Services Phase I (2013)

\$5M / 20,000 sf

- ◆ Norse Advising Center
- ◆ Career Services
- ◆ IT Engagement Space

Academic Services Phase 2 (TBD)

- ◆ “One-Stop” Flex Space
- ◆ Offices

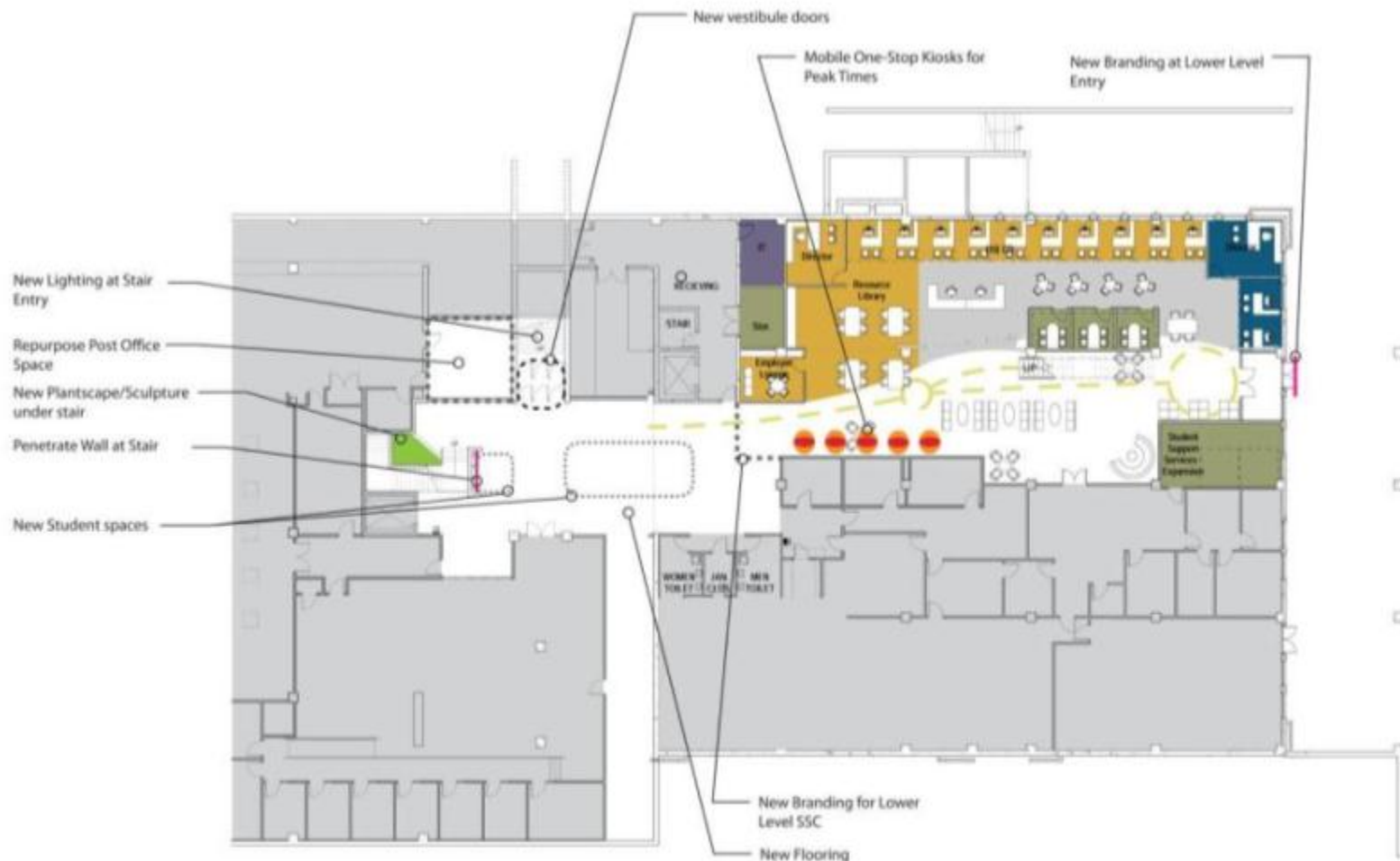


NKU Student Success Center

Atrium Work | Plaza Level Floor Plan 1/8" = 1'-0"

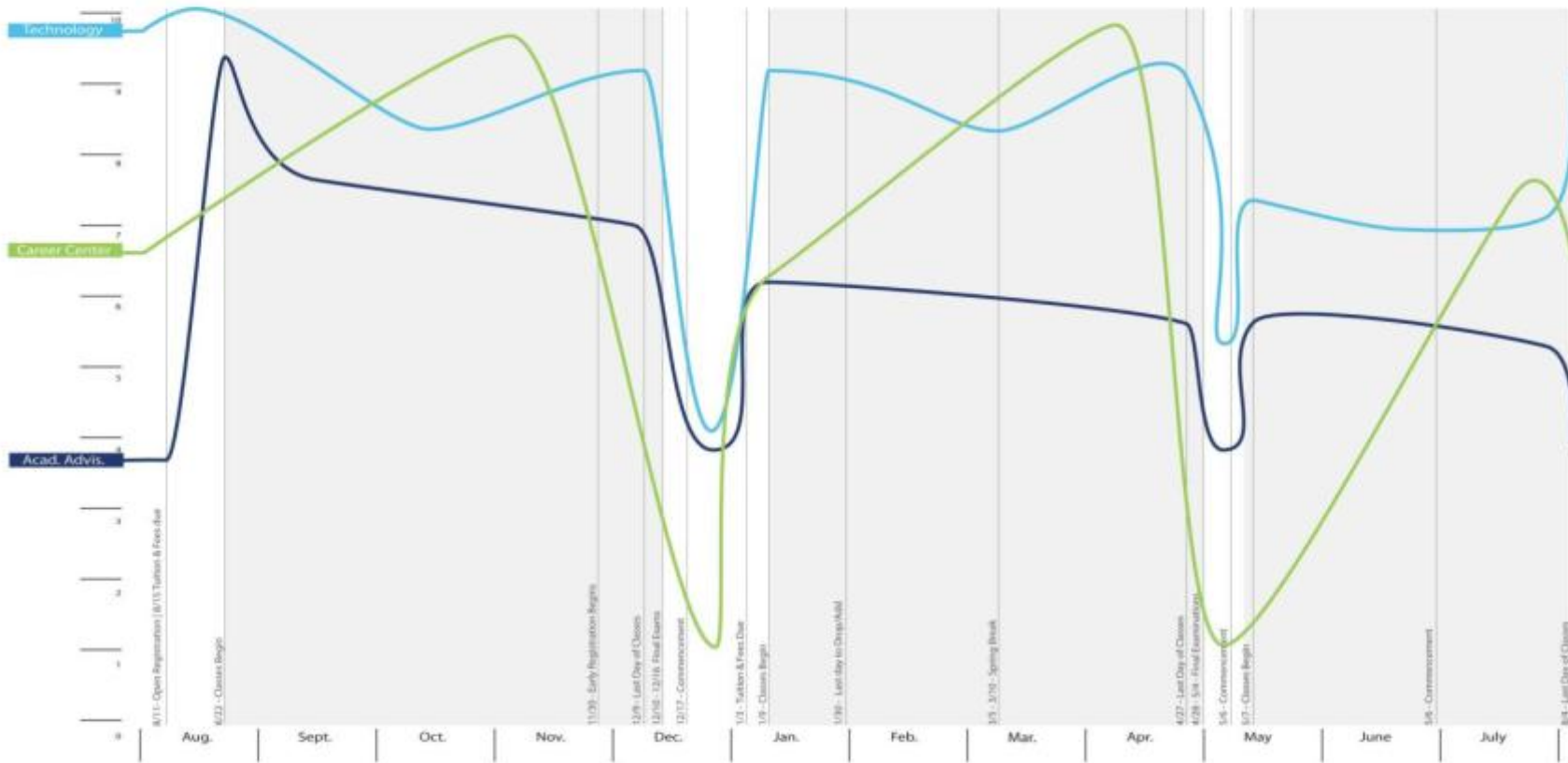
MSA Architects

January 24, 2012



SERVICE USAGE BY MONTH

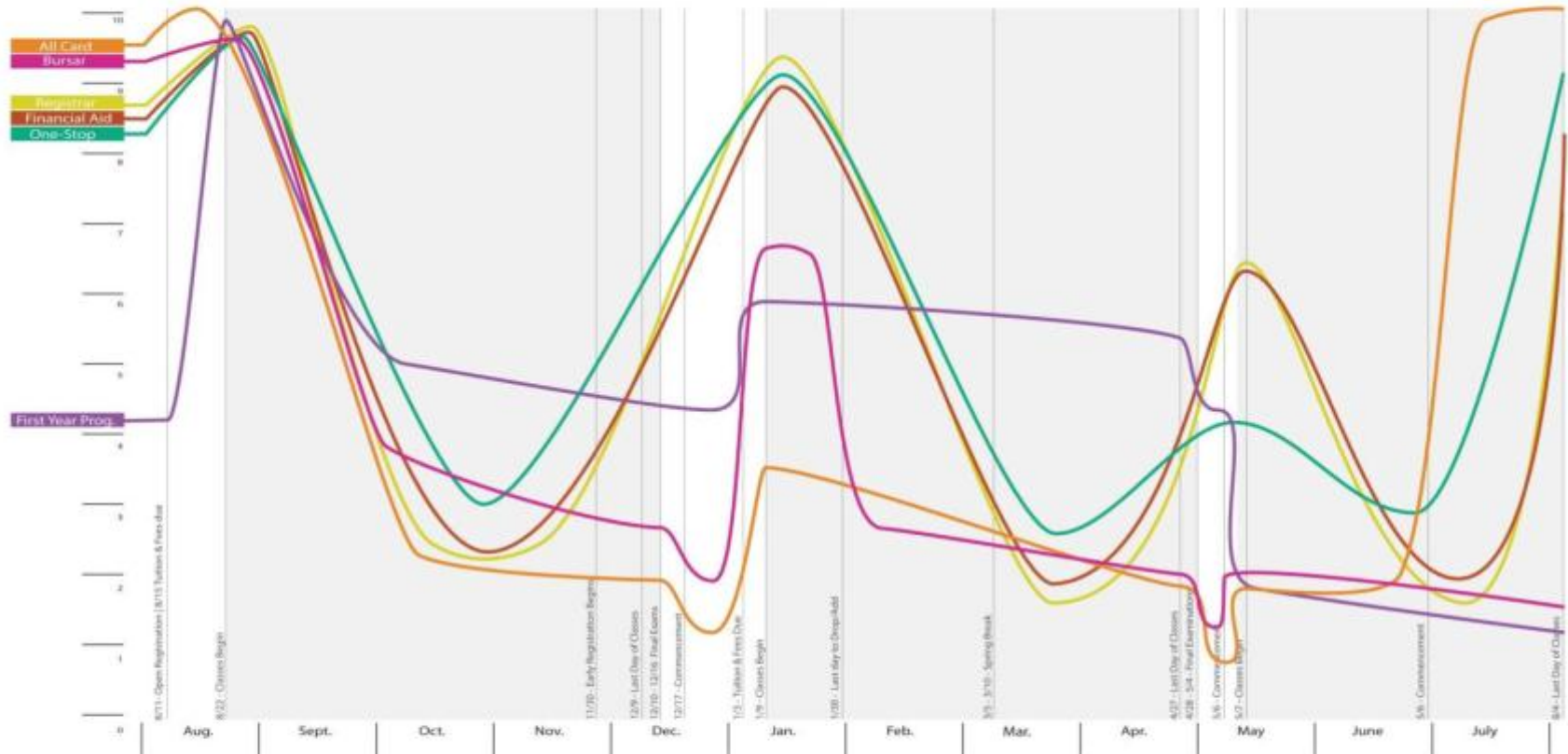
ACADEMIC SERVICES

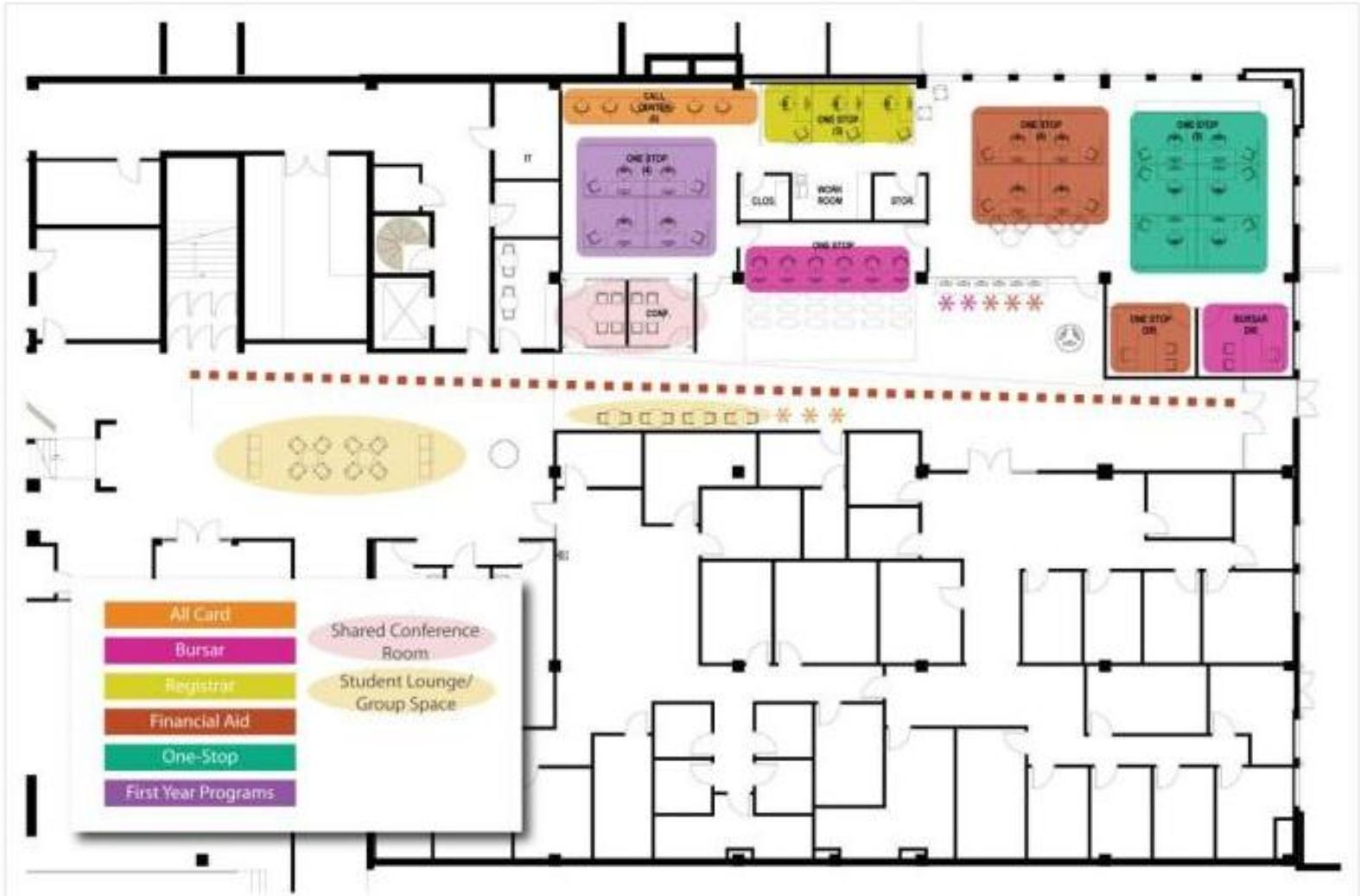




SERVICE USAGE BY MONTH

ADMINISTRATIVE SERVICES



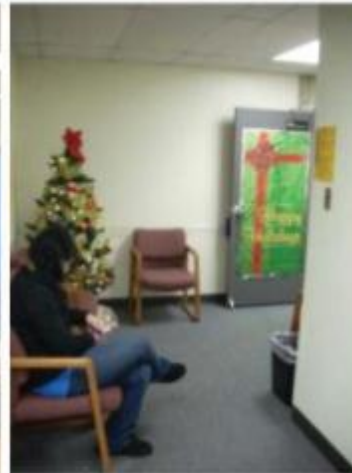


All Card	Shared Conference Room
Bursar	Student Lounge/Group Space
Registrar	
Financial Aid	
One-Stop	
First Year Programs	



Existing Space Images - Career Development 1
Northern Kentucky University | Student Success Center





Existing Space Images - Central Advising
Northern Kentucky University | Student Success Center



Interior Rendering
Student Success Center

MSA Architects

April 17, 2012



Interior Rendering
Student Success Center

MSA Architects
April 17, 2012



Interior Rendering
Student Success Center

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Interior Rendering
Student Success Center

MSA Architects

April 17, 2012

DISCUSSION

- ◆ Lessons Learned
- ◆ Alternative Approaches
- ◆ Q&A



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