

STUDENT SERVICE CENTER

Who We Are

The Student Service Center (SSC) provides students with a wide range of information and transactions related to enrollment, registration, and financial matters. The Center is often the first point of contact for students entering Lassen Hall and offers many services and referrals to other areas of the Division and University.

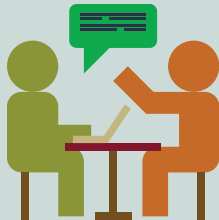
Interaction Data

	Fall '18	Spring '19
In-Person Visits	22,111	23,390
Phone Calls	9,063	13,664
Emails	762	860
Cases Referred	836	605
Total	31,936	37,917

Number of Visits by Office(s)

	Fall '18	Spring '19
Financial Aid	17,473	18,210
Registrar	3,644	4,793
BURSAR	566	267
Admissions & Outreach	428	120
Total	22,111	23,390

In-Person Visits



22,111

Fall 2018

23,390

Spring 2019

Median Wait Time



17 mins.

Fall 2018

10 mins.

Spring 2019

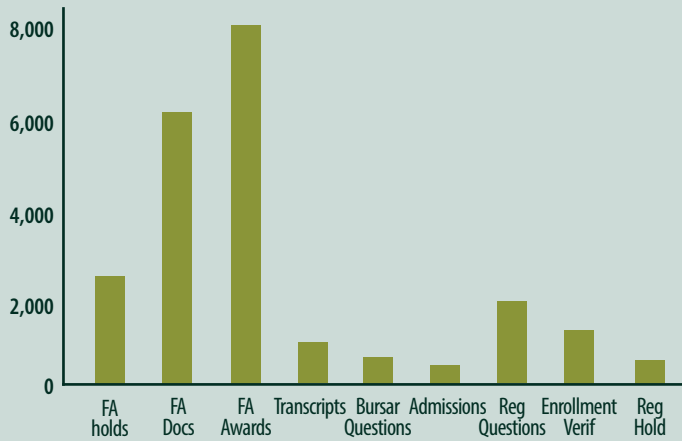
SSC Phone Data

	Fall '18	Spring '19
Total Calls	9,063	13,664
Average Hold Time	3 mins.	2 mins.

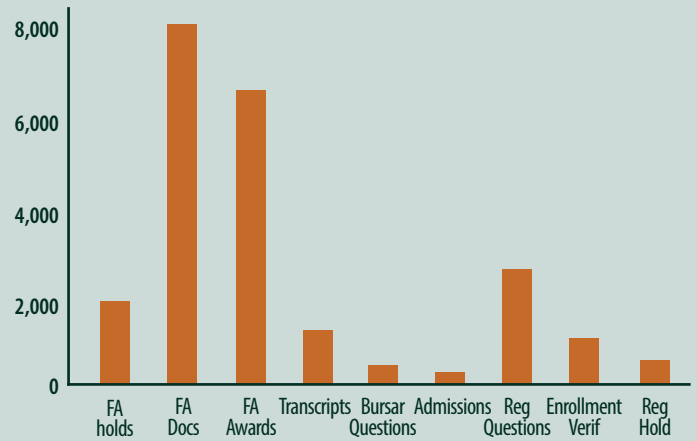


Services Requested

Fall 2018

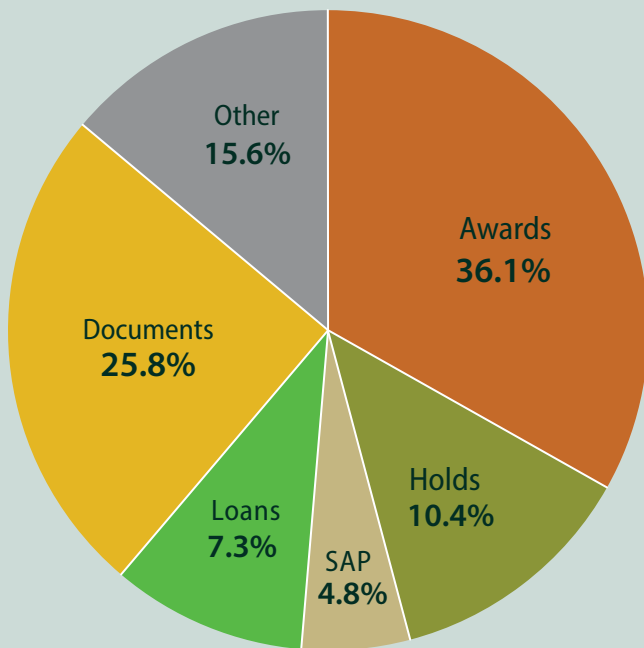


Spring 2019



Case Referrals

Fall 2018



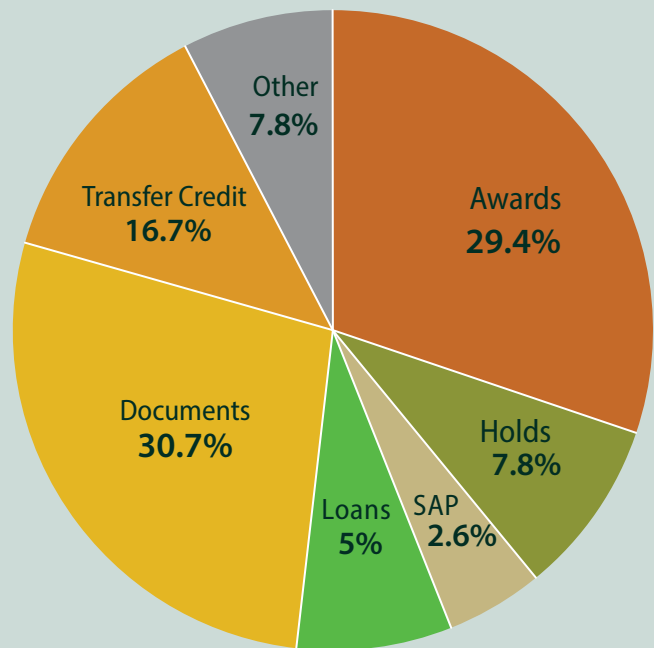
836

Total Referrals

5 Days

Average Resolution

Spring 2019



605

Total Referrals

4 Days

Average Resolution