One-Stop Student Services

Introduction

One-Stop Student Services is a single location for students to access available assistance from campus, government, and nonprofit resources. When best implemented, a one-stop has a well-known and accessible location, staff trained in many areas of assistance, a corresponding webpage, effective connections with external resources, and campus wide buy-in. One-stops help streamline services to make them simpler, faster, and holistic.

Unify Departments
- Collaborate to design an optimal office
- Share tools to increase effectiveness
- Train across disciplines to share knowledge and ideas

Increase Accessibility
- Streamline all referrals to one location
- Get students to the right office
- Access all resources in one visit

Meet More Needs
- Identify a student's needs and solutions in one place
- Establish eligibility for resources faster
- Connect a student to external partners

Implementation

Many schools across the country are switching to student focused models and are seeing big benefits. Single Stop is a nonprofit that has designed one-stop student services for schools in 9 states, connecting students to over $3 billion so far.[1] Single Stop operates based on the belief that there are plenty of resources to go around, but that often people do not know how to access help.

When preparing to launch a one-stop it is necessary to consider who will run it, and how many services they will be trained to provide. Some of the services that schools have included in their programs are: financial aid, emergency aid, SNAP applications, applications for external agencies, tutoring, and many others.

Use the online resources to learn what schools are doing to implement their own one-stop, and see what it would take for you to design and start one at the institution.

[1]Single Stop. Our Work. http://singlestopusa.org/our-work/. web. Oct 2016.

"Imagine if there were billions of dollars and countless services available to move them up the economic ladder. Guess what? There are. We just need to ensure that the resources reach the people who need them most."[1]

Best Practices
- Survey campus for input when planning
- Create a website to simplify access
- Partner with external agencies to broaden reach
- Screen students for eligibility

Resources
- California State Leadership Development Program "One-Stop Student Services: Titan Square."
- University of North Dakota: "One-Stop Student Services."
- LaGuardia State Community College: "Single Stop Benefits."
- University of Cincinnati: "One Stop."

TBR Resources
- Middle Tennessee State University: MT One Stop
- Roane State Community College: Student Services One Stop