



Webinar Registration Form

One-Stop Shop For Student Services: Planning, Design & Construction Thursday, June 13 ~ 3:00-4:30pm (Eastern)

Once the live date has passed, this training will be available on demand.

Overview

Designing an environment that is conducive to streamlined student services and promotes student success is a critical objective for many colleges and universities. Today's higher education leaders and administrators involved in student service delivery need to consider which physical space needs are important when remodeling a new space, redesigning an existing space, or building an entirely new facility. Developing an integrated student services model, also known as the One Stop Shop, can help institutions deliver seamless, professional services in many areas including registration, financial aid, billing, payment, and housing. While great focus has been placed on developing virtual spaces with integrated online self-services for students, thoughtful design of the physical environment is just as important when creating spaces conducive to successful interactions with students.

Participants of this webinar will hear from a representative of the University of Minnesota who assisted in the implementation of their One Stop Student Services model in a state-of-the-art LEED certified building on campus. The importance of building or remodeling a physical space that supports streamlined student services will be discussed." Participants will better understand some of the space considerations related to developing a successful One Stop Shop student services model.

Objectives:

- Define various ways to think about their service delivery vision and how the physical environment can help shape that vision
- Begin to determine what services and functions might co-exist in their new One Stop Shop space
- Learn about ways to analyze their space and resource needs
- Understand some of the terminology or lingo used in construction and design
- Understand some of the ADA regulations related to space and the LEED certification movement for today's new construction projects
- Identify challenges and hurdles with their specific project and begin to define what opportunities might exist to overcome those challenges
- Discover some resources to advance their knowledge on the subject
- Learn from a University of Minnesota case study on how they approached a new building project and engaged staff to embrace the change

Who Should Attend?

- 2-year & 4-year institutions
- President
- Vice President
- All Student Services/Affairs Administrators & Staff
- Accreditation Officers
- Building & Facilities Staff
- Anyone involved in campus space planning



Speaker(s)



Dr. Julie Selander / Director of the One Stop Student Services & University Veterans Services
University of Minnesota

Dr. Julie Selander has worked in higher education administration and finance for over 30 years and her experience includes a variety of leadership positions in student services and service operations. Prior to Julie's current role as the Director of the One Stop Student Services and University Veterans Services at the University of Minnesota, she collaborated with her colleagues to develop the "One Stop" model, providing seamless and integrated student services in the areas of enrollment, registration, financial aid, billing, academic records, and veteran services.

Julie presents frequently on various topics related to higher education student services and has written several articles for publication, including a chapter for NACUBO's Student Centered Financial Services: Innovations That Succeed. She is the President for the Institute for Student Services Professionals and consults for a variety of higher educational institutions on student services, customer service, and financial literacy topics.

Julie has her bachelor's, master's, and PhD degrees from the University of Minnesota. Her PhD is in Organizational Leadership, Policy, & Development with an emphasis in Higher Education. She has been a part-time instructor for several years at the University of Minnesota and has taught Strategic Customer Relationship Management and Customer Service Training.

Newsletter



Registration Information

Print Name		Job Title	
Institution/Organization			
Address			
City	State/Province	Zip/Postal Code	Country
Telephone	Fax	Email	
Innovative Educators Password (Choose a password for our records and future registrations)		Assistant's email (For registration confirmations & pre-conference communication)	
How did you hear about this event? (email, listserv, colleague, conference, other) _____			

Payment Method

You can call us at 303.955.0415 or fax the completed form to 1.866.508.0860. If you would like to mail in the registration form and/or check, please send it to: Innovative Educators, 3277 Carbon Place, Boulder, CO 80301.

Paying by: (select one) Credit Card Check Purchase Order (if applicable) P.O.#: _____
(If you select PO as your payment method, a PO number is required.)

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Packages & Pricing

Select your webinar package:

\$425 - 1 webinar (Unlimited connections at your institution and recording for one year)
\$900 - 3 webinars (Save \$375)

\$1500 - 6 webinars (Save \$1050)
\$3995 - Purchase Go2Knowledge to receive unlimited access to webinars & recordings for one year (Best Deal!)



Login Directions

The login directions provide the following information:

- A link and a password for the event.
- A link to test webinar access. Please test your computer prior to the event.
- The date and time of the webinar. Please be sure to reference the time zone converter on the login directions to confirm your event time.
- Audio instructions: You can stream the audio over your computer speakers, but you may want to have a phone available for backup purposes.

You will receive the login directions twice via email. The process is as follows:

- 1 week prior to the live event: You will receive login instructions.
- 1-2 days prior to the event: You will receive a link to the presentation and any additional handouts. Copies can be made for attendees if desired.
- The day of the event: Participants can login to the IE Webinar 30 minutes prior to the start time. Once logged in, participants can see the PowerPoint slides, ask questions, and make comments via the chat feature.
- Participants are encouraged to save and print the login directions to refer to on the day of the webinar.

Site Connections

The basic registration fee allows you to access the webinar from one computer only. If you need multiple site connections, please register for the unlimited site connection price.

Recording Information

The Monday following the live event you will receive a link to the recording, it can be forwarded to all faculty and staff for viewing anytime, anywhere.

Recording Benefits:

- Share the presentation with other staff members
- Pause presentation for convenient viewing
- Review the presentation after the live event
- Train new hires throughout the year
- Show during an in-service training

Technical Details

Innovative Educators uses WebEx as its web conferencing provider. If you have not previously attended a WebEx event, please click here to make sure your computer is compatible with WebEx. Be sure to complete this test prior to the live conference. See system requirements for more information.

What equipment is required?

An Internet connection, computer speakers, and LCD projector are required if a large group is viewing the presentation. Participants can call in via phone if they are having trouble retrieving the audio over the computer. Please be sure to reserve a meeting room prior to the live event that can accommodate these requirements as well as your attendees. You should reserve the room 30 minutes prior to the webinar start time and allow at least 15-30 minutes after the webinar for discussion.

Cancellation Policy

- 30 days prior: Full refund
- 14 days prior: \$100 processing fee
- Less than 14 days: Credit towards another IE event

Satisfaction Guaranteed

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