

**Unit Overview/Mission/Purpose**

**Mission**

Raider Connect provides centralized and integrated customer service to all Wright State students, families and alumni for transactions related to financial aid, registration, student records and student accounts. Committed to the success of our students, Raider Connect strives to provide students with the most comprehensive, well-considered and expedient enrollment services possible.

**Vision**

Raider Connect will be an innovative one-stop center focused on providing centralized customer service through continuous collaboration with the Wright State Community.

**Staffing**

	FY16	FY17	FY18	FY19
# Full Time Staff	16	13.25	13.25	9.75
# Student Employee FTE	1.5	1.5	1	1

**Customer Service:**

Raider Connect will serve customers by phone and in person on a walk in basis in the most expedient and professional way possible. We will maintain wait times for phone customers of 5 minutes or less, and wait time for in person customers to 10 minutes or less.

**KPI 1.1:** Average wait time for customer service by phone, as reported by Quemaster Software, for years 2016, 2017 and 2018.

**Result:** Raider Connect has maintained an average call wait time of less than 5 minutes for the past three years. A summary I listed in the table below, and a more detailed report is listed in appendix A.

Calendar Year	Total Incoming Calls	Average Calls Per Day	Average Wait Time (in minutes)
2016	64054	228	4:11
2017	53629	192	3:44
2018	45305	161	4:26

**Response/Action Plan:** While there are times when our average hold time by day or month exceeds 5 minutes, we have leveraged the help of processing offices to ease phone wait time during peak times. This can be seen in the data in appendix A. Additional staffing resources would help to further lower average hold time, and may alleviate taxing resources in processing office during August and January.

**KPI 1.2** Average wait time for customer service in person on a walk in basis. As reported by Queflow software, for years 2016, 2017 and 2018.

**Result:** Raider Connect has maintained an average wait time of less than 10 minutes for walk in customer for the last three years. The data has been further divided into customers who requested quick transactions at our Service Desk (registration, transcripts, billing), and customers who requested or required deeper advising services (financial aid advising, cross registration). A more detail report can be viewed in appendix B.

Calendar Year	Total Advising	Total Service Desk	Average total customer per day
2016	6629	25426	137
2017	5731	21416	118
2018	4512	16097	132
Calendar Year	Average Wait Time Advising	Average Wait Time Service Desk	Average Wait Time Total (in minutes)
2016	9:28	5:44	5:22
2017	8:01	5:04	5:41
2018	8:22	6:04	6:33

**Response/Action Plan:** While we maintain an average wait time that is within an acceptable range by industry standards, long waits during peak periods are frustrating to customers who are required to use our in person services for many transactions. Nearly 36% of all customers waited longer than 10 minutes for advising in 2018.

Along with the Office of the Registrar, we have identified several processes that move student “on line” as opposed to “in line” at Raider Connect. This includes the completion of an electronic transcript delivery system, and wide education and training on electronic course registration override for faculty and academic department staff.

**KPI 1.3** Self-reported customer satisfaction, as collected by Qualtrics, since August 24, 2016.

**Result:** Survey question 7 asks customers to report how satisfied they were with their customer service experience at Raider Connect. 73% of respondents say that there at least somewhat satisfied with their experience.

Survey question 6 asks customers how many times they had to contact Raider Connect before their issue was resolved. 58% reported that their issues was resolved in one contact and 80% reported that their issue was resolved in two contacts. While we strive for one contact, many issues require student follow up.

A complete report from the customer service survey, including customer comments, is included in appendix C of this report. There have been 236 responses to the optional survey since 2016.

**Outreach**

Raider Connect will provide outreach programming to both internal and external customers both on campus, and with off campus partners. This outreach centers on financial aid awareness, FAFSA preparation and scholarship searches. Raider Connect strives to increase outreach programming each year by at least 10%.

**KPI 2.1** Total outreach programs by academic year, as recorded by Raider Connect staff for reporting purposes.

**Result:** Raider Connect has increased outreach programming by 39% in the past four academic years through the intentional recruitment and identification of additional off campus partners. Off Campus partnerships with local churches, including a broadened relationships with high schools in the nine county area, have shown an increase in off campus outreach programs of 54%.

Academic Year	Total Off-Campus Programs	Total On-Campus Programs	Total Programs
2015-16	37	29	66
2016-17	39	42	81
2017-18	59	43	102
2018-19 (to date)	82	27	109

**Response/Action Plan:** Raider Connect is especially proud of the increase in outreach activities, despite the decrease in available staff and budget. We continue to search for new ways to increase our penetration of local high school and community group markets.

# Queue Historical Average Report

For Queue(s) 'RalderConnectReportG (25)'

For the period (1/1/2018 - 12/7/2018), (0:00:00-23:59:59), Report Interval '60', Detail 'Monthly Breakdown'

Date	Calla	Ring	Talk	Wall	Max Wait	Trans H	ng up	CB Calla	VMag	IVR	Offer	Net Deliver	Abnd Rate	Total Calla	Service Level	NCT	/ISA
<b>RalderConnect (UTC-05:00)</b>																	
	<b>4000</b>																
Jan/2018	5593	0:04	3:09	5:37	56:01	472	812	648			7525	1772	31.68%	7525	18.36%	3:37	7:18
Feb/2018	2308	4:12	3:11	5:25	118:49:52	36	261	17			2622	322	13.95%	2622	23.49%	3:39	0:35
Mar/2018	2908	2:13	3:18	3:49	66:53:26	44	246	28			3226	504	17.33%	3226	22.03%	3:47	0:54
Apr/2018	4376	0:09	3:29	3:18	2:41:27	46	383	147			4952	866	19.79%	4952	21.02%	3:57	2:20
May/2018	4325	0:46	3:22	3:11	17:51:40	14	344	104			4787	773	17.87%	4787	21.74%	3:50	13:28
Jun/2018	2942	1:47	10:33	3:43	63:29:55	19	227	49			3237	485	16.49%	3237	22.32%	10:51	1:02
JuV2018	3864	0:05	3:12	2:58	32:38	311	362	125			4662	726	18.79%	4662	21.50%	3:39	2:08
Aug/2018	6186	0:04	3:26	5:17	43:42	5801	1283	694			13964	2361	38.17%	13964	16.64%	3:50	7:09
Sep/2018	2912	0:05	3:12	2:55	34:59	16	320	101			3349	482	16.55%	3349	22.32%	3:41	2:12
Oct/2018	2095	0:06	3:12	1:35	18:11	5	198	12			2310	352	16.80%	2310	22.84%	3:42	0:31
Nov/2018	2091	0:05	3:09	1:43	22:33	11	265	21			2388	318	15.21%	2388	22.75%	3:37	0:41
Dec/2018	727	0:04	3:11	2:20	16:34	6	60				107	107	14.72%	800	22.68%	3:38	1:21
	<b>40327</b>	<b>0:44</b>	<b>3:51</b>	<b>3:51</b>	<b>118:49:52</b>	<b>6781</b>	<b>4761</b>	<b>1953</b>			<b>53822</b>	<b>9068</b>	<b>22.491\1,</b>	<b>53822</b>	<b>20.631\1,</b>	<b>4:17</b>	<b>4:21</b>
<b>RC_FlnAld (U'R:-05:00)</b>																	
	<b>920D</b>																
Jan/2018	183	0:03	3:27	9:35	30:17			63			246	85	46.45%	246	21.54%	3:47	16:51
Jul/2018	161	0:04	4:42	6:11	35:51			38			199	40	24.84%	199	25.25%	4:58	9:15
Aug/2018	2897	0:03	4:11	12:07	1:34:52			1166			4095		53.09%	4095	16.84%	4:06	31:02
						<b>32</b>									<b>1663</b>		
<b>Ra_Reg (U'R:-05:00)</b>																	
	<b>9201</b>																
Jan/2018	82	0:05	2:35	1:13	9:10						82	4	4.88%	82	71.95%	3:05	1:15
Jul/2018	47	0:04	2:26	0:07	0:32						47	1	2.13%	47	95.21%	2:55	0:07
Aug/2018	472	0:04	3:03	0:20	12:27			2			474	7	1.48%	474	92.41%	3:32	0:20
	<b>601</b>	<b>0:04</b>	<b>2:55</b>	<b>0:25</b>	<b>12:27</b>			<b>2</b>			<b>603</b>	<b>12</b>	<b>2.001\1,</b>	<b>503</b>	<b>89.841\1,</b>	<b>3:25</b>	<b>0:26</b>
<b>RC_Bur (U'R:-05:00)</b>																	
	<b>11202</b>																
Jan/2018	75	0:04	3:08	5:05	24:31			10			85	9	12.00%	85	47.06%	3:29	6:43
JuV2018	49	0:05	4:26	1:54	10:26			2			51	4	8.16%	51	59.31%	4:25	2:09
Aug/2018	1012	0:05	4:32	7:05	49:56			199			1211	265	26.19%	1211	34.96%	4:28	57:35
	<b>1136</b>	<b>0:05</b>	<b>4:25</b>	<b>6:44</b>	<b>49:55</b>			<b>211</b>			<b>1347</b>	<b>278</b>	<b>24.471\1,</b>	<b>1347</b>	<b>35.651\1,</b>	<b>4:24</b>	<b>51:32</b>
	<b>45305</b>	<b>0:40</b>	<b>3:52</b>	<b>4:26</b>	<b>118:49:52</b>	<b>6813</b>	<b>4761</b>	<b>3433</b>			<b>60312</b>	<b>11021</b>	<b>24.331\1,</b>	<b>60312</b>	<b>21.64\1Mo</b>	<b>4:15</b>	<b>7:21</b>

# Queue Historical Average Report

For Queue(s) 'RalderConnectReportG (25)'

For the period (1/1/2017- 12/31/2017), (0:00:00-23:59:59), Report Interval '60', Detail 'Monthly Breakdown'

Date	Calls	Ring	Talk	Wait	Max Wait	Transf	Hang up	CB Calls	Vllsg	IVR	Offer	Net DellVilt'	llbnd	llbnd Rate	Total Calls	Service Level	NIT	/ISA											
<b>llalclerConnect (UTC-OS:00)</b>																			<b>4000</b>										<b>-----</b>
Jan/2017	6480	0:05	3:13	8:14	1:14:22	123	899	1207			8709		2698	<b>41.64%</b>	8709	16.34%	3:43	13:34											
Feb/2017	2930	0:05	2:52	2:34	29:06	<b>48</b>	274	54			3306		524	17.88%	3306	21.09%	3:20	1:20											
Mar/2017	3326	0:05	3:16	2:19	29:33	65	301	53			3745		555	16.69%	3745	21.35%	3:45	1:03											
Apr/2017	4105	0:05	3:08	2:29	28:06	49	364	70			4588		693	16.88%	<b>4588</b>	21.19%	3:37	<b>1:16</b>											
May/2017	5671	0:07	2:58	2:30	2:24:41	71	504	136			6382		936	16.51%	6382	21.32%	3:26	1:33											
Jun/2017	3554	0:28	3:01	2:18	18:26:54	53	310	48			3965		598	16.83%	3965	21.35%	3:30	1:05											
JUV/2017	4510	0:05	3:08	2:47	26:44	113	384	135			5142		806	17.87%	5142	20.95%	3:37	2:06											
Aug/2017	9611	0:05	3:00	4:21	43:35	880	1001	873			12365		2433	25.31%	12365	19.36%	3:28	4:48											
Sep/2017	<b>4444</b>	0:05	2:59	4:10	33:25	<b>64</b>	476	261			5245		1003	22.57%	5245	20.12%	3:29	3:49											
Oct/2017	2224	0:05	2:50	1:52	21:06	70	128	14			2436		349	15.69%	2436	22.31%	3:19	0:25											
Nov/2017	2535	0:05	3:00	2:11	1:40:13	50	243	37			2865		453	17.87%	2865	22.05%	3:27	18:13											
Der/2017	3529	0:05	3:00	3:26	29:33	120	568	142			4359		735	20.83%	4359	20.44%	3:29	2:40											
	<b>52919</b>	<b>0:07</b>	<b>3:03</b>	<b>3:42</b>	<b>18:26:54</b>	<b>1706</b>	<b>5452</b>	<b>3030</b>			<b>63107</b>		<b>11783</b>	<b>22.27%</b>	<b>63107</b>	<b>20.14%</b>	<b>3:32</b>	<b>4:28</b>											
<b>RC_FinAld (UTC-05:00)</b>																			<b>9200</b>										<b>-----</b>
Jan/2017	33	0:04	3:19	0:54	4:32						33		1	3.03%	33	69.70%	3:50	0:55											
Jul/2017	15	0:04	2:36	0:55	3:42						15		1	6.67%	15	68.33%	3:04	0:51											
Aug/2017	387	0:03	3:39	10:10	29:24			172			559		216	55.81%	559	15.83%	3:44	19:45											
Der/2017	30	0:04	4:40	0:12	0:27						30				30	99.17%	5:08	0:12											
	<b>465</b>	<b>0:03</b>	<b>3:40</b>	<b>8:34</b>	<b>29:24</b>			<b>172</b>			<b>637</b>		<b>218</b>	<b>46.88%</b>	<b>637</b>	<b>23.78%</b>	<b>3:49</b>	<b>16:17</b>											
<b>RC_Reg (UTC-05:00)</b>																			<b>9201</b>										<b>-----</b>
Jan/2017	13	0:05	2:38	0:07	0:20						13				13	98.08%	3:05	0:07											
JUV/2017	7	0:05	2:50	0:10	0:35						7				7	96.43%	3:20	0:10											
Aug/2017	73	0:06	3:01	0:19	5:38						73		3	4.11%	73	87.67%	3:30	0:15											
Der/2017	24	0:06	3:02	0:47	2:52						24		4	16.67%	24	66.67%	3:31	0:35											
	<b>117</b>	<b>0:06</b>	<b>2:58</b>	<b>0:23</b>	<b>5:38</b>						<b>117</b>		<b>7</b>	<b>5.91%</b>	<b>117</b>	<b>85.04%</b>	<b>3:27</b>	<b>0:17</b>											
<b>RC_aur (UTC-05:00)</b>																			<b>9202</b>										<b>-----</b>
Jan/2017	10	0:03	2:37	0:28	2:19						10		1	10.00%	10	80.00%	3:07	0:25											
Jul/2017	5	0:03	2:37	0:34	1:49						5				5	80.00%	3:07	0:34											
Aug/2017	108	0:05	4:15	6:14	31:12			16			124		24	22.22%	124	31.45%	4:20	8:00											
Der/2017	5	0:04	3:04	3:41	7:45			4			9				9	33.33%	1:59	11:20											
	<b>128</b>	<b>0:04</b>	<b>3:59</b>	<b>5:27</b>	<b>31:12</b>			<b>20</b>			<b>148</b>		<b>25</b>	<b>19.53%</b>	<b>148</b>	<b>36.49%</b>	<b>4:00</b>	<b>7:24</b>											
	<b>53629</b>	<b>0:07</b>	<b>3:03</b>	<b>3:44</b>	<b>18:26:54</b>	<b>1706</b>	<b>5452</b>	<b>32221</b>			<b>64009</b>		<b>12033</b>	<b>22.44%</b>	<b>64009</b>	<b>20.35%</b>	<b>3:32</b>	<b>4:34</b>											

# Queue Historical Average Report

For Queue(s) 'RaiderConnectReport{(25)'

For the period (1/1/2016 - 12/31/2016), (0:00:00-23:59:59), Report Interval '60', Detail 'Monthly Breakdown'

Date	Calla	Ring	Talk	Wait	Max Wait	Trans	Hang up	CB Calla	VUsg	IVR	Offer	Net Deliver	Abnd	Abnd Rate	total Calla	Service Level	NIT	16/
<b>RelderColl!!!IICt(UIC-OS:00) 4000</b>																		
Jan/2016	7069	0:05	3:04	5:00	16:20:22	152	861	843			8925		2135	30.20%	8925	18.30%	3:11	
Feb/2016	3899	0:06	2:53	1:32	22:24	69	345	22			4335		742	19.03%	4335	20.85%	2:53	
Mar/2016	4443	0:05	3:04	1:57	27:15	67	387	51			4948		896	20.17%	4948	20.51%	3:05	
Apr/2016	5506	0:05	3:16	2:50	1:09:31	88	531	154			6279		1249	22.68%	6279	19.71%	3:18	
May/2016	6628	0:05	3:19	3:36	4:00:03	337	680	348			7993		1953	29.47%	7993	18.54%	3:23	
Jun/2016	4541	0:05	3:15	2:03	22:49	121	348	90			5100		1135	24.99%	5100	19.99%	3:16	
Jul/2016	5194	0:05	3:16	3:31	3:45:42	108	482	279			6063		1505	28.98%	6063	18.65%	3:18	
Aug/2016	10829	0:04	3:34	7:33	1:03:17	1864	1253	2060			16006		5289	48.84%	16006	14.95%	3:46	
Sep/2016	4386	0:05	3:24	5:55	1:14:15	476	646	530			6038		1541	35.13%	6038	17.24%	3:42	0:38
Oct/2016	2281	0:06	2:44	2:03	17:52	47	196	18			2542		328	14.38%	2542	22.14%	3:14	0:37
Nov/2016	3109	0:08	2:59	2:26	1:38:06	80	356	38			3553		512	16.47%	3553	21.41%	3:27	1:07
Dec/2016	61857	0:05	3:10	3:31	45:43	140	605	171			4888		810	20.54%	4888	20.31%	3:38	2:47
		<b>0:05</b>	<b>3:12</b>	<b>4:03</b>	<b>16:20:22</b>	<b>3519</b>	<b>6690</b>	<b>4604</b>			<b>76670</b>		<b>18101</b>	<b>29.26%11o</b>	<b>76670</b>	<b>18.59%11o</b>	<b>3:23</b>	<b>0:21</b>
<b>RC_FlnAld (UIC-OS:00) 9200</b>																		
Jan/2016	38	0:03	2:31	2:37	15:13			2			40		6	15.79%	40	45.63%	2:30	
Apr/2016	14	0:02	4:48	5:37	12:13						14		2	14.29%	14	26.79%	4:48	
May/2016	122	0:04	4:49	4:29	16:02			11			133		18	14.75%	133	31.63%	4:52	
Aug/2016	783	0:04	4:12	10:23	44:15	3		264			1050		272	34.74%	1050	21.53%	4:17	
Sep/2016	164	0:03	6:05	17:53	1:05:53	1		74			239		97	59.15%	239	15.84%	5:33	0:00
Dec/2016	1168	0:03	4:22	10:11	1:05:53	4		351			1520		397	4.55%	1520	23.53%11,	4:27	0:05
<b>RC_Reg (UIC-05:00) 9201</b>																		
Jan/2016	14	0:04	1:55	0:13	1:45						14				14	92.86%	1:55	
Apr/2016	3	0:04	2:25	5:55	17:41						3		1	33.33%	3	41.67%	2:25	
May/2016	49	0:05	4:25	5:25	22:59			7			56		11	22.45%	56	26.82%	4:59	
Aug/2016	189	0:05	2:52	6:53	50:38			31			220		30	15.87%	220	46.31%	2:50	
Sep/2016	66	0:04	1:45	3:32	17:43			8			71		7	10.61%	71	55.63%	1:56	0:00
Dec/2016	351	0:06	3:14	0:07	0:24	6		43			400		49	13.96%11o	400	50.90%	2:58	0:01
<b>IIC.,lar (UIC-05:00) 9202</b>																		
Jan/2016	25	0:05	3:30	0:32	3:55			1			26				26	85.58%	3:25	
Apr/2016	13	0:05	4:33	0:14	0:43						13				13	94.23%	4:33	
May/2016	49	0:04	3:38	1:06	15:04			2			51		2	4.08%	51	80.88%	3:31	
Aug/2016	467	0:05	3:33	5:17	43:18	1		41			509		63	13.49%	509	47.83%	3:39	
Sep/2016	112	0:05	3:23	2:46	19:53			6			118		6	5.36%	118	65.89%	3:24	0:00
Dec/2016	681	0:06	2:56	0:36	5:42	1		50			733		71	10.43%	733	56.10%11o	3:36	0:01
	<b>6405...</b>	<b>0:05</b>	<b>3:13</b>	<b>4:11</b>	<b>16:20:22</b>	<b>3531</b>	<b>6_690</b>	<b>5048</b>			<b>79323</b>		<b>18618</b>	<b>29.07%11,</b>	<b>79323</b>	<b>19.28%11o</b>	<b>3:24</b>	<b>0:20</b>

## Unit Daily Activity Analysis

### Unit Daily Activity Analysis

Actual Start Date	01/04/2016
Actual End Date	12/22/2016

Hour	Avg. Active Workstations	Min. Active Workstations	Max. Active Workstations	Avg. Served
08:00 AM - 09:00 AM	0.32	0.00	1.48	3.05
09:00 AM - 10:00 AM	0.75	0.00	3.79	7.8
10:00 AM -11:00 AM	1.18	0.01	4.70	12.15
11:00 AM -12:00 PM	1.59	0.04	5.65	16.36
12:00 PM- 01:00 PM	1.76	0.21	6.63	17.75
01:00 PM - 02:00 PM	1.66	0.07	5.59	17.88
02:00 PM - 03:00 PM	1.73	0.00	6.21	18.52
03:00 PM - 04:00 PM	1.95	0.11	6.44	20.51
04:00 PM - 05:00 PM	1.57	0.04	6.74	16.46
05:00 PM - 06:00 PM	0.22	0.00	0.46	6.69
<b>Totals</b>	<b>11.27</b>	<b>0.00</b>	<b>6.74</b>	<b>137.17</b>

### Report Parameters

Unit: Dayton Campus

From Date: 1/1/2016

To Date: 12/31/2016

## Unit Daily Activity Analysis

### Unit Daily Activity Analysis

Actual Start Date	01/03/2017
Actual End Date	12/22/2017

Hour	Avg. Active Workstations	Min. Active Workstations	Max. Active Workstations	Avg. Served
08:00 AM - 09:00 AM	0.29	0.00	1.90	2.74
09:00 AM - 10:00 AM	0.69	0.00	3.68	6.64
10:00 AM - 11:00 AM	1.06	0.01	5.00	10.82
11:00 AM - 12:00 PM	1.30	0.03	4.77	13.81
12:00 PM - 01:00 PM	1.38	0.02	5.40	15.39
01:00 PM - 02:00 PM	1.32	0.01	4.36	15.22
02:00 PM - 03:00 PM	1.51	0.15	5.16	15.68
03:00 PM - 04:00 PM	1.65	0.08	6.12	17.44
04:00 PM - 05:00 PM	1.25	0.01	<b>4.44</b>	12.82
05:00 PM - 06:00 PM	0.28	0.00	0.88	7.82
<b>Totals</b>	<b>1.07</b>	<b>0.00</b>	<b>6.12</b>	118.42

### Report Parameters

Unit: Dayton Campus

From Date: 1/1/2017

To Date: 12/31/2017



## Unit Daily Activity Analysis

### Unit Daily Activity Analysis

Actual Start Date	01/02/2018
Actual End Date	12/06/2018

Hour	Avg. Active Workstations	Min. Active Workstations	Max. Active Workstations	Avg. Served
08:00 AM - 09:00 AM	0.25	0.00	1.44	2.5
09:00 AM - 10:00 AM	0.54	0.00	2.70	5.11
10:00 AM - 11:00 AM	0.79	0.01	3.13	8.22
11:00 AM - 12:00 PM	1.10	0.04	4.03	11.23
12:00 PM - 01:00 PM	1.27	0.02	4.96	12.25
01:00 PM - 02:00 PM	1.09	0.02	3.21	12.14
02:00 PM - 03:00 PM	1.25	0.08	4.26	12.46
03:00 PM - 04:00 PM	1.42	0.06	5.44	13.51
04:00 PM - 05:00 PM	0.97	0.01	4.07	10.21
05:00 PM - 06:00 PM	0.45	0.00	2.63	5.06
06:00 PM - 07:00 PM	4.05	4.05	4.05	26
07:00 PM - 08:00 PM	1.88	1.88	1.88	13
<b>Totals</b>	<b>12.06</b>	<b>0.00</b>	<b>5.44</b>	<b>131.51</b>

### Report Parameters

Unit: Dayton Campus

From Date: 1/1/2018

To Date: 12/6/2018

## Unit Daily Activity Analysis

### Unit Daily Activity Analysis

Actual Start Date	01/04/2016
Actual End Date	12/22/2016

Hour	Avg. Active workstations	Min. Active workstations	Max.Active workstations	Avg. Served
08:00 AM - 09:00 AM	0.32	0.00	1.48	3.05
09:00 AM - 10:00 AM	0.75	0.00	3.79	7.8
10:00 AM - 11:00 AM	1.18	0.01	4.70	12.15
11:00 AM - 12:00 PM	1.59	0.04	5.65	16.36
12:00 PM - 01:00 PM	1.76	0.21	6.63	17.75
01:00 PM - 02:00 PM	1.66	0.07	5.59	17.88
02:00 PM - 03:00 PM	1.73	0.00	6.21	18.52
03:00 PM - 04:00 PM	1.95	0.11	6.44	20.51
04:00 PM - 05:00 PM	1.57	0.04	6.74	16.46
05:00 PM - 06:00 PM	0.22	0.00	0.46	6.68
<b>Totals</b>	<b>1.27</b>	<b>0.00</b>	<b>6.74</b>	<b>137.17</b>

### Report Parameters

Unit: Dayton Campus

From Date: 1/1/2016

To Date: 12/31/2016



## Unit Daily Activity Analysis

### Unit Daily Activity Analysis

Actual Start Date	01/03/2017
Actual End Date	12/22/2017

Hour	Avg. Active Workstations	Min. Active Workstations	Max. Active Workstations	Avg. Served
08:00 AM - 09:00 AM	0.29	0.00	1.90	2.79
09:00 AM - 10:00 AM	0.69	0.00	3.68	6.65
10:00 AM - 11:00 AM	1.06	0.01	5.00	10.83
11:00 AM - 12:00 PM	1.30	0.03	4.77	13.81
12:00 PM - 01:00 PM	1.38	0.02	5.40	15.39
01:00 PM - 02:00 PM	1.32	0.01	4.36	15.22
02:00 PM - 03:00 PM	1.51	0.15	5.16	15.68
03:00 PM - 04:00 PM	1.65	0.08	6.12	17.4
04:00 PM - 05:00 PM	1.25	0.01	4.44	12.82
05:00 PM - 06:00 PM	0.28	0.00	0.88	7.83
<b>Totals</b>	<b>1.07</b>	<b>0.00</b>	<b>6.12</b>	<b>118.42</b>

### Report Parameters

Unit: Dayton Campus

From Date: 1/1/2017

To Date: 12/31/2017



## Unit Daily Activity Analysis

### Unit Daily Activity Analysis

Actual Start Date		01/02/2018		
Actual End Date		12/06/2018		
Mour	Avg. Active Served Workstations	Min. Active Workstations	Max. Active Workstations	Avg.
08:00 AM - 09:00 AM	0.25	0.00	1.44	2.5
09:00 AM - 10:00 AM	0.54	0.00	2.70	5.11
10:00 AM - 11:00 AM	0.79	0.01	3.13	8.22
11:00 AM -12:00 PM	1.10	0.04	4.03	11.23
12:00 PM - 01:00 PM	1.27	0.02	4.96	12.25
01:00 PM - 02:00 PM	1.09	0.02	3.21	12.14
02:00 PM - 03:00 PM	1.25	0.08	4.26	12.46
03:00 PM - 04:00 PM	1.42	0.06	5.44	13.51
04:00 PM - 05:00 PM	0.97	0.01	4.07	10.21
05:00 PM - 06:00 PM	0.45	0.00	2.63	5.06
06:00 PM - 07:00 PM	4.05	4.05	4.05	26
07:00 PM - 08:00 PM	1.88	1.88	1.88	13
<b>Totals</b>	1.26	0.00	5.4.4	131.69

### Report Parameters

Unit: Dayton Campus

From Date: 1/1/2018

To Date: 12/6/2018

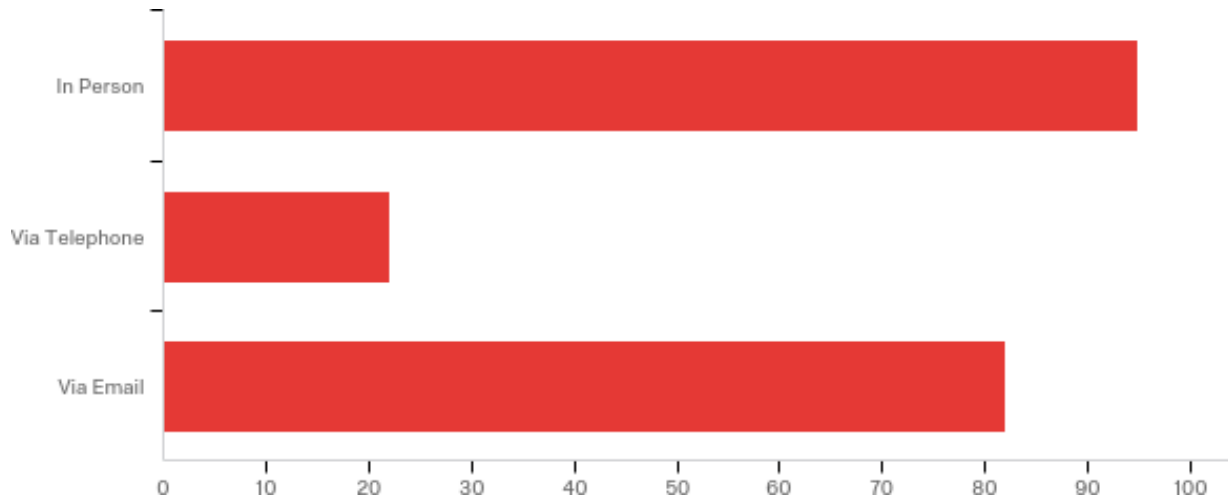


# Raider Connect Contact Feedback Aug 24 2016

Raider Connect Contact Feedback Survey

December 7th 2018, 11:15 am MST

**Q1 - In your most recent experience with Raider Connect, how did you contact us?**

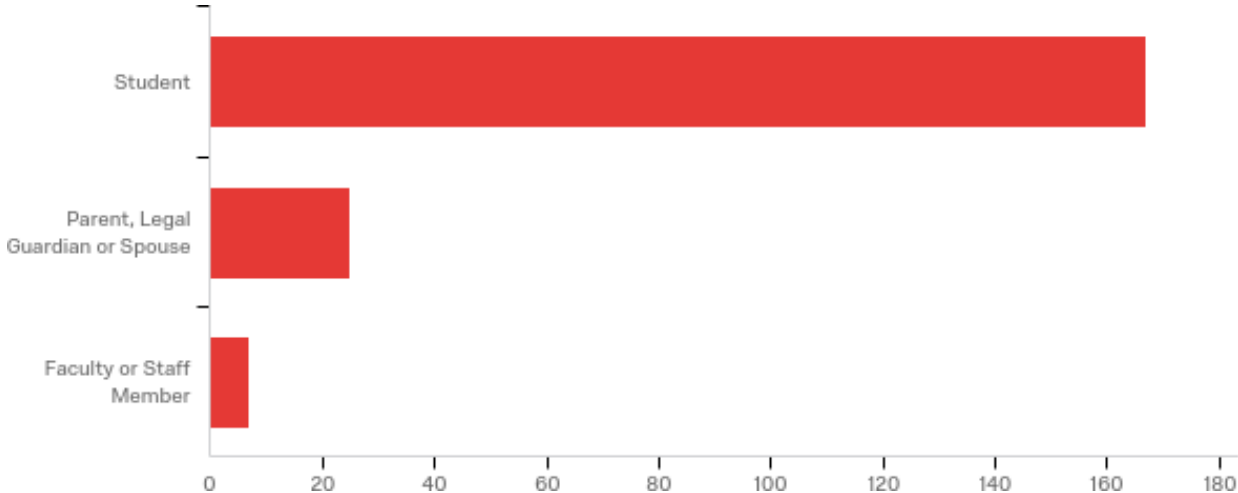


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In your most recent experience with Raider Connect, how did you contact us?	1.00	3.00	1.93	0.94	0.89	199

#	Answer	%	Count
1	In Person	47.74%	95
2	Via Telephone	11.06%	22
3	Via Email	41.21%	82
	Total	100%	199



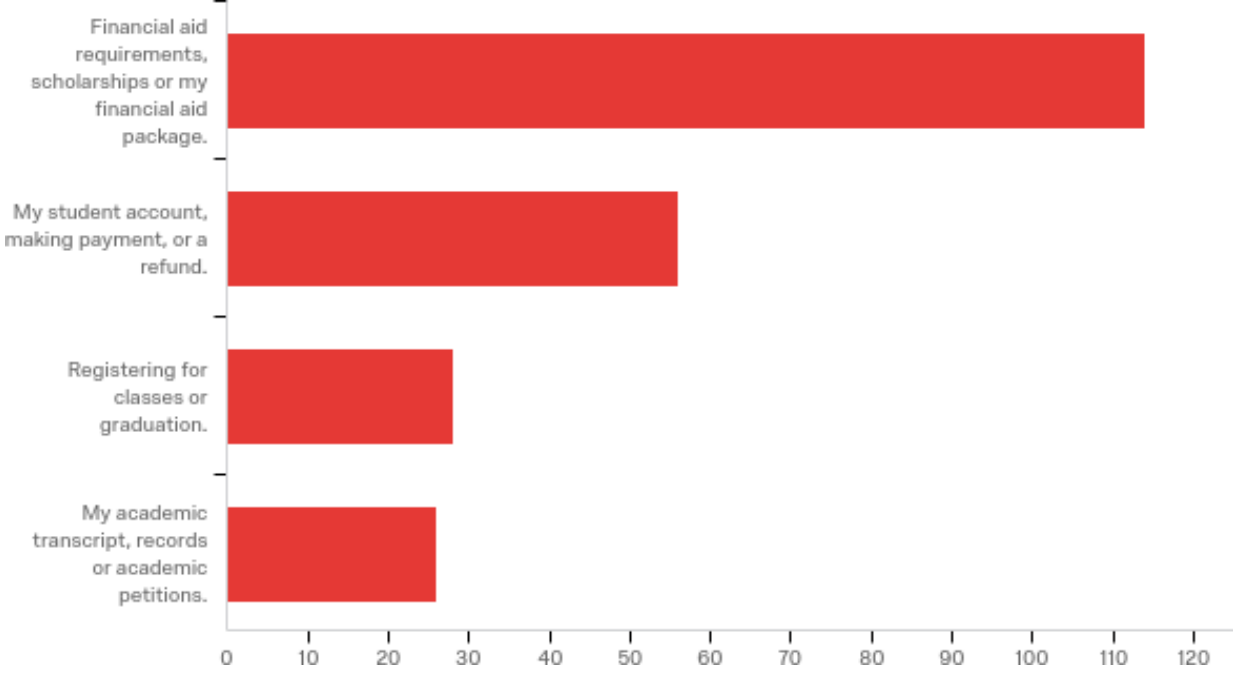
**Q2 - The best category to describe me is**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The best category to describe me is	1.00	3.00	1.20	0.48	0.23	199

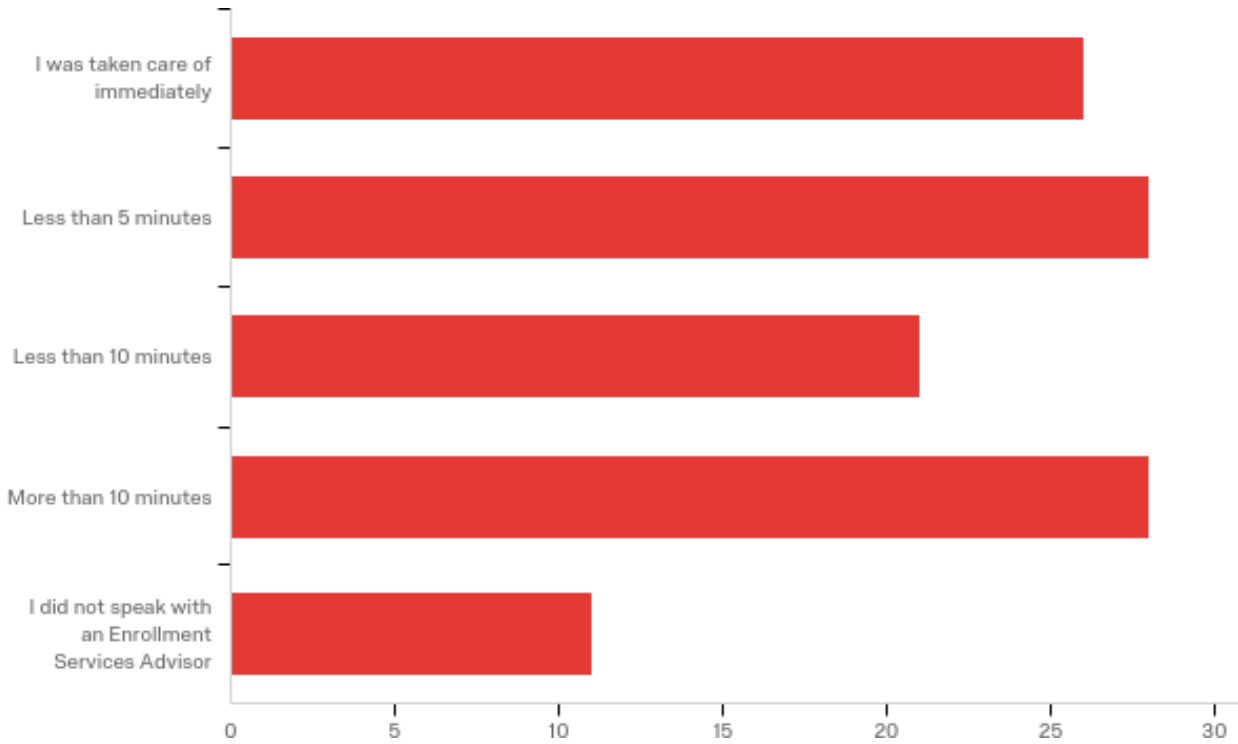
#	Answer	%	Count
1	Student	83.92%	167
2	Parent, Legal Guardian or Spouse	12.56%	25
3	Faculty or Staff Member	3.52%	7
	Total	100%	199

**Q3 - The question or issue that led me to contact Raider Connect was regarding:(Select all that apply)**



#	Answer	%	Count
1	Financial aid requirements, scholarships or my financial aid package.	50.89%	114
2	My student account, making payment, or a refund.	25.00%	56
3	Registering for classes or graduation.	12.50%	28
4	My academic transcript, records or academic petitions.	11.61%	26
	Total	100%	224

**Q4p - If you called or spoke with us in person, about how long did you have to wait before speaking with or hearing a response from an Enrollment Services Advisor?**

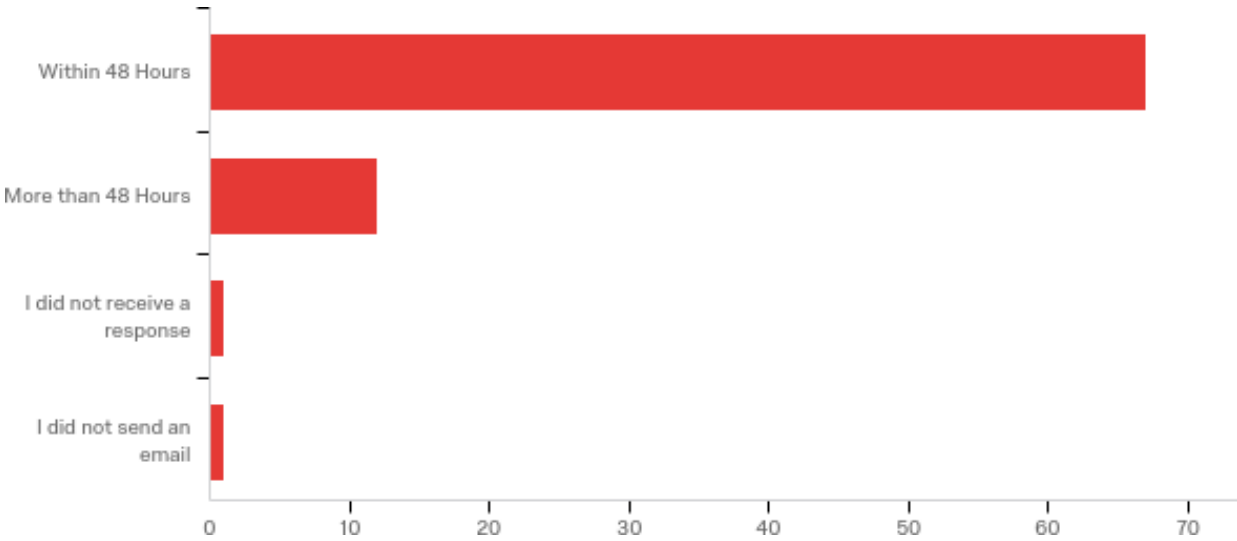


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	If you called or spoke with us in person, about how long did you have to wait before speaking with or hearing a response from an Enrollment Services Advisor?	1.00	5.00	2.74	1.31	1.72	114

#	Answer	%	Count
1	I was taken care of immediately	22.81%	26
2	Less than 5 minutes	24.56%	28
3	Less than 10 minutes	18.42%	21
4	More than 10 minutes	24.56%	28
5	I did not speak with an Enrollment Services Advisor	9.65%	11
	Total	100%	114



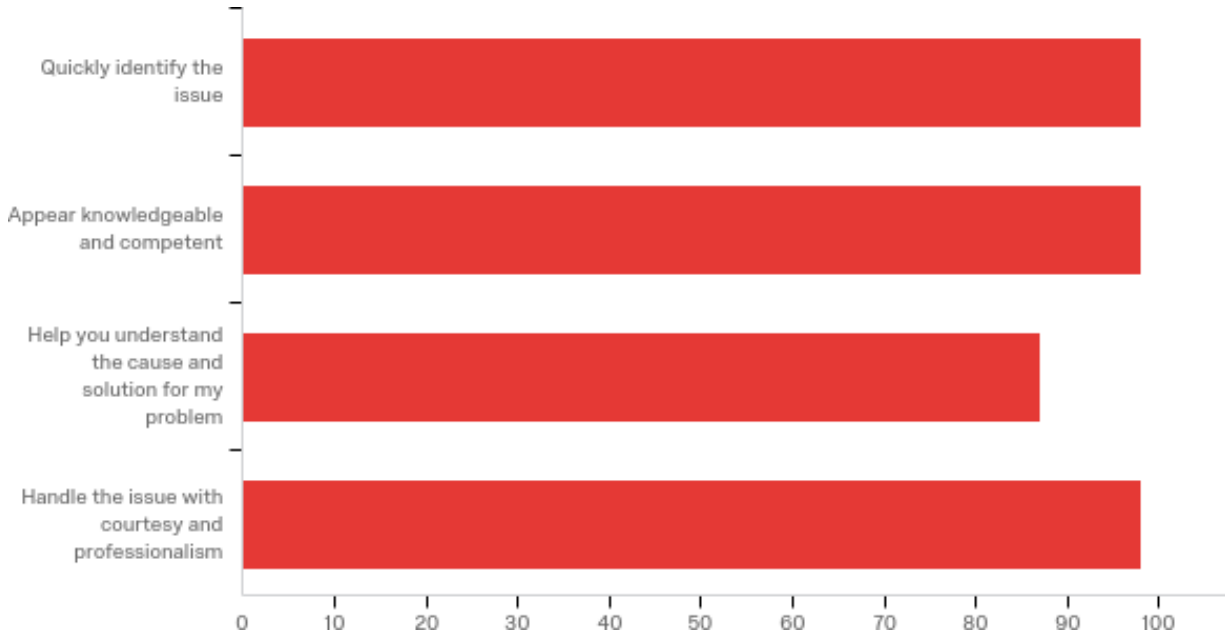
**Q4e - If you sent an email to Raider Connect, about how long did you have to wait before receiving a response from an Enrollment Services Advisor?**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	If you sent an email to Raider Connect, about how long did you have to wait before receiving a response from an Enrollment Services Advisor?	1.00	4.00	1.21	0.51	0.26	81

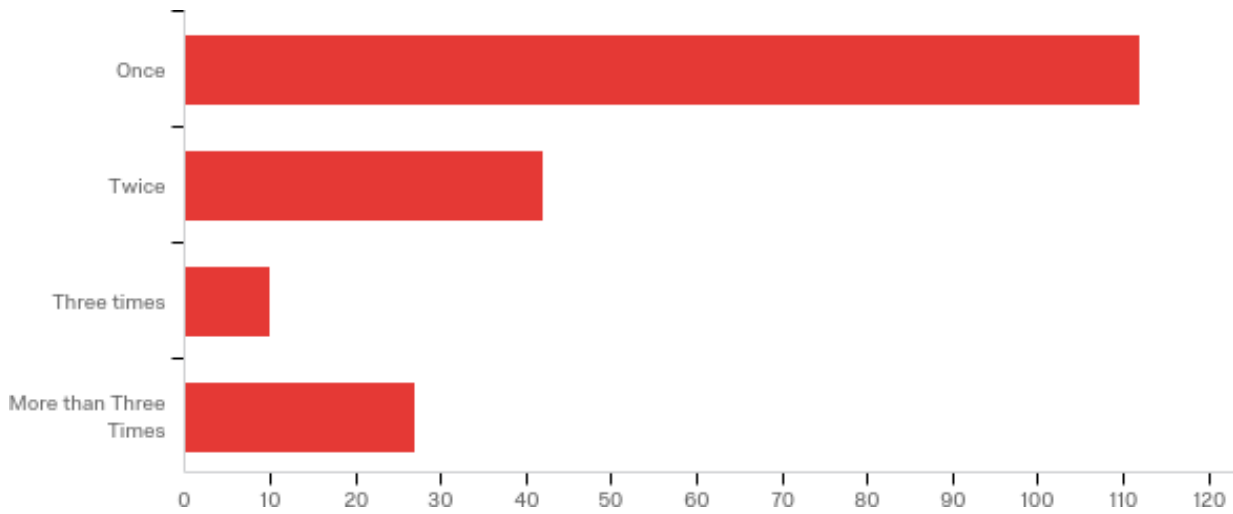
#	Answer	%	Count
1	Within 48 Hours	82.72%	67
2	More than 48 Hours	14.81%	12
3	I did not receive a response	1.23%	1
4	I did not send an email	1.23%	1
	Total	100%	81

**Q5 - Did the Enrollment Services Advisor... (Select all that apply)**



#	Answer	%	Count
1	Quickly identify the issue	25.72%	98
2	Appear knowledgeable and competent	25.72%	98
3	Help you understand the cause and solution for my problem	22.83%	87
4	Handle the issue with courtesy and professionalism	25.72%	98
	<b>Total</b>	<b>100%</b>	<b>381</b>

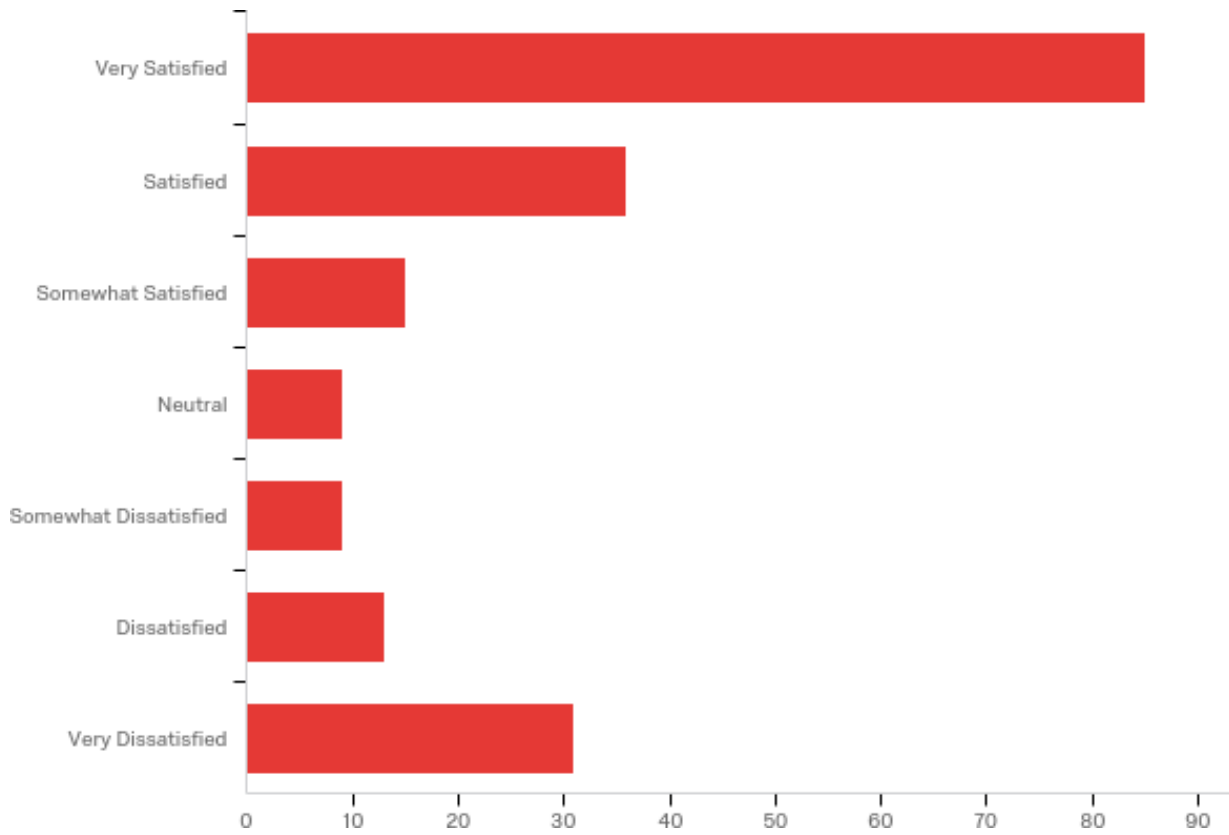
**Q6 - How many times did you contact Raider Connect before your problem was corrected or resolved?**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How many times did you contact Raider Connect before your problem was corrected or resolved?	1.00	4.00	1.75	1.07	1.14	191

#	Answer	%	Count
1	Once	58.64%	112
2	Twice	21.99%	42
3	Three times	5.24%	10
4	More than Three Times	14.14%	27
	Total	100%	191

**Q7 - Overall, how satisfied are you with your customer services experience at Raider Connect?**



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Overall, how satisfied are you with your customer services experience at Raider Connect?	1.00	7.00	5.08	2.28	5.22	198

#	Answer	%	Count
7	Very Satisfied	42.93%	85
6	Satisfied	18.18%	36
5	Somewhat Satisfied	7.58%	15
4	Neutral	4.55%	9
3	Somewhat Dissatisfied	4.55%	9



2	Dissatisfied	6.57%	13
1	Very Dissatisfied	15.66%	31
	Total	100%	198

**Q8 - If you were satisfied with your experience, please tell us what we did to serve you well.**

If you were satisfied with your experience, please tell us what we did to serve you well.

Quick response. Understood my question and answered it appropriately and provided information that was helpful. Responded with other contact information (like phone numbers) in case I needed to reach them by different means.

Aswered all my questions

I had a question about financial aid/student loans. I received a response to my email in less than 20 minutes. She (Betsy) gave me suggestions I was looking for and was very helpful. Thank you!

The lady at the front was very rude and loud. Station C

prompt and helpful

A quick answer that explained what happened.

Timely response and relevant information regarding to solutions for my concerns.

Address to my issue quickly

The quick and kind dealing with my problem was great!

helped fix my account

Rene Jewett explained to me how to make a payment and override the system. Thank you very much!

Quick response

She was so nice to me when I had a ton of questions and was stressing out about my loan issue. She answered each question for me.

My questions were answered

Rene handled the problem very quickly and notified me once it was resolved.

provided great explanations was very helpful for me and served me the most. Thank You

Replied back to me very fast; thank you :)

Answered my question, quickly and efficiently. Provided information I didn't know to assist me in the future with my Financial Aid.

Our daughter neglected to read emails regarding charges creating quite an emergency on 9.15 when she learned she would need to re-register for her classes. Mike Griest, Director of Student Enrollment Services handled the issues promptly and professionally with us.

Extremely accomodating!

Listened, number 1. Took action to lead me in the proper direction.

Rene Jewett resolved my issue quickly and sent me an email followup. She was great.

Financial aid processed too early. Orientation for grad program wasn't scheduled until 8/25.

People are fine. System lacks instructions

Advisor contacted me back within 30min.

You gave me the information I needed to know to make my next step.

It was very quick and all of my questions were answered. The person that helped me was very knowledgeable and super nice.

Quick and easy fix to financial aid issue

He was very knowledgeable and went above and beyond to make sure I had everything I needed.

It was fast

Good direction on how to proceed.

Answered my question

Jewel Rene fixed the problem quickly

Very quickly helped

Went out of the way to explain financial concepts

The situation is not resolved, but I trust that it will be soon. Staff is always friendly and helpful.

Listened to me and acted ASAP

You gave very good advice.

they pointed me in the right direction

Answered all my questions and helped me with the loan process

The customer service rep knew exactly how to do everything my father and I asked. I'm very pleased.

Provided an immediate response with some good information.

Michael griest was vary helpful

I was helped within 12 hours of sending an email to Raider Connect, and it was a very helpful response.

The individual emailed me with the answer that I needed right away!

Was quick and gave me other options o go to if I had any questions

Quickly and efficiently helped with my needs

All you want is money. Fuck off.

You were very prompt and understanding. I was stressed but now I am relieved, thank you!!

Good service

Overall good service

I've been satisfied every time!

Rene Jewett was so comforting and knowledgeable about what requirements were needed to resolve the financial aid conflict!

I was very satisfied with the ability of the staff member I talked to to immediately determine my issue and tell me what to do.

Helped

accept forms and paper regarding my financial aid

Very quick and very helpful!

Provided me with all the correct information I needed to get the financial aid for my graduate studies.

Answered my question without confusion

Response to my email in less than 15 minutes - might have been faster than that!

You were very polite and gave me more than enough information.

well, I pretty much the fact THAT PEOPLE ARE ABLE TO GET WHAT THEY WANT WHEN THEY ARE REALLY WANTING TO GET THINGS DONE ON A REGULAR BASE . and WHEN YOU WOULD LIKE TO TAKE CARE OF SOMETHINGS THAT YOU LIKE TO DO ITS BETTER TO TALK TO SOMEONE THAT REALLY LIKES THEIR JOB. i DO LIKE THE FACT THAT PEOPLE CAN ALSO BEGAIN TO DO THINGS THAT WOULD LIKE TO HELP OUT WITH THE WAY YOU WOULD WANT TO CATCH UP ON THE THINGS THAT YOU HAVE NOT YET COME UP WITH.

The service was quick, friendly, and straight to the point! Thanks Raider Connect!!

I was not satisfied with this experience

helped me register for a B term class & informed me about my charges on my account

This service is horrible. I have called 5 times to have my financial aid fixed and raider connect has either not called me back or not picked up. Worst part of Wright State hands down.

Mrs. Luchanna Davis was outstanding and very concerned about my daughter financial aide. I must tell you that the experience that I had during registering my daughter on campus was not pleasant. Your financial aid staff other than Mrs. Luchanna Davis was horrible and very rude to include two black females one in the mid 50's and plus size with short hair and a attitude.

You guy are awesome fast and quick.

You were able to help me qualify for residency in timely manner. I did go in person to ask about the form. Got quick service. Vey helpful. I am extremely pleased.

I simply had a direct answer to my question

The person that helped me was great. Wright State Nickle and dimes me so I will not be attending OSU for my masters. The tuition is almost as much as Ohio States's. Wright state's facilities are subpar.

All the above

very tentative to my needs, very caring and compassionate!!

Responded to emails quickly

I sent my residency petition to Raider Connect at 9:30p.m. and received an e-mail back at 9:00a.m. from Mr. Griest, Michael W. saying my petition had been approved and my bill had been adjusted. I thinks it's awesome everything was processed and approved within 12hrs. of me sending it.

You were helpful kind and knowledgeable

Service was professional and fast

Quick response and handled issue in a professional manner.

The staff has been very unhelpful, and not knowledgable, about getting my SAP appeal process complete. Several emails, conflicting information, at times curt responses, and my issue is still not resolved. My advisor and I filled out the SAP maximum timeframe form together (before Spring semester ended), I dropped it off. RaiderConnect told me

I also needed fill out the Online SAP appeal form. I tried to do that but the link to that does not appear in Wings for the student until grades have been posted, which they finally told me after arguing with me that "there is no form, it's online" in response to my question about where the Online SAP Appeal Form is located... Now, they keep saying that I need to submit additional documentation for the appeal even though Wright State's SAP page says ""If your advisor indicates you are over the maximum timeframe because you transferred hours, changed major, or are pursuing a second/additional degree, you are not required to submit separate documentation with your appeal." My advisor spoke to Financial Aid and said there is no additional documentation I need to submit. Yet RaiderConnect insists there is. It took several emails to finally get them to tell me exactly what documentation they would like me to submit. I was told to submit a copy of my transcript or a letter of support from my academic advisor, even though this contradicts what Financial Aid, my advisor, and the SAP page all say. So I'm supposed to go wait in line at RaiderConnect, pick up a copy of my transcript, and then hand it back to them as "supporting documentation." Even though I don't need to submit additional documentation... My advisor has been extremely helpful and has offered to take over a letter that is redundant and unnecessary. Shayla and Luchanna were not helpful.

---

Very disappointed in the financial aid that the school offered me. I have many things on my resume besides grades!!!!

## Q9 - If you were less than totally satisfied, please tell us what could have been done to serve you better.

If you were less than totally satisfied, please tell us what could have been done to serve you better.

---

More details about my issue and what could happen with the problem in the future ..

---

The answer I received provided me with information about the balance being zero that I already knew since that info was in the email I originally sent. Also it seemed like the response could have been a little more courteous, the response seemed a little condescending.

---

I was totally satisfied.

---

Being that I'm an alumni, I felt less than a person who has been educated by this university. The three workers at the desk didn't appear friendly. Since it was my first time going and using their computer system, I wasn't aware of how to do it. I stepped to one of the workers on the end who was a white female. She abruptly cut me off and asked if I had registered. I was trying to explain that I didn't have my ID number and wanted direction on what to do. I was then directed by her to put in "no I D". I finally got registered. I was confused on what to do after registering. Again, no one was there to assist. I was the only one in the lobby area. I finally heard my name called. I proceeded to window C. The male (African American) asked for my I D number. I explained I was new to this but had my drivers license. I also told him I wasn't aware of needing the number due to just getting it this morning. He asked for my drivers license and sat at his computer for at least two minutes. It appeared he was looking my information up. It felt as though he had to make special arrangements to get my transcripts which I ordered this morning and also indicated that that is what I came for when I registered in the computer. After standing there for what seemed forever, he suddenly handed me the transcripts in an envelope that was paper clipped. He already had my transcripts readily available but made me stand at his window forever. I must say, I have never felt so low as an alumni with my 13 year old son witnessing such customer service. I truly hope that if I ever decide to go back that I'm not treated as if I'm an uneducated woman that has no business being there. Customer service goes a long way. If I register and say what I was there for, what was the purpose of him questioning my visit and making me wait?

---

I was asking for tax refund form/receipt for previous semester and was not provide instead I was directed to do it myself online or by the student...it should be also provided by financial aids office

---

The person waiting on me was condescending in her approach. She seemed to not care nor want to help me resolve the issue. She just wanted \$200. When I told her that I would try to pay by 5 like she originally said, she told me she had to physically watch me make a payment. When I told her I was trying to make sure I had my hours to TA, and that the hours were for research, she said, " Then they will just have to reimburse you." To me, that was insensitive. I am scheduling to start research for my advisor; not join a class in process.

---

Additional advise because most students do not know what to do or have trouble understanding the financial aid and loans.

---

Went to the bathroom and was called. The man was rude and not helpful. A lady helped me right away when I told her what I needed.

---

The wait was long and the check in numbers skipped around a lot

---

There were 14 people in line, but there was only one person working the desk. The other two seats were empty. The staffing is atrocious. This is the second time this semester I have had to wait for a simple registration problem.

---

I was very disappointed that i had to wait so long to register for a course. The whole time I was waiting there was either someone sitting at the desk and not helping a student or there was an empty chair at one of the help stations. This was especially irritating because there were over thirty people in queue. Because of this inefficiency, I had to miss over an hour of work. I am very disappointed with the service I received.

---

The wait time is crazy. There was one person helping a list of people. I waited 30+ minutes to be seen

whoever i was emailing literally gave up on helping me and told me to call someone else to help me through it

The person helping me seemed extremely disinterested. She could have been having a bad day, but I felt like I was inconveniencing her by asking any questions.

N/A

Faster response.

Most of the time interacting with Raider Connect involves rude service, incorrect answers or very delayed answers.

My issue was resolved but the RaiderConnect rep did not appear to know that you can pay a student fee with a WrightOne card over the phone. I had tried to do it online but there is no selection for WrightOne card. I was transferred to WrightOne card who told me Raider Connect had to do it and that the code is 5020. No big deal; it was resolved eventually. I sent an email to RaiderConnect and it was handled quickly and professionally by Rene Jewett. I appreciate her attention to this during a very busy time.

More professionalism and courtesy.

There is a lot missing. What is raider connect? I'm told to watch the monitor. Which monitor? No seats in the waiting area face any monitor. Will I be called?texted? Serious lack of information. If I do t understand it correctly will I ever be helped?

N/A

Luchanna Dix was terse and unhelpful in her email response to my question. And she referred to Satisfactory Academic Progress (SAP) as Satisfactory Academic Performance, which when combined with her hastily typed out, bare-minimum effort email, made it seem like she was insulting me more than trying to help me solve my issue. I'm not particularly pleased with that interaction and this isn't the first time.

Given me a time frame in which my FAFSA papers will be processed.

When we registered our son for the placement test, there was never any mention of a fee, but here we are getting billed 5 months later. Our son is not attending Wright State, so please remove him completely from your database.

Don't assume or make judgements about studnets...help them.

It gets very old when your number is announced and the people behind the desk could care less about what you need help with. Out of the probably twelve times I have had to go in-person to talk to financial aid desk, only ONE time was I properly helped by someone who knew what they were talking about. Every single other time the two or three people manning the desks have been too busy texting, playing, or talking on their cell phones. One time I went there were two girls sitting up there talking about a party they were going to in the near future, completely ignoring the man who was standing at the desk staring at them because his number was called. I am able to navigate the many parts of WSU's website pretty well, but when there is an issue or a question that arises and nobody can give reliable information over the phone or in person...

When I contacted Raider Connect previously over payments and financial aid, there was a prompt response. This time my first email was never answered after several weeks, my 2nd email was responded to asking a question that was answered in the email that they were replying to and did not offer to resolve the problem (or respond) even after I replied to confirm the information. So now I'm going to take time off of work to go down there, where one of the delightful (seriously, very pleasant people!) frontline staff will quickly resolve it for me, because the electronic processes that are intended to streamline these tasks has failed.

If my email was actually read, the advisor Renee Jewett, could have answered the whole email properly. The original email sent from WSU regarding financial aid refunds was confusing. When asked for a specific answer, I got the same confusing answer back, but certain parts were highlighted. Very unprofessional and did not answer any question.

my only real complaint is i had to email 3 times over 2 weeks until i got a response

It is like pulling teeth to get answers from Raider Connect. I also think that the staff could be more helpful. It seems like it is pain for them to help a student through a process.

Explain why financial aid can no longer transfer to wright one cards online. It takes me 25 minutes to drive to campus and costs me time and money when I could handle this online. You are heading backwards, not forward in today's world.

---

My question was not directly answered. The information given was good, but it didn't directly answer my question.

---

I had to send the same email twice and this is the second time it has happened before I was able to get a response.

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N/A

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I was treated as a number and not a student, the interaction felt very impersonal. Several people were incapable of assisting me, instead they were rude and told me that they needed to move on to the next person. I'm the first college student in my family, I need someone to help and explain things. All I received was frustration and negativity. Easily the worst office here at WSU, I only ever hear negative things.

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Fuck you

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More employees, employees who aren't rude...

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I'VE BEEN ON HOLD FOR THE LAST 45 FUCKING MINUTES. IT'S 2:45 ON A GODDAMN TUESDAY, HOW THE FUCK IS NO ONE AVAILABLE. I HAVE ONE FUCKING QUESTION THAT WOULD TAKE LESS THAN FIVE MINUTES TO ANSWER, BUT YOU CAN'T BE FUCKING HELPED TO ANSWER THE GODDAMN PHONE. THIS IS FUCKING RIDICULOUS.

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It took too long to be seen the first time that I had to come back after my class and it took me an hour to be seen and I only needed to change my name.

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Problem was not resolved, a complete lack of understanding that the account shows that unauthorized money was taken out of the wrong account.

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What I am extremely unsatisfied with is the non-federal student loan process through WINGS. The loan data request form that was supposed to be in Eligibility Requirements (the woman I talked to said so as well) wasn't there. Nothing at all told me what to do and it's been two weeks since they sent information to WSU.

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I am a WSU parent. I contacted Raider Connect to have my daughters legal fee refunded only to be advised that my daughter needed to request this refund

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WELL, I THINK PEOPLE ARE PRETTY SMART SO THAT WHEN IT COMES DOWN TO THE FACT THAT PEOPLE WOULD WANT TO TALK ABOUT HOW YOU WOULD WANT TO LIVE YOUR LIKE IT WOULD BE KIND OF HARD TO SDO THAT BECAUSE WHEN YOU WOULD LIKE TO DO SOMETHINGS THAT SOMEONE ELSE WOULD MAYBE LIKE TO DO IT WOULD BE HARD TO ASK FOR SOMEONE TO PICK UP ON THE THINGS THAT YOU WOULD REALLY WANT TO GET THROUGHT TO PEOPLE. SO I THINK THAT WHEN YOU WOULD LIKE TO ASK A QUESTIOON THAT YOU WOULD LIKE TO ASNWER LIKE THAT IT WOULD HAVE TO COME DOWN THO THE FACT THAT YOU ARE ABLE TO GIVE ME SOME GOOD INFORMATION WHERE I WOULD JUST HAVE TO SAY GIVE ME MORE.

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I am an online only graduate student. One of my fall classes, which has not started yet, needs to be dropped. Cannot be dropped online - fax only. This is 2016, I feel I should be able to drop a class which hasn't even started yet online.

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The overall customer service experience was, by far, probably one of the worst experiences that I have ever had while here at Wright State University. The issue was resolved due to University error. However, the experience of addressing this issue was by far, troubling and very concerning as a student here at Wright State University. I am very fearful that this lack of customer service drives potential students, as well as current students away from our great school. The competency of the individual was sub-par and the individual made it very clear that they were not going to assist me, because "university policies". If these policies are not communicated to me as an individual, how am I supposed to correct the situation? This experience has made it very clear that the bursar has no interest in taking care of its people. In fact, they want to do as little as possible. This experience is unacceptable in every way, shape and form and I plan on addressing it through appropriate channels.

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I was told when my financial aid was supposed to hit my account, but I am still waiting on an answer as to when my refund will be processed.

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There was only 1 advisor available at the time I was there, I waited an hour to speak with the advisor.

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Raider Connect is crap. When students drop classes and their bill is modified they don't formally let them know about it until the day before there classes are subject to cancellation. Then they turn around and say we could have



signed up for a payment plan but we don't even know there was anything to owe. When I dropped the class my account immediately said I had a refund then I get an email saying I have to pay money within 32 hours or my classes are cancelled. Don't you think you should let students know before the time expires to sign up?

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No one has served with my payments properly, as all the times my money will be deducted without my involvement.

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Literally dissolve the department.

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I feel that in today's world things are tough and all families are not wealthy but their children want to attend college all financial aid workers should sit down and see if funding or additional funding is available and throughout meeting with the students and parents do be so negative and say well I don't know if we can help you. I am just a parent but during my visit to right state I can tell some changes need to be made in that department, before the school loses students.

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Everything about this university is subpar. Two of my friends were thinking about going to Wright State this year but thankfully I persuaded them to go elsewhere. Parking is a joke.

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I have been on hold forever. It seems like you do not talk to students

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Have staff working at the desk that was friendly, or at least not rude and judgmental. I was huffed at and disrespected due to my mother helping me with my FASFA, and will not be returning to the office with any future issues. Extremely unhappy.

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The Director Mr. Griest was rude, sarcastic, and condescending.

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Nothing

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My question was not answered, an email was merely sent to tell me to contact financial aid.

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The verification process takes a bit too long. For those students that have financial needs for course materials like myself, I will have gone over two weeks with no materials because of financial reasons. And two weeks or more is especially long for summer semesters that only last 6 weeks.

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For the first time since I've been at Wright State, I had to satisfy the "Eligibility Requirements." After fighting with RaiderConnect for THREE WEEKS, being told MULTIPLE TIMES that they only need 24 hours, I had to go IN PERSON and solve the issue myself. Never have I been so frustrated with Raider Connect. Because of how long this took, I'm sure I've missed out on a lot of money, and I will possibly have to drop out of the term. Next time, I wish that you would explain what I need THE FIRST TIME. I didn't know anything about these "requirements" until the 2nd of May, and it wasn't even explained what I had to do. This process is RIDICULOUS. It makes me wish I could take back the 4 years I've already spent here which, until this point, has been a great experience. I would like to especially thank Mary Elizabeth Yoder, I believe was her name. She went out of her way and helped me more than anyone else ever could. She's the only shining light at RaiderConnect. I wish all of RaiderConnect could be like her. Thank you for reading.

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Telling you what could have done better would take quite a bit more of my time, of which you've already wasted a ton. My answer to question 8 explains the basics. Understand the issues and give correct information. Help rather than argue. Get on the same page as Financial Aid and Advising. Do better.

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Five days after my initial email, I finally got a response. I have been going back and forth with two different people all day! Several questions were flat out ignored. My personal information was accessed without my knowledge when it had nothing to do with the questions asked. Instead of telling me about refund options, I was asked about a course I am registered for. Overall, I am frustrated with the seeming lack of ability to understand what I thought was a simple question and how unprofessional it was to bring up information that she shouldn't have even known instead of giving me the information that I asked for, which should really just be on the website anyway.

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I would like the individual that helped me to look at me when they speak to me. It is disrespectful to have your nose in your phone while trying to help individuals through the financial aid process. I would also suggest that if individuals appear to be doing nothing, that they pay attention to the queue and not wait 20 minutes before assisting the students.

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I expect more than a form email in response to my issue! Secondly, why didn't anyone bother to check my status as a GA to verify that I don't have any tuition costs this summer? You're fired!

Wright State give full rides to Valedictorians and none to the common person!!!!

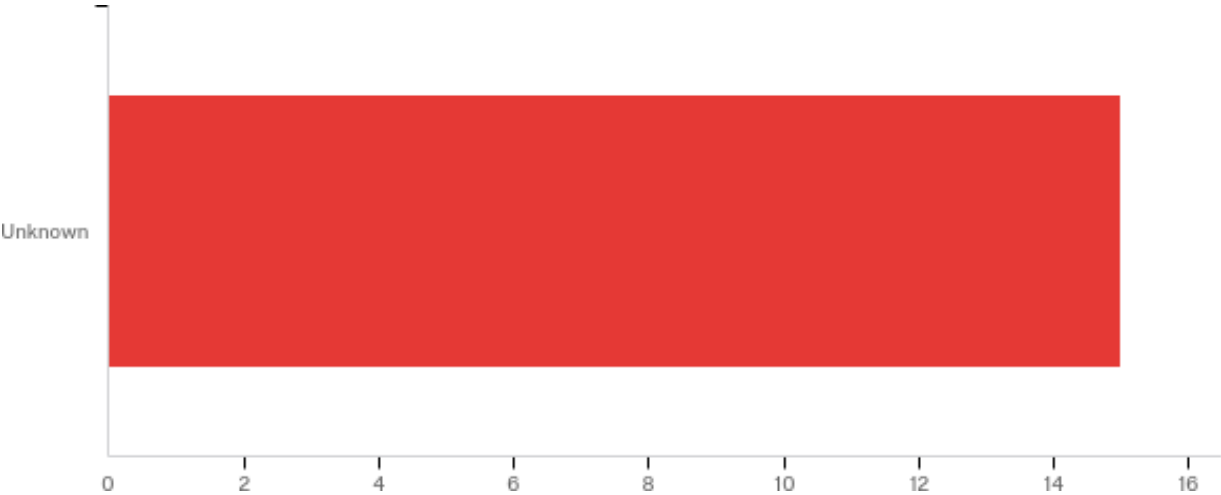
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Friendlier service, more direct answers

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Response to emails would be appreciated.

Q9 - Topics



Answer	%	Count
Unknown	100.00%	15
Total	100%	15