

# 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 2018

In-Person Visit: 22,111 students

Phone Calls: 9,063

Emails: 762

Case Referred: 836

Total: 31,936

### Spring 2019

In-Person Visit: 23,390 students

Phone Calls: 13,664

Emails: 860

Case Referred: 605

Total: 37,917

## Number of Visits by Office(s)

### Fall 2018

Financial Aid: 17,473

Registrar: 3,644

BURSAR: 566

Admissions & Outreach: 428

Total: 22,111

### Spring 2019

Financial Aid: 18,210

Registrar: 4,793

BURSAR: 267

Admissions & Outreach: 120

Total: 23,390

### **In-Person Visits**

Fall 2018: 22,111

Spring 2019: 23,390

### **Median Wait Time**

Fall 2018: 17 minutes

Spring 2019: 10 minutes

### **SSC Phone Data**

Fall 2018

Total Calls: 9,063

Average Hold Time: 3 minutes

Spring 2019

Total Calls: 13,664

Average Hold Time: 2 minutes

### **Services Requested**

Fall 2018

Financial Aid holds: 2458

Financial Aid documents: 6167

Financial Aid awards: 7987

Transcripts: 762

Bursar questions: 566

Admissions: 428

Registrar questions: 2146

Enrollment verification: 861

Registrar hold: 501

Spring 2019

Financial Aid holds: 2113

Financial Aid documents: 8863

Financial Aid awards: 6367

Transcripts: 1207

Bursar questions: 267

Admissions: 120

Registrar questions: 2783

Enrollment verification: 867

Registrar hold: 514

## Case Referrals

### Fall 2018

36.1% Awards  
25.8% Documents  
15.3% Other  
10.4% Holds  
7.3% Loans  
4.8% SAP

### Spring 2019

30.7% Documents  
29.4% Awards  
16.7% Transfer Credit  
7.8% Other  
7.8% Holds  
5.0% Loans  
2.6% SAP

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