

# anthology. One Stop

## Support students at scale and drive retention

Anthology One Stop provides support that is tailored to the modern learner: proactive, powered by data, and available 24/7. Complement your existing support team to quickly address learner issues and improve retention.



### Automated technologies provide efficiency and scale

We employ a range of automated technologies, including IVR, chat, messenger, and SMS, to efficiently manage lower-tier inquiries. This saves time for students while allowing your team to focus on more detailed requests.

### Here when you need us most

Our solutions are chosen strategically and scaled to act as an extension of your team at the most important times of your year. We also offer 24/7 assistance to make sure your students' inquiries never go unanswered.



By partnering with Anthology's One Stop and Help Desk services, the University of Central Oklahoma saved 5,000+ staff hours while improving retention rates. [Learn more.](#)

Average speed to answer reduced by **93%**



### Keep your students on track

As stop-out rates increase across higher education, providing timely responses to student challenges is essential to drive persistence. By combining data-led outreach with automated technology and great human service, Anthology One Stop has been shown to improve retention rates.

WALDEN UNIVERSITY

Walden University saw a 26% uplift in retention for students who interacted with Anthology One Stop. [Learn more.](#)

A **26%** uplift in retention



## Real data, real results

Full data transparency allows your team to understand what students are inquiring about and how efficiently they're getting answers. Our team regularly meets to review and implement the results of these findings.

### SAMPLE DATA FROM REPORTING

#### Survey Summary

2/1/2022 – 1/31/2023

Satisfaction Survey Responses

478

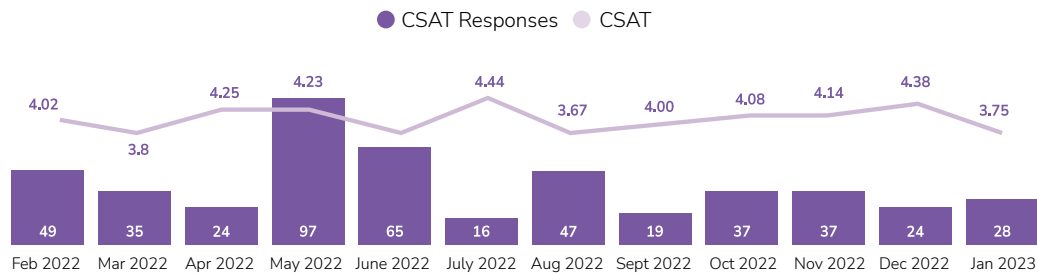
Customer Satisfaction

4.04

Customer Effort Score

83.26%

#### CSAT Surveys and % by Month



## Institutions that use Anthology One Stop



“

Having a support center that is available for calls and live chat 24/7/365 has been a tremendous benefit in those times when our office is normally closed. In today's society, students and parents want to talk to you when they choose, and that doesn't always fall between the traditional hours of 8 a.m. to 5 p.m. Having the ability to reach a financial aid advisor at any time day or night is wonderful!”

**Jennifer E. Harpham**  
Director of Student Financial Aid

WALDEN UNIVERSITY

■ Ready to add scale and efficiency to your support services? Find out more at [Anthology.com](https://Anthology.com).