

1CAPEN and 1DIEFENDORF HOTC-Phase 2

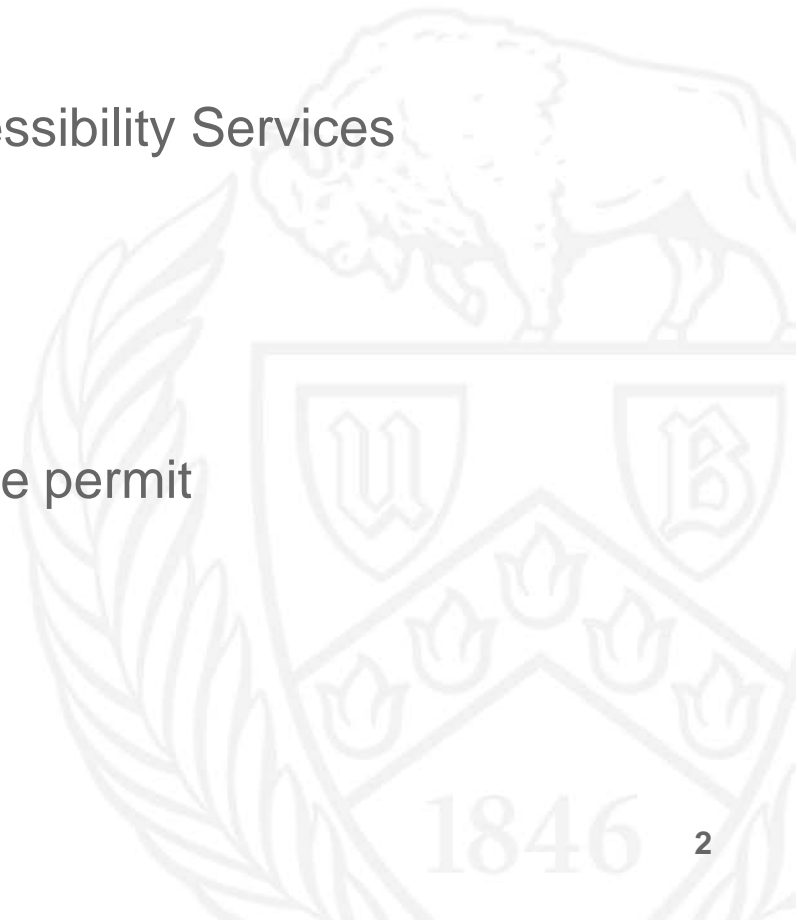
UB Faculty Senate Executive Committee
October 4, 2017



HOTC

Transforming Student Learning and Services

- **Phase 1:** Silverman Library and Accessibility Services
- **Phase 2:** 1Capen and 1Diefendorf
- **Phase 3:** Global Market Café
- More to come as budget and schedule permit



Student Facing Services Prior to August 2017



1

place for
solutions.

1 CAMPUS

COMING SOON

streamlining essential student services in one convenient location, so you



1Capen: Opens August 2017 Central Front Door to Student Services



1Diefendorf: Opens July 2017 Front Door to Student Services on South Campus



Relevant Data for 1Capen

- 9 Student Service Offices
- More than 20,000 visits in first month
- Top Destinations
 - UB Card Office
 - Parking and Transportation
 - Financial Aid



And the
Reviews Are
in from our
Students and
Staff





“I didn’t mind the extra wait time the first few days, it was better than having to travel across campus

“Having experts to talk to added so much value to my experience.”

“This truly saves time. We should have done this years ago.”





“I can handle my student bill and get my parking tag without driving to Spaulding; you should have done this years ago!”



“From front desk to
my problem solved.
I’m very happy,
positive and
surprised.”





1Diefendorf is a game changer-having all of these services on the south campus really benefits students.



Thank You.

