

# Student One-Stop Service Data Dashboard

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Supported by LM

## 1. Background

The Student One-Stop service covers a wide range of scenarios, with data originating from multiple online systems and offline application channels. Service data statistics relied entirely on manual operations: various data had to be consolidated into Excel weekly, manually generating charts before formatting and inserting them into Word to create a weekly report panel. During term and annual summarization phases, weekly Excel data required further manual updating into master sheets to complete statistics for indicators such as service volume trends, total consultation/application volumes/proportions, and consultation channel distributions.

This model presented significant pain points: manual operations inevitably introduced statistical errors; identifying, correcting, and maintaining raw data was time-consuming and labor-intensive; data corrections lacked full-process traceability, requiring individual verification of related data for a single final adjustment; the absence of a unified, standardized format

led to disorganized, complex historical data with poor readability, making data verification after terms/years extremely difficult.

## 2. Solutions

A Student One-Stop Service Data Dashboard was built based on X-Report, with the following core optimizations:

- **Designed Standardized Initial Entry Forms** to regulate the upload format for various weekly service data. A "Campus" field was added, establishing a data foundation for comparing similar services across both campuses.
- **Adopted an "Append Data" Mode** to maintain weekly data. "Term" and "Week Number" filter components were configured on the dashboard, allowing viewers to select filters based on their needs and flexibly view service volumes and comparisons across different time dimensions.
- **Optimized Dashboard Visualization:** Key Performance Indicator (KPI) cards prominently display core metrics like total consultations and applications for both campuses. A combined mode integrates the "Consultation Method" pie charts for both campuses into a single component, balancing comparability and unity. A

consultation volume trend line chart was added, automatically synchronized by the system upon weekly data updates.

- **Integrated AI Chatbot Data**, recording weekly metrics like answer effectiveness and consultation categories. A detailed display module was configured on the dashboard, achieving comprehensive coverage of service data across all dimensions.

### 3. Outcomes and Benefits



Figure 1: One-Stop Student Service Data Dashboard

### (1) Significant Improvement in Data Processing Efficiency

Replaced manual operations such as Excel consolidation, Word formatting, and master sheet manual updates, reducing weekly data statistics and report generation time by over 80%. Trend charts, core metrics, etc., update automatically, lowering repetitive labor costs.

### (2) Optimized Data Quality and Management Capability

Standardized formats + automated calculations eliminate human error. Full-process traceability is achieved, improving data correction efficiency. Structured storage of historical data completely resolves issues of disorganization and complexity, enhancing verification efficiency.

### (3) In-Depth Release of Data Value

Visual components like KPI cards, comparative pie charts, and trend charts intuitively present core information such as campus service distribution and consultation proportions. Flexible filtering by "Term + Week Number" meets personalized analysis needs, providing data support for service summarization and resource allocation.

### (4) Upgraded Raw Data Management, Expanding Analysis Potential

Leveraging X-Report enables standardized storage and management of raw data, breaking past limitations of data fragmentation. The platform supports multi-type processing and cross-dimensional comparison of raw data (e.g., campus-service-time linkage), allowing for deep

exploration of data correlation value. This effectively broadens the scope and depth of service analysis and provides a solid data foundation for future needs like customized analysis and data modeling.