



Monthly Report May 2012

Queue Report - May 2012

Date	Total Offered	Total Answered	Answer%
1-May	161	118	73.3%
2-May	153	131	85.6%
3-May	122	110	90.2%
4-May	162	120	74.1%
7-May	234	125	53.4%
8-May	233	129	55.4%
9-May	267	183	68.5%
10-May	181	151	83.4%
11-May	171	148	86.5%
14-May	244	176	72.1%
15-May	208	146	70.2%
16-May	214	171	79.9%
17-May	139	121	87.1%
18-May	137	121	88.3%
21-May	188	152	80.9%
22-May	170	134	78.8%
23-May	181	163	90.1%
24-May	130	118	90.8%
25-May	143	123	86.0%
29-May	178	133	74.7%
30-May	232	168	72.4%
31-May	180	146	81.1%
Average	183	140	76.6%
Totals	4,028	3,087	76.6%

Call Category Report - May 2012

Financial Aid	Calls	Percentage
Awarding: Status/accepted	484	24.4%
Verification	352	17.8%
Verification: Receive/Completed Status	340	17.2%
FAFSA: Questions/errors	333	16.8%
Plus Loan inquiry	179	9.0%
Awarding adjustments	107	5.4%
Stafford Loan inquiry	62	3.1%
Grant/Scholarship inquiry	59	3.0%
Private Loan inquiry	53	2.7%
Exit counseling	6	0.3%
SAP: Appeal	6	0.3%
SAP: Warning/Status	1	0.1%
Totals	1,982	100%

Student Accounts	Calls	Percentage
Balance inquiry	209	30.9%
Holds	169	25.0%
Payment Plan	79	11.7%
Refund inquiry	73	10.8%
Fee/Dispute	65	9.6%
Payment options/instructions	60	8.9%
Ebill assistance	18	2.7%
Third Party	4	0.6%
1098T	0	0.0%
Totals	677	100%

Other	Calls	Percentage
Transfer to registrar	73	31.5%
Other: explain	72	31.0%
Transfer to admissions	47	20.3%
Transfer to housing	40	17.2%
Totals	232	100%