



# Monthly Report June 2012

Queue Report - June 2012

Date	Total Offered	Total Answered	Answer%
1-Jun	182	145	79.7%
4-Jun	201	149	74.1%
5-Jun	208	168	80.8%
6-Jun	238	156	65.5%
7-Jun	162	133	82.1%
8-Jun	151	137	90.7%
11-Jun	215	164	76.3%
12-Jun	172	145	84.3%
13-Jun	178	137	77.0%
14-Jun	162	137	84.6%
15-Jun	175	150	85.7%
18-Jun	290	109	37.6%
19-Jun	273	143	52.4%
20-Jun	246	138	56.1%
21-Jun	215	126	58.6%
22-Jun	213	137	64.3%
25-Jun	338	207	61.2%
26-Jun	346	177	51.2%
27-Jun	355	195	54.9%
28-Jun	277	172	62.1%
29-Jun	361	194	53.7%
<b>Average</b>	<b>236</b>	<b>153</b>	<b>64.9%</b>
<b>Totals</b>	<b>4,958</b>	<b>3,219</b>	<b>64.9%</b>

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## Call Category Report - June 2012

Financial Aid	Calls	Percentage
Awarding: Status/accepted	667	32.2%
Verification	382	18.4%
Verification: Receive/Completed Status	316	15.2%
FAFSA: Questions/errors	183	8.8%
Plus Loan inquiry	158	7.6%
Grant/Scholarship inquiry	91	4.4%
Stafford Loan inquiry	65	3.1%
Private Loan inquiry	64	3.1%
Awarding adjustments	57	2.7%
Exit counseling	44	2.1%
SAP: Appeal	44	2.1%
SAP: Warning/Status	3	0.1%
<b>Totals</b>	<b>2,074</b>	<b>100%</b>

Student Accounts	Calls	Percentage
Balance inquiry	243	36.9%
Holds	121	18.4%
Payment Plan	89	13.5%
Refund inquiry	85	12.9%
Payment options/instructions	51	7.7%
Ebill assistance	35	5.3%
Fee/Dispute	32	4.9%
Third Party	3	0.5%
1098T	0	0.0%
<b>Totals</b>	<b>659</b>	<b>100%</b>

Other	Calls	Percentage
Other: explain	128	55.4%
Transfer to admissions	44	19.0%
Transfer to registrar	34	14.7%
Transfer to housing	25	10.8%
<b>Totals</b>	<b>231</b>	<b>100%</b>