



# Monthly Report July 2012



# Delaware State University

## Queue Report - July 2012

Date	Total Offered	Total Answered	Answer%
2-Jul	470	204	43.4%
3-Jul	354	164	46.3%
5-Jul	527	206	39.1%
6-Jul	553	208	37.6%
9-Jul	732	135	18.4%
10-Jul	566	125	22.1%
11-Jul	533	162	30.4%
12-Jul	455	151	33.2%
13-Jul	435	182	41.8%
16-Jul	553	98	17.7%
17-Jul	517	157	30.4%
18-Jul	501	167	33.3%
19-Jul	389	182	46.8%
20-Jul	399	177	44.4%
23-Jul	452	157	34.7%
24-Jul	411	139	33.8%
25-Jul	477	187	39.2%
26-Jul	533	163	30.6%
27-Jul	568	193	34.0%
30-Jul	741	238	32.1%
31-Jul	649	238	36.7%
<b>Average</b>	<b>515</b>	<b>173</b>	<b>33.6%</b>
<b>Totals</b>	<b>10,815</b>	<b>3,633</b>	<b>33.6%</b>

729 E. Pratt Street, Suite 700 Baltimore, MD 21202  
Phone: 888-817-7575 Website: [www.cmdosi.com](http://www.cmdosi.com)

## Call Category Report - July 2012

Financial Aid	Calls	Percentage
Awarding: Status/accepted	681	38.3%
Plus Loan inquiry	277	15.6%
Grant/Scholarship inquiry	179	10.1%
FAFSA: Questions/errors	132	7.4%
Verification: Receive/Completed Status	115	6.5%
Private Loan inquiry	91	5.1%
Stafford Loan inquiry	85	4.8%
Verification	75	4.2%
Awarding adjustments	69	3.9%
Exit counseling	36	2.0%
SAP: Appeal	36	2.0%
SAP: Warning/Status	2	0.1%
<b>Totals</b>	<b>1,778</b>	<b>100%</b>

Student Accounts	Calls	Percentage
Balance inquiry	776	40.9%
Payment Plan	593	31.3%
Payment options/instructions	309	16.3%
Ebill assistance	106	5.6%
Refund inquiry	58	3.1%
Holds	42	2.2%
Fee/Dispute	8	0.4%
Third Party	4	0.2%
1098T	0	0.0%
<b>Totals</b>	<b>1,896</b>	<b>100%</b>

Other	Calls	Percentage
Other: explain	751	94.1%
Transfer to housing	18	2.3%
Transfer to registrar	17	2.1%
Transfer to admissions	12	1.5%
<b>Totals</b>	<b>798</b>	<b>100%</b>