



Monthly Report August 2012

Queue Report - August 2012

Date	Total Offered	Total Answered	Answer%
1-Aug	582	463	79.6%
2-Aug	549	254	46.3%
3-Aug	435	218	50.1%
6-Aug	604	243	40.2%
7-Aug	518	273	52.7%
8-Aug	365	119	32.6%
9-Aug	577	287	49.7%
10-Aug	449	169	37.6%
13-Aug	511	195	38.2%
14-Aug	473	151	31.9%
15-Aug	551	239	43.4%
16-Aug	536	253	47.2%
17-Aug	525	168	32.0%
20-Aug	585	126	21.5%
21-Aug	591	298	50.4%
22-Aug	391	178	45.5%
23-Aug	390	210	53.8%
24-Aug	316	157	49.7%
27-Aug	347	191	55.0%
28-Aug	347	212	61.1%
29-Aug	282	178	63.1%
30-Aug	190	157	82.6%
31-Aug	192	122	63.5%
Average	448	211	47.2%
Totals	10,306	4,861	47.2%

Call Category Report - August 2012

Financial Aid	Calls	Percentage
Awarding: Status/accepted	378	24.6%
Plus Loan inquiry	234	15.2%
Verification	173	11.3%
Awarding adjustments	156	10.2%
FAFSA: Questions/errors	150	9.8%
Grant/Scholarship inquiry	98	6.4%
Stafford Loan inquiry	96	6.3%
Private Loan inquiry	83	5.4%
Verification: Receive/Completed Status	65	4.2%
Exit counseling	50	3.3%
SAP: Appeal	50	3.3%
SAP: Warning/Status	2	0.1%
Totals	1,535	100%

Student Accounts	Calls	Percentage
Balance inquiry	595	38.5%
Payment Plan	511	33.0%
Payment options/instructions	174	11.2%
Holds	110	7.1%
Refund inquiry	79	5.1%
Ebill assistance	44	2.8%
Fee/Dispute	29	1.9%
Third Party	3	0.2%
1098T	2	0.1%
Totals	1,547	100%

Other	Calls	Percentage
Other: explain	833	93.3%
Transfer to registrar	26	2.9%
Transfer to housing	26	2.9%
Transfer to admissions	8	0.9%
Totals	893	100.0%