



Monthly Report September 2012

Queue Report - September 2012

Date	Total Offered	Total Answered	Answer%
4-Sep	220	161	73.2%
5-Sep	265	157	59.2%
6-Sep	124	107	86.3%
7-Sep	102	80	78.4%
10-Sep	146	113	77.4%
11-Sep	101	94	93.1%
12-Sep	80	69	86.3%
13-Sep	78	76	97.4%
14-Sep	79	73	92.4%
17-Sep	114	101	88.6%
18-Sep	110	103	93.6%
19-Sep	102	93	91.2%
20-Sep	79	72	91.1%
21-Sep	96	89	92.7%
24-Sep	122	116	95.1%
25-Sep	70	70	100.0%
26-Sep	112	103	92.0%
27-Sep	92	88	95.7%
28-Sep	86	79	91.9%
Average	115	97	84.7%
Totals	2,178	1,844	84.7%

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Call Category Report - September 2012

Financial Aid	Calls	Percentage
Awarding: Status/accepted	100	27.2%
Plus Loan inquiry	58	15.8%
Grant/Scholarship inquiry	40	10.9%
Stafford Loan inquiry	37	10.1%
Verification	32	8.7%
Verification: Receive/Completed Status	24	6.5%
FAFSA: Questions/errors	21	5.7%
Awarding adjustments	16	4.3%
Exit counseling	16	4.3%
SAP: Appeal	16	4.3%
Private Loan inquiry	8	2.2%
SAP: Warning/Status	0	0.0%
Totals	368	100%

Student Accounts	Calls	Percentage
Refund inquiry	280	43.2%
Balance inquiry	136	21.0%
Payment Plan	129	19.9%
Holds	48	7.4%
Ebill assistance	19	2.9%
Fee/Dispute	17	2.6%
Payment options/instructions	15	2.3%
Third Party	4	0.6%
1098T	0	0.0%
Totals	648	100%

Other	Calls	Percentage
Other: explain	143	76.1%
Transfer to registrar	17	9.0%
Transfer to housing	16	8.5%
Transfer to admissions	12	6.4%
Totals	188	100.0%