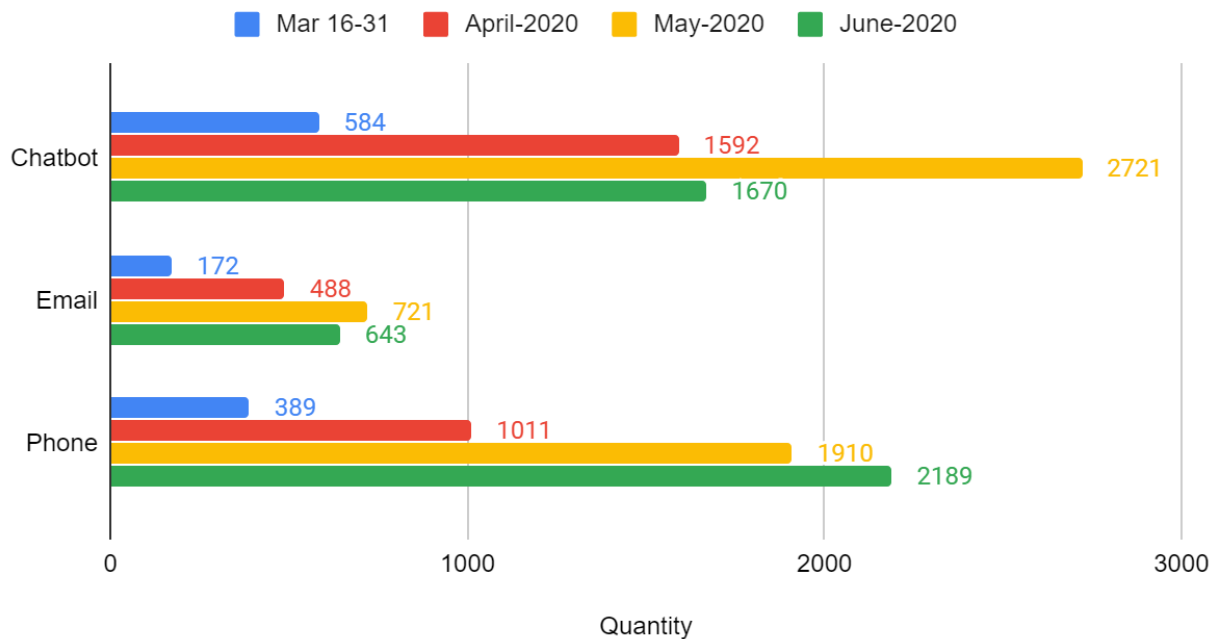


Contact Data for the Office of Student Financial Aid as of June 29, 2020

Between March 13, 2020 and June 13, 2020 data was collected to identify the types of contact initiated by students to the Office of Student Financial Aid. Students were able to reach the office by email, telephone, and chat. In person appointments were replaced with Zoom appointments during the pandemic. During this time there were 74 Zoom appointments between counselors and students. Historical telephone data prior to June 2019 was not available. However, in June 2019 and under usual business circumstances, the office handled 1,341 telephone calls. During the same time period of June 2020 the OSFA saw a substantial increase (63.23%) in the number of calls handled.

Student Contact Type



Between March 13 and June 13 the office of Student Financial Aid handled 5,499 telephone calls. Seven (7) major categories were logged to determine the reason for the caller's contact. General Financial Aid Info and Financial Aid Other accounted for 76.5% of the total number of

calls presented. The category Financial Aid Other was utilized when the caller had questions about multiple situations since the software does not allow for the selection of multiple categories.

Primary Purpose of Call

