

Call Center Control Plan: 2009-2010

Following the improvement plan, changes were implemented in the Call Center in late 2008 and early 2009. The following table shows the per cent of calls which were dropped on “light” call days, defined as days with fewer than 100 calls and on days with 100 calls or more expressed as an average per month from May, 2008, through March, 2009:

Month	Average Calls per Day	Per Cent of Calls Dropped		
		Days with less than 100 Calls	Days with 100 Calls or more	All days
May, 2008	108	4.1%	5.1%	4.6%
June	124	3.8%	6.3%	5.7%
July	289		13.8%	13.8%
August	254	7.0%	13.1%	12.5%
September	65	2.9%	6.7%	3.0%
October	47	5.0%		5.0%
November	54	3.3%		3.3%
December	102	9.5%	7.4%	8.4%
January, 2009	195	3.5%	11.5%	8.1%
February	52	2.8%		2.8%
March	52	3.3%		3.3%

On light days, it would appear that a small improvement has been made in the percentage of calls dropped, from a range of around 3 to 7 per cent in 2008 to more of a concentration around 3 per cent in 2009. A more material change occurred in the heaviest calling months; while 13 per cent of all calls were dropped in July and August, 2008, only 8.1 per cent of all calls were dropped in January, 2009. It is seen as well that the total number of calls has decreased, presumably the effect of the call filtering.

The change in the overall rate of dropped calls was consistent with the project’s goals:

- **Percentage of Calls Dropped, May, 2008 – August, 2008: 8.0%**
- **Percentage of Calls Dropped, October, 2008 – March, 2009: 5.0%**

The Financial Aid Office intends to continue with implements of these improvements and will revisit the statistics in early 2010 to ensure that improvement continues to occur.