

# Dashboard Summary

## Phone Calls

Answered Calls

1,420

📈 90.6% from previous 7 days

Abandoned Calls

120

📈 380.0% from previous 7 days

Total Call Time (Hours)

75

📈 78.6% from previous 7 days

Avg Call Time (Seconds)

956.5

📉 -4.7% from previous 7 days

Longest Wait Time (Seconds)

703

📉 -23.6% from previous 7 days

## Visits / Emails

Visits

30

📈 36.4% from previous 7 days

Quick Visits

0

N/A from previous 7 days

Emails Received

No data

No data from previous 7 days

Change in Aid Forms

37

📈 N/A from previous 7 days

Total Visit Time (Minutes)

0

N/A from previous 7 days

## ISIRs/Verification

All Reqs Complete

2,081

📈 92.5% from previous 7 days

Selected for Verification

65

📈 3.2% from previous 7 days

FAFSA Received

981

📈 13.9% from previous 7 days

Disbursements Reqs Complete

763

📈 30.9% from previous 7 days

FAFSA Received

57,265

📈 13.8% from previous year

## Website Views

Pageviews

91,956

📈 7.9% from previous 28 days

New Users

24,393

📈 10.7% from previous 28 days

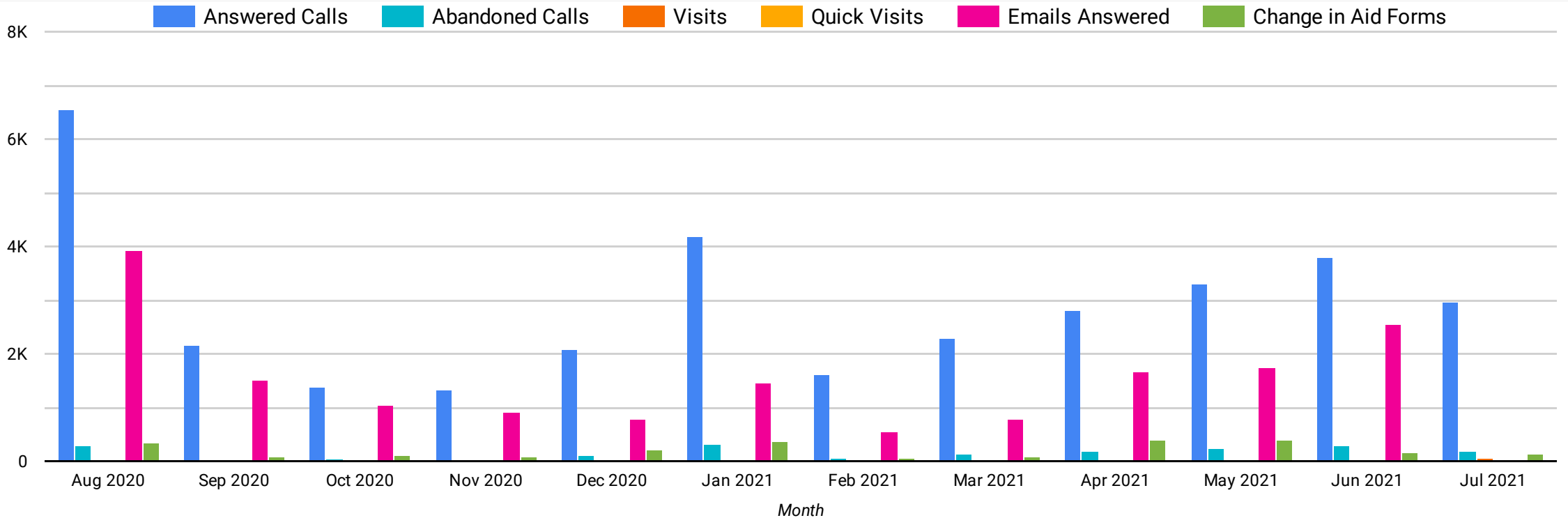
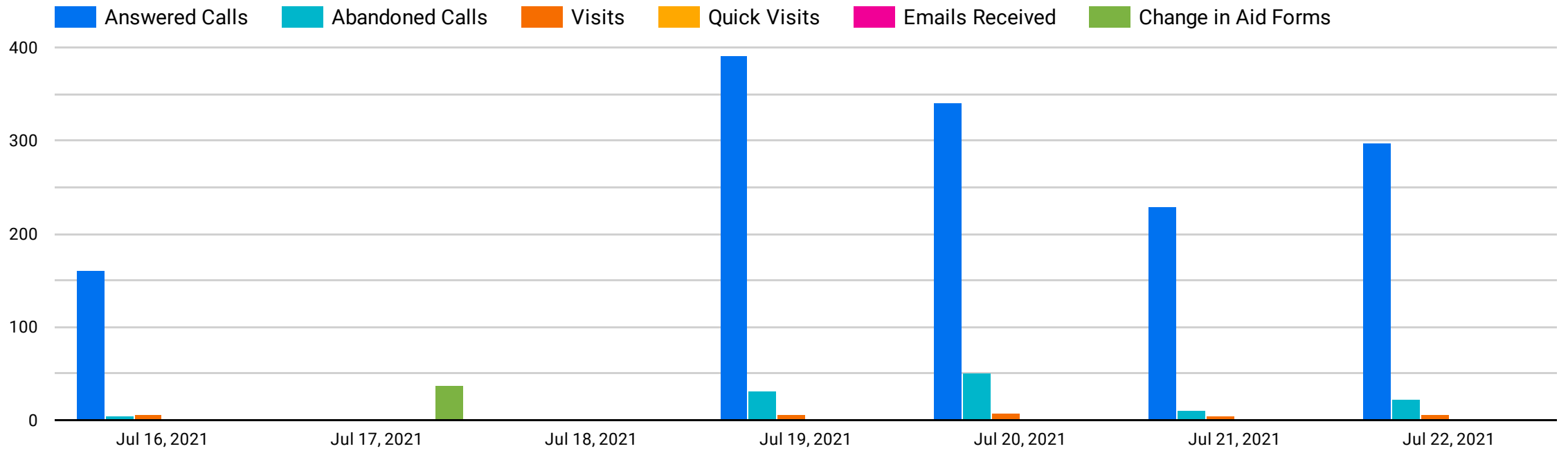
Archie Conversations

119

📉 -90.8% from previous 31 days

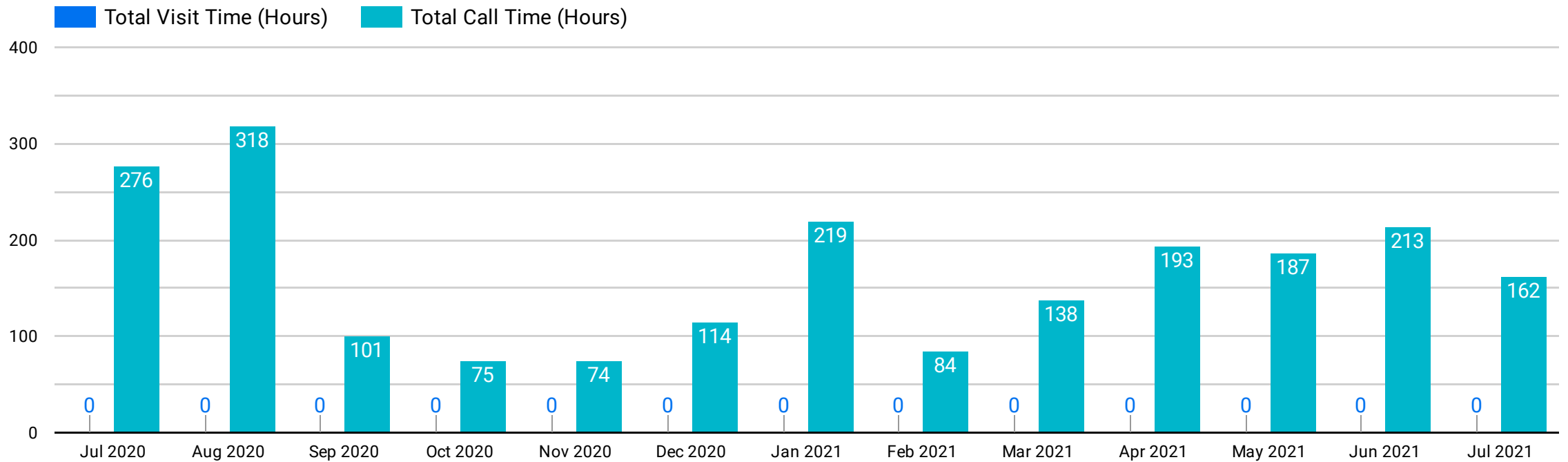
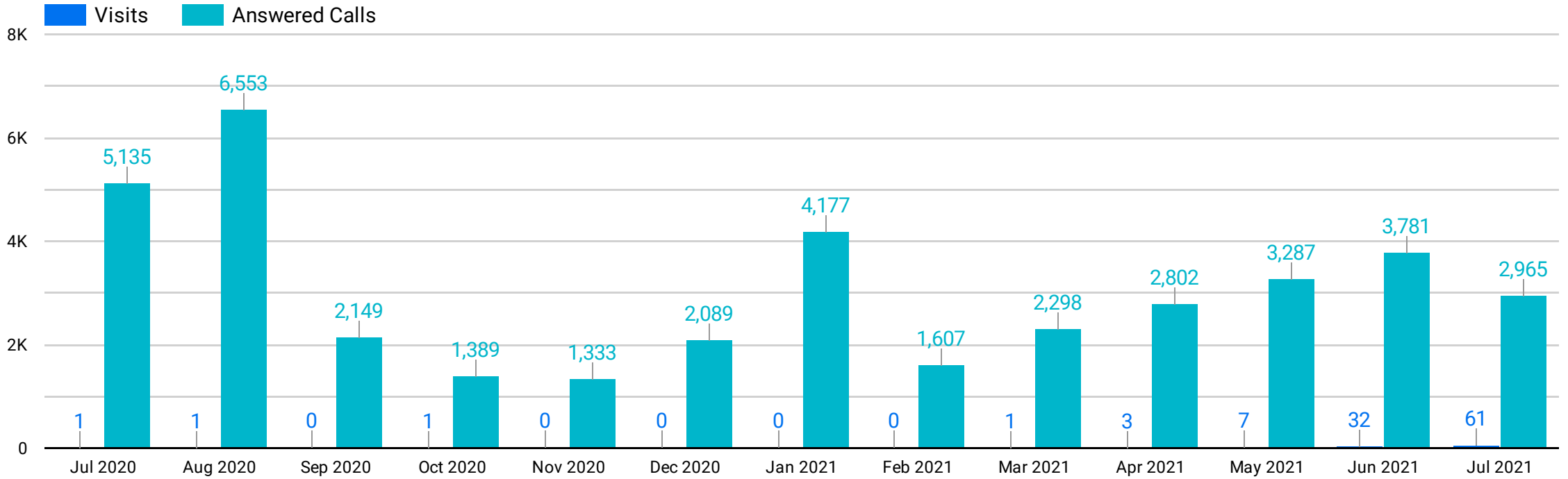
# OSFA Student Contacts

Jul 16, 2021 - Jul 22, 2021



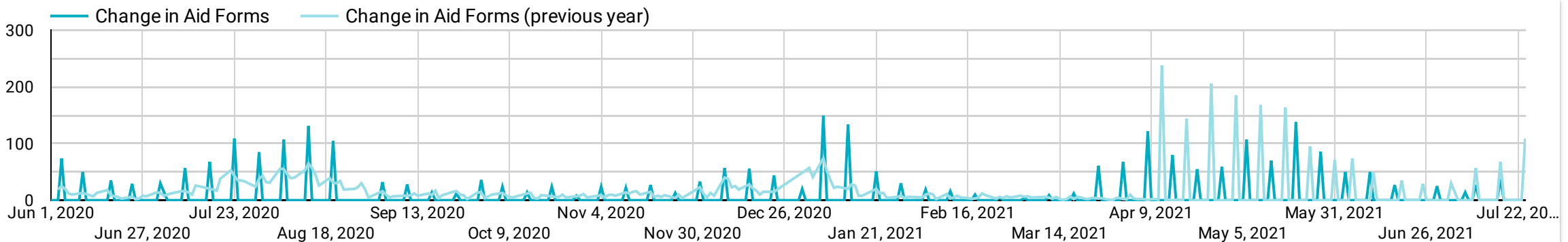
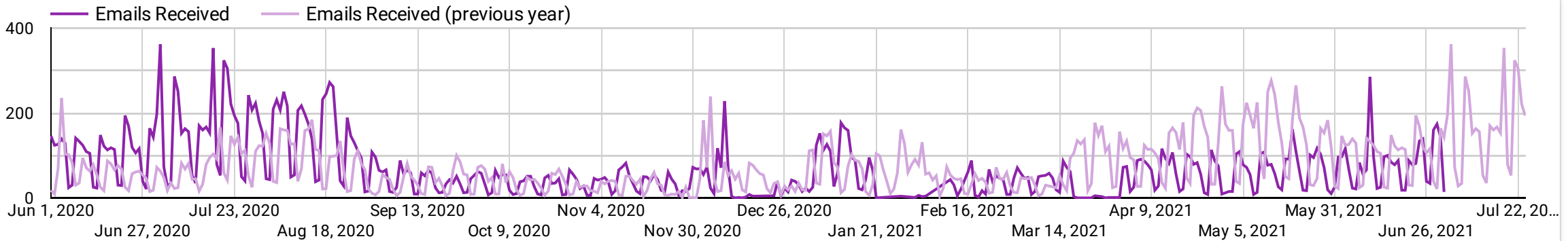
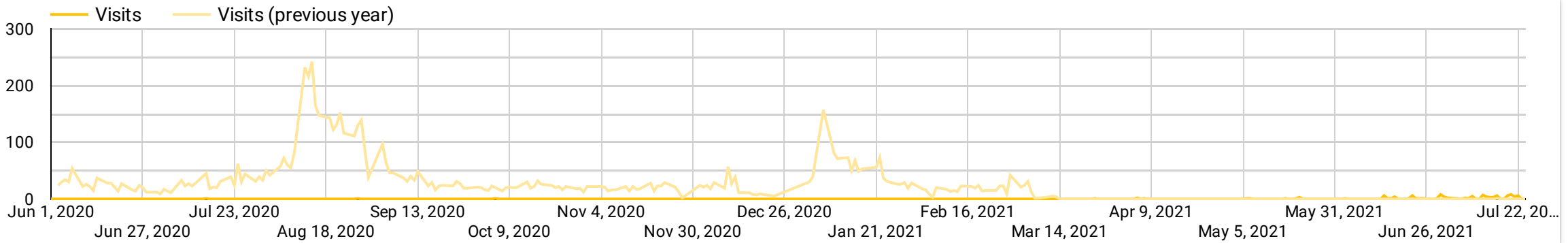
# OSFA Student Contacts

Jun 22, 2020 - Jul 23, 2021



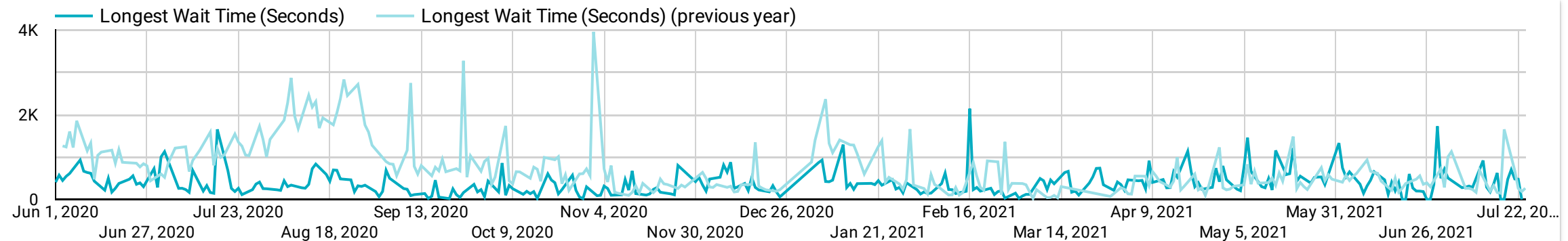
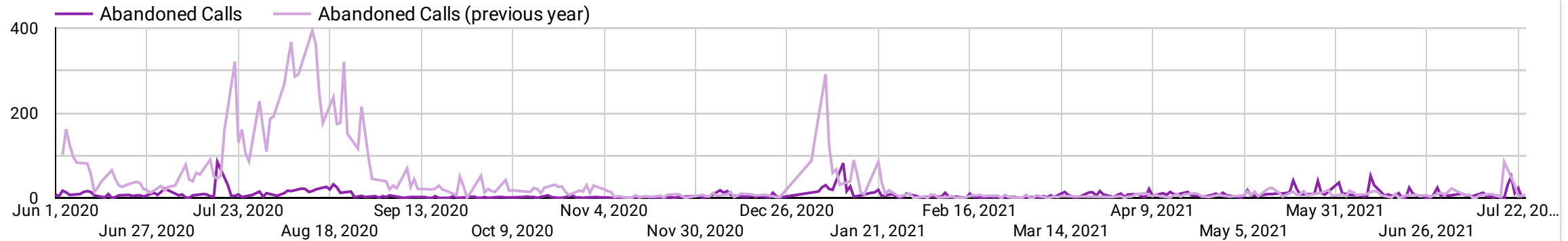
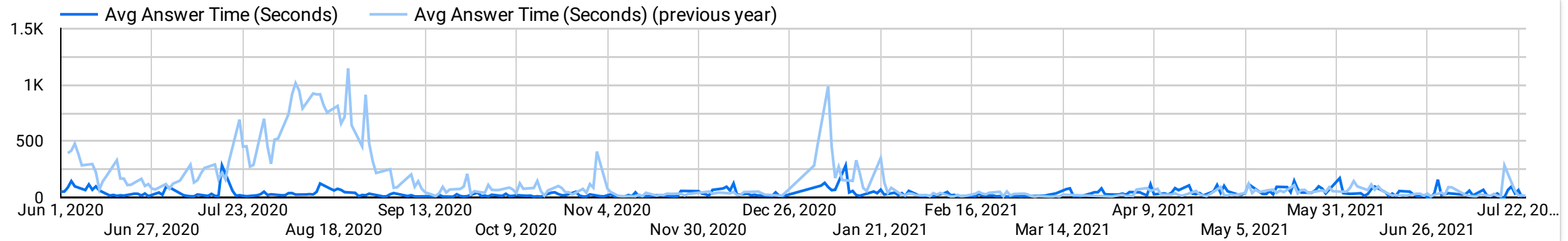
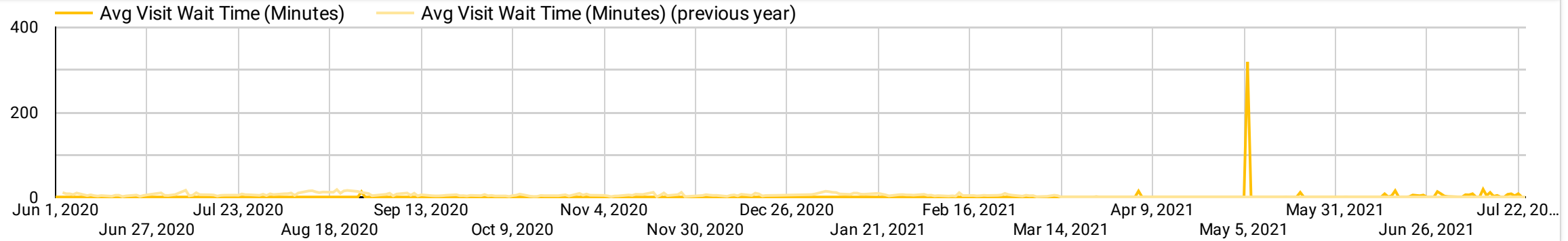
# OSFA Student Contacts

Jun 1, 2020 - Jul 23, 2021



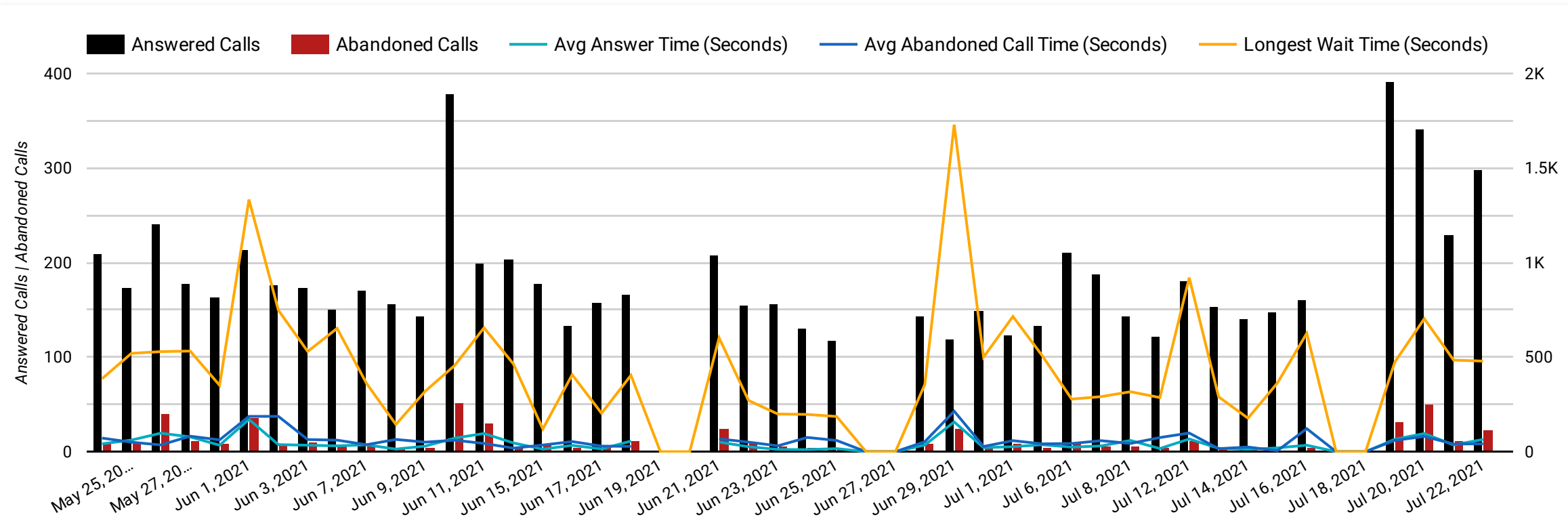
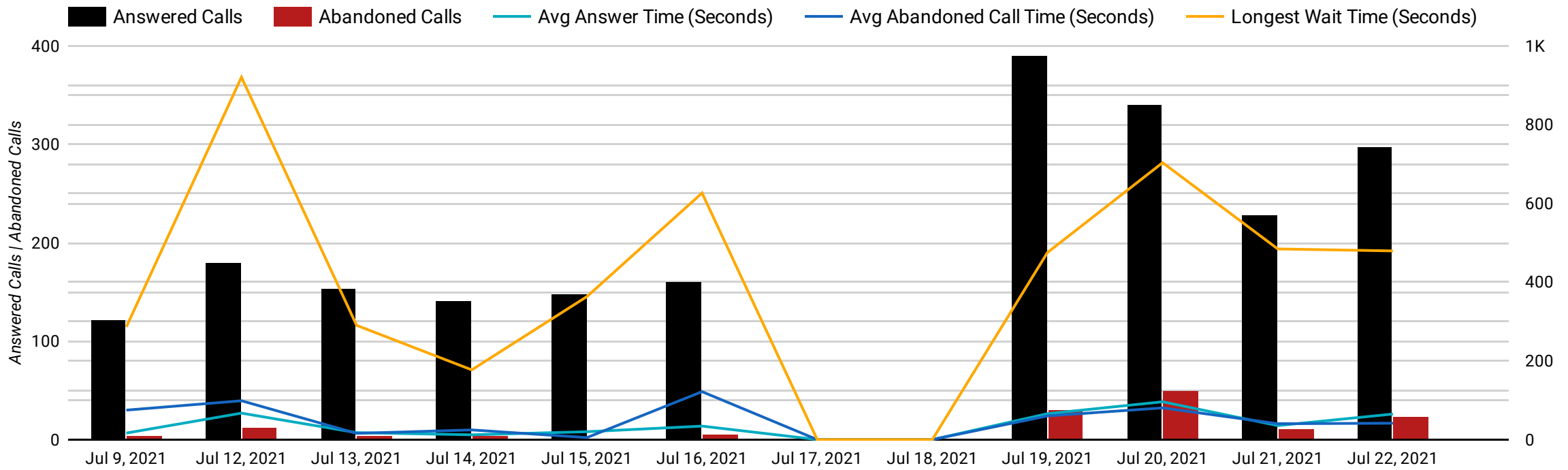
# OSFA Student Contacts

Jun 1, 2020 - Jul 23, 2021



# OSFA Abandoned Calls

Jul 9, 2021 - Jul 22, 2021



# Emails

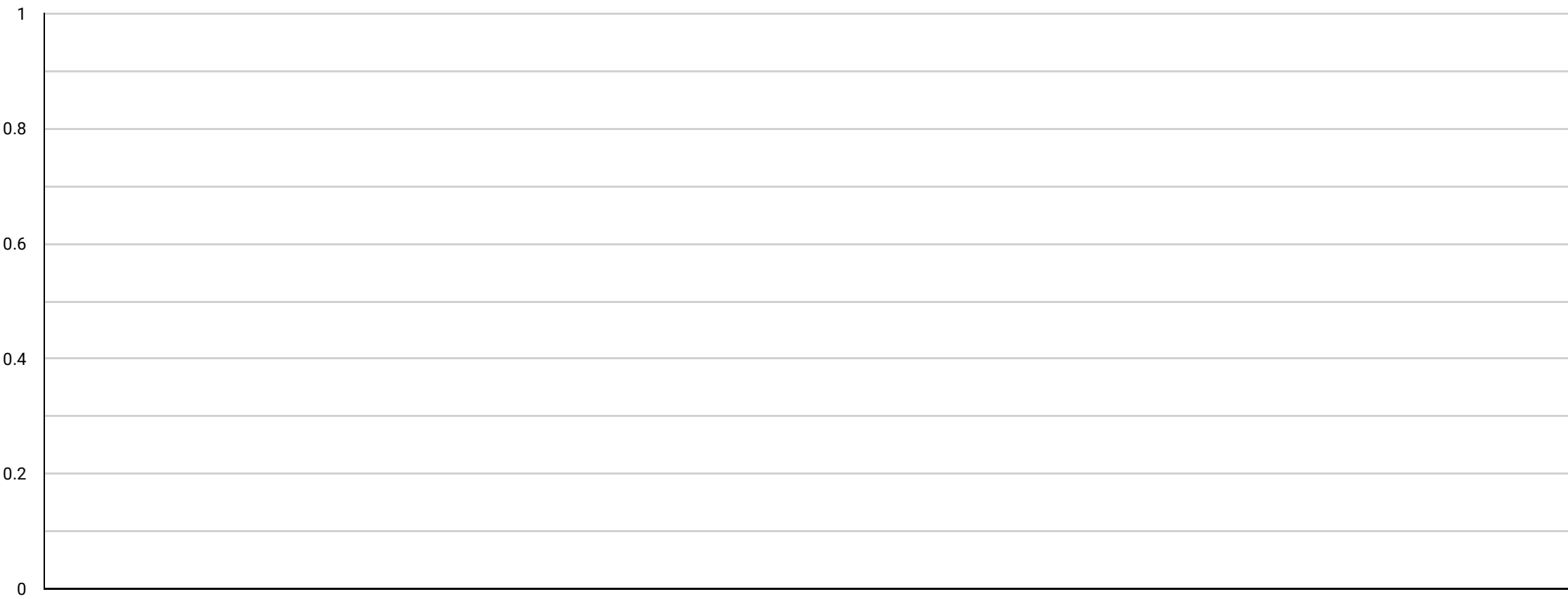
Jul 16, 2021 - Jul 22, 2021

Box ^ Emails Received

No data

Grand total null

— Emails Received



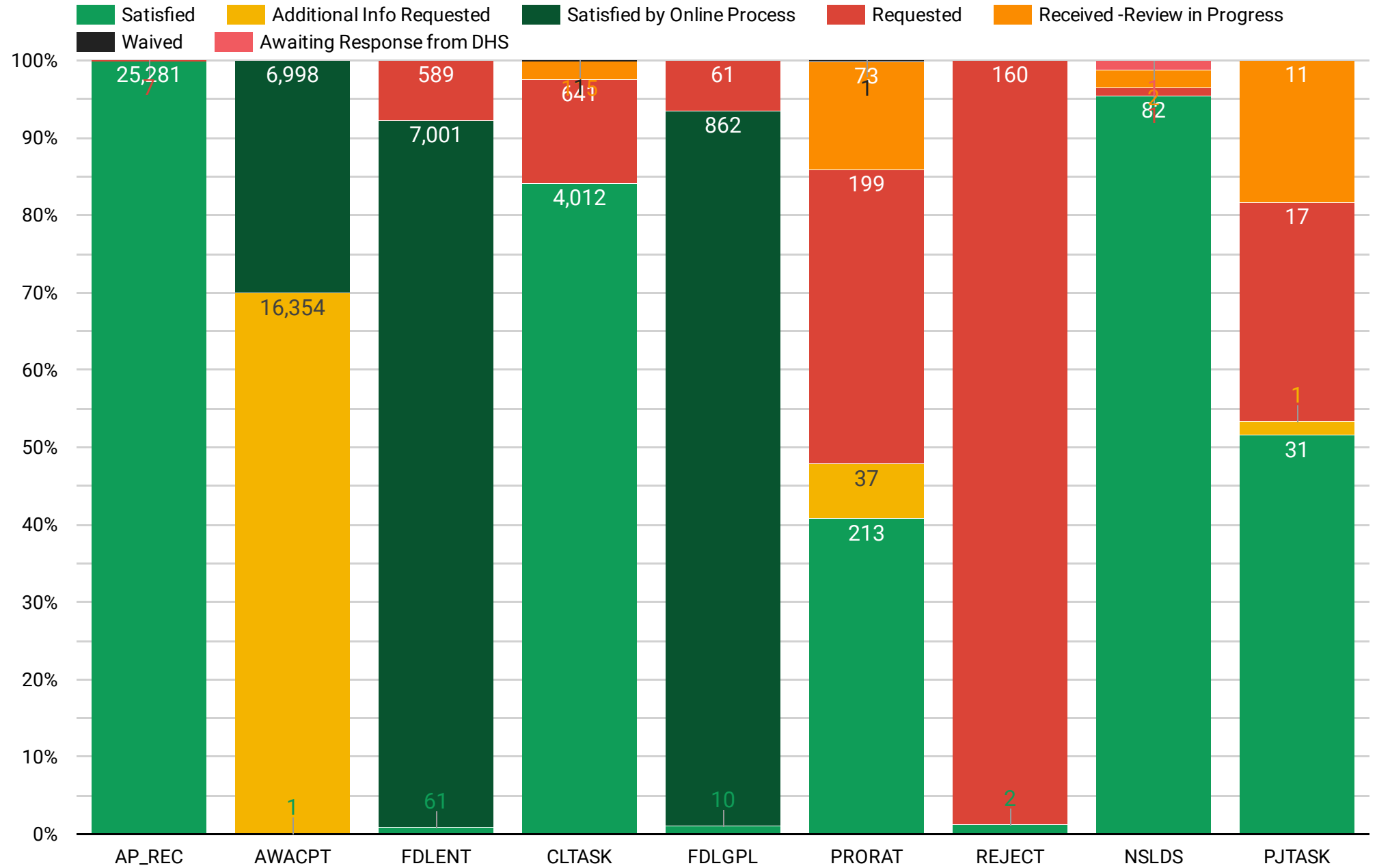
# Requirements

Jul 17, 2021 - Jul 23, 2021

Code: CLTASK, NSLDS, PRORAT, P... (10)

AY: 2122

(1)



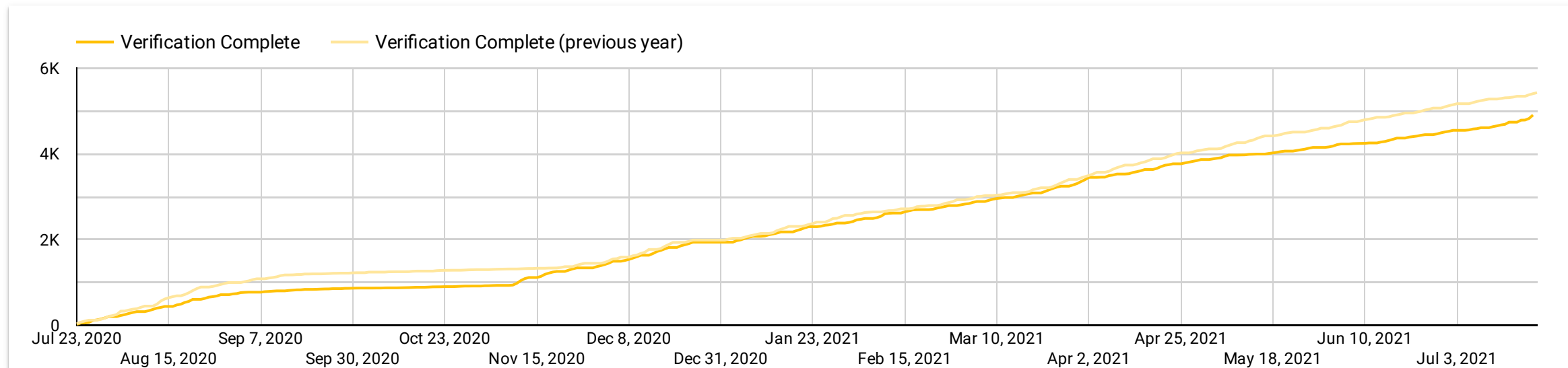


# ISIRs/PJ/Verification

Jan 1, 2014 - Jul 23, 2021

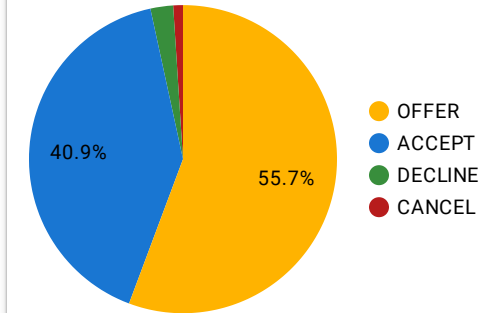
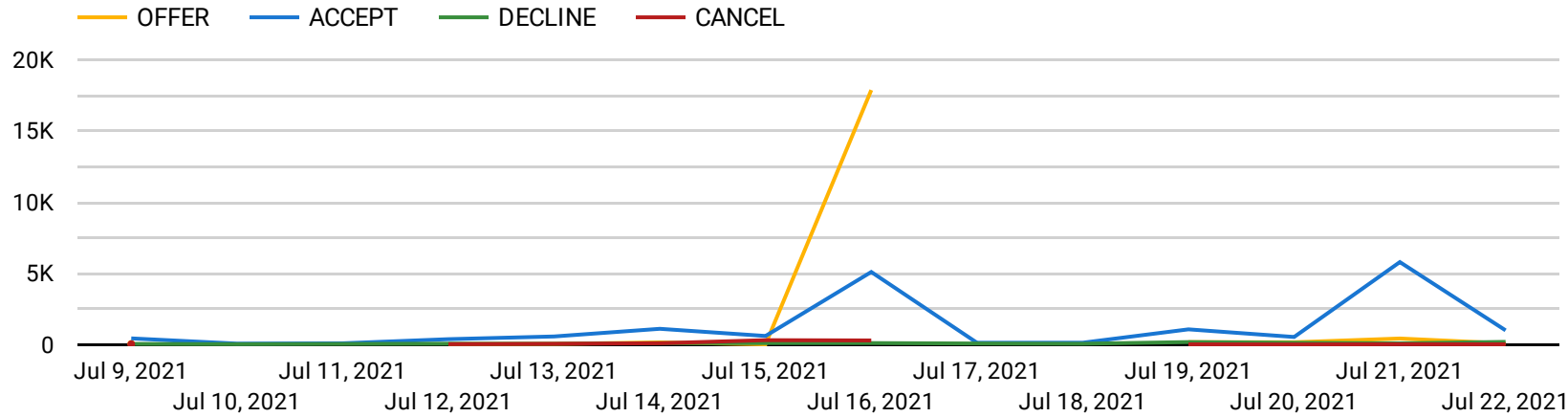
AY	FAFSA Received	Selected for Verification	Verification Complete	All Reqs Complete	Packaging Reqs Com...	Disbursements Reqs C...
2122	48,423	7,209	3,652	29,110	46,327	46,336
2021	47,667	7,620	4,968	30,573	46,018	46,067
1920	46,822	7,393	4,527	31,049	44,822	44,816
1819	45,157	9,458	5,362	28,039	42,523	42,505
1718	43,278	4,301	3,576	26,407	41,253	36,014
1617	38,552	8,598	8,037	24,805	36,416	33,781
1516	38,870	3,835	4,871	26,975	37,102	33,059

AY	Mean Original EFC	Mean Current EFC	Count Original Pell	Mean Original Pell	Count Current Pell	Mean New Pell	Dep Override Count
2122	27,115	6,380	5	3,205	18	3,449	14
2021	23,122	3,577	31	2,771	112	3,759	71
1920	17,552	4,687	26	2,953	76	3,246	80
1819	13,353	3,232	19	2,924	64	4,251	99
1718	17,136	2,669	33	3,508	114	3,775	105
1617	12,340	2,219	20	2,534	64	4,064	89
1516	13,581	3,720	20	2,983	61	2,897	52



# Fund Summary

AY: 2122 (1) Term: ... (1) Program Transaction Jul 16, 2021 - Jul 22, 2021



Transaction / Count					
Top 15 - Program	ACCEPT	CANCEL	DECLINE	OFFER	Grand total
01. Federal Pell Grant	5,020	-	-	-	5,020
02. Federal Supplemental Grants	2	7	-	-	9
04. HOPE Scholarships	4,713	15	-	-	4,728
05. Zell Miller Scholarships	493	21	-	-	514
07. Institutional Grants/Scholarships	378	20	-	-	398
08. Athletic Scholarships	11	1	-	-	12
11. Other (External) Grants/Scholarships	262	2	-	-	264
13. Federal PLUS Loans	358	12	146	268	784
14. Federal Direct Loans - Subsidized	718	101	163	5,168	6,150
15. Federal Direct Loans - Unsubsidized	1,386	151	465	13,237	15,239
16. State (Other) Loans	1	-	-	-	1
17. Other Loans	26	-	-	-	26
18. Federal Work Study	84	12	25	6	127
19. Waivers on Awd	265	-	-	-	265
<b>Grand total</b>	<b>13,717</b>	<b>342</b>	<b>799</b>	<b>18,679</b>	<b>33,537</b>

# Outreach and Training

Jul 16, 2021 - Jul 22, 2021 ▾

Date ▾	Type	Attendees	Contacts
Jul 8, 2021	UGA - Orientation	83	20
Jul 7, 2021	UGA - Orientation	82	28
Jul 2, 2021	UGA - Orientation	81	19
Jun 30, 2021	UGA - Orientation	69	25
Jun 28, 2021	UGA - Orientation	57	29
Jun 24, 2021	UGA - Orientation	73	22
Jun 23, 2021	UGA - Orientation	88	28
Jun 22, 2021	UGA - Orientation	64	34
Grand total		13,689	1,830

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Date ▾	Type	Subject	Staff Count	Time in Hours
No data				
Grand total			No data	No data

# OSFA Website Views

Jul 9, 2021 - Jul 22, 2021

## Website Views

Pageviews

52.2K

↑ 31.3%

Sessions

24.8K

↑ 34.4%

New Users

14.0K

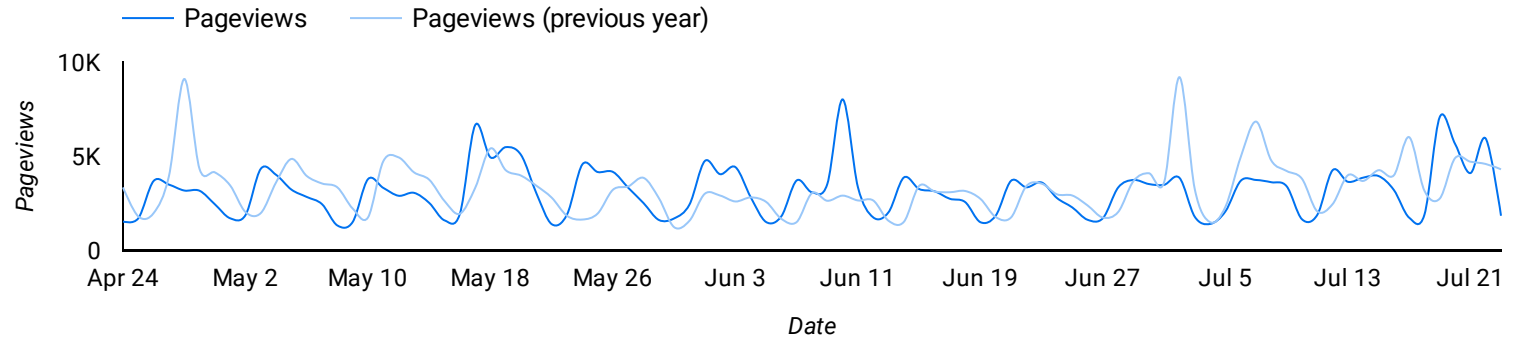
↑ 35.1%

Avg. Session Duration

01:47

↓ -7.2%

Percent change from prior period



Top 7 - Date / Pageviews				
Top 15 - Page Title	Jul 22, 2021	Jul 21, 2021	Jul 20, 2021	Grand total
Office of Student Financial Aid	861	520	785	2,166
Required Reading   Policies   Office of Student Fi...	896	470	599	1,965
The HOPE and Zell Miller Scholarships   Scholar...	404	306	451	1,161
Costs   Office of Student Financial Aid	296	285	347	928
Federal Direct Loans - Steps to Completing Entr...	175	105	181	461
Important Terms   Office of Student Financial Aid	152	105	159	416
Contacting OSFA   Office of Student Financial Aid	104	81	136	321
Your Award Status   Office of Student Financial ...	114	70	125	309
Awards on Athena   Your Award Status   Office ...	100	74	128	302
Application Status on Athena   Your Award Stat...	96	82	103	281
Steps to Complete a Direct Loan Master Promis...	107	49	118	274
Apply For Aid   Office of Student Financial Aid	86	75	105	266
Important Dates   Apply For Aid   Office of Stude...	85	57	101	243
Financial Aid/Student Accounts Information for...	52	76	108	236
FAQs   Office of Student Financial Aid	84	70	82	236
Grand total (166) ⓘ	5,935	4,099	5,653	15,687

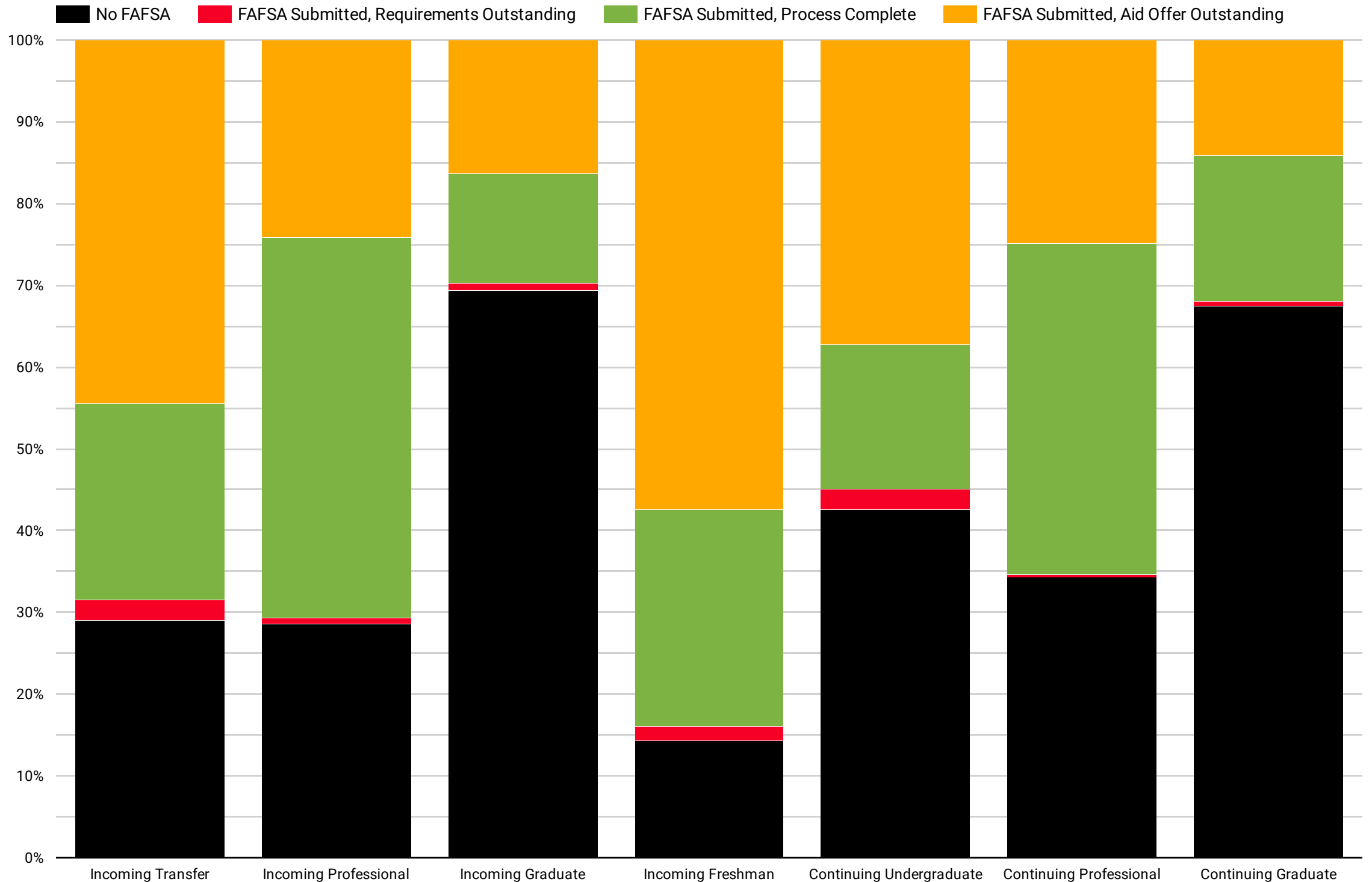
Event Catego...	Event Label	Unique Events ▾
PDF	ReqReading2122	1,661
PDF	ReqReading2021	1,289
ExtLink	CoststoBursar	273
ExtLink	SchUniverse	153
PDF	CIAInstructions	140
PDF	AwardinAthena	110
ExtLink	CoststoHousing	81
PDF	Consumer2021	76
PDF	AcptDeclAwdAthena	70
ExtLink	CoststoMeal	63
PDF	NewStuFAO	42
		1 - 26 / 26 < >

City	Pageviews ▾
Athens	4,696
Atlanta	3,035
(not set)	1,265
Cumming	743
Lawrenceville	656
1 - 5 / 1334 < >	

# Incoming and Continuing Student Status

Academic Year: 2122

(1) ▾

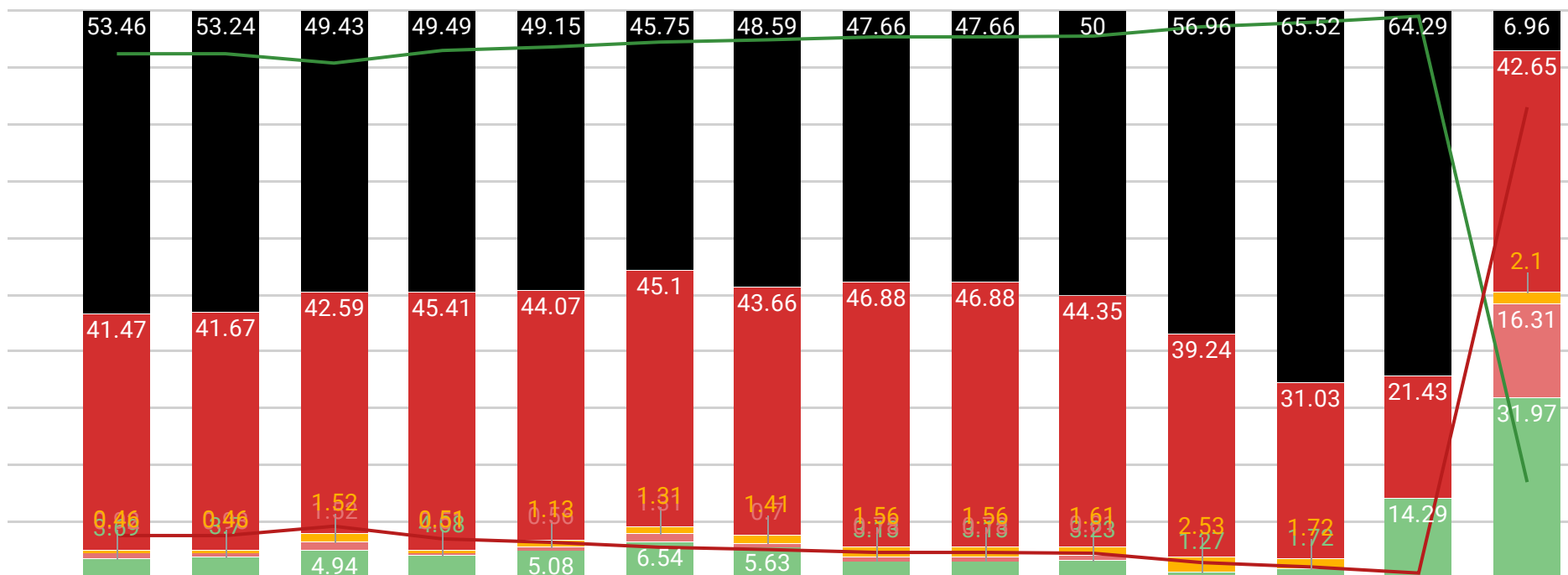
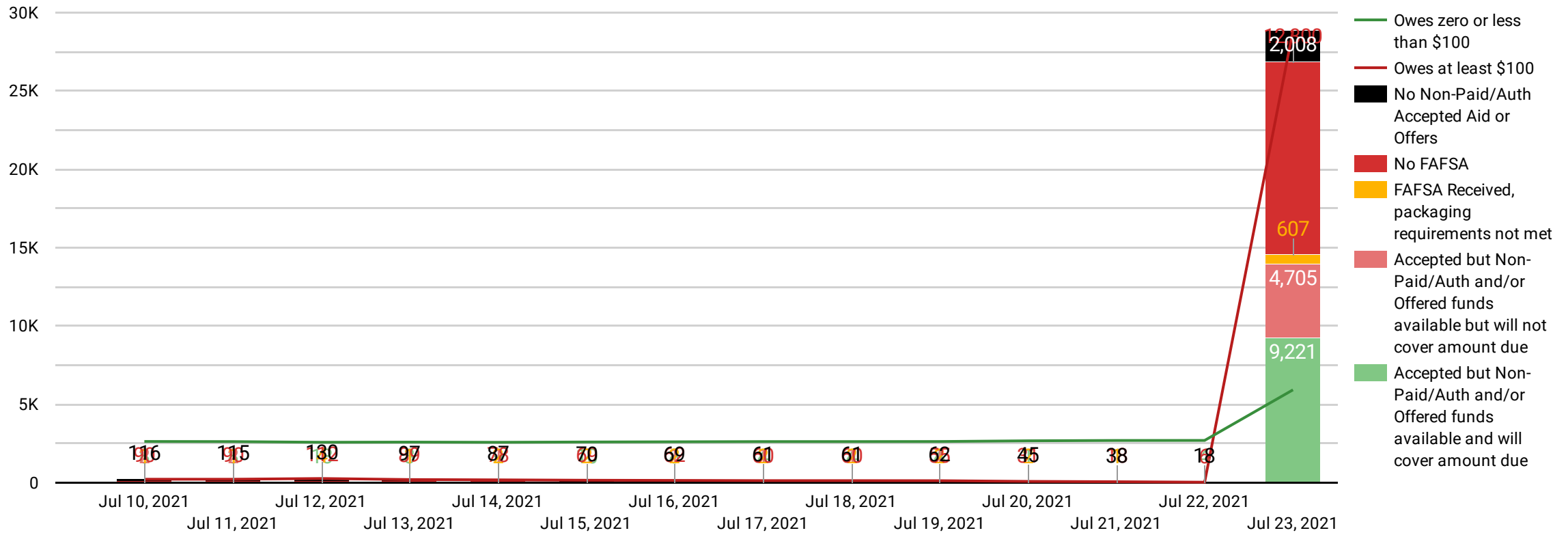


# Balance Due Status

Term: 202105

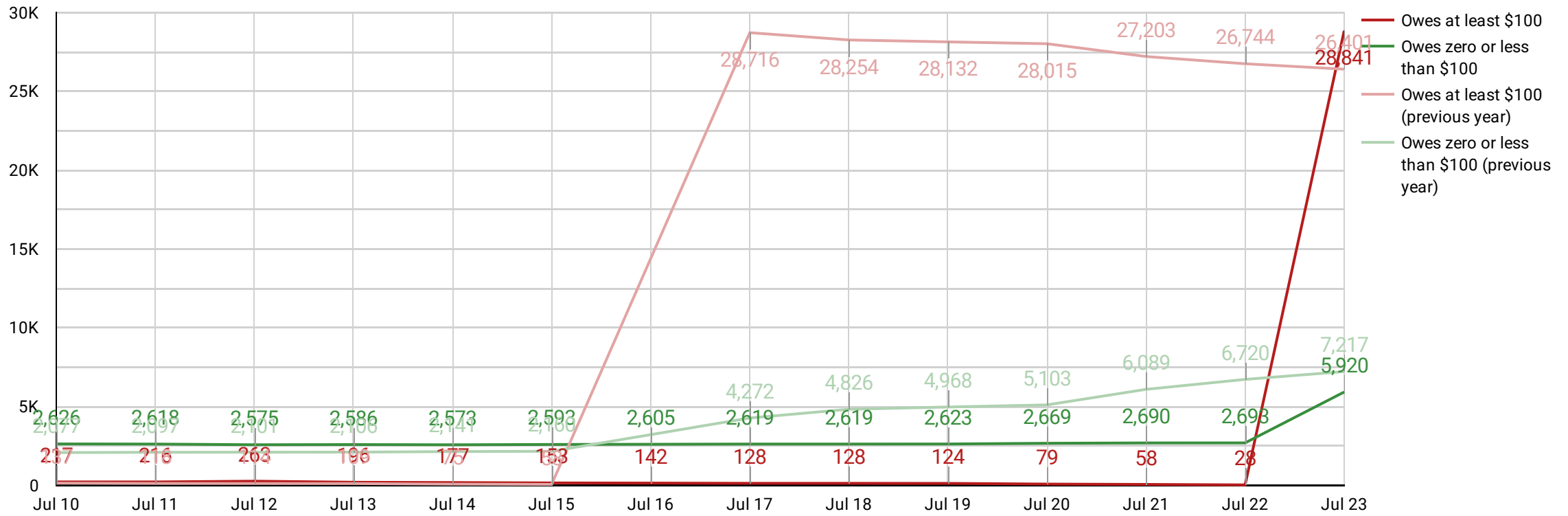
(1) ▾

Jul 10, 2021 - Jul 23, 2021 ▾



# Balance Due Status

Jul 10, 2021 - Jul 23, 2021



# FAFSAs

WEEK

FAFSA\_AY: 2019-2020, 2020-2021

(2)

