**PIA 357-2022: Three-part Inquiry**

Part A: HEAL Line Stats The numbers of calls to the HEAL line, **by date**, from August 28, 2022 to September 14, 2022, or the latest available date

|  |  |  |
| --- | --- | --- |
| **Date** | **Total Calls** | **Calls sent to HEAL Line VM** |
| 8/28 | 4 | 1 |
| 8/29 | 9 | 2 |
| 8/30 | 34 | 9 |
| 8/31 | 70 | 25\* |
| 9/1 | 47 | 20 |
| 9/2 | 34 | 10 |
| 9/3 | 53 | 19 |
| 9/4 | 10 | 5 |
| 9/5 | 17 | 7 |
| 9/6 | 49 | 14 |
| 9/7 | 102 | 35 |
| 9/8 | 30 | 11 |
| 9/9 | 61 | 27 |
| 9/10 | 29 | 10 |
| 9/11 | 30 | 12 |
| 9/12 | 19 | 8 |
| 9/13 | 41 | 12 |
| 9/14 | 60 | 20 |

\*- The breakdown is important. When one does the arithmetic, the differential must be noted. The differential represents those people who received a response from the virtual assistant OR hung up without leaving a voice mail message. In this particular case, the 45 calls (70 minus 25) were either people who got a response from the virtual assistant or hung up without leaving a message.

**NOTE: Though not requested, here is additional information that brings the data current to 9/28/22.**

Date  Total incoming calls    Calls to HEAL line rep

|  |  |  |  |
| --- | --- | --- | --- |
| 9/15 |  | 47 | 17 |
| 9/16 |  | 24 | 10 |
| 9/17 |  | 14 | 8 |
| 9/18 |  | 7 | 4 |
| 9/19 |  | 5 | 2 |
| 9/20 |  | 27 | 7 |
| 9/21 |  | 15 | 6 |
| 9/22 |  | 12 | 5 |
| 9/23 |  | 13 | 5 |
| 9/24 |  | 7 | 2 |
| 9/25 |  | 1 | 0 |
| 9/26 |  | 6 | 4 |
| 9/27 |  | 8 | 4 |
| 9/28 |  | 11 | 2 |

Part B

A complete copy of the number of positive COVID-19 cases identified via UMD testing, separated by faculty/staff vs. student cases, by date, **since the university began tracking** university testing through the latest available date.

See attached spreadsheets which bring the data to date.

Part C

A complete copy of the number of self-reported cases, separated by faculty/staff vs. student cases, **by date since the university began tracking** COVID-19 cases to the latest available date.

(This should include the number of COVID-19 cases, separated by faculty/staff vs. student cases, by date, reported via return.umd.edu from September 10, 2022, to September 14, 2022, or the latest available date.)

See attached spreadsheets which bring the data to date.