Jeff Sonnenberg From: Thursday, October 02, 2008 1:52 PM Redacted by HELP Committee Sent: To: acted by HELP Con Cc: Subject: RE: GP image001.jpg Attachments: Hi Yeah, that sounds interesting. **Jeff Sonnenberg, Vice President of Financial Services** University of Phoenix 4025 S. Riverpoint Parkway | Phoenix, AZ 85040 email: Redacted by HELP Committee phone Redacted by HELP Committee From: Sent: Thursday, October 02, 2008 10:50 AM Cc: Jeff Sonnenberg; Subject: RE: GP I think a separate code would be a good idea. Jeff, would you be interested in reviewing this data? We can provide it by campus. Redacted by HELP Committee Senior Director, Student Financial Aid Apollo Group Inc | Apollo Student Financial Aid 4025 S. Riverpoint Parkway, Mail Stop AA-L101 | Phoenix, AZ 85040 phone Redacted by HELP Comm ^{ittee} | fax email: Redacted by HELP Committee From: Sent: Thursday, October 02, 2008 10:34 AM To: Redact Subject: FW: GP Didn't we have a tuition increase on July 1st? Very interesting feedback. Campus Name is great. Default Aversion Manager Apollo Group Student Financial Aid Implementation and Training | 4025 South Riverpoint Parkway | Mail Stop AA-L101 | Phoenix, AZ 85040 fax: Redacted by HELP Committee email: Redacted by HELP Committee

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From: Worthington, Jay [mailto:jworthington@ecmc.org]

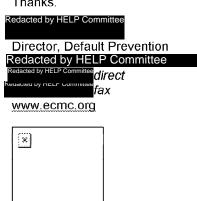
Sent: Thursday, October 02, 2008 8:26 AM

Subject: GP

Morning

A couple of our grace period counselors had mentioned this, so I thought I would run it by you. They are starting to hear an increase in the reason the student is not returning to school is because they are advising that the price increase/high tuition is preventing them from returning. We have been using the reason code financial to report these. I would think financial would be for students experiencing personal financial difficulties. They are sort of related but you might consider adding a new reason code.

Thanks.



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