

From: Regional Vice President

Sent: Thursday, March 18, 2010 12:52 AM

To: Redacted by HELP Committee

Subject: FW: DS discussion

Attach: image001.jpg

Sorry it has taken so long to get this out to you. As you know, Directed Studies is coming to the forefront, especially as we approach the HLC visit. As we know, DS is a great tool for keeping our students in the program. We need to balance, decreasing directed studies and increasing retention. I think just the fact that it is now on the radar, we will be able to decrease it's usage and not hurt retained, but it is a balancing act. Below is a list of ideas to help your campus bring down their %.

Currently, we have a policy of 4 DS for a student and for the most part, we are following policy. Would you mind doing some research at your campus, on how many students actually take more than 2 DS? I want to determine if we changed the policy to 2, or maybe 3 would it make sense. Otherwise, we need to come up with another idea.

Your DSS will talk about this at their upcoming teleconference.

Let me know your thoughts.

Redacted by HELP Com
[Redacted]

From: Redacted by HELP Committee
Sent: Monday, February 22, 2010 4:38 PM
To: Regional Vice President
Subject: DS discussion

Hello [Redacted]

Below are ideas that were discussed at today's meeting,

- Coach to conversations. We need to shift our conversations with the AC's to discuss the importance of using the online modality instead of the DS modality. Online should be the first option.
- Utilize Training Managers to coach to the Online modality. The Directors, Training Managers and Managers can coach to online walk to class so counselors feel comfortable with the online modality.
- Send out weekly data that shows campuses DS scheduling lowering without affecting retain.
- Setting a guide to two classes completed via DS, anything more than that needs to be approved by a centralized person at the campus
- If a student can take an online course, DS will not be an option.

CONFIDENTIAL

AGI0047230


Thanks

Redacted by HELP Committee

Sr. Director of Student Services

University of Phoenix | Central Valley Campus | Student Services
45 N. River Park Place. | CK-K101 | Fresno, CA 93720

Redacted by HELP Committee

 http://aptimus.vo.llnwd.net/o33/phoenix_edu/email_images/JS/J

CONFIDENTIAL

AGI0047231

Apollo Group, Inc.
Document 9, Page 2