

Redacted

August hire date-First day on the floor, August 15, 2008

The following steps have been taken to ensure [Redacted]'s success:

- 08/15/2008-Met with new hire and conducted 1on 1 to go over initial expectations and progression of employee over the first 6 months. Went through the new hire checklist and went over final training papers.
- 9/1/2008-Met with [Redacted] individually in 1 on 1 to form a Monthly plan. 4 applications projected.
- 09/15/2008-Conducted 1 on 1 training and went through what has and has not been working thus far. Expressed good work ethic and expectations of self. Also discussed what has or has not worked to this point. [Redacted] expressed to me that he was going to work to be number 1. He stated that he was excited to be at Ashford University.
- 9/22/2008- [Redacted] generated 3 applications for month.
- 10/11/2008- Individual trainings on overcoming objections (seems the biggest area of weakness). Also setting firm expectations and deadlines for appointments. 0 applications this week.
- 10/26/2008- Referrals trainings conducted as well as MAPS training. 1 application
- 11/5/2008-Sent to training with another Enrollment Manager, discussed setting quality appointment and customer service. [Redacted] met with [Redacted] [Redacted], due to similar personality traits. [Redacted] attended the training and then followed up with 1 application and a little more productivity.
- 11/5/2008 to 11/10/2008- Production 1 application
- 11/10/2008- VW given for EA performance and Attendance. Conducted a back to basics training with him and 1 other EA; discussed minimum call volumes, scheduling activities, block schedules, daily plans-homework was not completed.
- 11/10/2008-11/28/2009- 3applications produced
- 11/28/2008- January readiness training, focus on stitching and production
- 12/1/2008- Maps training and Appt expectations training.
- 12/1/2008-12/31/2008- [Redacted] application production for December was 3
- 12/15/2008-1/8/2009- After weekly training and the last 3 weeks with 1 application produced, we conducted an individual in depth training and discussed how we could improve individual expectations. 1 Application from this date range.
- 1/13/2009- DM given for EA performance and Attendance. Conducted a back to basics training with him and 1 other EA; discussed minimum call volumes,

scheduling activities, block schedules, daily plans-homework was not completed. Three weeks of Zero with below 63% show rate.

- 1/18/2009- Met with [Redacted] to close loop and ask how training was working. Said it was helping and explained that he was focused and that his attendance issues would decrease. 1 application.
- 1/25/2009- [Redacted] was late everyday this week.
- 1/13/2009-2/2/2009- [Redacted] has produced 4 applications
- 2/2/2009- WW was given because [Redacted] failed to prepare a daily performance plan, schedule a minimum of 3 appointments per day, conduct 8 appointment interviews per week, and he did not maintain a 3 application per week average.
- 2/2/2009- [Redacted] conducted zero appointments, took zero applications, and generated zero referrals.
- 2/3/2009- Provided with further tools, daily calls log sheets, additional homework. Has not scheduled an appt for two weeks.
- Homework given-not completed 2/3/2009.
- Have conducted weekly trainings with EA ranging from: Proper statusing, MAPS Calls, Overcoming Objections, Setting Expectations & Deadlines, How to utilize list as a resource to build your business, Generating Referrals.
- 2/5/2009- Met with [Redacted] about disciplinary procedure and she advised, due to attendance, and lack of Production that termination procedures be taken
- 2/9/2009- As of today EA has not had an application for 3 weeks.
- 2/9/2009-Met with Director [Redacted] to request Termination.