

From: R -- Redacted by HELP Committee
Sent: Wednesday, April 21, 2010 4:40 AM
To: Everest Central Student Loan Specialists; Everest Central Dir of Finance; Everest Central School Presidents
Cc: R -- Redacted by HELP Committee

Subject: CDR Daily Activity 4-20-10
Attachments: image001.gif; Central Division Daily Tracker Report Week Ending 4-15-10 to 4-21-10.xls

Team Central,

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REDACTED	We cured 138 students.	REDACTED
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As I looked over your daily reports there were a few commonalities. In looking at the comprehensive daily report I have attached, it is pretty obvious: Level of activity. Tuesday saw the lowest number of staff calling in the past several days. This lead to less calls and less students we talked to. We all know two truths: This must be a campus-wide effort and this is definitely a numbers game. The more staff we have calling, the higher number of calls we make. The more calls we make, the greater our chances of reaching students. The more students we reach, the more we can cure.

I get it. I know we have orientations, start weeks, short staffs and other initiatives going on daily. However, let's work smarter and not harder. The campuses who have more consistent success are those that are getting everyone involved from the DOFI's and Admissions on the front end, to Education and Career Services in the back of the house. Some of our campuses are using their Re-Entry Coordinator and finding them a tremendous asset to the CDR team. Others use the Student Success Coordinator or even Campus Collections Rep. Not everyone has to be on the phone at the same time... make someone a runner, or someone the Facebook expert. Someone can research the lenders and NSLDS, while others are capturing notes on the spreadsheet.

Just today, R -- Redacted by (Division Director of Career Services) asked us what speaking points she could give to her teams to assist while they make their calls. I believe that you will find others are ready and willing to help out.

Team, I believe in you. Our Division has lead CCI in cures for the past few weeks and our momentum is strong.

The answer is Yes. It can be done. Every day.

thaxx, R -- Redacted by HELP Committee

R -- Redacted Regional Director-CDR
b. HELP
Everest Central Division
R -- Redacted (Cell)