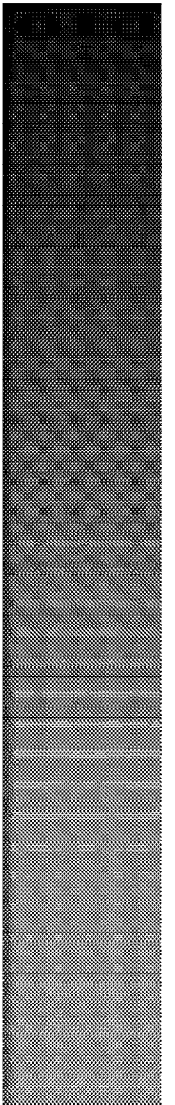


ENROLLMENT MANAGER

WHAT IS YOUR ROLE?

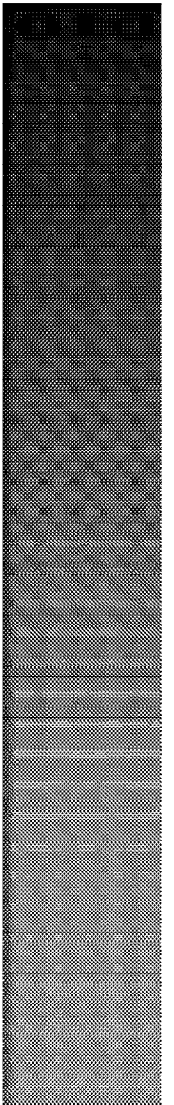
OVERVIEW

- ◎ Your Roles as a Leader
- ◎ Transitioning Employees
- ◎ Speaking Positively About the Plan
- ◎ Tracking Performance
- ◎ Corrective Action



YOUR ROLE AS A LEADER

- ⦿ *Personal Accountability*
- ⦿ *Employee Development*
- ⦿ *Change Agent*
- ⦿ *Servant Leadership*
- ⦿ *Employee Expectations*
- ⦿ *Team Culture*
- ⦿ *General Management*
- ⦿ *Conflict Management*



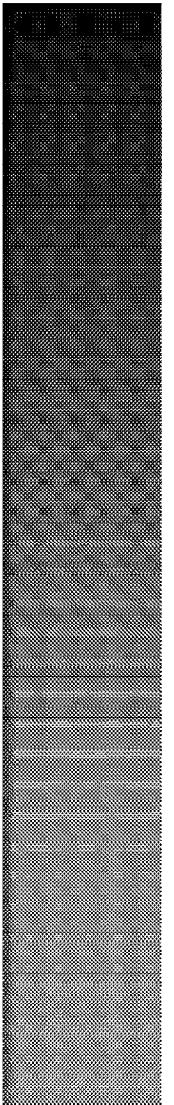
TRANSITIONING EMPLOYEES

4 Scenarios:

1. New EC 6 Month Review Requirements Not Met.
2. New EC 6 Month Review Requirements Met, Review Not Delivered Yet.
3. Tenured EC Review Requirements for Current Review Period Not Met.
4. Tenured EC Review Requirements for Current Review Period Met, Review Not Delivered Yet.

(1) NEW EC 6 MONTH REVIEW
REQUIREMENTS NOT MET.

- ⦿ EC transitions to the new plan immediately.
- ⦿ EC can anticipate the 4% Retention Adjustment to coincide with the 1st Pay Period after the 6 month tenure mark is achieved.



(2) NEW EC 6 MONTH REVIEW REQUIREMENTS MET, REVIEW NOT DELIVERED YET.

- ⦿ Review completed under previous plan and salary outcome noted
- ⦿ Calculate salary with 4% adjustment as outlined in the new plan

The greater of the two above will determine the pay adjustment with the effective date to align with the previous plan.

EC transfers to new plan going forward.

(3) TENURED EC REVIEW REQUIREMENTS FOR CURRENT REVIEW PERIOD NOT MET.

- ⦿ Performance Evaluation completed under New Plan and salary outcome noted
- ⦿ If pay was decreased at prior evaluation, salary prior to decrease noted

The greater of the two above will determine the pay adjustment with the effective date to align with the previous plan.

EC transfers to new plan going forward.

(4) TENURED EC REVIEW REQUIREMENTS
FOR CURRENT REVIEW PERIOD MET,
REVIEW NOT DELIVERED YET.

- ⦿ Review completed under previous plan and salary outcome noted
- ⦿ Performance Evaluation completed under New Plan and salary outcome noted
- ⦿ If pay was decreased at prior evaluation, salary prior to decrease noted

The greater of the three above will determine the pay adjustment with the effective date to align with the previous plan.

EC transfers to new plan going forward.

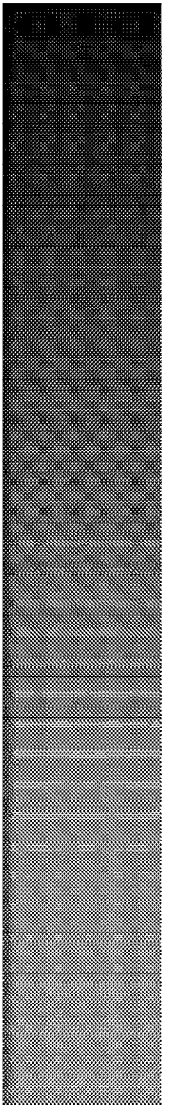
SPEAKING POSITIVELY ABOUT THE PLAN

- Job Performance Expectations Transparency
- Emphasis on Student Retention and Service
- Eliminated Salary Reductions
- Annuity Earning Potential

# of Students	Rate	Total	# of Students	Rate	Total
250	\$150	\$37,500	80	\$150	\$12,000
225	\$150	\$33,750	70	\$150	\$10,500
200	\$150	\$30,000	60	\$150	\$9,000
175	\$150	\$26,250	50	\$150	\$7,500
150	\$150	\$22,500	40	\$150	\$6,000
125	\$150	\$18,750	30	\$150	\$4,500
100	\$150	\$15,000	20	\$150	\$3,000
90	\$150	\$13,500	10	\$150	\$1,500

TRACKING PERFORMANCE

- ⦿ Monthly Tracker/Quarterly Tracker (Handout)
- ⦿ 1st & 2nd Course & AY Completed Web Report
- ⦿ Annuity Tracking Report(s)



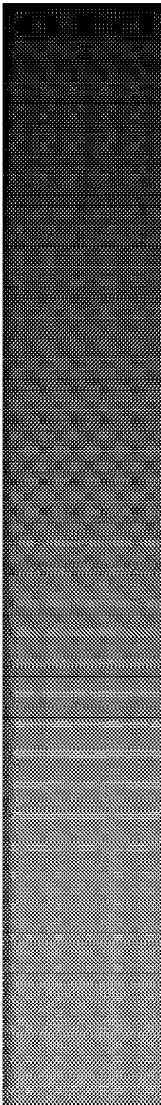
MONTHLY/QUARTERLY TRACKER

Quantitative Enrollment Expectations

May		June		July		QTD	
<i>1st Course</i>	<i>2nd Course</i>	<i>1st Course</i>	<i>2nd Course</i>	<i>1st Course</i>	<i>2nd Course</i>	<i>1st Course</i>	<i>2nd Course</i>

Activity Guidelines

	Meet Expectations	MAY	JUNE	JULY	QTD	YTD
Average Daily Call Volume	80-89					
Average Student Talk Time	3:01-4:30					
Average Financial Clearance	85-92.9%					



MONTHLY/QUARTERLY TRACKER

- ⦿ Each Manager will have a folder on your QA folder called “Monthly Enrollment Counselor Summary”
- ⦿ Each month you will be required to complete this form using the Web Reports and review this form with your EC’s
- ⦿ You will be required to save it as Word document:
 - EC First/Last Name/M/D/Y
 - Example BobSmith6-1-10
- ⦿ These folders will be audited once a month

