

Redacted by HELP Committee
TO: Representative

Redacted by HELP Committee
FROM: Director of Recruitment

cc: Director; HR File

DATE: April 24, 2007

SUBJECT: Letter of Concern

This letter serves as a written record of our conversation on March 29, 2007 regarding your job performance. A review of your work performance for the March Start has shown that your production has fallen below the goals established for your position. The information below outlines your weekly goals versus actual performance in the activities required to meet your minimum start goals:

PERFORMANCE MEASURES	GOALS	ACTUAL
Conduct	34	15
Applied Status	31	14
Accepted Status	30	13
FAA Conduct	19	5
Starts	10	3

We have discussed steps you can take that will help you achieve better results and bring your performance up to an acceptable level. They include:

- Focus on overcoming objections or search for hidden objections during your phone and personal interviews
- Study and practice the presentation so that you are better prepared for student interviews.
- Effectively apply the training you have received. If there are areas in which you would like to receive more training, you must let me know.
- Put forth the effort to obtain at least one personal referral each week.
- Make confirmation calls to all candidates you have applied for Financial Aid appointments within 48 hours of their appointment.

Following these steps and recommendations will put you in a better position to meet both the activity and start goals for your position.

ITT/ESI values you as an employee and it is my intent to make you aware of this situation. I want to assist you in any way that I can and will continue to monitor your progress and provide you with feedback. I will continue to monitor your performance and update you on your current start position. We will re-evaluate your position again at mid-quarter to ensure adequate progress is being made. If you have questions, please do not hesitate to let me know.

I acknowledge that I have read and understand this Letter of Concern.
Redacted by HELP Committee

Emankuba Signature
Redacted by HELP Committee

Manager Signature

24 APRIL 2007
Date

4-29-07
Date

CONFIDENTIAL

ITT-00023887

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Employee Signature
Redacted by HELP Committee

Manager Signature

24 APRIL 2007
Date

4-29-07
Date