

# NATIONAL AMERICAN UNIVERSITY

## MEMORANDUM

**DATE:** January 14, 2009  
**TO:** **Redacted**  
**FROM:** Redacted by HELP Committee  
**CC:** Dr. Bob Paxton, Redacted by HELP Committee  
**RE:** Performance Improvement Plan

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JAN 14 2009

NAU  
HUMAN RESOURCES

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1-14-09  
MML*

At the close of the Winter quarter, you had 9 students start classes which is significantly below your targeted goal of 20 starts. You are being placed on a written performance improvement plan. For the next quarter, beginning January 14<sup>th</sup>, 2009 and ending March 23<sup>rd</sup>, 2009 your work will be closely monitored. Improvements must occur immediately and must be maintained.

As your supervisor, I will work closely with you to help you achieve the following targets which would satisfy a successful completion of our plan. National American University values you as an employee, and it is the intent of our admissions management team to make you fully aware of this situation and to assist you in improving your work performance. However, it is important that you realize the responsibility to improve is yours alone.

The following is expected and will help you meet your Spring goals. You must achieve a(n):

- Minimum average 20 interviews per week (5 interviews each day)
  - Picking up call center transfers
  - Working the new lead report
  - Making an average of 80 dials per day
  - Staying on task during shift (example: ceasing the use of internet for personal use, and not disturbing others in distance learning during working hours)
- Minimum average of 3 appointments to enroll/applications each week
  - Maintaining the expectation of 20 interviews each week
  - Will be provided a goal tracking sheet to keep you on target
  - Have a positive attitude at all times
  - Ask all interviewed and enrolled students for a referral.
- Minimum show rate of 60%
  - Setting the expectation to your enrolled student to have all admissions items complete within 5 business days of enrolling
  - We will meet weekly to go over all of your enrolled students statuses
- Improvement in your sales skills with all prospects in the following critical areas: uncovering a primary interest, the direct buying motive, creating an emotional connection and a sense of urgency
  - Listen to a call together once a month

I, as your supervisor, will provide:

1. Weekly meetings
2. Any additional training and support needed

It is important to note that this document should not be construed as a contract of employment or confer any additional rights other than that of an at-will employee. Unsatisfactory performance after/during the improvement plan may result in additional disciplinary actions or dismissal from the university.

As always, the Open Door Policy is available for you to discuss any concerns. Your signature acknowledges that this plan has been reviewed with you. It does not indicate agreement or disagreement with this plan.

# Redacted

Redacted by HELP Committee

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Supervisor Signature

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Date

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