

NATIONAL AMERICAN UNIVERSITY RECEIVED

JUN 25 2009

NAU HUMAN RESOURCES

entered 6-29-09
with

MEMORANDUM

DATE: June 25, 2009
TO: Redacted
FROM: Redacted by HELP Committee
CC: Redacted by HELP Committee, AC's personnel file
RE: Performance Improvement Plan

As of today, you had 6 students start summer classes, and you have begun to demonstrate performance which is significantly below target levels. You are being placed on a written performance improvement plan. For the next 30 days, beginning June 25, 2009 and ending July 30, 2009 (extended one week due to preapproved vacation during this time period), 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 fall goals. You must achieve a(n):

- Your dial sheets and interview sheets will be turned in to me daily.
- Minimum average of 2 applications each week
 - Improvement in your sales skills with all prospects prompting/directing to application on every call
 - Set aside ½ hr each day to listen to a peer call.
 - Start a Sales journal today logging each day ideas and new methods
 - Set aside one hour/day to generate referral prospects.
 - Set aside 3 10 minute breaks daily to research sale information
 - Provide Sales presentation to team
 - 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: utilizing break time to manage personal needs; stay focused on the phone calls)

I, as your supervisor, will provide:

1. Weekly meetings
2. Any additional training needed
3. Any other 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

Employee Signature

6-25-09
Date

Redacted by HELP Committee

Supervisor Signature

6-25-09
Date