

NATIONAL AMERICAN UNIVERSITY

MEMORANDUM

DATE: June 23, 2009
TO: Redacted
FROM: Redacted by HELP Committee
CC: Redacted by HELP Committee
RE: Performance Improvement Plan

RECEIVED
JUN 25 2009
NAU
HUMAN RESOURCES

*Entered
6-29-09
[Signature]*

As of today, you have 6 students starting for the Summer quarter which is significantly below your targeted goal of 20 starts. You are being placed on a written performance improvement plan. For the next month, beginning June 23, 2009 and ending July 21, 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 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
 - Have a positive attitude at all times
 - Set aside one hour/day to generate referral prospects.
 - 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)
 - 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 and prompting/directing to application on every call

I, as your supervisor, will provide:

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

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

Redacted by HELP Committee

Supervisor Signature

6-23-09

Date

6-23-09

Date