
From: R -- Campus Director, OKC
To: R -- Region III Director of Operations
CC: R -- Divisional Vice President of Operations
Sent: 12/4/2009 9:20:59 PM
Subject: RE: Concern re: Catalog and new prices

Whewthat's the right thing to do.

Glad to hear it and yes, I'll stay on it starting Monday.

-----Original Message-----

From: R -- Region III Director of Operations
Sent: Fri 12/4/2009 8:20 PM
To: R -- Campus Director, OKC
Cc: R -- Redacted _ ; R -- Divisional Vice President of Operations
Subject: RE: Concern re: Catalog and new prices

I spoke to Dave and he said at the point you have your new tuition in the system (stay on this!) that is when to charge students. We need that asap. We will not increase an already enrolled student with new rates though due to an effective date of 11/9 on a catalog.

R -- Redacted by HELP Committee

Regional Director of Operations-Region III
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3850 S. Campbell
Springfield, MO 65807

R -- Redacted by HELP Committee

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From: R -- Campus Director, OKC
Sent: Fri 12/4/2009 12:33 PM
To: R -- Region III Director of Operations and OKC Campus Director of Financial Aid
Subject: Concern re: Catalog and new prices

R -- Region III Director of Operations

R -- brought to my attention just now that back in OCT 2008 after the last tuition increase, there was a delay in when we finally got the catalog and students who had been enrolled from the effective date to several weeks forward, had to all do new tuition proposals that reflected the new tuition increase.

In our case, we are 3 ½ weeks past (nearly one month actually) from the effective date of November 9th. Most of the 50 or so students in Future Start status were enrolled in the last four weeks. I'm concerned if there is really an issue here. I don't see how we can go back and tell these students they have to pay more if they want to start in January.

Can you push this up the ladder for me? I'm not sure who the right person at corporate would be to inquire, but we certainly want to do it right here in OKC.

VAT-02-11-00312