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**From:** Peter Mitchell  
**To:** R -- Regional Director  
**CC:** Jim Walsh  
**Sent:** 8/28/2006 9:12:14 AM  
**Subject:**

R -- you make some great points -- the tuition is a key one and the sooner we can get it implemented the better! Thanks for getting them integrated into our way of thinking. Peter.

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**From:** R -- Regional Director  
**Sent:** Saturday, August 26, 2006 11:23 AM  
**To:** R -- Redacted by HELP Committee  
**Cc:** Jim Walsh; Peter Mitchell  
**Subject:** Various Policy & Procedures

**R -- Redacted by HELP Committee**

As promised, I will summarize various policy and procedures that we have discussed on my initial visits to your schools. Regional Director approval is required on the following:

- Student Installment Plans over \$1,000.00 Attached are the Vatterott guidelines.
- Re-enrolls with an outstanding previous balance. Re-enrolls are defined as a student who has withdrawn from schools within the past year. Students who withdrew from school more than a year ago are considered New Starts.
- All personnel actions of significance. (If in doubt about what is "significant", run it by me) Forms that need my signature prior to submittal to home office are the Request For Hire (RFH) and the Personnel Action Form (PAF).
- Capital Appropriations Requests.
- All advertising.
- Your expense reports.
- All overtime pay needs Regional Director prior approval.
- All travel expenses need Regional Director prior approval.

Other procedure items we discussed were:

- I need to be copied on all correspondence with home office staff (reports, emails, memos, letters, etc.). This includes not only communications from you but also anyone at your campus.
- You should both be copied on all correspondence between your campuses, e.g. FA communications.
- When reporting final start numbers... your QENRL number, that number is set on Monday of week 3 of the term. Prior to week 3 any new start who decides not to continue is a no show.
- When reporting enrollment numbers or start numbers, do not combine re-enrolls with the new start number. Always report separately.

Pending issues.

- Tuition increase. We need to consider a much higher increase than the one pending approval. We need to consider implementation of the increase ASAP, as soon as we can get it approved. In the attached 2005 Annual Institutional Report you can find average tuition rates for other ACICS court reporting schools. CRI appears to be on the low end of the scale when we should be one of the price leaders. And, your 90:10 ratio mandates a more aggressive approach to pricing.
- Communications between your two schools is strained, particularly in the FA departments. We will work together to resolve.
- SAT/PROG policy clarification is needed.
- 6 week starts. This may be a big opportunity for us in 2007. R -- has looked at this concept in the past & has a model in mind. Let's work toward making this happen in Feb '07.
- Admissions process, specifically we will no longer require the collecting of a minimum \$25 deposit (deposit on the \$100 registration fee) prior to the applicant getting packaged in FA.
- In Houston, the lease expires in the Fall '07. R -- Redacted is working toward developing our options.
- In Dallas, there is a pending building signage issue. Here too, R -- Redacted will assist.

On each of my initial visits, we discussed many things. I probably didn't capture everything in this email but hopefully this helps us get started. Both of you have great looking schools and engaged staff/faculty and students. I was very impressed, and I look forward to learning a lot from you. I'm also looking forward to being a part of the growth & opportunity that exists for you and your schools.

VAT-02-11-00571