

Excerpts, selected by the HELP Committee, from a larger document
produced by the company

A	
1	Enrollment Advisor Scorecard - Q3 2007 Start Dates
2	
3	How did you first hear about Walden University? (Please select one) - Other Responses
4	A former collegue was in the national news and when reading the media release and her academic bio, I followed up with Walden, as this is where she attended for her PhD.
5	A friend of mine used to work for Walden...when it came time to find an online learning environment, I immediately thought of Walden.
6	a laboratory tech who overheard the recruiter speaking to nurses
7	A rep. came to the school where I teach.
8	ACTIVE SEARCH ON YAHOO and/or GOOGLE
9	AICPCL
10	APA website
11	Came to my hospital
12	church members attended walden
13	CPCU conference in Nashville, TN 2006
14	Educate Employee
15	education fair at place of employment
16	employee, advertisement
17	Employer
18	Employer -- the Boeing Company
19	family member
20	family member
21	fellow online student, relative
22	From a note from my hospital administrator.
23	From our education specialist at my hospital
24	Googled online universities
25	graduate of Walden
26	I am a former Walden Student/dropout
27	I am an employee at Kendall College, who is partnered with Laureate Education for our B.A. in Early Childhood and Certification program.
28	I clicked for information and she called me
29	I found it while searching for schools
30	I reenrolled after completing a first Master's degree.
31	I researched many online choices and decided on Walden
32	I teach at University of Phoenix & Walden was listed as an affiliate doctoral program school.
33	I work for Laureate
34	I work for Laureate Education Inc Los Angeles
35	il heard about it from my director of nursing who is an alumina
36	Information Session at Local Hotel
37	Redacted by HEIt Student Resources USA
38	Redacted came to the hospital
39	Military Education Center
40	Mom
41	My company recommended NTU
42	My Former University President William Engberstrom
43	My husband
44	My husband (recently deceased)
45	my own research for online program
46	My wife
47	My Wife discovered Walden and pointed me to the Walden site.
48	National Public Radio

CONFIDENTIAL

WALDEN-HELP-0037400

A	
170	I just want you to know that a person can get discouraged with the waiting process and Jason kept me grounded. When I finally was accepted, Redacted was on vacation and was so disappointed because he could not tell me himself. I think he was more excited than I was, and I was pretty excited but scared to. He still sends me periodic check up emails and that is good too.
171	I just wish my classes that I needed transfered would have been transfered more quickly. I am still signed up for the wrong class.
172	I like Redacted I think she did a very good job with me. (She knows what she's doing.)
173	I like Redacted for his hard work and dedication to ensuring that my needs were met. There should be more academic advisors like him, however, I must say that there are not.
174	I looked at several other online school, but it was my contact with Mr. Redacted that gave me the information to chose Walden University. I could no beleived the intresthe show in my career at Walden. He is a very good person.
175	I love my enrollment advisor, Redacted - Privacy
176	I must say that my experience with Redacted was superlative! He went far beyond the call of duty in helping me meet a tight deadline. He is the epitome of professionalism and courtesy. I felt more welcome in my interaction with him than I ever have in my three previous higher learning enrollment experiences.
177	I really enjoy interacting with Redacted . He did really good with keeping me on my toes and keeping me informed. He responding within a reasonable time period and if he didn't know the answer he found out and put me in touch with the right person. Thank you Redacted (Keep checking your email. :)
178	I remember feeling very unsure about going back to school, and Irene made me realize it was o.k. to feel this way and allowed me to take the time I needed before committing to the school.
179	I request information from several colleges including Walden University some time around March or April 2007. In June I became interested in a MRA program at three of those colleges. Walden was my number 1 selection. But the number two selection offered more law courses. The number two college of choice did not provide accurate information. I switched back to Walden around the end of July and in a short period of time Redacted had me enrolled into the MBA program. I have already recommended three friends to her. It was truly my pleasure having Redacted as my enrollment advisor. Sincerely, Redacted by HLT
180	I think a little more time spent on the actual course selection within psychology would have been useful to me. As a graduate educated overseas I found the certification of my degree painful, expensive and poorly carried out. I still disagree with the equivalency rating and believe the agency are neither thorough nor accurate.
181	I think Redacted did a good job but when I did respond to one of his emails he did not respond back or acknowledge my email. This was after I was mostly set up for classes and I assumed he was moving on to the next set of recruits. I wanted him to know responding makes a difference and I was disappointed that he didn't.
182	I think Redacted - Privacy is great! She made my experience a rewarding one. She is a definite asset to Walden University.
183	I think it is wacky that the enrollment advisor and academic advisor is two different people.
184	I think it would be beneficial for the enrollment advisor to truly advise potential students about the degree format. Had I known that this program would be totally independent study, I WOULD NEVER have enrolled at Walden. Not once did my advisor ask any questions of me, provide information, etc. The only thing he did was 'hound' me into enrolling. I suppose this relates to quotas and bonus dollars.
185	I think it would have been good when I was stating that there was a problem with what the program was saying and what the enrollment advisor was telling me and when I voiced these concerns the remarks were that it was the right program. I believe that she felt that it was but I had to go to others to clarify that. When this was done it was found that this program was not the program I needed to be in.
186	I think Redacted did a wonderful job of not only answering my questions by matching my program with my plans.
187	I think Redacted was very professional in her interactions with me. I heard from another student who had her as an enrollment advisor as well. He was very enthusiastic about his experience with her as well.
188	I think Redacted is an excellent Enrollment Advisor. He was very thorough. He caught a problem with my registration and handled the whole thing. He even followed up to check up on me after the semester started. I couldn't have asked for a better Enrollment Advisor. He's EXCELLENT!
189	I think my decision to attend Walden was based on Redacted 's attentiveness to my unique needs as a transfer student in the Phd program. The greatest challenge I have faced is with the Student Loan Financial Aid process and Redacted was limited in her ability to help me navigate through the system. Not a fault of hers, more of a systems issue. Redacted is a valuable representative to Walden.
190	I think she is great, and an awesome person. She does a wonderful job and is an asset to Walden University. I feel honored and lucky to have her as an advisor.
191	I think that my enrollment advisor is top notch. I can honestly say if it were not for her always positive attitude and desire to get me all the information so I could make an informed decision, I doubt I would be a Walden University student. I am very grateful for her attention.
192	I think the advisor needs to be more honest about the online time and requirements. I was planning on starting in October since I had surgery on my wrist on August 24th but was told I would only have a one credit class the first 8 weeks and it would only take me about 3 hours a week. I was strongly encouraged to take the class early. So I did thinking it would be managable. Well two classes with 4 discussions and 2 applications for about 25-30 hours every week initially was very difficult for a one-handed typist and I almost quit. Several classmates posted that they also thought it would only be one class. I have no idea if they all had the same advisor but I think advisors should be honest about the required dedication and time it will take to pursue an online degree.
193	I think you sent this to the wrong person. I'm in the Ph.D. program and this isn't my student number. You did get the name right.
194	I thoroughly enjoyed it. And I hope she gets an opportunity to review this.
195	I thought Redacted was great--
196	I thought Redacted did a wonderful job helping me to get registered and enrolled. Any time I had questions on paperwork the University needed, she was able to help me figure it out or let me know the status of the paperwork in question at that time. She was even able to work with other offices at the University to get answers more quickly than I could have myself from those other offices. When I got no response about a concern, she was able to call or email someone and find out what was going on for me. I think this speaks very highly of Redacted . She shouldn't need to contact other offices because they wouldn't reply to my emails. She did so anyway to be sure the admissions process was progressing well and to help ease my concerns and frustrations with those other offices. On several times she got a huge THANK YOU from me.

A	
301	Redacted was the biggest help. I honestly would not be attending Walden if it wasn't for her. She called me and helped me through each stage of the enrollment process. She went above and beyond to help facilitate my enrollment. She was patient for example, she called me this summer while my family and I were on vacation, and another time while my son and I were at the movies. Both times she was kind and asked when would be a better time? She was never pushy. She is a great example for the atmosphere that Walden represents. She also took calls from me and answered questions when I couldn't get in touch with my academic advisor. Redacted is wonderful.
302	Redacted told me that I would be allowed to double my classes after I had completed the first course. I then petitioned to do this. I was told that this is not true. The ability to double up was one of the main reasons I chose Walden. I am VERY UPSET that I was LIED to. If he did not know, he should have checked. I asked him several times since this was important to me. Each time I was assured it would not be a problem to finish early. Unfortunately, I have already invested a great deal of money and time into this program. If this were not the case, I would re-evaluate my choice. I would not recommend this program to anyone due to the lack of competency of your advisors. However, I am very pleased with my initial course and instructor.
303	Redacted - Privacy is a highly motivated advisor that has influenced me and encouraged me to hang in there when times get tough.
304	Redacted - Privacy is very instrumental in getting me to enroll in Walden University. I am very happy that he was my advisor.
305	Redacted - Privacy was very helpful in any aspect I needed assistance with. Even if he couldn't personally help me, he found someone who could and always directed me to the appropriate person.
306	Redacted - Privacy was absolutely wonderful. I would and have already recommended his service and Walden University to 3 nurse colleagues. One has enrolled at Walden and the other 2 are planning to enroll within the next year. Keep up the good work and a big thanks, to Redacted - Privacy.
307	Redacted - Privacy was very helpful and he facilitated my enrollment with ease...
308	Redacted - Privacy was extremely helpful and made my transition back into school smooth.
309	Redacted - Privacy is the reason I enrolled in Walden. He talked me through the process, was available any time I had a question, whether by email or phone. He stayed in touch with me and answered every question I had. When there was a big mix up in my enrollment, I was given someone else's account number. Then I was dropped from enrollment. Mr. Redacted was the ONLY one who helped me, even though it was out of his area. I was ready to give up and try Phoenix University instead, but he talked me out of it. I am glad I listened to him. He is the embodiment of Walden's values and a true asset.
310	Redacted - Privacy made the enrollment process a breeze. Thank you Redacted - Privacy and she spent many days with me, she was the best guidance that I needed at the time in starting my MPA. My student id# is not what is stated above. It is Redacted - Privacy. Thank you.
311	Redacted - Privacy was not my enrollment advisor. It was Redacted - Privacy and she spent many days with me, she was the best guidance that I needed at the time in starting my MPA. My student id# is not what is stated above. It is Redacted - Privacy. Thank you.
312	Redacted - Privacy was very helpful and answered all of my questions. He was even helpful in taking care of a situation after I had started my first class. I wish he could be my academic advisor. Redacted - Privacy is available for me to contact when I needed him to be.
313	Redacted - Privacy was very helpful and made my enrollment process pleasurable.
314	Redacted - Privacy did a great job. He took me by my hand and took me step by step. You are very lucky to have him with Walden. It is very hard to show you care over the internet and phone... and he somehow personalized the entire process.
315	Redacted - Privacy was very helpful. I was enrolled in classes in no time. He helped me throughout the entire enrollment process. I am so glad that he was there to help me through my doubts and fears.
316	Redacted - Privacy is an excellent enrollment advisor. I have never met him in person, however, I feel as if I have known him for years. He was very helpful and courteous. I didn't know if I was ready to start the program because I had a baby and was very nervous. He told me how the program worked and offered suggestions and when I told him I was not ready to apply, he would continue to email and call to see how I was doing. He was very positive and uplifting. He has a great sense of humor. I don't think I would have enrolled if it wasn't for him. Thanks to Redacted - Privacy.
317	Redacted - Privacy went above and beyond her duties as an enrollment advisor. She was very helpful throughout the enrollment process.
318	Redacted - Privacy was very helpful and friendly. The enrollment process was very efficient and timely.
319	Redacted - Privacy was very helpful in advising me in my program of study. She was truly a pleasure to work with!
320	Redacted - Privacy was very patient when dealing with me. I contacted on several occasions with what I thought were probably dumb questions but she was always helpful, friendly, and reassuring. She made the enrollment process go smoothly and I appreciate her help.
321	Redacted - Privacy did make my transition to online learning great!
322	Redacted - Privacy is the best advisor I have ever worked with in my entire educational career. She is very patient, knowledgeable and dependable. If she promises to call, she will call. She always checked in to make sure everything was going well, or if there were questions. She was not hurried, or forceful. I think she is really a great asset to your Walden staff. Thanks to Redacted - Privacy. I had a wonderful enrollment experience.
323	Redacted - Privacy does excellent work, knows her job, Walden's learning community and cares about her students. It was a pleasure working with her. I hope all are as well trained and able.
324	Redacted - Privacy went above and beyond to assist me. She is a valuable asset to Walden.
325	Redacted - Privacy was very helpful throughout the enrollment process. I found her assistance most beneficial.
326	Redacted - Privacy was very efficient and ensured that all my questions, concerns were met. I have been very satisfied with the entire process and how Walden University values me as a prospective and current scholar.
327	Redacted - Privacy is the perfect person to have as an initial contact person with new students at Walden. She was my first impression of Walden and because of her professional and excellent service, I picked Walden to further my career goals.
328	Redacted - Privacy was a big help in the enrollment process. Thank you Redacted - Privacy.
329	Redacted - Privacy was very patient with me in the enrollment process. I had begun the application process and then began to second guess the decision. Ms. Redacted sent e-mail reminders and was very encouraging throughout the process.
330	My advisor did not send a current catalog which left me in the dark for months when understanding on line programs. The financial piece was not explained fully leaving me in dark. Advisor needs to remember they are not talking to someone in person who is familiar with the process.