

# BOSTON REED COLLEGE

## Policy & Procedure

### VERIFICATION OF CLASS ROSTER

#### Policy

All Boston Reed College (BRC) instructors must call the Class Roster Voicemail Box **on the same day they start a new class** to report the status of the roster.

#### Rationale

As BRC has grown, the Company has established a commercial working line of credit with Comerica Bank. One of the conditions of the loan requires that we put into place a more effective process to reflect revenue. In our current process, if a class starts on Saturday, the tuition packet arrives at the office on Tuesday. Consequently, we don't know who is attending class from a corporate liability and revenue point of view until Tuesday...three days after the class started. Our accounting system books the revenue assuming 100% attendance. When we receive the tuition packet and recognize the dropped or no show students, we have to enter a credit or refund. In banking terms, this harms our "dilution" rate. Based on the new process, the accounting team will listen to the voice mail and immediately remove the student from the revenue/roster.

#### PROCEDURE

1. At the end of the class session (weekday classes) or at lunch break for all day classes, the Instructor will call BRC at 1-800-201-1141; dial mail box 918 or 707-307-5088.
  - a. The instructor will state his or her name, the course they are teaching, the city in which they are teaching and the name of the partner school (as applicable).
  - b. The instructor will state the names of students that did not attend.
  - c. The instructor will state the names of the students that did not pass the prescreening assessment.
  - d. The instructor will state and spell the names of any walk-in students.
  - e. If all students are present and passed the prescreening assessment the instructor will state that all are present and accounted for.

This policy will be effective beginning November 1, 2009