

**DEx. 22**

**Lodged Under Seal**

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DONALD J. TRUMP  
6  
7

8 **UNITED STATES DISTRICT COURT**  
9 **FOR THE SOUTHERN DISTRICT OF CALIFORNIA**

10 TARLA MAKAEFF, BRANDON )  
KELLER, ED OBERKROM, SONNY )  
11 LOW, J.R. EVERETT and JOHN )  
BROWN, on Behalf of Themselves and )  
12 All Others Similarly Situated, )

13 Plaintiffs, )

14 v. )

15 TRUMP UNIVERSITY, LLC, (aka )  
Trump Entrepreneur Initiative, LLC, a )  
16 New York Limited Liability Company, )  
DONALD J. TRUMP, and DOES 2 )  
17 through 50, inclusive, )

18 Defendants. )

19 

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AND ALL RELATED CROSS-ACTIONS. )  
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Case No. 10 CV 0940 CAB (WVG)

CLASS ACTION

DECLARATION OF DAVID  
WRIGHT, JR.

DATE: February 12, 2013  
TIME: 2:30 p.m.  
CTRM: 2 — 4<sup>th</sup> Floor

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**DECLARATION OF DAVID WRIGHT, JR.**

I, David Wright, Jr., declare:

1. I am over the age of 18 and not a party to this action. The following facts are based on my own personal knowledge and, if called as a witness, I could testify to them.

2. I am providing this declaration freely and voluntarily. I have had the opportunity to review the contents of this declaration and to make any changes I believe are necessary so that it is accurate. I understand that Trump University (aka Trump Entrepreneur Initiative) may use this declaration to support its defense in *Makaeff v. Trump University et al.*, a case described to me.

3. Between 1998 and 2006 I was employed with Capital One Financial. In June of 2006 I decided to leave and work for The Mike Ferry Organization, a company that specializes in conducting real estate coaching and training courses. I was the director of sales for the east coast. Under me was a team of agents who would market their training seminars to licensed realtors. After awhile, I realized I wanted to do something with real estate that was more hands on, as opposed to being a sales rep for coaching classes. I followed through with due diligence on my end and concluded by enrolling at Trump University.

4. I signed up for the 6 month program of classes, all of which were very informative. I also purchased the software package, (Wealth Builder's Network), and I continue to make use of it, utilizing some of the forms from the package to this day. Gary Eldred was one of the instructors who I thought was amazing. The class really helped me to learn how to evaluate deals, decrease my risk value, and understand the nationwide markets and networks. It also helped me to understand the appraising process, making me more credible and knowledgeable in conducting real estate transactions. The courses really applied every day life lessons giving you the knowledge you would actually need on a daily basis to be more successful.

5. During the period of attending my classes, I purchased my first investment property. The material I was learning during that time really helped me get through the entire

1 buying process. Following this, and since completing my time at Trump University, I have  
2 purchased 5 more properties in the past 5 years, (one a year), with about 9 units in total. I  
3 opened up a real estate 401k in order to purchase them. They are being leased out, and thanks to  
4 the classes, I have learned how to do it the most sufficient way.

5 6. In addition to getting involved in investing, I was also able to get my real estate  
6 license. I did this while I was a student as well, in September 2007, and have been very  
7 successful since. I then joined Zip Realty, and was the top nationwide realtor in 2010, 2011, and  
8 2012. In five years I have sold 225 properties, and this year I have so far sold 55 to 60.

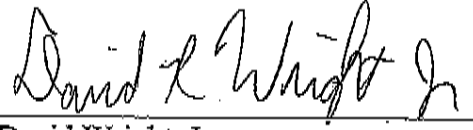
9 7. As part of the Trump Entrepreneur Initiative programs, I filled out evaluations. I  
10 never felt pressured to say something that was not true on the evaluations, and I filled them out  
11 honestly. I felt they were administered fairly. Every rating I gave my mentor was always  
12 positive, and I still agree with what I said to this day.

13 8. I did not meet or speak with Donald J. Trump as part of my Trump Entrepreneur  
14 Initiative experience, nor did he make any promises to me about the education I would receive.  
15 In purchasing Trump Entrepreneur programs, I understood that I would not be working  
16 personally with Donald J. Trump.

17 9. Trump University definitely made me more prepared to tackle the "real world" of  
18 real estate investing. The classes, the course materials, and instructors such as Gary Eldred, have  
19 made a big impact on me and my career. It frustrates me to hear of individuals going for a  
20 "money grab", and targeting a well known, financially successful name. Clearly the real estate  
21 market is an area that will always have ups and downs, but to blame Trump University when the  
22 market is difficult for some, is simply not fair.

23 I declare under penalty of perjury under the laws of the United States of America that the  
24 foregoing is true and correct.

25  
26 Executed on this 13 day of June 2012, at RICHMOND, VA  
27 City State  
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David Wright, Jr.

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**DEx. 24**

**Lodged Under Seal**

**THE TRUMP ENTREPRENEUR INITIATIVE  
CUSTOMER SATISFACTION SUMMARY**  
score of 1-5, 5 being the highest

<b>State</b>	<b>Average Score</b>	<b>Percentage</b>
Alabama	5.0	100%
Arizona	4.8	96%
California	4.9	98%
Colorado	5.0	100%
Connecticut	5.0	100%
Delaware	5.0	100%
District of Columbia	4.6	93%
Florida	5.0	100%
Georgia	5.0	100%
Hawaii	5.0	100%
Idaho	5.0	100%
Illinois	4.8	97%
Indiana	5.0	100%
Kentucky	4.9	97%
Louisiana	4.4	88%
Maryland	5.0	100%
Massachusetts	4.8	97%
Missouri	5.0	100%
Nevada	5.0	100%
New Jersey	5.0	100%
New York	4.7	95%
Ohio	5.0	100%
Oklahoma	5.0	100%
Pennsylvania	5.0	100%
Tennessee	5.0	100%
Texas	4.8	96%
Virginia	4.9	99%
Washington	4.7	95%
<b>Grand Total</b>	<b>4.9</b>	<b>97%</b>

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TU 48483

### Survey Analysis

Fast Track to Foreclosure Training

Gerald Martin

Portland, OR

October 10-12, 2008

Coordinators: Sean Lindsey, Mike Biglane and Susan Morrison

### Results

Survey Returns: 31

Total registered (includes guests): 73

Total attendees (includes guests): 48

Total no-shows (includes guests): 18

Total refunds (includes guest): 8

Total pre-event cancellations (includes guest): 7

Total survey percentage returned: 66%

Level of real estate experience:

63% of students categorized themselves as beginners

30% of students categorized themselves as intermediate

7% of students categorized themselves as experts

1. Unsatisfactory → Excellent

1

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#### **Averages**

- Quality of presentation 4.74
- Relevance of topics covered 4.65
- Usefulness of information 4.26

*Noteworthy comments:*

*"Gerald was above excellent."*

*I appreciate Mikes help. "He's knowledgeable and very approachable".*

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TU 48484



Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.84

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in answering questions*

- Sean Lindsey 4.59
- Mike Biglane 4.69
- Susan Morrison 4.83

1. The attendees listed the following with regards to areas for improvement:
  - Would like to see the Speaker be more detailed and go step by step.
  - Have a more detailed workbook.
  - Go through the process from start to finish so
  - Proctor sheets and supply basic forms for appendix material.
  - More info. on setting up the land, trust and deeds and details of structuring each deal
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future:
  - Extend programs on lease options and owner finance.
  - Sales Tax, Lease options
  - Be more in depth on details on contracts
3. When asked if they would attend another Trump U. seminar, **83%** responded yes.
4. When asked if they would recommend Trump U. to a friend, **87%** responded yes.
5. When asked how Trump U. could help meet student's goals, their response included:
  - “I was motivated because of this information and direction from Gerald and Mike. The additional training will help me hone in on my goals.”
  - “Lower the mentor cost or offers it with the silver package. We found a mentorship thru Trump Institute that was significantly less expensive and appeared to be identical in what was offered.”

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TU 48485

### Survey Analysis

Commercial & MultiFamily Retreat  
Stewart Spence

Orlando, FL  
October 17-19, 2008  
Coordinators: Susan Morrison

### Results

Survey Returns: 20  
Total registered (includes guests): 32  
Total attendees (includes guests): 23  
Total no-shows (includes guests): 5  
Total refunds (includes guest): 0  
Total pre-event cancellations (includes guest): 4  
Total survey percentage returned: 87%

Level of real estate experience:  
80% of students categorized themselves as beginners  
20% of students categorized themselves as intermediate  
0% of students categorized themselves as experts

1. Unsatisfactory → Excellent  
1 5

#### **Averages**

- Quality of presentation 4.95
- Relevance of topics covered 4.80
- Usefulness of information 4.75

#### *Noteworthy comments:*

-“I am grateful for Trump U and this excellent team.”

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Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Stewart Spence 5.00

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Susan Morrison 5.00

1. The attendees listed the following with regards to areas for improvement:
  - The analyzing properties section should be more structured.
  - Different levels of information depending on expertise.
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response include:
  - Would like to see finance/deal structuring adjust to the current economic status
  - Demonstrate Investors Edge software.
3. When asked if they would attend another Trump U. seminar, **100%** responded yes.
4. When asked if they would recommend Trump U. to a friend, **91%** responded yes.
5. When asked how Trump U. could help meet student's goals, their response included:
  - “Have finance companies help facilitate initial deals to help students get started.”

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### Survey Analysis

Fast Track to Foreclosure Training

James Harris

Las Vegas, NV

October 17-19, 2008

Coordinators: Cory Lignell, Tad Lignell and Tiffany Brinkman

### Results

Survey Returns: 36

Total registered (includes guests): 64

Total attendees (includes guests): 48

Total no-shows (includes guests): 26

Total refunds (includes guest): 5

Total pre-event cancellations (includes guest): 6

Total survey percentage returned: 56%

Level of real estate experience:

57% of students categorized themselves as beginners

36% of students categorized themselves as intermediate

5% of students categorized themselves as experts

1. Unsatisfactory → Excellent

1                      5

#### **Averages**

- Quality of presentation                      4.74
- Relevance of topics covered                      4.78
- Usefulness of information                      4.69

*Noteworthy comments:*

-“James Harris is such a motivated speaker and is very passionate about what he is doing.”

Trump U. Team Averages

2. Unsatisfactory → Excellent

1                      5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris                                      4.86

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Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Cory Lignell 4.61
- Tad Lignell 4.71
- Tiffany Brinkman 4.66

1. The attendees listed the following with regards to areas for improvement:
  - A better format for working the numbers.
  - Take shorter time for stating personal goals at the beginning; come prepared?
  - Provide in depth written reference materials.
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response include:
  - Updated information regarding the market.
  - 1<sup>st</sup> time home buyers
  - Asset protection
  - Advanced Commercial property.
  - More credit improvement information.
  
3. When asked if they would attend another Trump U. seminar, **100%** responded yes.
  
4. When asked if they would recommend Trump U. to a friend, **91%** responded yes.
  
5. When asked how Trump U. could help meet student's goals, their response included:
  - Have continuous education courses.
  - "I believe that as I learn and apply the information I will gain valuable skills and confidence to rise well above my previous expectations."
  - Customize mentorship to specific business objective/goal.

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### Analysis

Fast Track To Foreclosure

Steve Goff

Numbers compiled by Rasheima Silvia

Feedback compiled by Trisha McCarthy

San Antonio

October 17-19, 2008

Coordinators: Gillian Birnie, Sean Lindsey

### Results

Survey Returns: 17

Total registered (includes guests): 31

Total attendees (includes guests): 19

Total no-shows (includes guests): 8

Total refunds (includes guest): 4

Total pre-event cancellations (includes guest): 40

Total survey percentage returned: 89%

Level of real estate experience:

65% of students categorized themselves as beginners

29% of students categorized themselves as intermediate

00% of students categorized themselves as experts

1. Unsatisfactory → Excellent

1                      5

#### **Averages**

- |                               |      |
|-------------------------------|------|
| • Quality of presentation     | 4.94 |
| • Relevance of topics covered | 5    |
| • Usefulness of information   | 4.88 |

*Noteworthy comments:*

"The staff was exceptional"

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Trump U. Team Averages

2. Unsatisfactory → Excellent  
1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Steve Goff 4.94

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Gillian Birnie 5
- Sean Lindsey 4.94

1. The attendees listed the following with regards to areas for improvement:
  - Would like to see speaker use actual personal offers vs. stating what the seller was asking.
  - Spend more time on the LLC and deductions/protection.
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response include:
  - Additional finance methods.
  - Tax Lien purchasing.
  - More details on the Commercial market.
  - Helpful to include tools for beginners (glossary of terms, examples)
3. When asked if they would attend another Trump U. seminar, **94%** responded yes.
4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.
5. When asked how Trump U. could help meet student's goals, their response included:
  - “With the knowledge, I am now more confident.”
  - “I am having a mentor help me get started and provide support.”

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### Survey Analysis

Profit From Real Estate Workshop

Jim Fletcher

Numbers compiled by Rasheima Silvia

Feedback compiled by Trisha McCarthy

Phoenix, AZ

October 17-19, 2008

Coordinators: Christy Duckett, Chris Lombardo, Judy Mason

### Results

Survey Returns: 29

Total registered (includes guests): 42

Total attendees (includes guests): 37

Total no-shows (includes guests): 5

Total refunds (includes guest): 0

Total pre-event cancellations (includes guest): 4

Total survey percentage returned: 78%

Level of real estate experience:

69% of students categorized themselves as beginners

28% of students categorized themselves as intermediate

1% of students categorized themselves as experts

1. Unsatisfactory → Excellent

1

5

#### **Averages**

- Quality of presentation 4.82
- Relevance of topics covered 4.75
- Usefulness of information 4.65

*Noteworthy comments:*

-“ The speaker was fantastic! I enjoyed very much.”

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TU 48492



Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Jim Fletcher 4.90

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Christy Duckett 4.82
- Judy Mason 4.82
- Chris Lombardo 4.75

1. The attendees listed the following with regards to areas for improvement:
  - It would be beneficial to have an outline of all the information being taught.
  - Provide real examples of case studies.
  - Students would like to see more handouts as a visual to understand different methods and different processes.
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response include:
  - They would like more handouts and assignments.
  - Creative financing and marketing tools.
  - Assistance in business plan proposals.
3. When asked if they would attend another Trump U. seminar, **100%** responded yes.
4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.
5. When asked how Trump U. could help meet student's goals, their response included:
  - “This was by far the best Trump Seminar I have attended, paid or free.”
  - “With continued education, I believe I will have the confidence needed to step forward without risk.”
  - “I would like to know more about industry related software.”

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**Survey Analysis**

**Asset Protection Retreat**

J.J. Childers

Numbers compiled by Rasheima Silvia

Feedback compiled by Trisha McCarthy

Anaheim, CA

October 24-26, 2008

**Results**

Survey Returns: 28

Total registered (includes guests): 61

Total attendees (includes guests): 40

Total no-shows (includes guests): 52

Total refunds (includes guest): 1

Total pre-event cancellations (includes guest): 9

Total survey percentage returned: 70%

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.89
- Relevance of topics covered 4.93
- Usefulness of information 4.93

**Trump U. Team Averages**

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- J.J. Childers 4.93
- 

1. The attendees listed the following with regards to areas for improvement:

- “Have more option on location-more details offered as well as more location choices on a more centrally located option.”
- “Use an overhead projector instead of a flip chart.”
- “Add another day so we can cover each topic in detail.”
- “Have the Instructor put students in their place. There were 3-4 students that delayed the class which was frustrating.”
- “Add some calculation to the case study so we can compare the taxation between individual and LLC, corporation...”
- “Provide Asset Protection 101 book as party of the class.”
- “...the speaker danced around from topic to topic. It seemed as if the class was not organized well enough.”
- “Please add more time for Q & A.”

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TU 48494

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:
  - Commercial property/Investments
  - Creative Financing
  - Current events-financial crisis
  - Short sales
  - How to work with lenders during this economy
  - Investor software training
  - Commercial cap rates/Residential cap rates.
3. When asked if they would attend another Trump U. seminar, **96%** responded yes.
4. When asked if they would recommend Trump U. to a friend, **96%** responded yes.
5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **96%** responded yes.
6. When asked how Trump U. could help meet student's goals, their response included:
  - “Provide consistent support and guidance”.
  - “Leverage the Trump name to work with the banks and provide more opportunity.”

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TU 48495

### Survey Analysis

Fast Track to Foreclosure Training

James Harris

Numbers compiled by Rasheima Silvia

Feedback compiled by Trisha McCarthy

Orange County, CA

October 24-26, 2008

Coordinators: Scott Leitzell, Cory Lignell, Ryan Lotman and Tiffany Brinkman

#### Final Sales Synopsis

**Revenue Collected: \$ 422,442.50**

**Revenue per attendee: \$5,558.45**

**Payments to collect: \$ 47,482.50**

### Results

Survey Returns: 77

Total registered (includes guests): 124

Total attendees (includes guests): 97

Total no-shows (includes guests): 14

Total refunds (includes guest): 10

Total pre-event cancellations (includes guest): 13

Total survey percentage returned: 79%

Level of real estate experience:

71% of students categorized themselves as beginners

27% of students categorized themselves as intermediate

2% of students categorized themselves as experts

1. Unsatisfactory →Excellent

1 5

#### **Averages**

- Quality of presentation 4.66
- Relevance of topics covered 4.62
- Usefulness of information 4.61

*Noteworthy comments:*

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TU 48496

Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.62

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Scott Leitzell 4.77
- Cory Lignell 4.61
- Ryan Lotman 4.70
- Tiffany Brinkman 4.66

1. The attendees listed the following with regards to areas for improvement:

- "James discussed the phone calls to FSBO but he failed to act upon them."
- "Give more detailed examples on types of deals (example: lease-op, owner financing)"
- "Offer a payment program."
- "Give presentation with less energy and A LOT more organization."
- "Don't bounce around so much...answer questions when asked...don't be negative towards people."
- "I did not get the opportunity to meet with a team member and was disappointed."
- "Be more punctual when it comes to breaks and lunch."
- "Allow more active participation."
- "The breakout session was less organized than the rest of the seminar."
- "Lease/option was presented but lease agreement was NOT in the materials. After multiple attempts, it still was NOT provided."
- They would like to see seminar 5 days long, not 3...too much information to absorb. (2 people)
- "There was confusion regarding certain information the speaker provided."
- " LUNCH BREAK was too late (2pm.)"
- They would like to see James slow down and not jump around. (3 people)
- Put in live phone calls to sellers during the session.
- "James across as a salesman more than a teacher."

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TU 48497

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:
  - "Spend more time on exit strategies or possible failed transaction ramifications and how to avoid."
  - "...I would like to learn about negative experiences and how to bad deals/issues..."
  - "All the ones covered in the retreats are ATTRACTIVE."
  - "A clearer step by step process."
3. When asked if they would attend another Trump U. seminar, **95%** responded yes.
4. When asked if they would recommend Trump U. to a friend, **96%** responded yes.
5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **83%** responded yes.
6. When asked how Trump U. could help meet student's goals, their response included:
  - "I think that the mentorship program would help me tremendously as well as the Multi/Unit and Commercial seminar."
  - "TU provided knowledge which built confidence, provided connections with the experts, and provided an atmosphere with like-minded people."
  - "Software program was not demonstrated during the seminar as promised."
  - "The calculator in the packed should be a 10-digit model. We were told to think big 200+ times during the seminar and was handed an 8-digit in the padfolio. This is a Trump branding issue."

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TU 48498

### Survey Analysis

Fast Track o Foreclosure Training

James Harris

Orange County, CA

October 24-26, 2008

Coordinators: Scott Leitzell, Cory Lignell, Ryan Lotman and Tiffany Brinkman

### Results

Survey Returns: 77

Total registered (includes guests): 124

Total attendees (includes guests): 97

Total no-shows (includes guests): 14

Total refunds (includes guest): 10

Total pre-event cancellations (includes guest): 13

Total survey percentage returned:79%

Level of real estate experience:

71% of students categorized themselves as beginners

27% of students categorized themselves as intermediate

2% of students categorized themselves as experts

1. Unsatisfactory →Excellent

1                      5

#### **Averages**

- Quality of presentation                      4.66
- Relevance of topics covered                      4.62
- Usefulness of information                      4.61

*Noteworthy comments:*

"XYZ"

"XYZ"

"XYZ"

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TU 48499

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.62

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Scott Leitzell 4.77
- Cory Lignell 4.61
- Ryan Lotman 4.70
- Tiffany Brinkman 4.66

1. The attends listed the following with regards to areas for improvement:

- xyz
- xyz
- xyz

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response include:

- xyz
- xyz
- xyz

3. When asked if they would attend another Trump U. seminar, **95%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **96%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **83%** responded yes.

6. When asked how Trump U. could help meet student's goals, their response included:

- xyz
- xyz
- xyz

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TU 48500



### Survey Analysis

Fast Track To Foreclosure Training

Gerald Martin

Numbers compiled by Rasheima Silvia

Feedback compiled by Trisha McCarthy

Tampa FL.

October 31-November 2, 2008

Coordinators: Damian Pell, Mike Biglane and Susan Morrison

### Results

Survey Returns: 16

Total registered (includes guests): 43

Total attendees (includes guests): 27

Total no-shows (includes guests): 7

Total refunds (includes guest): 9

Total pre-event cancellations (includes guest): 9

Total survey percentage returned: 59%

Level of real estate experience:

67% of students categorized themselves as beginners

27% of students categorized themselves as intermediate

6% of students categorized themselves as experts

1. Unsatisfactory →Excellent

1

5

#### **Averages**

- Quality of presentation 4.94
- Relevance of topics covered 4.94
- Usefulness of information 4.93

*Noteworthy comments:*

-"the entire team was excellent!"

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TU 48501

Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.94

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Damian Pell 4.88
- Mike Biglane 5
- Susan Morrison 4.88

1. The attendees listed the following with regards to areas for improvement:

-“Choose a training site that is centrally located.”

-“Add handouts with a checklist of documents needed to organize each type of transaction. “

-“Have more time for Q & A.”

-“I would simply recommend that you consider the location of the seminar more carefully. Also, since we traveled a good distance a continental breakfast would have gone a long way.”

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:

-“More detail on leveraging financing sources.”

3. When asked if they would attend another Trump U. seminar, **100%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **100%** responded yes.

6. When asked how Trump U. could help meet student’s goals, their response included:

-“We’re getting what we wanted...A MENTOR!”

-“Teach me to buy without using my money as frequently as possible.”

-“Offer flexibility on advanced training, such as progressive financing vs. lump sum in advance. More option on pursuing advanced education.”

-“Offer advanced training with financing terms.”

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TU 48502

### Survey Analysis

#### Fast Track to Foreclosure Training

James Harris

Numbers compiled by Rasheima Silvia

Feedback compiled by Trisha McCarthy

Minneapolis, MN

Oct 31- Nov 2, 2008

Coordinators: Scott Leitzell, Cory Lignell and Tiffany Brinkman

### Results

Survey Returns: 17

Total registered (includes guests): 21

Total attendees (includes guests): 26

Total no-shows (includes guests): 5

Total refunds (includes guest): 4

Total pre-event cancellations (includes guest): 5

Total survey percentage returned: 81%

Level of real estate experience:

63% of students categorized themselves as beginners

25% of students categorized themselves as intermediate

12% of students categorized themselves as experts

1. Unsatisfactory → Excellent

1

5

#### **Averages**

- Quality of presentation 4.76
- Relevance of topics covered 4.71
- Usefulness of information 4.76

#### *Noteworthy comments:*

-“I love that there is a school that teaches us how to become and stay wealthy-not just to perform a skill/trade. I was considering going back to school/college to get an MBA. But the info @ Trump U. is exactly what I have been looking for and wanting.”

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TU 48503

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.82

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Scott Leitzell 4.82
- Cory Lignell 4.82
- Tiffany Brinkman 4.71

1. The attendees listed the following with regards to areas for improvement:

- “Talk less about the mentorship program and talk more about the pitfalls and dangers of the strategies that were covered.
- “Speaker needs to be organized and not jump around from topic to topic.”
- “I think it would useful to have an additional day to work more examples and go over the info a little shower. There was a lot of work to be covered in 3 days.”
- “I would like to see the seminar be longer and have all of the material covered available for reference later.”
- “A few more breaks would have been nice.”
- “Have more coffee and tea in the morning.”

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:

- Goal setting and selling.
- Commercial Real Estate
- Tax liens
- Goal setting

3. When asked if they would attend another Trump U. seminar, **100%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **94%** responded yes.

6. When asked how Trump U. could help meet student’s goals, their response included:

- “I would like the staff to stay in touch and call to see how I’m doing and push me to succeed.”
- “ Have other options and opportunities to get a Mentor.”

CONFIDENTIAL

TU 48504

**Survey Analysis**

Creative Financing Real Estate Workshop

Tim Gorsline

Numbers compiled by Rasheima Silvia

Feedback compiled by Trisha McCarthy

Los Angeles, CA

October 31-November 2, 2008

Coordinators: Christy Duckett

**Results**

Survey Returns: 45

Total registered (includes guests): 67

Total attendees (includes guests): 52

Total no-shows (includes guests): 11

Total refunds (includes guest): 1

Total pre-event cancellations (includes guest): 4

Total survey percentage returned: 87%

Level of real estate experience:

75% of students categorized themselves as beginners

27% of students categorized themselves as intermediate

00% of students categorized themselves as experts

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.89
- Relevance of topics covered 4.93
- Usefulness of information 4.87

*Noteworthy comments:*

-“Tim and Christy did an excellent job presenting information on Creative Financing. I highly recommend this retreat to all or those who want to achieve financial freedom.”

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.89

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Christy Duckett 4.91

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TU 48505

1. The attendees listed the following with regards to areas for improvement:

- “Have Tim talk a little slower and present the information geared toward the beginners.”
- “...I am disappointed that I used my calculator for less than 30 seconds at a financing workshop. We didn't really walk-thru hard examples or deals. Further, starting late on Sunday (9:25am) and then ending early (2:15pm). This makes me feel like I did not get my money's worth. If I would have known we were going to end early, I would have checked out of the hotel Sunday instead of paying a day rate...Last but not least, my name was spelled wrong on my graduation certificate...”
- “I would like more information to fall back on and read after the workshop is over.”
- “Have 2 screens so people can see on both sides of the room.”
- “I'm still at the 'I don't know what I don't know level.' I appreciate the challenge to 'just do it'.”

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:

- “Investor software from Trump Edge”
- “To have more case studies.”
- “Would like to keep on top of needs & challenges that investors are facing.”
- “A seminar on proper usage of Trump Software.”

3. When asked if they would attend another Trump U. seminar, **96%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **94%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one-on-one to discuss personal goals, **73%** responded yes.

6. When asked how Trump U. could help meet student's goals, their response included:

- “It has created continuous education, which is great.”
- “Now I'm ready to buy more properties and make more money.”
- “It has provided tools for me to become successful.”

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TU 48506

### Survey Analysis

Fast Track to Foreclosure Workshop

Steve Goff

Numbers compiled by Rasheima Silvia

Feedback compiled by Trisha McCarthy

Washington DC

November 7-9<sup>th</sup>, 2008

Coordinators: Michael Hinson, Sean Lindsey, Gillian Birnie

### Results

Survey Returns: 36

Total registered (includes guests): 45

Total attendees (includes guests): 62

Total no-shows (includes guests): 5

Total refunds (includes guest): 9

Total pre-event cancellations (includes guest): 8

Total survey percentage returned: 58%

Level of real estate experience:

62% of students categorized themselves as beginners

35% of students categorized themselves as intermediate

3% of students categorized themselves as experts

1. Unsatisfactory → Excellent

1

5

#### **Averages**

- Quality of presentation 4.78
- Relevance of topics covered 4.81
- Usefulness of information 4.81

*Noteworthy comments:*

-“You guys are awesome and real, thank you!”

-“You guys are the crème of the crème, I can rely on your expertise”

-“I truly enjoyed Steve’s presentation. Professionalism, knowledge and energy are just few of his qualities that I appreciated.

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TU 48507

Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Steve Goff 4.78

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Michael Hinson 4.89
- Sean Lindsey 4.92
- Gillian Birnie 4.89

1. The attendees listed the following with regards to areas for improvement:

- “Questions to be limited until after that particular section has been completed by the speaker”
- “Be in depth on the more important topics.”
- “Presenter should more aware of the market area (VA.)”
- “Would like to see the course longer to be able to absorb all of the information”
- “Include a lunch buffet to entice student interaction”
- “Have detailed handouts so we can take home and study”
- “More detail on entities, like LLC, Land Trust, and recommendations of and Attorney, CPAS...”
- “Speaker should accept fewer questions from students”

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:

- “A segment on approaching lenders”
- “Basic phone, sales, face to face and negotiating skills”
- “Setting up asset protection organizations”
- “More examples of lease option and owner financing”
- “Commercial real estate”

3. When asked if they would attend another Trump U. seminar, **81%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **81%** responded yes.

5. When asked how Trump U. could help meet student’s goals, their response included:

- “Looking forward to working very hard and working with the team throughout the year”
- “Provide lots of examples of how to structure and calculate the deals or offers”

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TU 48508



## Survey Analysis

Fast Track to Foreclosure

James Harris

Numbers compiled by Rasheima Silvia

Feedback compiled by Trisha McCarthy

New York, NY

November 14-16, 2008

Coordinators: Tiffany Brinkman, Scott Leizell, Ryan Lotman, Cory Lignell, Steve Goff, Mike Dubin, Jason Schauer

## Results

Survey Returns: 105

Total registered (includes guests): 221

Total attendees (includes guests): 158

Total no-shows (includes guests): 27

Total refunds (includes guest): 35

Total pre-event cancellations (includes guest): 36

Total survey percentage returned: 66%

Level of real estate experience:

73% of students categorized themselves as beginners

24% of students categorized themselves as intermediate

2% of students categorized themselves as experts

1. Unsatisfactory → Excellent

1

5

### **Averages**

- Quality of presentation 4.61
- Relevance of topics covered 4.69
- Usefulness of information 4.70

### *Noteworthy comments:*

-“The team was outstanding. Job well done. I am glad I came to the seminar. You gave me hope. I am going to start my business tomorrow...”

-“The entire seminar was excellent and very informative”

-“First time obtaining and retaining fully about real estate. Thanks Corey, Jason, Ryan, James and the rest of the team”

-“Overall, the program was excellent; the whole team performed well and the seminar exceeded my expectations! IT is worthy to carry the Trump name. I will do everything possible to keep educating myself through Trump U. Thank you!!”

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TU 48509

Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.74  
-“Spoke well with enthusiasm”

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Tiffany Brinkman 4.79
- Scott Leitzell 4.74  
-“Had the best clarity and knowledge”  
-“Scott was very helpful”
- Ryan Lotman 4.75
- Cory Lignell 5  
-“Cory was friendly, professional, approachable and answered all my questions”
- Steve Goff 4.74
- Mike Dubin 4.78
- Jason Schauer 5  
-“Jason was honest about me and my partners situation and answered our questions with care”

1. The attendees listed the following with regards to areas for improvement:

- “Certain topics were covered up to the point of meaningful information to be shared but then the speaker stopped because there was not enough time”
- “Having more time for live calls”
- “Less time on mentor sales...felt as if the material jumped around too much”
- “Make sure that the visual aids of small print documents are magnified so that the whole room can see each detail”
- “Don not present information in a rapid fashion”
- “Provide more group activities/assignments for the attendance”
- “Treat the class as we are all beginners and slow down a little, so we can feel comfortable as it goes along”
- “I would have preferred the entire seminar to have been given by Harris rather than other team members. Their presentations were somewhat repetitive and as a result, some topics were missed or not covered sufficiently”
- “The slides should match more info on finding buyers. We spend 5x more time on finding sellers than buyers. Also, I'd be interested to see stats on success rates of Gold Package subscribers”
- “Make the education more intensive to better inform students possibly with more interactive activities where we can get the change to practice principles being taught, and present material more cohesively”

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TU 48510

- “Eliminate the breakfast sessions as they were very counterproductive since it was redundant in the actual presentation. Minimize repetition and free up on time to spend offering more information”
- “Offer discounted accommodations if possible (for group rates)”

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:

- “Actual calls are great. Add more, maybe during breaks”
- “Be more detailed on exit strategies”
- “More one on one goals focus, felt that it was really focused on selling mentoring instead”
- “More time spend with short sales”
- “Property management”

3. When asked if they would attend another Trump U. seminar, **97%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **97%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **86%** responded yes.

6. When asked how Trump U. could help meet student’s goals, their response included:

- “I really enjoyed the 3 days training, but I am left hanging without a mentor but really think a mentor would help me. I am suggesting you set up a payment plan for mentorship in the future”
- “By mentoring me on my first deal because I don’t want to make any mistakes”
- “It would be useful/helpful if you offered a coaching plan via phone for more experienced or seasoned business people”
- “Work on scripts, work rejections, and give out all the presentation. Talk about the down side/risks in each approach, not just the potential”

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TU 48511

### Survey Analysis

Fast Track to Foreclosure Training

James Harris

Numbers compiled by Danielle Brown

Feedback compiled by Danielle Brown

Boston, MA

Nov 21- Nov 23, 2008

Coordinators: Scott Leitzell, Cory Lignell Ryan Lotman and Tiffany Brinkman

### Results

Survey Returns: 46

Total registered (includes guests): 112

Total attendees (includes guests): 65

Total no-shows (includes guests): 17

Total refunds (includes guest): 3

Total pre-event cancellations (includes guest): 21

Total survey percentage returned: 71%

Level of real estate experience:

69.5 % of students categorized themselves as beginners

23.9 % of students categorized themselves as intermediate

6.5% of students categorized themselves as experts

1. Unsatisfactory → Excellent

1

5

#### **Averages**

- Quality of presentation 4.84
- Relevance of topics covered 4.84
- Usefulness of information 4.86

*Noteworthy comments:*

-“Trump University is motivational.”

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TU 48512

Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.93

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Scott Leitzell 4.86
- Cory Lignell 4.84
- Ray Lotman 4.89
- Tiffany Brinkman 4.91

1. The attendees listed the following with regards to areas for improvement:

- “More examples of deals”
- “Give more contract examples.”
- “More interaction to get people to really understand.”
- “Have a more defined outline.”
- “Have case studies already prepared with numbers so that we can concentrate and focus on the solution, and less writing because James talks fast, (which is great), but many people didn’t get much of the math.”
- “Role play- real practice.”
- “Turn heat up.”
- “Help a little more in the one on one”
- “Some examples of math formulas could have been shown.”
- “Have more breaks”

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:

- “Specifically (profit/expense) X 100= % increase of profit.”
- “Lease/Option”

3. When asked if they would attend another Trump U. seminar, **100%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **100%** responded yes.

6. When asked how Trump U. could help meet student’s goals, their response included:

- “Mentoring at a lesser price.”
- “Three day mentorship program.”
- “Being able to call or email when I have any questions.”
- “Get me qualified for a good package.”
- “Being able to finance the gold package.”
- “Provide financing to make the gold option more feasible”
- “Mentor first couple of deals”

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TU 48513

### Survey Analysis

Fast Track to Foreclosure Training

James Harris

Numbers compiled by Danielle Brown

Feedback compiled by Danielle Brown

Boston, MA

Nov 21- Nov 23, 2008

Coordinators: Scott Leitzell, Cory Lignell Ray Lotman and Tiffany Brinkman

### Results

Survey Returns: 46

Total registered (includes guests):

Total attendees (includes guests):

Total no-shows (includes guests):

Total refunds (includes guest):

Total pre-event cancellations (includes guest):

Total survey percentage returned:

Level of real estate experience:

69.5 % of students categorized themselves as beginners

23.9 % of students categorized themselves as intermediate

6.5% of students categorized themselves as experts

1. Unsatisfactory →Excellent

1                      5

#### **Averages**

- Quality of presentation                      4.84
- Relevance of topics covered                      4.84
- Usefulness of information                      4.86

*Noteworthy comments:*

-“Trump University is motivational.”

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TU 48514

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.93

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Scott Leitzell 4.86
- Cory Lignell 4.84
- Ray Lotman 4.89
- Tiffany Brinkman 4.91

1. The attendees listed the following with regards to areas for improvement:

- “More examples of deals”
- “After Party. ☺”
- “Potty breaks.”
- “Have regular breaks for potty.”
- “Give more contract examples.”
- “More interaction to get people to really understand.”
- “Location without pillar. Some had obstructed views.”
- “More definite outline.”
- “Have case studies already prepared with numbers so that we can concentrate and focus on the solution, and less writing because James talks fast, (which is great), but many people didn’t get much of the math.”
- “Role play- real practice.”
- “Turn heat up.”
- “Help a little more in the one on one”
- “Some examples of math formulas could have been shown.”
- “Hot water in rest rooms”
- “Things I should not do.”

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:

- “Specifically (profit/expense) X 100= % increase of profit.”
- “Lease/Option”

3. When asked if they would attend another Trump U. seminar, **100%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **100%** responded yes.

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TU 48515

6. When asked how Trump U. could help meet student's goals, their response included:

- “Mentoring at a lesser price.”
- “Three day mentorship program.”
- “Being able to call or email when I have any questions.”
- “Get me qualified for a good package.”
- “Being able to finance the gold package.”
- “Provide financing to make the gold option more feasible”
- “Mentor first couple of deals”

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TU 48516



### **Survey Analysis**

Fast Track To Foreclosure Training

Gerald Martin

Numbers compiled by Danielle Brown

Feedback compiled by Trisha McCarthy

Richmond, VA.

November 21-23, 2008

Coordinators: Mike Biglane and Denise Ong

### **Results**

Survey Returns: 24

Total registered (includes guests):

Total attendees (includes guests):

Total no-shows (includes guests):

Total refunds (includes guest):

Total pre-event cancellations (includes guest):

Total survey percentage returned:

Level of real estate experience:

62.5% of students categorized themselves as beginners

29% of students categorized themselves as intermediate

6% of students categorized themselves as experts

1. Unsatisfactory → Excellent

1

5

#### **Averages**

- Quality of presentation 4.91
- Relevance of topics covered 4.83
- Usefulness of information 4.83

#### *Noteworthy comments:*

"Mike was excellent as usual. I have been able to speak with him twice and he has always been informative, real and approachable."

"I got much more than expected. So much information-usable information."

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TU 48517

Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.91

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Gerald Martin 4.88
- Denise Ong 4.87
- Mike Biglane 4.91

1. The attendees listed the following with regards to areas for improvement:

- “Printed list of forms needed for each scenario.”
- “Show where to find \$. Show how to set up a renter book. Take fear out of getting ‘stuck’ on a lease.”
- “Speak on a very simplistic”
- “Need bullet pointed step-by-step written information as to how the different deals. Oral presentation of this intro was excellent but humans are visual creatures, would promote greater understanding of the process.”
- “Being open from start”
- “I felt the first day was light in topic. Too much hope and anticipation.”
- “Maybe some highlights on Trump Software”
- “work in some form of roll playing”
- “A little more detailed in point”
- “spend more time on material (notes), less on stories”
- “the list of calls be focused upon individual who invested more time driving to get FSBO’s instead of internet”
- “More depth into practical applications”
- “Other optional plans for payment of course registration”

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:

- “Creative finance”
- “Slow down on some critical areas”
- “Paper Trail”
- “21 Ways to Make a Deal”

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TU 48518

- “I am a beginner, This class was understandable yet it seemed advanced; but doable”
- “Advanced Foreclosure, State Specific Programs,”
- “Wealth Transference”
- “Asset protection, Foreclosure Law”
- “A brief Explanation of all ways of making a deal happen”

3. When asked if they would attend another Trump U. seminar, **100%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **87.5%** responded yes.

6. When asked how Trump U. could help meet student's goals, their response included:

- “Gain Knowledge in Real Estate Financed.”
- “Believe me you will find out.”
- “Get a response to my request for mentorship cost.”
- “We will see.”
- “Mentorship.”
- “Encouragement and keeping in touch.”
- “Keep in touch. Provide support. Care.”
- “Holding my had and continue teaching me while I practice the trade.”
- “Provide refresher training on relevant work.”

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TU 48519

**Survey Analysis**

Fast Track To Foreclosure Training

Gerald Martin

Compiled by Trisha McCarthy

Orlando, Florida

December 5-7, 2008

Speaker: Gerald Martin

Coordinators: Sean Lindsay and Denise Ong

**Results**

Survey Returns: 18

Total registered (includes guests): 35

Total attendees (includes guests): 25

Total no-shows (includes guests): 2

Total refunds (includes guest): 5

Total pre-event cancellations (includes guest): 5

Total survey percentage returned: 72%

Level of real estate experience:

72% of students categorized themselves as beginners

33% of students categorized themselves as intermediate

0% of students categorized themselves as experts

1. Unsatisfactory → Excellent

1

5

**Averages**

- Quality of presentation 4.94
- Relevance of topics covered 4.77
- Usefulness of information 4.66

*Noteworthy comments:*

-“the entire team was excellent!”

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TU 48522

Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 5.00

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Denise Ong 4.83
- Sean Lindsay 4.83
- Kerry Lucas 5.00

1. The attendees listed the following with regards to areas for improvement:

- “Sometimes it was difficult to hear when Speaker turned directions”
- “More role-playing and engaging education”
- “Spend more time on foreclosure”

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:

- “Asset protection”
- “Focus more on foreclosure investing”
- “How and when to use forms”

3. When asked if they would attend another Trump U. seminar, **100%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **100%** responded yes.

6. When asked how Trump U. could help meet student’s goals, their response included:

- “Be available and keep doing what you’re doing”
- “Mentor closely and be available to help”
- “Help me on what forms to use in the contracts stages”
- “Keep in contact to see the progress of their students”
- “Help us network”

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TU 48523

**Survey Analysis**

Quick Turn Retreat

Chris Goff

Compiled by Trisha McCarthy

New York, NY  
December 5-7, 2008  
Speaker: Chris Goff  
Coordinators: Christy Duckett

**Results**

Survey Returns: 44  
Total registered (includes guests): 56  
Total attendees (includes guests): 51  
Total no-shows (includes guests): 5  
Total refunds (includes guest): 0  
Total pre-event cancellations (includes guest): 3  
Total survey percentage returned: 86%

Level of real estate experience:  
86% of students categorized themselves as beginners  
11% of students categorized themselves as intermediate  
.02% of students categorized themselves as experts

1. Unsatisfactory → Excellent  
1 5

**Averages**

- Quality of presentation 4.95
- Relevance of topics covered 4.97
- Usefulness of information 4.95

*Noteworthy comments:*

- “Fantastic seminar! Chris’ knowledge and presentation skills are excellent”
- “Staff was fantastic. Chris is a superb leader and mentor”

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TU 48526

Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Chris Goff 4.93

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Christy Duckett 5.00

1. The attendees listed the following with regards to areas for improvement:

- “Smaller classes and more time for Q & A”
- “A working lunch”
- “Have a workbook of written out examples so that we can do homework and have the opportunity to really allow these techniques to simmer”
- “Lunch together so that we can network”
- “Limit the number of questions allowed to be asked”
- “Give homework each night”
- “Practice more in groups”
- “Provide more detailed examples in the workbook”
- “Have a bigger table/more space to work at”
- “More case study interaction”
- “Number the appendix pages...this will cut down the frustration of always trying to find the right page”
- “Have better organization and cut down the time on searching for stuff”
- “A Table of Contents for Manual”
- “Handouts on running the numbers”
- “More details on owner financing”
- “More breakout sessions”
- “Make the binders smaller and easier to carry”
- “Provide better climate control”
- “Focus on one subject at a time”
- “More case studies”

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TU 48527

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:

- “Marketing”
- “Negotiation”
- “Spotting deals”
- “Special seminar on marketing real estate business”
- “Role play regarding calling a prospect including prospects saying ok to your option offer”
- “Structuring multiple deals/offers around properties”
- “More details on owner financing”
- “Property management”
- “Current game plan from a beginner’s point of view”

3. When asked if they would attend another Trump U. seminar, **100%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **100%** responded yes.

6. When asked how Trump U. could help meet student’s goals, their response included:

- “After 20 years in this business and with the current market condition, I need new direction. Trump U has given me the kick start and knowledge to see a new bright future. I am accustomed to a certain lifestyle and I believe this knowledge will help me keep it”
- “I would have liked to have waited to meet with my mentor after I took all the seminars. I would have been better educated to make a decision in what areas to start my business.
- “Provide more mentors at retreats for one on one decision making”
- “Keep offering classes! Education/knowledge is power!”
- “We were urged to do our 3 days with our mentor ASAP. I feel it would have been more beneficial to wait until we completed all 4 seminars. This is our 2<sup>nd</sup> seminar”
- “The book I received during this seminar is so resourceful and I loved the layout of it”
- “Provide materials in reference format-the powerpoint presentation don’t stand along for this purpose”
- “Put as many forms as possible online for easy use”

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TU 48528



### Survey Analysis

Quick Turn Retreat

Chris Goff

Compiled by Trisha McCarthy

New York, NY  
December 5-7, 2008  
Speaker: Chris Goff  
Coordinators: Christy Duckett

### Results

Survey Returns: 44  
Total registered (includes guests): 56  
Total attendees (includes guests): 51  
Total no-shows (includes guests): 5  
Total refunds (includes guest): 0  
Total pre-event cancellations (includes guest): 3  
Total survey percentage returned: 86%

Level of real estate experience:  
86% of students categorized themselves as beginners  
11% of students categorized themselves as intermediate  
.02% of students categorized themselves as experts

1. Unsatisfactory → Excellent  
1 5

#### **Averages**

- Quality of presentation 4.95
- Relevance of topics covered 4.97
- Usefulness of information 4.95

#### *Noteworthy comments:*

- “Fantastic seminar! Chris’ knowledge and presentation skills are excellent”
- “Staff was fantastic. Chris is a superb leader and mentor”

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Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Chris Goff 4.93

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Christy Duckett 5.00

1. The attendees listed the following with regards to areas for improvement:

- “Smaller classes and more time for Q & A”
- “A working lunch”
- “Have a workbook of written out examples so that we can do homework and have the opportunity to really allow these techniques to simmer”
- “Lunch together so that we can network”
- “Limit the number of questions allowed to be asked”
- “Give homework each night”
- “Practice more in groups”
- “Provide more detailed examples in the workbook”
- “Have a bigger table/more space to work at”
- “More case study interaction”
- “Number the appendix pages...this will cut down the frustration of always trying to find the right page”
- “Have better organization and cut down the time on searching for stuff”
- “A Table of Contents for Manual”
- “Handouts on running the numbers”
- “More details on owner financing”
- “More breakout sessions”
- “Make the binders smaller and easier to carry”
- “Provide better climate control”
- “Focus on one subject at a time”
- “More case studies”

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2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:

- “Marketing”
- “Negotiation”
- “Spotting deals”
- “Special seminar on marketing real estate business”
- “Role play regarding calling a prospect including prospects saying ok to your option offer”
- “Structuring multiple deals/offers around properties”
- “More details on owner financing”
- “Property management”
- “Current game plan from a beginner’s point of view”

3. When asked if they would attend another Trump U. seminar, **100%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **100%** responded yes.

6. When asked how Trump U. could help meet student’s goals, their response included:

- “After 20 years in this business and with the current market condition, I need new direction. Trump U has given me the kick start and knowledge to see a new bright future. I am accustomed to a certain lifestyle and I believe this knowledge will help me keep it”
- “I would have liked to have waited to meet with my mentor after I took all the seminars. I would have been better educated to make a decision in what areas to start my business.
- “Provide more mentors at retreats for one on one decision making”
- “Keep offering classes! Education/knowledge is power!”
- “We were urged to do our 3 days with our mentor ASAP. I feel it would have been more beneficial to wait until we completed all 4 seminars. This is our 2<sup>nd</sup> seminar”
- “The book I received during this seminar is so resourceful and I loved the layout of it”
- “Provide materials in reference format-the powerpoint presentation don’t stand along for this purpose”
- “Put as many forms as possible online for easy use”

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TU 48531

**Survey Analysis**

Fast Track to Foreclosure Training

James Harris

Compiled by Trisha McCarthy

San Diego, CA

Dec 12-14, 2008

Coordinators: Scott Leitzell, Ryan Lotman, Gillian Birnie and Tiffany Brinkman

**Results**

Survey Returns: 22

Total registered (includes guests):36

Total attendees (includes guests): 34

Total no-shows (includes guests): 7

Total refunds (includes guest): 1

Total pre-event cancellations (includes guest): 2

Total survey percentage returned: 64%

Level of real estate experience:

59 % of students categorized themselves as beginners

36% of students categorized themselves as intermediate

.04 % of students categorized themselves as experts

1. Unsatisfactory →Excellent

1

5

**Averages**

- Quality of presentation 4.90
- Relevance of topics covered 4.90
- Usefulness of information 4.90

*Noteworthy comments:*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1

5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.90

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Scott Leitzell 4.86
- Gillian Birnie 4.81
- Ryan Lotman 4.90
- Tiffany Brinkman 4.90

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TU 48532

1. The attendees listed the following with regards to areas for improvement:

- “Shorter lunch breaks” 3 people
- “Please ask people that have a ton of questions to meet your staff after the session”
- “Have lunch earlier”
- “Please teach slower”
- “Take more breaks”
- “Take us through paperwork a little more in depth. Scott did a great job with that”
- “Don’t give assignments for lunch time, I need a break after listening to my mentor, James for the previous 3 hours”
- “I would like to see a more progressive step by step system. Like a day in the life of a buy/sell”

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U.

- “Developing multi-unit property from the ground up, land, design, build, sell or rent”
- “Being a beginner, I felt you guys covered a lot”

3. When asked if they would attend another Trump U. seminar, **100%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **100%** responded yes.

6. When asked how Trump U. could help meet student’s goals, their response included:

- “By being patient and available when we need help which will probably be often.”
- “More information on V.A. foreclosures”
- “Provide background and process info to help me get involved in RE Investment”
- “My wife and I signed up for the seminar and because of the quality and content we also signed up for the Gold membership. We both were so impressed by the information. Thank you all”
- “More time to absorb the information given in the course before”
- “Continue to give access to the materials and people that we can use to propel our business”

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TU 48533

### Survey Analysis

Asset Protection Workshop

Tim Berry

Compiled by Trisha McCarthy

New York, NY

December 13, 2008

Coordinators: Denise Ong and Hugh O'Donnell

### Results

Survey Returns: 63

Total registered (includes guests): 276

Total attendees (includes guests): 76

Total no-shows (includes guests): 195

Total refunds (includes guest): 0

Total pre-event cancellations (includes guest): 5

Total survey percentage returned: 82.8%

Level of real estate experience:

77 % of students categorized themselves as beginners

22% of students categorized themselves as intermediate

0 % of students categorized themselves as experts

1. Unsatisfactory →Excellent

1

5

#### **Averages**

- Quality of presentation 4.79
- Relevance of topics covered 4.32
- Usefulness of information 4.41

*Noteworthy comments:*

*-“Tim Berry is fantastic”*

*-“One of the best Trump seminars I've attended. Tim really goes in depth about the topics and is very eager to take questions as we go along which helps to clarify immediate questions. Great presentation!”*

*-“Good orientation...stimulated interest”*

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TU 48534

Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Tim Berry 4.50

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Hugh O'Donnell 4.39
- Denise Ong 4.53

1. The attendees listed the following with regards to areas for improvement:
  - “The slides for the workshop in a book would be nice because the slides go by so fast and we it’s taking a long time to write”
  - “Questions are great but way too many”
  - “Do not jump from topic to topic; finish one, then start another”
  - “Include a book about hybrid trust”
  - “Have a booklet available so students will not have to do a lot of writing”
  - “Slow down. Everything seemed rush”
  - “Be less turning to the audience with questions”
  - “Larger projection”
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:
  - “Present a list of options first so we can pick a topic”
  - “About taxes and continue with this one”
  - “Dealing with current economic climate”
  - “Obtaining and selling real estate for no money down”
  - “Lease options”
  - “Investing in real estate and planning for retirement”
  - “Commercial real estate”
  - “Family trust”
  - “Short sales”
  
3. When asked if they would attend another Trump U. seminar, **100%** responded yes.
  
4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.
  
5. When asked how Trump U. could help meet student’s goals, their response included:
  - “Trump University explains hot to make money in real estate and protects from making serious business mistakes”
  - “Have more 101 type classes for beginners”
  - “ The seminars are becoming more enlightening or it is the accumulation of both oral and written information...”
  - “Give a previous email or call to prepare for the purchase of some of the package offers”
  - “Tip of the hat to Trump University, you have started me off...which I am grateful”

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TU 48535

### Survey Analysis

Fast Track to Foreclosure Training

James Harris

Compiled by Trisha McCarthy

Phoenix, AZ

Dec 19-21, 2008

Coordinators: Cory Lignell, Ryan Lotman and Tiffany Brinkman

### Results

Survey Returns: 51

Total registered (includes guests):88

Total attendees (includes guests): 72

Total no-shows (includes guests): 13

Total refunds (includes guest): 7

Total pre-event cancellations (includes guest): 3

Total survey percentage returned: 70%

Level of real estate experience:

76 % of students categorized themselves as beginners

17 % of students categorized themselves as intermediate

.05 % of students categorized themselves as experts

1. Unsatisfactory →Excellent

1

5

#### **Averages**

- Quality of presentation 4.39
- Relevance of topics covered 4.29
- Usefulness of information 4.29

#### *Noteworthy comments:*

-“So pleased with all of the new information and friends”

-“I’ve been teaching at a community college for 9 years. James is a phenomenal instructor. His subject knowledge, energy level and technique are awesome. I’m going to be using some of his instructional methods to my classes”

-“Very professional and committed staff! Great Job!”

#### Trump U. Team Averages

2. Unsatisfactory →Excellent

1

5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.88

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

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TU 48536



- Cory Lignell 4.72
- Ray Lotman 4.76
- Tiffany Brinkman 4.80

1. The attendees listed the following with regards to areas for improvement:

- “Limit the amount of questions being asked my students”
- “More timely breaks and have lunch on time” 5 people
- “Have the one-on-ones be more thorough”
- “Cover more details on certain types of real estate transactions”
- “Would have been better if the groups were smaller”
- “Be more detailed for us beginners”
- “Be more in depth on contract writing/fill in the blanks”
- “Need to be better structured and follow the timeline given”
- “The room was very cold” 4 people
- “Offer a location closer to food so there’s enough time to eat”
- “More time spend on phone calls, learn how to respond to different people”

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:

- “More phone conversations”
- “Commercial real estate” 9 people
- “Tax Liens”
- “Improving credit”
- “Dealing with Banks and Short Sale guidelines”
- “Tax strategies on earned income”
- “Foreign exchange market”

3. When asked if they would attend another Trump U. seminar, **100%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **100%** responded yes.

6. When asked how Trump U. could help meet student’s goals, their response included:

- “Broader market class availability”
- “Have the topics covered recorded on video and available to the class on the website after the workshop”
- “Direct me to sources of funding”
- “By teaching how to truly do a real estate transaction and do them the right way so we don’t lose money and make it a win-win situation for all parties”
- “Give guidance to get started and have the best chance to be successful. I would still like to discuss personal goals and know if I’m on the right track”

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TU 48537

## Survey Analysis

Fast Track to Foreclosure Training

Steve Goff

Compiled by Trisha McCarthy

Riverside, CA

Dec 19-21, 2008

Coordinators: Mike Hinson, Christy Duckett and Susan Morrison

## Results

Survey Returns:

Total registered (includes guests):

Total attendees (includes guests):

Total no-shows (includes guests):

Total refunds (includes guest):

Total pre-event cancellations (includes guest):

Total survey percentage returned: %

Level of real estate experience:

76 % of students categorized themselves as beginners

17 % of students categorized themselves as intermediate

.05 % of students categorized themselves as experts

1. Unsatisfactory →Excellent

1

5

**Averages**

- Quality of presentation
- Relevance of topics covered
- Usefulness of information

*Noteworthy comments:*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1

5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Steve Goff

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

CONFIDENTIAL

TU 48538

*Answering questions*

- Mike Hinson
- Christy Duckett
- Susan Morrison

1. The attendees listed the following with regards to areas for improvement:
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U. in the future, their response includes:
  
3. When asked if they would attend another Trump U. seminar, **100%** responded yes.
  
4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.
  
5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **100%** responded yes.
  
6. When asked how Trump U. could help meet student's goals, their response included:

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TU 48539

**Survey Analysis**

Fast Track to Foreclosure Training

Steve Goff

Compiled by Trisha McCarthy

San Diego, CA

Dec 19-21, 2008

Coordinators: Mike Hinson, Christy Duckett, Susan Morrison

**Results**

Survey Returns: 29

Total registered (includes guests):53

Total attendees (includes guests): 50

Total no-shows (includes guests): 8

Total refunds (includes guest): 4

Total pre-event cancellations (includes guest): 3

Total survey percentage returned: 58%

Level of real estate experience:

82 % of students categorized themselves as beginners

13% of students categorized themselves as intermediate

.03 % of students categorized themselves as experts

1. Unsatisfactory →Excellent

1

5

**Averages**

- Quality of presentation 5.00
- Relevance of topics covered 4.93
- Usefulness of information 4.93

*Noteworthy comments:*

-“ The interesting part is that I already feel like a family member thanks to Steve, Christy, Susan and Michael”

-“Such a great staff! Everyone helped and left nothing unanswered”

Trump U. Team Averages

2. Unsatisfactory →Excellent

1

5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Steve Goff 5.00

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Mike Hinson 4.96
- Christy Duckett 5.00
- Susan Morrison 4.96

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1. The attendees listed the following with regards to areas for improvement:

- “I saw an improvement with this meeting from the first one I attended in January 2008”
- “An extra day there would have helped cover all of the material” 2 people
- “Need the room to be more comfortable...too cold”
- “Please discuss more on what forms to use”
- “I loved the visual aids and the group work”
- “Give more handouts”
- “A little more time doing hands on drills (practice offers)”

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U.

- “You covered everything and it was a great experience”
- “More student participation”
- “Legal related to real estate”

3. When asked if they would attend another Trump U. seminar, **100%** responded yes.

4. When asked if they would recommend Trump U. to a friend, **100%** responded yes.

5. When asked if they had the opportunity to meet with a Trump U. team member for a one on one to discuss personal goals, **100%** responded yes.

6. When asked how Trump U. could help meet student's goals, their response included:

- “Just opening the door for me to attend and the mentorship will help me to achieve my goals and dreams”
- “It gave me the courage to pursue a career in Real Estate Investing”
- “It will help me to make moves on my real estate investments”
- “By providing more classes in Southern California with Steve Goff teaching”
- “Thank you! This helped me to get started on making deals”

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TU 48541

### Survey Analysis

Creative Financing Retreat

Gerald Martin

Compiled by Denise O. Ong

New York, NY  
January 16-18, 2009  
Sales Coordinator/s: Sean Lindsey  
Program Coordinator: Denise Ong

### Results

Survey Returns: 45  
Total registered (includes guests): 61  
Total attendees (includes guests): 50  
Total no-shows (includes guests): 7  
Total refunds (includes guest): 0  
Total pre-event cancellations (includes guest): 4  
Total survey percentage returned: 90%

Level of real estate experience:  
64 % of students categorized themselves as beginners  
24% of students categorized themselves as intermediate  
2% of students categorized themselves as experts  
8% of students did not specify

1. Unsatisfactory →Excellent  
1 5

#### **Averages**

- Quality of presentation 4.86
- Relevance of topics covered 4.88
- Usefulness of information 4.91

#### *Noteworthy comments:*

*"Fantastic!" - Ralph Catapano*

*"A++" - (name unknown)*

*"(Sean is) very friendly and a wealth of information."*

*"Gerald, Denise and Sean were a great team." -Marilyn D'Angelo*

*"Of the 3 speakers (sic), Gerald has the finest approach to the overall needs that I require to get going. Very easy to understand and his low pressure or low-key sales pitch for the mentor program was welcome. From the start, we were interested in the mentor program but the cost and extremely high sales pitch approach by James almost prevented us from participating. I can understand the need to get us to pull the trigger and spend the 35k however the speed with which it was pitched was much too fast for many to get a real benefit. I have been through enough of the trainings to make calls and get signed contracts. I am now ready for the mentor program." - Vincent Falkowski*

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Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.91

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in answering questions*

- Sean Lindsey 4.79
- Denise Ong 4.82

1. The attendees listed the following with regard to areas for improvement:
  - "The printed material can use updating"
    - o "More thorough powerpoints so we don't need to write as much and be able to concentrate on verbal presentation"
  - "Help with commercial creative financing"
  - "Conduct the class more often"
  - "More time is needed for this seminar"
  - "More live cold calls"
  - "Combine summary of all techniques covered"
  - "PAY FOR PM CAFFEINE!!! Don't nickel and dime me (us) on this stuff"
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Seminar on structuring deals"
  - "Interactive deal with shop – everyone goes home with at least one deal"
  - "Filling out the contract with explanation of verbage"
  - "Full retreat on note brokering"
  - "We were taught lease option with credit toward purchase at last seminar (Quick Turn with Chris Goff) and (was) taught not to give credit at this one"
    - o "Perhaps more consistency – one instructor says one thing, another says the opposite, it gets confusing."
  - "Role-playing"
  - "Provide a precise diagram of what forms are needed for each transaction"
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked how Trump U could help meet students' goals, their responses included:
  - "Wish you told us to hold off on mentor until we went thru several seminars"
  - "Communicate that doing 3-day mentorship before you attend Quick Turn and Creative Financing is *not* a good idea"
  - "Advise on deals until we are experts"
  - "Continuing advisor and mentoring over a lengthy period of time (We don't know if there is a time period with the advisors)"
  - "Allow students to audit the seminar"

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-“Have it at Trump hotels”  
-“Make the experience less about the money; Donald Trump doesn’t really need more.  
Mae the program more about the student...The full program should also include access  
to all Trump University materials, including the webinars.”

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TU 48544



## Survey Analysis

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Los Angeles, CA

January 16-18, 2009

Sales Coordinator/s: Scott Leitzell, Tad Lignell, Ryan Lotman

Program Coordinator: Tiffany Brinkman

## Results

Survey Returns: 56

Total registered (includes guests): 114

Total attendees (includes guests): 77

Total no-shows (includes guests):

Total refunds (includes guest): 0

Total pre-event cancellations (includes guest): 18

Total survey percentage returned: 73%

Level of real estate experience:

64 % of students categorized themselves as beginners

24% of students categorized themselves as intermediate

2% of students categorized themselves as experts

8% of students did not specify

1. Unsatisfactory → Excellent

1

5

### Averages

- Quality of presentation 4.75
- Relevance of topics covered 4.76
- Usefulness of information 4.75

*Noteworthy comments:*

*"Awesome speaker!...Everyone was so nice, thoughtful, caring." –Debbie Morga*

*"(James is) very entertaining, great energy, loads of knowledge but sometimes too fast." –*

*Mandana Marino*

*"The materials handed out were simple and useful. The seminar gave me a basic understanding of the subject and opened the door to thinking about real estate in a different way than I previously had." –(unknown)*

*"Your team was great with 'In-Your-Face' knowledge. They really made you think and go out of the box." –Veneta Watkins*

*"Scott & James were very helpful and sensitive to our financial situation and gave some very helpful advice towards purchasing a property so that we won't have to be renters." –(unknown)*

*"Awesome, trustworthy group of individuals. I felt like family after the program was done." –Kristy Morgan*

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TU 48545

*"It looks like the system in place is 99 ½ on. You make it work...It is perfect. P.S. Scott and Tiffany really helped take James to another level." –Alfonso Zendejas III*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.85

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Scott Leitzell 4.88
- Tad Lignell 4.81
- Ryan Lotman 4.77
- Tiffany Brinkman 4.71

1. The attendees listed the following with regard to areas for improvement:
  - "More audience participation in situational scenarios"
  - "Hand out books in the beginning; ask you to bring post-it tabs so you can track"
  - "Quit slamming the mentor thing and don't treat the people that can't afford it like losers"
  - "More substance on Day 1: I talked with two other students who were also considering dropping the course based on Day 1"
  - "The material could have been covered in less time. The 'motivational' aspect took too much time."
  - "...would like more content."
  - "Website for finding properties was not activated and could not check during seminar weekend. Otherwise, very informative and useful (and entertaining for the 3 full days!)."
  - "More printed material. Presentation matching presentation as much as possible. A little less digression."
  - "Bring in actual reps from various (companies) experts in preconstruction, hard money lenders, etc."
  - "Cover a little more on communicating (sic) with sellers and buyers"
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Wealth creation"
  - "LLC set-up in detail"
  - "Rehab-specific seminar"
  - "Taxations on each deal"
  
3. When asked if they would attend another Trump U seminar, **98%** responded **Yes**.
  
4. When asked if they would recommend Trump U to a friend, **98%** said **Yes**.

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5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-ones and discuss their personal goals, **97%** responded **Yes**.
  
6. When asked how Trump U could help meet students' goals, their responses included:
  - “Allow payment plans or take fee after first deal after mentorship, etc.”
  - “Offer low pricing on the one-on-one mentoring. Instead, make it 5-10 people in Vegas for lower and more affordable fees for people who are from a lower income level.”
  - “Provide a source for reliable ‘power-team’ people.”
  - “Would like to see some short, half-day or day classes that walk you thru (sic) making your personal financial statements, wills, trusts, etc.”
  - “Show more ways to use OPM for deals. Better explanations of dealing on the phone.”
  - “Have a more creative financing for further programs, discounts for continuing and helping guide with more interaction the field someone might be better suited for.”

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- Chris Goff 4.74
- Susan Morrison 4.74

1. The attendees listed the following with regard to areas for improvement:

Presentation issues:

- "Seminar good, however, continue coffee through the afternoon so students stay awake."  
(No name)
  - o "Coffee in the afternoon." (Su-Fen Lu)
  - o "A little snack with the coffee." (Corry Slot)
  - o "Keep the coffee available all day." (John Callaway)
- "Reveal the price of the mentor program sooner." (Joyce Rothacker)
  - o "Let people know upfront that this is a limited seminar and that the mentor will cost \$35,000." (Diane Yoder)
  - o "Make us aware of the cost of the mentorship early enough to opt out of the entire program." (Greg Roberts)
- "Less talk about the mentorship." (No name)
- "Phone/microphone." (Flor Cedillo)
- "Make it more affordable." (Victor Chaidez)
- "More live phone calls." (No name)
- "More information on start up offers." (Celina Bautrago-Steger)
- "Test phone equipment ahead of time in order to save time when making live calls." (No name)
- "Lower subject matter to better fit 3 days." (No name)
- "I would like to see actual deal examples from our region." (No name)

Student issues:

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:

- "Role playing between speaker and attendees." (No name)
- "How to get the money to afford the mentor." (Diane Yoder)
- "Commercial properties/asset protection." (Flor Cedillo)
  - o "More commercial property." (No name)
- "Show the internet about the program." (Su-Fen Lu)
- "The DVD or CD that shows you where the foreclosures are." (Corry Slot)
- "Contracts." (Onesimo Trevino)
- "Chapter II Bankruptcies." (No name)
- "Tax liens." (No name)
- "Quick turning/creative financing." (Matthew Loe)
  - o "Quick turns/creative financing." (Glenda White)

3. When asked if they would attend another Trump U seminar, **97%** responded **Yes**.

- The remaining 3 percent represents 1 person who left this blank.

4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.

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5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **83%** said **Yes**.
  - The remaining 17 percent represents 6 people who answered "No". They provided the following explanations:
    - "I was not there Saturday." (Diane Beaumont)
    - "I asked to visit with them and no one did." (No name)
  
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Keep promise of support and handholding during startup." (Joyce Rothacker)
  - "Help us through the first four deals to be a success." (Diane Yoder)
  - "Come to Houston more often and give me Steve Goff as a mentor." (Flor Cedillo)
  - "Help me put everything together to formulate a plan." (Spencer Peterson)
  - "By giving me the information I need to be successful." (A.G. Eastman)
  - "By giving me information on how to buy real estate." (Victor Chaidez)
  - "Make the mentorship more available and less costly." (No name)
  - "The package for gold membership is somewhat elevated." (Cecila Bailtrago-Steger)
    - "Abbreviated mentorship program." (Diane Beaumont)
  - "To make money and offers." (No name)
  - "I am sure Chris will get me started in the right direction. I look forward to getting started." (David Uhlenhop)
  - "Answer my calls when I need help." (No name)

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### Survey Analysis

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Miami, FL

February 6-8, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman

Program Coordinator: Tiffany Brinkman

### Results

Survey Returns: 58

Total registered (includes guests):

Total attendees (includes guests): 80

Total no-shows (includes guests):

Total refunds (includes guest):

Total pre-event cancellations (includes guest):

Total survey percentage returned: 73%

Level of real estate experience:

66% of students categorized themselves as beginners

19% of students categorized themselves as intermediate

3% of students categorized themselves as experts

12% declined to specify

1. Unsatisfactory →Excellent

1

5

#### **Averages**

- Quality of presentation 4.54
- Relevance of topics covered 4.65
- Usefulness of information 4.61

*Noteworthy comments:*

*"The seminar leaves you in a positive mental state." –Harold Doe*

*"Empowering, informative and inspirational." –Orlando Sierra*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1

5

#### Instructor

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*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.78

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Cory Lignell 4.67
- Ryan Lotman 4.72
- Tiffany Brinkman 4.64

1. The attendees listed the following with regard to areas for improvement:
  - "Cover exercises (cash offer, lease option & owner finance) more frequently, not just last day;"
  - "More assignments that Ryan did at the end of the third day (on making offers);"
  - "Worksheets to practice doing deals/offers;"
    - o "More scenarios with numbers"
    - o "Provide lease option to purchase forms"
  - "Some of the screen shots were a bit hard to see. Could be bigger font in presentation;"
  - "I would also liked to have had some role-playing like with my neighbor, ie. He plays the buyer, seller, private money and I practice the language;"
  - "Tell people to hold their questions until after the topic section;"
  - "Slow down when teaching;"
  - "Be more forward and truthful about the mentorship from the beginning;"
    - o All fees should be disclosed up front."
  - "Extend one more day;"
  - "To make sure that the instructor recognizes (sic) lunch time. The hotel restaurant closed at 2 PM and some of us did not get to eat. Some of us had to eat something;"
  - "Begin and end exactly when you say. If it needs to be longer than 6 on a day, say so ahead of time;"
  - "Need to focus on the Spanish speakers, too;"
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Set up networking teams in class;"
  - "Pre-construction;"
  - "Property management pitfalls and solutions;"
  - "How to clear up your past/present credit to allow you to broaden your investment potential;"
3. When asked if they would attend another Trump U seminar, **96%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **96%** said **Yes**.
5. When asked how Trump U could help meet students' goals, their responses included:
  - "Reducing the prices;"

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- "For those who are in (their) 50's can't speed write anymore or take in info as fast. Please make a DVD of these teaching investment (sic) classes and offer (to) us to buy;"
- "Please give us private money lenders that we can make money for and will now make us profitable real estate investors;"
- "Be available for questions;"
- "Create an investor job database;"
- "Coach, follow-up on a bi-weekly basis via phone, e-mail."

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**Survey Analysis**

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Atlanta, GA

February 13-15, 2009

Sales Coordinator/s: Scott Leitzell, Ryan Lotman

Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 34

Total attendees (includes guests): 42

Total survey percentage returned: 81%

Level of real estate experience:

53% of students categorized themselves as beginners

29% of students categorized themselves as intermediate

6% of students categorized themselves as experts

12% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.55
- Relevance of topics covered 4.88
- Usefulness of information 4.79

*Noteworthy comments:*

*"My wife and I and our 7 children will be forever grateful. This has changed my life forever!!!" – Perry Benard*

*"Excellent presenters!" – David Gilbert*

*"I know a lot of what was discussed but I was happy about picking up on several ideas in several areas.*

*Thanks for getting me to think differently and creatively again." – Bob Ulich*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.94

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Staff

Based upon level of friendliness, professionalism, approachability, and helpfulness in answering questions

- Scott Leitzell 4.85
- Ryan Lotman 4.88
- Tiffany Brinkman 4.71

1. The attendees listed the following with regard to areas for improvement:
  - "Increase the time;"
  - "Drop the rates...just a bit, so that the not so poor can receive the help that is much needed;"
  - "Have DVD available for review each day; have digital copies of the manual and handouts;"
  - "Temperature in the room, too cold;"
  - "End class earlier (just a tad) to enable student to physically fid properties for the next day's discussion"
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Focus on one or two strategies based on 12-month goals such as REO flips; perhaps separate into groups to get focused training;"
    - o "Break into groups at some point during the workshop to focus on what (the) target market (is) interested in"
  - "Focus on how to break down walls of resistance and staying focused after seminar;"
  - "More role-plays and participation with multiple individuals;"
  - "Details on how to fill out forms/documents;"
  - "Leasing commercial properties;"
  - "Fair housing laws, real estate laws and ethics;"
  - "I believe the Wealth Preservation and Creative Financing retreats will be beneficial. I'd like to see smaller 'modules' in those areas taught via webinar or powerpoint at a reduced financial expense and time commitment;"
  
3. When asked if they would attend another Trump U seminar, **96%** responded **Yes**.
  
4. When asked if they would recommend Trump U to a friend, **96%** said **Yes**.
  
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-ones and discuss their personal goals, % said **Yes**.
  
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Our mentor should have worked with us on deals we could do. All we did was look at REO's for 2 days and made no offers. It was great info but we didn't have the money to do REO's."
  - "Mentor students on a deal \$25k realized then all would sign up for \$35k;"
    - o "Have an interim program for those who are motivated and will do whatever it takes but need the \$35k – maybe a challenge (30 days to complete) with the

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understanding that completing the challenge will produce the \$35k for the Gold Elite program”

- “If the mentorship program provided a 1<sup>st</sup>-deal assistance with the initial information materials”
- “Power team – names and numbers;”
- “Trump University would help me tremendously if I were allowed to be able to have a personal mentor to help me with my first deal. I am able to pay for some of the things offered in the Gold Elite Program. I have money to invest in the pre-construction and was very disappointed when I found out that was only offered if you joined the Gold Elite. I signed up for the seminar because I really want to improve my life and my financial situation.”

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**Survey Analysis**

Fast Track to Foreclosure Investing

Steve Goff

Compiled by Denise O. Ong

Boston, MA

February 13-15, 2009

Sales Coordinator/s: Chris Goff, Michael Hinson

Program Coordinator: Susan Morrison

**Results**

Survey Returns: 39

Total attendees (includes guests): 40

Total survey percentage returned: 98%

Level of real estate experience:

73% of students categorized themselves as beginners

18% of students categorized themselves as intermediate

6% of students categorized themselves as experts

3% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.84
- Relevance of topics covered 4.70
- Usefulness of information 4.74

*Noteworthy comments:*

*"Trump U will help me meet my goals when I begin future courses. This weekend was well worth the cost, and the team made everyone feel empowered, regardless if they purchased additional classes, which I plan to do." – Diane Welch "and/or assigns"*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Steve Goff 4.74

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

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*Answering questions*

- Chris Goff 4.95
- Michael Hinson 4.87
- Susan Morrison 4.92

1. The attendees listed the following with regard to areas for improvement:
  - "More time spent on phone calls;"
  - "Do more examples of seller/buyer scenarios; (instructor) spent more time making live phone calls;"
  - "Try to enforce a specific question/answer period. Through no fault of Steve, Chris or Michael, they were interrupted often with questions and comments;"
    - o "Keep the stupid questions to a minimum. No fault to the instructors."
  - "Printed examples of offers;"
    - o "Printed examples to be saved for reference, i.e. lease option and owner finance"
  - "Address current foreclosure laws in our area and tailor instruction to meet these laws;"
    - o "Knowledge of Northeast market."
  - "Smaller groups;"
  - "I think it should have (sic) been explained better before the 3-day class that if you didn't sign up for the mentor, you did not have anyone to call for questions, only e-mails;"
    - o "Help people to get financing. Tell them if their credit sucks they can't get a mentor. Someone should be able to answer live questions for \$1495."
  - "Include (sic) a real estate attorney from that state who specializes in these types of transactions and closings;"
  - "More use of video that illustrates various scenarios;"
  - "Let Chris and Michael speak longer;"
  - "I would like more details on the contract, maybe filling one out together. I felt like just the tip of the subjects were being addressed;"
  - "Not all real estate agents are useless;"
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Building relationships with private/hard money lenders;"
  - "Understanding P & S agreements and step-by-step to contracts;"
  - "Property management or developing a property management company;"
  - "More phone calls made to prospective sellers;"
  - "More specifics on where to find the money and how to specifically approach investors through role-playing;"
  - "Buying properties at clearing house auctions;"
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked how Trump U could help meet students' goals, their responses included:

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- "Financing on the classes. Offering the extend (?) year is very helpful for me. I learn by exposing myself to the real world and (sic) having the opportunity to ask questions. I've attended other seminars and I need to express that Steve kept my attention;"
- "I would have liked more options available to be able to set up payment options for mentoring program. But we will use what we learned to wholesale some properties and then use those funds for the mentor program;"
- "Could you give more thought to having retreats in the Northeast?"

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### Survey Analysis

Profit from Real Estate Investing

Kevin Shortle

Compiled by Travis C. Knight

Amarillo, TX  
February 14-16, 2009  
Sales Coordinator/s: Mike Biglane  
Program Coordinator/s: Christy Duckett

### Results

Survey Returns: 6

Total attendees (includes guests):

Total survey percentage returned:

Level of real estate experience:

67% of students categorized themselves as beginners

33% of students categorized themselves as intermediate

0% of students categorized themselves as experts

0% of students did not answer this question

*Noteworthy Comments:*

“

1. Unsatisfactory →Excellent

1                          5

**Averages**

- Quality of presentation                          5.00
- Relevance of topics covered                          5.00
- Usefulness of information                          5.00

Trump U Team Averages

2. Unsatisfactory →Excellent

1                          5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Kevin Shortle    5.00

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Mike Biglane    5.00
- Christy Duckett    5.00

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- Gary Graham 4.72
- Tiffany Brinkman 4.81

1. The attendees listed the following with regard to areas for improvement:  
Presentation issues:
  - "More time for one-on-one." (Nisar Chand)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - (No responses)
3. When asked if they would attend another Trump U seminar, **83%** responded **Yes**.
  - The remaining 17 percent represents 1 person who did not respond.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Better 'know how'" (Nisar Chand)
  - "Keep doing what you're doing." (Lori Chand)
  - "Attend additional training." (Virginia McMahan)

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**Survey Analysis**

Fast Track to Foreclosure Investing

Steve Goff

Compiled by Denise O. Ong

Baltimore, MD

February 20-22, 2009

Sales Coordinator/s: Chris Lombardo, Michael Hinson

Program Coordinator: Christy Duckett

**Results**

Survey Returns: 31

Total attendees (includes guests): 33

Total survey percentage returned: 94%

Level of real estate experience:

62% of students categorized themselves as beginners

23% of students categorized themselves as intermediate

10% of students categorized themselves as experts

3% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.65
- Relevance of topics covered 4.77
- Usefulness of information 4.77

*Noteworthy comments:*

*"Steve Goff is awesome! Great mind and heart." – Tony Arnold*

*"I appreciate the Trump U great detailed and dynamic automated internet system." – T. Cain*

*"Steve, Chris, Mike and Christy were very clear and did a great job." – Chris Wenzl*

*"Steve Goff is a dynamite presenter!" – E. Hoptiale*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Steve Goff 4.74

**Staff**

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TU 48568

*Based upon level of friendliness, professionalism, approachability, and helpfulness in answering questions*

- Chris Lombardo 4.85
- Michael Hinson 4.77
- Christy Duckett 4.98

1. The attendees listed the following with regard to areas for improvement:
  - "More on foreclosures;"
  - "The concepts were new to me therefore, if more examples could be demonstrated in the manual;"
  - "Be more focused in plowing through the material consistently. I felt like too much was left for the last day;"
  - "Do not be afraid to say what price the Gold program is upfront because it keeps up to the truth and upfront attitude -> we felt that it was worth it;" (Lillian Ridgely)
  - "Not as repetitious;"
  - "Organize the presenter's examples so attendees can concentrate and not spend time copying presenter's examples;"
    - o "Better explanation of the graphs and profits."
  - "Spend more time on Q&A;"
  - "Not only about making the deals but more on how to find the investors to close;"
  - "Tell Steve to stop saying 'Hello?'"
  - "Spend less time pitching people ways to give you more money and more on the 211-page manual;"
  - "Spread out over a few more days to give mind time to rest, take it in and generate questions;"
  - "Some fresh fruit, muffins with coffee."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Home repair costs; free resources on web – team players, handyman, etc.;"
    - o "Contacting investors for funding."
  - "More examples of steps A to Z of how to do different options;"
  - "How to buy tax lien properties;"
  - "Variety uses of software, how to put together presentations, etc.;"
  - "Commercial financing;"
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **10%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Lower mentorship costs so people could afford it;"

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- "Lower the cost of the mentorship or finance. Most people who came are here because they are in financial (sic) straits."
- "Get your mentorship payment options out of the box, give people the chance to pay for a part of the program through the deals they make during the 3 days with their mentor."
- "Answer your phone;" (Teresa Crawley)
  - "Should I have any questions, please allow me to call the 1-800 number at any time to get some help."
- "Be available when I call on them for help;"
- "Have help available via phone for 'rush' deals, advise, etc.;"
- "Split deals 60 (Trump)-40 (me) for mentors;"
- "Follow up on progress of students;"
- "Move my age back 20 years! Need time to absorb how to put some of it into action since I'm used to the way agents do it." (Nancy Miller)

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**Survey Analysis**

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Tampa, FL

February 20-22, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman

Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 36

Total attendees (includes guests): 42

Total survey percentage returned: 86%

Level of real estate experience:

71% of students categorized themselves as beginners

22% of students categorized themselves as intermediate

2% of students categorized themselves as experts

5% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.38
- Relevance of topics covered 4.42
- Usefulness of information 4.44

*Noteworthy comments:*

*"Superb!" – Jason Scott*

*"Thanks to the Donald and his team! Great job!" – James Newkirk, Sr.*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.58

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

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- Cory Lignell 4.51
- Ryan Lotman 4.48
- Tiffany Brinkman 4.58

1. The attendees listed the following with regard to areas for improvement:
  - "I would suggest you walk the student through some of the math aspects of the making an offer;"
  - "Include in the manuals a couple of scenarios for each: cash offers, lease options and short sales. Talking is on-the-spot knowledge but reading reinforces your memory and knowledge;"
  - "Week session;"
  - "Better timing on breaks; sales pitch presented upfront;"
    - o "I was under the impressions we would have access to a mentor until the 2<sup>nd</sup> day when the package was presented, maybe be more upfront about that."
  - "Break down the offers a little more, some more basics from start to finish;"
  - "The video presentation for the mentor program was subpar;"
  - "A little more raw, real world numbers;"
  - "Pull people out and do role-playing with that person. Have them do offers in front of you. Focus on getting them that first deal in the 3 days. If that happens, they will have the profits to go forward. Focus on finding properties first day. Let them leave early enough to go find them. Not when it is dark. Second day could be to focus on good leads. The reason they would become a 'part of the family' would be because you have proven that it's real and that there is so much more to learn. No doubt there is more to learn whether you have gotten your first deal or not!!"
  - "More help with calculations, number-crunching;"
    - o "Better examples with real-life numbers."
  - "Have forms already in binder that was not included in the original packet;"
  - "Cover all material in a more positive, less intimidating fashion;"
  - "If possible, have the mentor they are promoting stop by the class, especially for 25k;"
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "International real estate investment;"
  - "Extensive commercial investing since it isn't based on my credit;"
  - "Include a video of Donald Trump at some point during the seminar. Include a short session called 'A Day In The Life of a Full-Time Real Estate Investor' with several deals."
  - "My weakness is real estate math – perhaps some more worksheets to practice structuring."
3. When asked if they would attend another Trump U seminar, **96%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **96%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, said **Yes**.

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6. When asked how Trump U could help meet students' goals, their responses included:
- "Make seminar more affordable or more flexible to pay it;"
  - "Excellent training and coaching and being available;"
  - "Trump University can help me meet my goals by providing tactics to provide more money efficiently"
  - "Support: I have all the desire to succeed and will love to see this company help others or give them the opportunity by offering programs to help you make what you need to move forward and pay to have mentors;"
  - "Lower the package prices a bit and provide financing for those packages;"
  - "Get started in real estate investing. Hopefully be successful enough to remain self-employed. Help take care of my family;"
  - "Assistance with understanding deals and options and associated paperwork to ensure I'm on the right track, especially when starting out;"
  - "Phone coaching with monthly subscription that could be affordable to the average Joe;"
  - "Give a seminar in which you touch one single topic in detail and not vaguely or in a rushed manner;"

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TU 48573

### Survey Analysis

Profit from Real Estate Investing

Jim Fletcher

Compiled by Travis C. Knight

Dallas, TX

February 27-28, March 1, 2009

Sales Coordinator/s: Chris Goff, Michael Hinson

Program Coordinator/s: Susan Morrison

### Results

Survey Returns: 40

Total attendees (includes guests):

Total survey percentage returned:

Level of real estate experience:

73% students categorized themselves as beginners

18% students categorized themselves as intermediate

8% of students categorized themselves as experts

3% of students did not answer this question

*Noteworthy Comments:*

*"Chris and Susan made a good save on the final day. Listened, responded in a professional manner. Fortunate to have these guys on the Trump team." (Penny Camfield)*

*"Great start to a new career. Motivational and educational. Great group of teachers and helpers." (Kyle Bryan)*

1. Unsatisfactory →Excellent

1                      5

**Averages**

- Quality of presentation                      4.39
- Relevance of topics covered                4.41
- Usefulness of information                    4.41

Trump U Team Averages

2. Unsatisfactory →Excellent

1                      5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Jim Fletcher                                      4.30

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

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- Chris Goff 4.65
- Michael Hinson 4.78
- Susan Morrison 4.70

1. The attendees listed the following with regard to areas for improvement:

Presentation issues:

- "Speak about what was told at the seminar, some items were omitted. Some subjects went too far meaning out of context." (No name)
- "More practical samples." (John Uzoma)
- "More about the different financial options." (Robert Cactabiano)
- "Three days might be too long." (Jeff Grover)
- "Format structures were a bit disjointed. More actual teaching vs. overview." (No name)
- "Handout was too general. Better definitions on note pages would be a plus. Not too busy but should be a little more defined." (Dale Smeal)
- "Structure and consistency from Jim Fletcher. He needs to slow down." (No name)
- "Have separate sessions geared to beginners, intermediates and experts." (Gordon Collins)
- "Juice and muffin/donuts in AM." (Kyle Bryan)
- "Focus on each investment strategy individually and go over examples pertaining to each. Also, provide more practical action steps." (Angela Castillo)
- "Not everything was covered as promised. Lots of stories, some subjects were barely touched upon." (No name)
- "Cover more of the material in the book. We were side tracked by a lot of questions. I don't know if there were still 'meat and potatoes' topics we didn't cover." (Thomas Selvaggi)
- "Have all the contracts printed for the workbook so that we don't have to search for them." (Vik Powell)
- "Possibly more one on one time with students who would be willing to stay after class hours with questions." (Shantelle Selvaggi)
- "Hold seminar during the weekdays, maybe 1 day per weekend, not both." (Rik Powell)
- "Turn off or tone down music during breaks." (Susan Montagne)
- "I felt lost. Too much jumping around." (No name)
- "More offer procedures/details." (Bob Lindley)
  - o "I would prefer the presentation to match the handbook sequence. Info was random." (Raj Duff)
- "Alternative Saturday classes." (No name)
- "More coffee." (No name)
- "At least one tactic in deep. There was too many superficial staff." (No name)
- "I feel like too much time was spent trying to sell other programs. The course agenda wasn't followed and not all topics were reached. More time should have been on buy selling making offers." (Kim Craigmile)
- "Stick to program agenda." (Penny Camfield)
  - o "More structure, follow agenda." (Terri Williams)

Student issues:

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:

- "Separate packet of contract, complete with deeds. We should attempt to complete a house sale. Help me buy a home – a dream home." (John Uzoma)

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- "Actual case studies." (Jeff Singer)
    - o Instructors using some of their real world examples on each topic." (Dale Smeal)
    - o "Actual hands on experience." (No name)
  - "What is actually promised." (No name)
  - "The quick turn retreat in middle part of the country and at a more reasonable price range." (Kyle Bryan)
  - "More on ways to get others money to use and how to use your own credit but not tie up your credit." (Shantelle Selvaggi)
  - "Looking forward to wealth preservation seminar in the near future." (Susanna Montagne)
  - "Tax liens." (Rubert Montagne)
  - "A text based book to accompany the handbook." (Raj Duff)
  - "Provide a demo of the foreclosure online tool. Take a tour of the Trump website to highlight all the tools available there." (No name)
  - "Buying, selling, making offers, etc. and less on setting up your business." (Kim Craigmile)
3. When asked if they would attend another Trump U seminar, **85%** responded **Yes**.
- The remaining 15% consisted of 6 people who did not respond.
4. When asked if they would recommend Trump U to a friend, **85%** said **Yes**.
- The remaining 15% consisted of 6 people. 5 did not respond and 1 answered "No."
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **78%** said **Yes**.
- The remaining 22% consisted of 4 "No's" and 5 did not answer."
- Those who responded "No" and answered why stated:
- o "For the money the course costs, everyone should receive a one on one." (Roberta Smeal)
6. When asked how Trump U could help meet students' goals, their responses included:
- "To lower or give a deeper discount to the gold package or any package." (No name)
  - "Without having a mentor – help me through a deal." (Carol Carpenter)
    - o "Someone who I can ask questions when I have them." (James Lowry)
    - o "Continued support and education." (Angela Castillo)
  - "Help me establish my business and pay off my home." (John Uzoma)
  - "Continued online support." (Jeff Grover)
  - "I'm considering another training at this time." (No name)
  - "We have purchased foreclosure software and will be using immediately. Stay in touch." (Dale Smeal)
  - "As a beginner, go through Goff's 10 basic steps at the beginning of the seminar." (Gordon Collins)
  - "Better income, more time with my family." (Thomas Selvaggi)
  - "Improved online information, since our initial class is much more useful." (Susan Montagne)
  - "Bring retreats to Dallas. Lower the costs of the classes." (No name)
  - "Stay on point rather than get side-tracked. Most of the group was left out. Felt like he was trying to be helpful but a lot of information was skipped over."

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**Survey Analysis**

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Orange County, CA

March 6-8, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman

Program Coordinator: Gillian Birnie

**Results**

Survey Returns: 43

Total attendees (includes guests): 45

Total survey percentage returned: 93%

Level of real estate experience:

49% of students categorized themselves as beginners

44% of students categorized themselves as intermediate

2% of students categorized themselves as experts

5% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.90
- Relevance of topics covered 4.79
- Usefulness of information 4.72

*Noteworthy comments:*

*"You guys are solid! I have committed to Trump U and a mentor. I believe that I will know more and learn more in the next year than any other year of my life." – Rice Stone*

*"Without TU, I'd not have (sic) a prayer." – Jo Carol Balderama*

*"The seminar was amazing!" – Eli Meza*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.93

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

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*Answering questions*

- Ryan Lotman 4.79
- Cory Lignell 4.74
- Gilian Birnie 4.81

1. The attendees listed the following with regard to areas for improvement:
  - "Follow through on the 1-on-1 promise – I was never approached on this;"
  - "Less emphasis on mentor program – it detracted from professionalism;"
  - "Need to pass microphone on questions so everyone benefits;"
    - o "Mr. Harris also was not very tolerant of questions. He knows and has a passion for this business which is 'phenomenal.' He needs to stay on task but still seem sincere in delivering (sic) to the students."
  - "Make mentors more available to Premium members;"
  - "List of all contracts used in each type of deal;"
  - "Would like the lectures to follow the written material more closely;"
  - "Slower pace; tell up front what Gold membership costs;"
    - o "Give more affordable payments for programs."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Spend more time on commercial financing and hard money sources;"
  - "More real life (sic) examples;"
  - "Mortgage loans;"
  - "Tax liens;"
  - "Tax shelters;"
  - "Detail steps on subject transactions;"
  - "More specific handouts."
3. When asked if they would attend another Trump U seminar, **99%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **98%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump Univeristy Team Member for their one-on-one and discuss their personal goals, **93%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Access to private lenders. Mentor program."

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### Survey Analysis

Fast Track to Foreclosure Investing

Gerald Martin

Compiled by Denise O. Ong

Seattle, WA

March 6-8, 2009

Sales Coordinator/s: Mike Biglane, Damian Pell

Program Coordinator: Susan Morrison

### Results

Survey Returns: 32

Total attendees (includes guests): 38

Total survey percentage returned: 84%

Level of real estate experience:

69% of students categorized themselves as beginners

28% of students categorized themselves as intermediate

0% of students categorized themselves as experts

3% declined to specify

1. Unsatisfactory → Excellent

1 5

#### **Averages**

- Quality of presentation 4.59
- Relevance of topics covered 4.59
- Usefulness of information 4.44

*Noteworthy comments:*

*"Topics were excellent." – (Name Unknown)*

Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.56

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Mike Biglane 4.71

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- Damian Pell 4.40
- Susan Morrison 4.81

1. The attendees listed the following with regard to areas for improvement:
  - "Let people know that this is an ongoing training at the intro; Not tell me that everyone would have a deal after 3-day – tell me instead that everyone would have a deal after 3 days;"
    - o "More clarity about what will be covered in the seminar. For example, there will be additional education one will have to receive in order to really apply Trump U Real Estate principles. Also, I was under the impression Gerald was going to make a call on behalf of all students."
  - "A lot of the information that was presented verbally was not covered in the book;"
  - "More nuts and bolts, and less time selling the course;"
  - "Printed step-by-step 'cookbook-style'; too much unnecessary note-taking;"
    - o "Of the nuts and bolts, spell it out in the notebook."
  - "Provide more 1-on-1 time without missing sections of the seminar;"
  - "It looks like you could use a minimum (but significant) level of proof-reading on your written material (forms, etc.);"
  - "More of the actual phone-calling time;"
  - "Financing options for future education with Trump U;"
  - "Talk slower;"
  - "At points, I wasn't sure if it was a 'self-help' get pumped or a 'How-To' seminar."
  - "Location for the seminar was too far from downtown;"
  - "Turn off the airconditioner. It was miserably cold. Very hard to concentrate."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Quick turn was not covered; foreclosure was the class but was lightly covered;"
  - "More time on each of the steps *after* you get agreement on the deal. What happens next?"
    - o "Documentation and correct completion of forms."
  - "I would like to see a stand-alone seminar for the Incorporate Your Own Business. Not in a package;"
3. When asked if they would attend another Trump U seminar, **96%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **96%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "I would like a 'pay-by-the-hour' mentor as opposed to a Bronze/Silver/Gold program. Times are hard and the risk is pretty high to pay 35k even though the return is great;"

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- "Make available a pay-as-you-need consulting = when we need help with a deal, we call and pay X Amount for X Minutes of consulting/mentoring/coaching.
- "Be responsive to my questions. Get back to me quickly and advise me on my problems/questions;"
- "Providing printed 'cookbook-style' information, much of the information will not be retained because of note-taking;"
- "More West Coast seminars;"

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### Survey Analysis

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

New York, NY

March 13-15, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman

Program Coordinator: Tiffany Brinkman

### Results

Survey Returns: 44

Total attendees (includes guests): 88

Total survey percentage returned: 50%

Level of real estate experience:

71% of students categorized themselves as beginners

18% of students categorized themselves as intermediate

0% of students categorized themselves as experts

11% declined to specify

1. Unsatisfactory → Excellent

1 5

#### **Averages**

- Quality of presentation 4.25
- Relevance of topics covered 4.20
- Usefulness of information 4.05

*Noteworthy comments:*

*"Push me, shove me, kick me, mentor me, motivate me, encourage me, include me!" – Daniel Dennehy*

*"I'm getting a mentor and feeling very optimistic about learning and becoming a very creative and successful Real Estate Investor." – Toni D'Andrea*

Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.77

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

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*Answering questions*

- Ryan Lotman 4.75
- Cory Lignell 4.71
- Tiffany Brinkman 4.77

1. The attendees listed the following with regard to areas for improvement:
  - "Less borderline-"moonie" stuff on Trump "family" and dependency of the loser audience (Jack);"
  - "Provide more ways for financing, especially for people with little or no credit, and damaged credit;"
  - "More walk-through's of deals start to finish;"
  - "LLC explanation needs to be covered in more detail;"
  - "Cover less or pick one or two approaches and give all info needed;"
    - o "More content and less filler; workbook that follows the speaker (or vice versa) so we can spend less time scribbling and more time listening."
  - "Tell us about the extra cost for Gold package beforehand;"
    - o "Stop pushing the Gold package so hard."
  - "Editing of presentation slides – typos, etc.; printouts of all slides included in workbook;"
  - "More practice deals; more Boston seminars;"
    - o "More examples done by students, not at last minute."
  - "Maybe an additional day because of the extensive information;"
    - o "Possibly consolidating it into two days instead of three."
  - "Use a hotel with hot water, paper towels;"
    - o "Tell the hotel to get some more water!!!"
  - "Keep it on time;"
    - o "Timely lunches. Possibly a slower pace."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Legal entities and structures;"
  - "Children's financial education;"
  - "Creative financing;"
    - o "More detail on creative financing on this one; way too much hard sell, really (but you do it really well."
  - "Wholesaling – quick money when one needs it;"
  - "Running numbers."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **98%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **94%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:

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- "I require the know-how and financial help to close deals. Hopefully, I can at least recoup my investment in Trump University;"
- "Lower the price of the mentorship program;"
- "By not making my financials such a barrier of communication. Big experts seem to not want to talk to me because of my cash limitation (Marie Jerome – *also did not meet with TU team member for 1-on-1*);"
- "Helping with financing our first deal until we can sail on our own to the next deal;"
- "I'm hoping my questions will be answered in a way that will empower me to take the next step."

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**Survey Analysis**

Fast Track to Foreclosure Investing

Gerald Martin

Compiled by Denise O. Ong

Chicago, IL

March 27-29, 2009

Sales Coordinator/s: Mike Biglane, Damian Pell

Program Coordinator: Christy Duckett

**Results**

Survey Returns: 20

Total attendees (includes guests): 25

Total survey percentage returned: 80%

Level of real estate experience:

55% of students categorized themselves as beginners

40% of students categorized themselves as intermediate

5% of students categorized themselves as experts

0% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.80
- Relevance of topics covered 4.70
- Usefulness of information 4.92

*Noteworthy comments:*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.75

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Damian Pell 4.61

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- Mike Biglane 4.61
- Christy Duckett 4.92

1. The attendees listed the following with regard to areas for improvement:
  - "More financing info from banks;"
  - "Spend more time on strategies and processes than on the stories (the stories are good, they just take a disproportionate amount of time)
    - o "Slow down a little; give more steps;"
    - o "Less about life philosophies and upselling;"
    - o "Less pop-psychology; we are motivated and want to learn strategies."
  - "The seminar was so condensed, I suggest to increase days to 4 or 5;"
  - "Setting strategies as a beginning investor;"
  - "Demonstrating in real time on how to close deals and generate profit, instead of just performing real-time calls;"
  - "At the short 90-minute seminar, give more transparency to the progression of fees that will apply. It was a disappointing surprise."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Commercial real estate;"
    - o "Examples of business plans for commercial properties."
    - o "All paperwork and step-by-step actions needed for success."
  - "Put case studies in writing;"
  - "More process documentation that would help with recall later;"
  - "More detail on the lease option agreement;"
  - "Role-playing variety of situations;"
  - "Live (sic) examples of everything;"
    - o "At least 1 live full process or example on a specific subject."
  - "Stocks and bonds."
3. When asked if they would attend another Trump U seminar, **99%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **99%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **99%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Providing the information to act and get results. I'd love to do the coaching but money's an issue." (Neal Brown)
  - "Help poorer people hit a deal in order for them to deduct the payment. The training option fees were so high."
  - "Show me the value of all the benefits that were sold to me: website, audit future sessions (where are they?), realty website (where is it?)." (Michael Pisarcik)

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- "Develop a plan of action for \$34,000."
- "Provide one-on-one coaching service on developing strategies to generate immense wealth."

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**Survey Analysis**

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Riverside, CA  
March 27-29, 2009  
Sales Coordinator/s: Cory Lignell, Ryan Lotman  
Program Coordinator: Gillian Birnie

**Results**

Survey Returns: 47  
Total attendees (includes guests): 52  
Total survey percentage returned: 90%

Level of real estate experience:  
62% of students categorized themselves as beginners  
19% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
19% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.81
- Relevance of topics covered 4.83
- Usefulness of information 4.79

*Noteworthy comments:*

*"Please make more time for James to make calls on properties. It was very instructive!" – Kevin Govea*

- *"The phone call method of talking with FSBO was a great tool and motivation; more of that is good." – Myron Williams*

*"The entire weekend was awesome with a ton of amazing topics and help! Thank You!" – Christopher J. Reed*

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.91

**Staff**

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*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Cory Lignell 4.74
- Ryan Lotman 4.78
- Gillian Birnie 4.73

1. The attendees listed the following with regard to areas for improvement:
  - "The seminar as a whole is very well-structured and easy to understand. However, once the presentation for the Gold Elite Package was shown, it was like the whole manner of the course changes to a sales pitch. The whole idea of a field mentorship sells itself. If I had or could get the money, would do it myself." (Josh Sutton)
  - "Go direct to mentor program, for people who qualify;"
  - "Smaller group sessions; more one-on-one;"
  - "Maybe in the future, slow it down for the entire class so that there is not a lot of time wasted on irrelevant questions;"
  - "DVD's;"
  - "Hand out the forms for the lease option contracts;"
  - "Lower the cost of the retreats and the packages;"
  - "The air-conditioning was cold."
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "The whole structure of the program is great. But I would like to have more time spent on actual techniques such as ways to approach private money lenders versus spending time on 5-year plans where we "could" make the money;"
  - "Web topics like details on what to include on your business website;"
  - "Commercial and multi-family;"
  - "Short sales;"
  - "Buy-and-hold investments;"
  - "Equity sharing."
  
3. When asked if they would attend another Trump U seminar, **96%** responded **Yes**.
  
4. When asked if they would recommend Trump U to a friend, **96%** said **Yes**.
  
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, said **Yes**.
  
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Please make DealSource available to Elite Gold Members as part of that package."
    - o "I was surprised the DealSource was not included in the Elite Gold package. Please consider adding to the 'family' package." (Debbie Govea)
  - "It would have been helpful if someone would have met a few minutes with our team as a whole. The conversations in the back of the room were distracting." (Annabel Mize)

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- "It would help if there were some kind of financing option. It would show that you really stand behind your program."
- "Online example on how to fill out forms."
- "Give more of the homework before the 3-day seminar so we are prepared."
- "Provide the structure of a system that I need."
- "Help with at least one deal after the completion of the course."
- "Maintain the "family" attitude and really be there for me and my father when we call."

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**Survey Analysis**

Investor Launch Pad 2009: Tax Liens

Steve Clements

Compiled by Denise O. Ong

Washington, DC  
March 27-29, 2009  
Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 32  
Total attendees (includes guests): 50  
Total survey percentage returned: 64%

Level of real estate experience:  
50% of students categorized themselves as beginners  
28% of students categorized themselves as intermediate  
6% of students categorized themselves as experts  
16% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.75
- Relevance of topics covered 4.84
- Usefulness of information 4.72

*Noteworthy comments:*  
*"Clements was great!" – John McBride*

Trump U. Team Averages  
2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Steve Clements 4.84

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in  
Answering questions*

- Tiffany Brinkman 4.66

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1. The attendees listed the following with regard to areas for improvement:
  - "More slides/examples of PC's;"
  - "Fewer stories, more info – info was fine, just more of it;"
  - "Handouts of the various notes mentioned for research;"
  - "Serve coffee."
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - Asset protection for businesses;
  - "Real estate law;"
  - "How to start with almost no-money down. How to set it up between LLC, self-directed IRA, in which state to do..."
  - "Setting up businesses - business plan, financial plan, asset protection, business structure;"
  - "Finding private money."
  
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
  
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
  
5. When asked how Trump U could help meet students' goals, their responses included:
  - "Lower the price of the tax lien coaching course;"
  - "Bring sound judgment and reality into investment;"
  - "Offer continuing support (i.e. "help" desk)."

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**Survey Analysis**

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Denver, CO

April 3-5, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman

Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 27

Total attendees (includes guests): 34

Total survey percentage returned: 79%

Level of real estate experience:

59% of students categorized themselves as beginners

37% of students categorized themselves as intermediate

0% of students categorized themselves as experts

4% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.63
- Relevance of topics covered 4.74
- Usefulness of information 4.81

*Noteworthy comments:*

*"Great job! Learned a ton. Learned much more at this event than other events or boot camps. Price better for 3 days also. Everyone was very nice!" – Kim Wyatt*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.56

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

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- Ryan Lotman 4.59
- Cory Lignell 4.49
- Tiffany Brinkman 4.70

1. The attendees listed the following with regard to areas for improvement:
  - "A little more about the strategy and analysis of making an offer. Given your team's expertise, it would have been helpful to know in certain situations how you came up with an offering price;"
    - o "Spend less time on number-crunching (ie., "What if you do this/do that, you make X?") and take one clear-cut number-crunching lesson, ask if everybody understands it and move on to a clearer step-by-step how-to."
  - "Have more material in the manual with problem-solving for future reference. Too much time spent on selling the \$35,000 upgrade;"
  - "More offer/role-playing to work out figures; how to do difference in lease option vs. owner financing;"
  - "Slow down the presentation a bit;"
  - "The sale of future retreats seemed pushed, especially toward the end, seemed more about getting the sale of more retreats than anything;"
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Lease options;"
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **95%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "More 1-on-1;"
  - "I think Trump U is excellent for anyone desiring to get involved in real estate. As a current full-time real estate professional, there wasn't a whole lot that was 100% new, but you were able to clarify many things. I wish I felt more interest by the team in my long-term success without signing up for the mentorship program." (RD Trinidad)
  - "Needs a little more structure with the 1-on-1, nice to have a comfortable environment but just a little too loose."
  - "Somewhat disappointed in the 1-on-1, seemed more like a sale for future retreats." (Todd Resley)
  - "Make the cost of the mentor programs less expensive. Pay for the 3-day field mentorship separately from the retreats." (James Carroll)

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**Survey Analysis**

Quick Turn Retreat

Chris Goff

Compiled by Denise O. Ong

Orlando, FL  
April 3-5, 2009  
Program Coordinator: Susan Morrison

**Results**

Survey Returns: 54  
Total attendees (includes guests): 59  
Total survey percentage returned: 92%

Level of real estate experience:  
88% of students categorized themselves as beginners  
6% of students categorized themselves as intermediate  
2% of students categorized themselves as experts  
4% declined to specify

1. Unsatisfactory → Excellent  
1 5

**Averages**

- Quality of presentation 4.85
- Relevance of topics covered 4.94
- Usefulness of information 4.91

**Noteworthy comments:**

*"Susan is great! Very helpful, professional, friendly. BEST Trump employee I've met yet!" – Marcus Mullins*

*"I think the teaching by Chris Goff is very helpful. It gives me the confidence to move forward. Many tools were given to me – I need to utilize them now!" – Meera Ajodha*

*"This class and the training Chris provided was invaluable at clarifying the confusion that occurred in my mind about 3 days after the foreclosure (training). He presented the information in clear and easy-to-understand format... I consider this class the real foundation to get me started in this business. Thanks, Chris and Susan!" – Patrecia Geistfeld*

*"I really appreciate Chris staying and showing us how to make use of the Trump software after the seminar ended." – Chris Driscoll*

*"Dear Michael – This retreat restored my faith in Trump U. I look forward to my next retreat." – Milton Disser*

*"This seminar was extremely helpful to me. I came here with questions and all were answered with the paperwork and by Chris." – Shannen Foster*

*"If it was any better, I'd feel (that) I got it for free – worth every penny!" – Sylvia Lindley*

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*"Chris was very thorough and knowledgeable. He taught at a good and clear pace. He stayed on track and focused the course. I appreciated his experience and the time spent attending." – Bill Place*  
*"Follow-up calls from a Trump rep have been beneficial. It helps with the focus." – Bernie O'Rourke*

Trump U. Team Averages

2. Unsatisfactory → Excellent  
1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Chris Goff 4.92

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Susan Morrison 4.96

1. The attendees listed the following with regard to areas for improvement:
  - "Emphasize more on owner financing and the process for retailing deals and hard money lenders for those of us interested in these fields;"
  - "Have the contracts separated out with distinctive notation on them as to each option to use it;"
  - "A copy of the daily agenda for participants, as opposed to just on-screen briefly; 'hard copies' of marketing pieces for guidance;"
  - "Would like to see even more examples and a little less reading of material already presented in book;"
  - "As a Premium Member, I feel that attempting to sell me Chris Goff's CD & study guide should be included;"
    - o "I would (also) like to be able to repeat the seminar at little or no additional cost."
  - "Coffee service was great. Parking discount tickets was greatly appreciated. As usual a warmer room would be great;"
  - "Vocal variety;"
  - "Schedule earlier Sunday ending for return flights home."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "State-specific one-day classes; networking; actual case analysis;"
  - "Equity sharing. More emphasis on wholesaling and lease options."
  - "How to raise more money with private lenders and angel investors like Dave Lindahl (?) is doing;"
  - "Tax lien certificates;"
  - "How about a regional half-day seminar with Mr. Trump speaking to us?"
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.

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5. When asked how Trump U could help meet students' goals, their responses included:

- "Continue to offer classes that lead to future success;"
- "Keep in touch with us even after the training;"
  - o "Keep mentor available – Chris Goff has been mine for troubles in future."
  - o "Mentor to help on as-needed basis rather than using 3 days at one time."
- "We got turned off when Chris began telling us about extra assistance for us that was new to the program and then telling us it would cost \$795. We feel we have paid enough." (Steve & Barbara Kellner)
  - o "Offer CD's with all seminars and include cost with Premium Package cost."
- "Maybe 1-on-1 time to discuss each individual's goals to determine the best plan of action."

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TU 48597

**Survey Analysis**

Fast Track to Foreclosure Investing

Gerald Martin

Compiled by Denise O. Ong

San Antonio, TX

April 4-6, 2009

Sales Coordinator/s: Chris Lombardo, Sean Lindsey

Program Coordinator: Christy Duckett

**Results**

Survey Returns: 14

Total attendees (includes guests): 21

Total survey percentage returned: 67%

Level of real estate experience:

36% of students categorized themselves as beginners

57% of students categorized themselves as intermediate

0% of students categorized themselves as experts

7% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.79
- Relevance of topics covered 4.79
- Usefulness of information 4.79

*Noteworthy comments:*

*"Whole team was quite professional. Been through several other program and very helpful and true asset to the Trump Organization!" – S. Arnold*

*"Gerald was most concise and very specific on what one needs to do with each topic covered. Continued success to him!" – Rosie Rivera*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 5.00

**Staff**

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*Based upon level of friendliness, professionalism, approachability, and helpfulness in answering questions*

- Chris Lombardo 4.86
- Damian Pell 4.86
- Christy Duckett 4.92

1. The attendees listed the following with regard to areas for improvement:
  - "Too much of a sales pitch! Provide more details about how to actually make money focusing on the pre-foreclosure and foreclosure process. I still don't know how to actually do the paperwork to acquire foreclosures;"
    - o "To concentrate on one topic; touched on many aspects of the business. If doing a seminar like this one, it would feel that the \$1500 invested would be valuable if one topic was emphasized and taught thoroughly." (Alicia Mendez)
  - "Go slower to medium pace;"
  - "Small amount of snacks at breaks."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Tax liens;"
3. When asked if they would attend another Trump U seminar, **96%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **96%** said **Yes**.
  - "But will let them know that it is a general seminar or an introduction seminar." (Alicia Mendez)
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, said **Yes**.
  - "No one sat with me at my first Fast Track to Foreclosure Investing Training." – Rosie Rivera (audit)
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Have a 1-on-1 session before the class starts, this way you are focused on your goals. Review the Real Estate Breakthrough 09 with individuals."
  - "Teach me confidence in negotiation."

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**Survey Analysis**

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Las Vegas, NV  
April 9-11, 2009  
Sales Coordinator/s: Cory Lignell, Ryan Lotman  
Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 31  
Total attendees (includes guests): 35  
Total survey percentage returned: 89%

Level of real estate experience:  
61% of students categorized themselves as beginners  
23% of students categorized themselves as intermediate  
6% of students categorized themselves as experts  
10% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.70
- Relevance of topics covered 4.87
- Usefulness of information 4.86

*Noteworthy comments:*

*"Thank you for this amazing weekend. God bless you guys!" – Pedro Holanda*

*"The experience was well worth any charge/payment... I will stick with the Winners." – (Name Unknown)*

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.94

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

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- Cory Lignell 4.77
- Ryan Lotman 4.84
- Tiffany Brinkman 4.68

1. The attendees listed the following with regard to areas for improvement:
  - "I think we should spend more time on each subject."
  - "Open up for more questions and answers. Be more patient, allowing questions to be asked. Take more control of the crowd."
    - o "Q&A time after each topic."
  - "Once you find out one's portfolio is zero, continue to treat them as though they are the most important person you've met. More patience; less talk of those who have less money than others. The idea was that you need NO money to make money!"
  - "More probate info."
  - "Spend less time discussing other seminars/retreats."
  - "More 1-on-1 and breakout sessions."
  - "Microphone could be 30% lower."
  - "Make the certificate a little more official with nicer 'gold' seal, like a university diploma."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Tax liens."
  - "Internet tools for setting up the business."
  - "How to create a power team."
  - "Step-by-step: Find a deal, make an offer and close (role-playing and groups)."
  - "International real estate opportunities."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **99%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **99%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Personalized assistance to ensure the information learned is properly practiced."

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TU 48601

**Survey Analysis**

Fast Track to Foreclosure Investing

Gerald Martin

Compiled by Denise O. Ong

Sacramento, CA

April 9-11, 2009

Sales Coordinator/s: Mike Biglane, Damian Pell

Program Coordinator: Susan Morrison

**Results**

Survey Returns: 9

Total attendees (includes guests): 14

Total survey percentage returned: 64%

Level of real estate experience:

67% of students categorized themselves as beginners

33% of students categorized themselves as intermediate

0% of students categorized themselves as experts

0% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.89
- Relevance of topics covered 4.89
- Usefulness of information 4.89

*Noteworthy comments:*

*"It was great. Very informative." – Angie Saucedo*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 5.00

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Mike Biglane 5.00

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TU 48602

- Damian Pell 4.89
- Susan Morrison 4.77

1. The attendees listed the following with regard to areas for improvement:
  - "Provide packets on what would need to be included in a Lease Option/Seller Financing transaction;"
  - "Extend classes – or have more classes for the fee;"
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "LLC's."
  - "Opportunities or know how for investments in other countries."
  - "A bit more on how to fill out forms."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump Univeristy Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "These times are rough – financial goal settings would help. Maybe for this class a tutor for the (sic) first 2 deals or 2 months just so we could get hands-on with a deal."
  - "Make furthering my schooling with Trump U a little (sic) easier to attain by being more flexible on fees for Gold program. Overall, excellent experience."

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TU 48603

**Survey Analysis**

Commercial & Multi Family Real Estate Retreat

Omar Periu

Compiled by Denise O. Ong

New York, NY  
April 17-19, 2009  
Program Coordinator: Christy Duckett

**Results**

Survey Returns: 23  
Total attendees (includes guests): 30  
Total survey percentage returned: 77%

Level of real estate experience:  
48% of students categorized themselves as beginners  
39% of students categorized themselves as intermediate  
9% of students categorized themselves as experts  
4% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.74
- Relevance of topics covered 4.82
- Usefulness of information 4.74

***Noteworthy comments:***

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Omar Periu 4.87

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Christy Duckett 4.91

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1. The attendees listed the following with regard to areas for improvement:
  - "More focus on financing projects of this magnitude."
  - "Go over creative financing techniques for commercial properties, as well as ways to identify the best deals."
  - "Send out course material ahead of class so we can review and ask more questions."
  - "Use an overhead projector for the writing tablet."
    - o "Provide detailed example for future reference in the workbook."
  - "Seminars may include in-field coaching off the bat."
  - "Give the recording to every student; it's a useful tool for a later time. At the price of the seminar, it should have the recordings for free."
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "A seminar for more advanced investors who have been successful for many years and have big portfolios in commercial real estate."
  - "Specific training on securing private money and hard money."
  - "Mobile homes and parks. Property lease for corporate and government."
  
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
  
4. When asked if they would recommend Trump U to a friend, **96%** said **Yes**.
  - "As a seminar for people who are starting to invest in commercial real estate."
  
5. When asked how Trump U could help meet students' goals, their responses included:
  - "Provide more mentors in different fields of real estate in a package so that we can 'do-it-all' in a less period of time."

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TU 48605

**Survey Analysis**

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Houston, TX

April 17-19, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman

Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 39

Total attendees (includes guests): 43

Total survey percentage returned: 91%

Level of real estate experience:

71% of students categorized themselves as beginners

23% of students categorized themselves as intermediate

3% of students categorized themselves as experts

3% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.90
- Relevance of topics covered 4.82
- Usefulness of information 4.85

*Noteworthy comments:*

*"James Harris was phenomenal!" – Judith Brock-Mack*

○ *"He was excellent! Very dynamic and engaging." – Meera Ajodha*

*"I have been very pleasantly surprised by the extent of the content. I definitely want to learn more and stay with the Trump family. Thanks for your time." – Kathy Macnak*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.91

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

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TU 48606



*Answering questions*

- Cory Lignell 4.87
- Ryan Lotman 4.85
- Tiffany Brinkman 4.87

1. The attendees listed the following with regard to areas for improvement:
  - "Time management/lunch breaks."
  - "Do offer forms in media format (digital)."
  - "Expand the glossary. Some of the terms mentioned were not familiar."
  - "Role play between seller and a buyer. I want to see interaction on negotiation."
  - "Not so much time spent on things that are so basic."
  - "Give homework before starting seminar."
  - "Talk slower; allow more time for note-taking; perhaps add another half-day."
  - "Have date and location information for future training events available. Provide at end of session list of e-mail addresses but still allow to write during session."
  - "Maybe do a live person purchase a home and close the deal in person."
  - "More Q&A's during presentation to clarify issues."
  - "Time to sit with a trainer and call our own leads *after* trainer group demonstration."
  - "Correlating information with mentors at the back."
  - "Include copies of all contracts/memos and other pertinent information discussed in session."
  - "More in-depth coverage of structuring the deal."
  - "Better schedule around breaks/lunch. Set a break time of 2-3 minutes, move on at that time – people will learn to return."
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Lease options."
  - "Pre-pre foreclosure. Land trusts and triple trusts."
  - "More time on different ways to tie up properties and creative financing."
  - "More commercial."
  - "Financial planning. Estate planning."
  - "Raw land/new construction development for residential."
  - "More on married women doing RE deals without husbands having to back up financially."
  - "Access to hard money."
  - "Time for small groups to discuss learning from previous day's sessions."
  - "Show an actual closing (contracts and what to write on contracts)."
  - "Show us pictures or video clips of successful students who have achieved the goals. I want to see their actual checks and expensive items!"
  
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
  
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
  
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **95%** said **Yes**.

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TU 48607

6. When asked how Trump U could help meet students' goals, their responses included:
- "More talk about helping with goals (1-on-1)."
  - "Provide an LLC class after Fast Track to Foreclosure."
  - "Continued education, support, follow-up. Perhaps more communication – i.e., reminders of dates, times before seminars. An e-mail would be great."

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### Survey Analysis

Fast Track to Foreclosure Investing

Gerald Martin

Compiled by Denise O. Ong

Oakland, CA  
April 17-19, 2009  
Sales Coordinator/s: Mike Biglane  
Program Coordinator: Gillian Birnie

### Results

Survey Returns: 18  
Total attendees (includes guests): 22  
Total survey percentage returned: 82%

Level of real estate experience:  
66% of students categorized themselves as beginners  
28% of students categorized themselves as intermediate  
6% of students categorized themselves as experts  
0% declined to specify

1. Unsatisfactory →Excellent  
1 5

#### **Averages**

- Quality of presentation 4.89
- Relevance of topics covered 4.72
- Usefulness of information 4.72

#### *Noteworthy comments:*

*"The whole presentation was excellent! Gerald covered lots of information. I don't know what else he could have included."* – Lynette Wilson

*"Perfect!"* – Daniel Morales

#### Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 5.00

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

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TU 48609

*Answering questions*

- Mike Biglane 5.00
- Gillian Birnie 4.94

1. The attendees listed the following with regard to areas for improvement:
  - "More at-home exercises/practice."
  - "Spend time on how to fill out paperwork."
  - "We didn't finish quick turn real estate; put it before REO's."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "How to close deals on our own."
  - "Investors for exit strategy."
  - "Power of leverage. Internet marketing."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **99%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Motivating; encouraging mentors/coaches to stay in touch so I can focus on my goals by 'watch one, do one.'"
  - "By being available if I need additional information; have a question regarding a deal in progress and if I need someone else with years of experience."
  - "The commercial and quick turn real estate materials were not covered." (as presented in the Agenda)

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TU 48610

**Survey Analysis**

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Phoenix, AZ

April 24-26, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman, Jason Abeles (Training)

Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 22

Total attendees (includes guests): 25

Total survey percentage returned: 88%

Level of real estate experience:

50% of students categorized themselves as beginners

41% of students categorized themselves as intermediate

0% of students categorized themselves as experts

9% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.19
- Relevance of topics covered 4.57
- Usefulness of information 4.55

*Noteworthy comments:*

*"Great Team! James was great!" – Bryan Vasquez*

*"Thank you, Tiffany, for suggesting we bring a jacket." – Daniel Knutzen*

*"(James Harris) is off the chart!" – Kevin O'Connor*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.82

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

CONFIDENTIAL

TU 48767

*Answering questions*

- Ryan Lotman 4.77
- Cory Lignell 4.68
- Jason Abeles 4.62
- Tiffany Brinkman 4.55

1. The attendees listed the following with regard to areas for improvement:
  - "(On the last activity) It would have been more beneficial for me to have had 3 modes of offers show first (gone through the worksheet) before doing on own. There was really no explanation of the worksheet, only numbers were put on board without clarification."
  - "What might help is a step-by-step process with a checklist and script for a whole deal from search, offers, negotiations, documents needed with signatures, who to do work and when, etc."
  - "Cover less topics and concentrate on explaining offers and lease options in more detail."
  - "A little more in depth, step-by-step, or a mock sale from start to finish."
  - "Stay on the time scheduled."
    - o "Let us eat lunch at a reasonable time. It's hard to concentrate when you're hungry!"
  - "Slow the pace."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "More creative financing tips on no money down."
  - "With this market today – more short sales?"
  - "More depth of information using IRA funds for investment."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **95%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Lower the upfront \$35,000 price to \$5,000 now and \$30,000 out of the first deals made together." (Janie Sheppy)
  - "Teaching me financial independence."
  - "To help get a repeatable system in place for buying/making money on properties."

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TU 48768

**Survey Analysis**

Fast Track to Foreclosure Investing

Steve Goff

Compiled by Denise O. Ong

Washington, DC

April 24-26, 2009

Sales Coordinator/s: Tad Lignell, Michael Hinson

Program Coordinator: Susan Morrison

**Results**

Survey Returns: 15

Total attendees (includes guests): 17

Total survey percentage returned: 88%

Level of real estate experience:

86% of students categorized themselves as beginners

0% of students categorized themselves as intermediate

7% of students categorized themselves as experts

7% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.80
- Relevance of topics covered 4.87
- Usefulness of information 4.87

*Noteworthy comments:*

*"I personally think that you all did a great job of disclosing what information you could..." – Antonio Green*

*"This was a great seminar. Steve Goff and the entire team did an excellent job. I will recommend that (sic) my friends and family attend." – Lenard C. Noralez*

**Trump U. Team Averages**

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Steve Goff 4.73

**Staff**

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TU 48611

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Tad Lignell 4.80
- Michael Hinson 4.79
- Susan Morrison 4.93

1. The attendees listed the following with regard to areas for improvement:
  - "A little more group work."
  - "Clearer explanations and more details on topics covered."
  - "It's important for the instructors to talk about their personal experience but not 15-20 minutes long. It should keep the personal talk to a minimum."
  - "At times it seemed that track of information did not flow smoothly."
  - "Make slides easier to read. Maybe black marker vs. red."
  - "Have seminars in a more convenient location for free car parking."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Making offers on properties going to auction, and acquiring those properties."
  - "More on websites, where to find other investments such as military homes, sheriff sales, why a bail bondsman would help, obituaries and bankruptcy."
  - "Finding investor money."
  - "A little more motivation or personal development."
3. When asked if they would attend another Trump U seminar, **93%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **93%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "The mentoring program would be more beneficial if people could pay monthly, or sign a contract indicating that they would get all or half (depending on the deal) of the first deal to Trump University. There are a lot of people who would love to be in the mentoring program but just do not have the funds." (*Name Unknown*)
  - "Turn the temperature down a little (although I was warned about the temperature before attending)."

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TU 48612



### Survey Analysis

Creative Financing Retreat

Gerald Martin

Compiled by Denise O. Ong

Orlando, FL  
May 1-3, 2009  
Sales Coordinator: Damian Pell  
Program Coordinator: Gillian Birnie

### Results

Survey Returns: 25  
Total attendees (includes guests): 32  
Total survey percentage returned: 78%

Level of real estate experience:  
76% of students categorized themselves as beginners  
12% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
12% declined to specify

1. Unsatisfactory → Excellent  
1 5

#### **Averages**

- Quality of presentation 4.88
- Relevance of topics covered 4.92
- Usefulness of information 4.92

#### **Noteworthy comments:**

*"I could have left after the first hour on the first day and would have felt as though I received everything I paid for – the one distinction Gerald made in that first hour was worth the price of admission." – Milton Disser*

*"Gerald Martin is the Master Presenter! He takes his values and philosophies in life and applies them to real estate in a way that inspires and motivates me like no one else. I absolutely LOVE him!" – Sandi Peery*

*"Gerald was a perfect presenter, and Damian answered everybody's questions extremely well. Gillian was very great at coordinating all materials." – Brent Choi*

*"The information provided at this seminar was exactly what I needed RIGHT NOW. They helped me meet my goals of understanding what to do with a property and how to finance it. Between webinars, seminars and the website, my goals are being met. Thanks so much!" – Scott McDonald*

*"This seminar really opened my eyes. Thank you so much, Gerald. You are truly excellent!" – Irina Iudina*

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TU 48613

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.88

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Damian Pell 4.84
- Gillian Birnie 4.84

1. The attendees listed the following with regard to areas for improvement:
  - "Make all seminars mandatory PRIOR to mentorship." (Lisa & Steve Wenzloff)
  - "Have all handouts compiled at start with workbook. Offer lunch! More scenarios in small groups."
  - "Slides went faster than I could write and were not in packet. Note-buyer info should have been in packet."
  - "Go through contracts, line by line."
  - "Bring into the classes an outline detailing what the subject matter is about. Give examples, not just statement of fact."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Tax liens."
  - "Tax deeds and notes."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked how Trump U could help meet students' goals, their responses included:
  - "Longer-term mentor programs."
    - o "More detailed local mentor support."
  - "Allowing me to return to the same seminar with a slower-paced speaker who can cover the same examples at a slower pace and give step-by-step details."
  - "(To Staff) Return phone calls and answer e-mails when contact is initiated to get answers for my questions." (Carol Grynewicz)
  - "Keep posting new webinars and keep us current on new information."

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TU 48614

**Survey Analysis**

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Los Angeles, CA

May 1-3, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman

Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 61

Total attendees (includes guests): 74

Total survey percentage returned: 82%

Level of real estate experience:

64% of students categorized themselves as beginners

26% of students categorized themselves as intermediate

5% of students categorized themselves as experts

5% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.76
- Relevance of topics covered 4.80
- Usefulness of information 4.76

**Noteworthy comments:**

*"It has inspired me to take action! It feels great to be around people who are very successful for 3 days."*

*– (Name Unknown)*

*"I've learned many things in this 3-day workshop, but I know I still have more to learn and do with Trump University to meet my goals because I trust them." – Erika San Gabriel*

*"I truly enjoyed the 3-day seminar. It was great. You guys are all great motivators, very knowledgeable in real estate. I am very excited to start my road to becoming wealthy with you all." – Maryann Kazemi*

*"It was amazing!" – (Name Unknown)*

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

**Instructor**

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*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.83

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Ryan Lotman 4.71
- Cory Lignell 4.75
- Tiffany Brinkman 4.70

1. The attendees listed the following with regard to areas for improvement:
  - "Slower pace."
  - "More of a one-on-one for help with listings and leads. Everyone should have received help in gaining and obtaining money within properties."
  - "Ask the local mentors to come to the retreat so we can meet them."
  - "Printed workout sheets, examples of deals (with numbers)."
  - "A lot more cold calls live!"
  - "Everything was amazing but I suggest throwing in a lot more pictures in the presentations or maybe some videos showing real examples."
  - "Complete more forms together, walk through more deals and formulae (examples). Advise us of Elite commitment option during free seminar."
  - "Workbook to have more than just bullet points. More detailed information."
  - "Information was given way too fast; not enough time to absorb information."
  - "Hold the Q&A until the end."
  - "Earlier lunch."
    - o "A short break every 1.5 hours. Brain overload leads to lack of effectiveness past 4-hour point."
    - o "End on time!"
  - "We joined the Gold Elite group and were asked if we wanted a one-on-one at the very last minute!"
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "More help with the math, and put emphasis on helping clients with the math numbers and formulae."
  - "Loan modifications."
  - "Maybe breaking the topics up into separate seminars for wholesale, lease options, etc. BASIC mini-seminars."
  - "Go over bankruptcies."
  - "I wish that one-on-one coaching should include doing at least one deal 'guaranteed' to give good ROI on our investment."
  - "Joint venture in detail. Corporate deals."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **98%** said **Yes**.

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5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **94%** said **Yes**.
  - "Signed up but as of 6:30 Sunday it has not happened yet! Not acceptable!" (Sal Spinella)
  
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Make it less expensive, so that it could be more accessible to people and thus recommend it to more people."
    - "Offer financing. Felt terrible not being able to afford to join the family." (William Mandrell)
  - "Do the Gold Elite upsell at the end of the third day instead of the whole morning on Sunday."
  - "Publish books for these topics covered."
  - "Be available to answer questions when they arise or have challenges in the future."
  - "Be more available than they were for the one-on-one." (Mary Spinella)
  - "Provide a 1-hour/week or biweekly personal coach for a smaller fee so it's doable and affordable, rather than a boot camp such as the Elite."
  - "Creatively finance my Gold or Bronze Elite. Practice what you preach – Allow haggling. Allow creative financing. Allow negotiating prices and terms. Allow not paying retail! (aka #1 Rule in Real Estate)" (Kamran Jahangard)

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### Survey Analysis

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Palo Alto, CA

May 8-10, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman

Program Coordinator: Tiffany Brinkman

### Results

Survey Returns: 45

Total attendees (includes guests): 53

Total survey percentage returned: 85%

Level of real estate experience:

74% of students categorized themselves as beginners

11% of students categorized themselves as intermediate

4% of students categorized themselves as experts

11% declined to specify

1. Unsatisfactory → Excellent

1 5

#### **Averages**

- Quality of presentation 4.69
- Relevance of topics covered 4.77
- Usefulness of information 4.75

Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.93

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Ryan Lotman 4.79
- Cory Lignell 4.72
- Tiffany Brinkman 4.82

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1. The attendees listed the following with regard to areas for improvement:
  - "More examples (examples were good but sometimes went through quickly)."
    - o "Run more sample deals and explain them. In the exercises, discuss the pros/cons of the 3 offers in each situation."
    - o "Have us do more virtual offers."
  - "Spend more time on how to sell, find buyers. The 'buying' part has been extremely well covered."
  - "Provide Powerpoint presentation to those who join the Gold Elite."
  - "The last day ought to be more invigorating, faster-paced with more actual examples of how to figure out the 3 types of purchase options."
    - o "The information was presented too fast."
  - "More time for questions."
  - "Set breaks and lunch schedule."
  - "More coffee available."
  - "Make sure parking is taken care of."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Trusts and estate planning."
  - "Out-of-state rehabbing."
  - "Short sale."
  - "Asset protection."
  - "International real estate."
  - "More content-expert facilitated work."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **96%** said **Yes**.
  - "Yes, but was too short and too focused on joining Elite program. More time on recommending strategies could help more." (Name Unknown)
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Have a checklist on how to evaluate and find our power team."
  - "Arrange financing of some sort for the training."
  - "If you are confident enough, you should be able to do 50/40 or even 80/20 on the 1<sup>st</sup> deal that you help us to do and completely waive the enrollment fee. I'm actually willing to give 100% of my 1<sup>st</sup> deal if I am helped out. That way, you are proven (sic) to be the best & different in the field." (Eva Zheng)

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**Survey Analysis**

Fast Track to Foreclosure Investing

Steve Goff

Compiled by Denise O. Ong

Hartford, CT

May 15-17, 2009

Sales Coordinator/s: Chris Lombardo

Program Coordinator: Susan Morrison

**Results**

Survey Returns: 9

Total attendees (includes guests): 10

Total survey percentage returned: 90%

Level of real estate experience:

55% of students categorized themselves as beginners

33% of students categorized themselves as intermediate

0% of students categorized themselves as experts

11% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.94
- Relevance of topics covered 5.00
- Usefulness of information 5.00

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Steve Goff 5.00

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Chris Lombardo 5.00
- Christy Duckett 5.00

1. The attendees listed the following with regard to areas for improvement:

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- "Make it a 4-5 day seminar."
  - "Devote more time to the actual negotiation process and the recording process at the court house."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
    - "Commercial, flip (retail), short sale and REO's."
    - "Buyers list and how to create it."
    - "Tax liens and certificates."
    - "Setting up (my) business."
  3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
  4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
  5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **89%** said **Yes**.
  6. When asked how Trump U could help meet students' goals, their responses included:
    - "Updates on current market conditions and information on the internet."
    - "To stay in contact with me and follow-up to ensure I am doing my foot work to meet (my) goals."

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### Survey Analysis

Fast Track to Foreclosure Investing

Gerald Martin

Compiled by Denise O. Ong

Orange County, CA

May 15-17, 2009

Sales Coordinator/s: Mike Biglane, Damian Pell

Program Coordinator: Gillian Birnie

### Results

Survey Returns: 25

Total attendees (includes guests): 42

Total survey percentage returned: 60%

Level of real estate experience:

64% of students categorized themselves as beginners

24% of students categorized themselves as intermediate

4% of students categorized themselves as experts

8% declined to specify

1. Unsatisfactory → Excellent

1 5

#### **Averages**

- Quality of presentation 4.96
- Relevance of topics covered 4.76
- Usefulness of information 4.66

Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.92

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Mike Biglane 4.79
- Damian Pell 4.76
- Gillian Birnie 4.84

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1. The attendees listed the following with regard to areas for improvement:
  - "Less seller phoning (a little too long). Outline sheets of steps to each type of deal."
  - "More detail on how different deals can be structured (one or two examples with a flowchart)."
  - "A little more detail on exit strategies, what to do with a buyers list."
  - "Outline on how to file paperwork."
  - "Have some pre-printed examples on transparencies rather than taking the time to hand-write them."
  - "Wireless internet access."
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "More in-depth information about (the) foreclosure process."
  - "More on completion of deals."
  - "More on creative financing."
  - "Probate."
  - "Bird-dogging – starting from the ground up."
  - "More on promissory notes and factoring."
  
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
  
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
  
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **88%** said **Yes**.
  
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Take me to the point of securing deals."
  - "Need specifics on how-to's, and what not to do!"

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**Survey Analysis**

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Waltham, MA

May 22-24, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman

Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 46

Total attendees (includes guests): 59

Total survey percentage returned: 78%

Level of real estate experience:

71% of students categorized themselves as beginners

18% of students categorized themselves as intermediate

0% of students categorized themselves as experts

11% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.25
- Relevance of topics covered 4.20
- Usefulness of information 4.05

*Noteworthy comments:*

*"Push me, shove me, kick me, mentor me, motivate me, encourage me, include me!" – Daniel Dennehy*

*"I'm getting a mentor and feeling very optimistic about learning and becoming a very creative and successful Real Estate Investor." – Toni D'Andrea*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.77

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

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*Answering questions*

- Ryan Lotman 4.75
- Cory Lignell 4.71
- Tiffany Brinkman 4.77

1. The attendees listed the following with regard to areas for improvement:
  - "Less borderline-"moonie" stuff on Trump "family" and dependency of the loser audience (Jack);"
  - "Provide more ways for financing, especially for people with little or no credit, and damaged credit;"
  - "More walk-through's of deals start to finish;"
  - "LLC explanation needs to be covered in more detail;"
  - "Cover less or pick one or two approaches and give all info needed;"
    - o "More content and less filler; workbook that follows the speaker (or vice versa) so we can spend less time scribbling and more time listening."
  - "Tell us about the extra cost for Gold package beforehand;"
    - o "Stop pushing the Gold package so hard."
  - "Editing of presentation slides – typos, etc.; printouts of all slides included in workbook;"
  - "More practice deals; more Boston seminars;"
    - o "More examples done by students, not at last minute."
  - "Maybe an additional day because of the extensive information;"
    - o "Possibly consolidating it into two days instead of three."
  - "Use a hotel with hot water, paper towels;"
    - o "Tell the hotel to get some more water!!!"
  - "Keep it on time;"
    - o "Timely lunches. Possibly a slower pace."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Legal entities and structures;"
  - "Children's financial education;"
  - "Creative financing;"
    - o "More detail on creative financing on this one; way too much hard sell, really (but you do it really well."
  - "Wholesaling – quick money when one needs it;"
  - "Running numbers."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **98%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **94%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:

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- "I require the know-how and financial help to close deals. Hopefully, I can at least recoup my investment in Trump University;"
- "Lower the price of the mentorship program;"
- "By not making my financials such a barrier of communication. Big experts seem to not want to talk to me because of my cash limitation (Marie Jerome – *also did not meet with TU team member for 1-on-1*);"
- "Helping with financing our first deal until we can sail on our own to the next deal;"
- "I'm hoping my questions will be answered in a way that will empower me to take the next step."

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**Survey Analysis**

Fast Track to Foreclosure Investing

Steve Goff

Compiled by Denise O. Ong

Austin, TX  
May 29-31, 2009  
Sales Coordinator/s: Chris Goff  
Program Coordinator: Susan Morrison

**Results**

Survey Returns: 13  
Total attendees (includes guests): 18  
Total survey percentage returned: 72%

Level of real estate experience:  
58% of students categorized themselves as beginners  
31% of students categorized themselves as intermediate  
8% of students categorized themselves as experts  
3% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 5.00
- Relevance of topics covered 5.00
- Usefulness of information 5.00

***Noteworthy comments:***

For Steve Goff: *"Superb! Loved this 3-day event!"*

For Chris Goff: *"Great! I can't wait for the mentoring!"*

For Susan Morrison: *"Not any question she couldn't help with." – Richard Martindale*

*"All the material is superb!" – Walter Millican*

*"I thought the seminar was great as is!" – Fred Moses*

**Trump U. Team Averages**

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Steve Goff 5.00

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Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Chris Goff 4.92
- Susan Morrison 5.00

1. The attendees listed the following with regard to areas for improvement:
  - "More phone calls on the 'real-life' deals."
  - "Add 1 more day!"
  - "Allow students to practice 1 or 2 times with the calling technique with other classmates."
  - "In cities that commonly have seminars, having a house or two with a lot of problems, to give an idea of repair cost – or even just videos would have been nice to get a sense of such things."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Wealth building; trusts."
  - "More on commercial foreclosures."
  - "Would be good if talked about any application of foreclosure investing as it applies to commercial property."
  - "How to better assess houses. More phone calls with houses selected by Steve as good case examples."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Have seminars in Austin often." (Diane Tu)
  - "Come up with some payment plans for the packages for members."

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**Survey Analysis**

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Miami/Ft. Lauderdale, FL

May 29-31, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman, Michael Hinson

Program Coordinator: Christy Duckett

**Results**

Survey Returns: 32

Total attendees (includes guests): 50

Total survey percentage returned: 64%

Level of real estate experience:

66% of students categorized themselves as beginners

25% of students categorized themselves as intermediate

0% of students categorized themselves as experts

9% declined to specify

**Noteworthy Comments:**

*"The seminar was very informative and very inspiring." – Andre Bannerman*

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.81
- Relevance of topics covered 4.78
- Usefulness of information 4.78

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.88

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Ryan Lotman 4.91

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- Cory Lignell 4.94
- Michael Hinson 5.00
- Christy Duckett 4.97

1. The attendees listed the following with regard to areas for improvement:
  - "Add one more day."
    - o "Seminar was too fast. Information was too cramped."
  - "More clarity on sales such as selling property. Make clear for the state which you're working on the necessity of real estate license."
  - "At the midpoint on Day 2 with the introduction of the Gold Elite program, we were no longer empowered. I think that after we're torn down, we should be built up."
  - "Give students the opportunity to try to finance the Elite or Gold, or to make payments."
  - "Food."
  - "Better spaced breaks, lunch."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "More in-depth and reality (?) of how to close deals, how to set them up."
  - "Lease options."
  - "Quick Turning real estate."
  - "Home marketing information."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Lower the cost of mentorship."
  - "Provide some sort of mentoring for the individuals who showed commitment and came to the 3-day seminar. Overall, the seminar was phenomenal!"

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**Survey Analysis**

Fast Track to Foreclosure Investing

Gerald Martin

Compiled by Denise O. Ong

Tampa, FL

June 5-7, 2009

Sales Coordinator/s: Scott Leitzell, Damian Pell

Program Coordinator: Gillian Birnie

**Results**

Survey Returns: 19

Total attendees (includes guests): 28

Total survey percentage returned: 68%

Level of real estate experience:

47% of students categorized themselves as beginners

32% of students categorized themselves as intermediate

5% of students categorized themselves as experts

16% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.87
- Relevance of topics covered 4.89
- Usefulness of information 4.79

***Noteworthy comments:***

*"Scott Leitzell was very personable and gave clear communication. Once again, Thanks to each of you. You all were helpful and encouraging." – Monique Brown*

*"Being a beginner, I guess I was under the impression (that) I would be able to leave here and do a deal without my money. I know that's what was taught here. I thought it was very informative, but I want it so bad, to be able to start doing deals, financial freedom, (and) the ability to help others do the same...I know in life you have to go out and get it. No one is going to hand it to you. I'm all about that! I want success in my life and I will have it. You will remember my name and face. Thank You for a very informative and inspiring weekend. More people in life need that positive reinforcement. Thank You Thank You Thank You!" – John Minici*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

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Instructor

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.95

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Scott Leitzell 4.79
- Damian Pell 4.79
- Gillian Birnie 4.79

1. The attendees listed the following with regard to areas for improvement:
  - "The workbook could be more detailed. There's not a lot of meat in it. Flowchart of steps from start to finish."
  - "Maybe if possible, more hands-on."
  - "Less story-telling and work the numbers more in your presentation."
  - "A little more detail on how to close the first deal."
    - o "I would suggest letting (sic) a person learn how to perform a deal for free, and take the money earned in the deal as payment for education."
  - "I am a beginner so some things were fast-paced for me."
  - "Offer a lunch – it will help people come together and be more comfortable to get to know each other."
    - o "Going from 9AM until 3PM before breaking for lunch is too long of a time."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "More sample situations as handouts (sample money deals)."
  - "More in-depth on marketing for buyers/renters."
  - "Setting up an office, accounting, etc."
  - "Quick turning section of the workbook was not completed in class."
3. When asked if they would attend another Trump U seminar, **95%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **84%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Offer follow-up for all."
  - "I wish you could make education more affordable." (Daria Sidorova)
  - "I like the idea if I could have a coach on some type of a monthly retainer." (Dan Nelson)

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**Survey Analysis**

Quick Start Real Estate

Chris Goff

Compiled by Denise O. Ong

Las Vegas, NV  
June 5-7, 2009  
On-Site Mentor: Tad Lignell  
Program Coordinator: Susan Morrison

**Results**

Survey Returns: 59  
Total attendees (includes guests): 81  
Total survey percentage returned: 72%

Level of real estate experience:  
73% of students categorized themselves as beginners  
22% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
5% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.83
- Relevance of topics covered 4.95
- Usefulness of information 4.97

**Noteworthy comments:**

*"Staff did (an) excellent job working with the room that I didn't think was possible with so many people."*

*– Cheryl Collins*

*"The room was pretty small for the number of people in attendance, but Susan handled it beautifully and Chris was able to handle all the issues with great patience."* – Richard Martindale

*"Susan made everything great..."* – Name Unknown

**Trump U. Team Averages**

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Chris Goff 4.86

**Staff**

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*Based upon level of friendliness, professionalism, approachability, and helpfulness in answering questions*

- Tad Lignell 4.75
- Susan Morrison 4.86

1. The attendees listed the following with regard to areas for improvement:
  - "Although the CD audio and workbook and webinars were tempting, another \$750 on top of what we have already spent was really a bit distressing and onerous. Chris was great, but I just can't spend more and more." (Name Unknown)
  - "Page numbers in the appendix. Time wasted looking for the form the instructor wants us to get."
    - o "Binders should have a table of contents, page numbers for each page."
  - "Allow more questions or not make negative comments towards those who do not fully understand."
  - "Allocate more time to owner financing."
  - "More items pre-printed in the manuals. Have less students per retreat, no more than 50."
  - "Larger conference room for the size of the students. "
    - o "Room was a bit tight – a little more room to spread out would be good."
  - "Food/lunch be provided so that more networking and mingling can be made among students."
    - o "Cookies and/or brownies or fruit in the afternoon."
  - "People need to stop asking questions until the instructor finishes a subject because it gets confusing sometimes."
  - "Conducting better marketing research and developing a power team best methodology."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "I'd like to see fewer topics but with more depth. Review of actual contracts. Members' blog on Trump website."
  - "Scripted conversation on getting deals."
  - "The summary exchange between 'seller' and 'buyer' could be done on Day 1."
  - "Short sales."
  - "Getting property from banks before they become REO listings."
  - "Large commercial real estate procurement."
  - "How to gauge 'swings' in the real estate market. Investing in foreign/international real estate."
  - "Legal topics – have a real estate attorney familiar with major markets be available for the seminar."
  - "Texas lease option specifics."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked how Trump U could help meet students' goals, their responses included:

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- "Suggest to mentors that we take this class before one-on-one if we are beginners." (Philana Kane)
  - o "This retreat should be held before your mentor comes to your market area so you and your mentor can focus on your particular goals and strategies." (Name Unknown)
- "Have the instructor provide more information to all students, not just their personal mentored students."
- "Deal Tracker to help students track their goals and offers made, etc."
- "Assess our learning curve. Designate goals for beginners, intermediate and advance. The course seems to be designated only for advanced, and not geared towards beginners." (Christy Bill)
- "One evening as a planned social for attendees." (Judith Brock-Mack)
- "Trumpsters get together or offline – meeting sometimes to share experiences and contacts."
- "I need to get a list to follow like the flowchart that Chris gave out, but I need some clarification on the different options. I would really appreciate if I could contact someone to get some answers regarding the binder's content." (Jovita B. Reyes)
- "I think the class was over-crowded which did not give Chris enough time to field all the questions. Smaller classes are more manageable which provides more patience to work the class." (Name Unknown)
- "Make sure all mentors and presenters are following the same guidelines and giving the same information. Conflicting information has been given at each seminar. It makes it hard to know which way to proceed sometimes. The majority of the information is very helpful though. Please put access on Trump site to download all forms; also please allow online sign-up for all retreats." (Name Unknown)
- "By adapting to what the current market is doing in the surrounding areas. Quick turn isn't as applicable in some areas where bank-owned property is much cheaper." (Marcus Mullins)

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### Survey Analysis

Fast Track to Foreclosure Investing

James Harris

Compiled by Eleanor Daniels

New York, NY

June 12-14, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman, Scott Leitzell

Program Coordinator: Tiffany Brinkman

### Results

Survey Returns: 74

Total attendees (includes guests): 85

Total survey percentage returned: 87%

Level of real estate experience:

74% of students categorized themselves as beginners

19% of students categorized themselves as intermediate

0% of students categorized themselves as experts

7% declined to specify

1. Unsatisfactory →Excellent

1

5

#### **Averages**

- Quality of presentation 4.75
- Relevance of topics covered 4.72
- Usefulness of information 4.24

#### **Noteworthy comments:**

*"Gave me a lot of information and motivated me to start a new career in Real Estate, something I wanted to do for a long time. I know it will be a lot of fun and a way to have a better life and help many people" – Ruby Gardens*

*"This class has educated me and gave me the confidence to better me life and my family and friends lives. I will be back!!!" – Maurice Adams*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1

5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.86

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Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in answering questions*

- Cory Lignell 4.68
- Ryan Lotman 4.60
- Scott Leitzell 4.70
- Tiffany Brinkman 4.61

1. The attendees listed the following with regard to areas for improvement:
  - "Add more days"
  - "More in depth coverage of materials"
  - "End Timely"
  - "Class size and speaker placement"
  - "Time should be more reasonable, cut into 2 sections per day"
  - "1 or 2 more assistants"
  - "Slower pace"
  - "Add breaks"
  - "Get to everyone in the 1 on 1's"
  - "Provide some snacks or small food area. More information on the process"
  - "The seminar was excellent. Would suggest more frequent small breaks"
  - "Need more breaks"
  - "Do it in NJ"
  - "Give us all the forms"
  - "The way the one on ones are handled"
  - "Very good! NOTHING TO IMPROVE!"
  - "More detail in work books"
  - "Offer a limited mentorship – instead of holding your hand throughout deals just be available as a backup by phone"
  - "The presentation could be simpler so that someone that knows absolutely nothing could get something out of it"
  - "More activities from each topic covered"
  - "Some confusion regarding one on one Gold Mentoring"
  - "Shorter days – Have to travel a long way to get to class"
  - "Less expensive classes"
  - "Should have explained Gold Package before so that we could have cancelled coming to this class"
  - "Climate Control – My wife suffered because the AC was too powerful (she has Titanium Screens in her spine)"
  - "Make the payments on the Gold Elite affordable by breaking into month by month payments"
  - "CD's of seminar"
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "More ways to fund properties"
  - "More on how to actually get started – Start up cash for younger people"
  - "Further detail in how to close deals and get loans"

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- "More written materials in manual with explanations"
  - "Taxes"
  - "Short Sales"
  - "Buying out of the country"
  - "Discuss personal situations"
  - "Tax lien – just a little more"
  - "Some focus on managing cash flow and mitigating risk in the event of rental vacancy or non payment"
  - "Perhaps a few more exercises where we have to calculate the numbers individual"
  - "Apartment house buying"
  - "Asset Management"
  - "Financial Planning"
  - "Actual steps, more role playing with program participants"
  - "Assignments, Lease Options and REO's"
  - "Computer soft wear application"
  - "Creative Financing"
  - "Filling out sample letters"
  - "Working more figures"
  - "Commercial Figures"
  - "Buy / Sell income properties (3/4 Family / Small Commercial)"
  - "Hold income properties – Do income pro form in class"
  - "Personal success stories of unlikely winners are very interesting and inspiring"
  - "A Trump University for children. My 8 year old Grandson can't wait to begin his training as a Real Estate Investor – He always reads the Mr. Trump book "Think Big", would like to see him some day."
3. When asked if they would attend another Trump U seminar, **93%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **94%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **75%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
- "Membership for less money"
  - "Provide agreements / copies of agreements"
  - "Packages are great but too expensive"
  - "Share leads and make money"
  - "Offer financing for Elite Gold mentorship"
  - "Help me to get the money to make the deals and I would love to have the option to borrow the \$35,00 to become a Gold Elite member even if it meant you would get half of my first profit or a little more"
  - "I need a mentor to help me. I am still young and would like to get into this but I do need a little more training"
  - "Ongoing support via mentorship and training seminars"
  - "Get the loans"

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- "Constant support"
- "By becoming a Gold Elite member within the next 4-5 weeks!"
- "Follow up with me. Make sure that I am doing deals correctly. Waive the fee for the monthly leads"
- "They have! Now all I have to do is 1 deal!"
- "Provide mentors, the energy boost and help with the information and direction. This coupled with my drive commitment and desire is really a winning combination for me"
- "Help me to make my first deal so that I can further my education"
- "...by answering questions on the deals that I will work on" - Taaean Sur
- "Mentorship programs with flexible terms of payment"
- "Being actually available when closing deals"
- "Understanding my situation and partnering with me (Joint Ventures)"
- "Keep in touch with me" – Felix Todd
- "By enabling me in achieving financial independence and success"
- "By remaining in operation forever!!!!"
- "Providing the support as promised"
- "By taking my business to the next level"

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**Survey Analysis**

WEALTH SUMMIT – L.A.

Compiled by Denise O. Ong

Marina del Rey, CA

June 13, 2009

Sales Coordinator/s: Chris Lombardo, Cory Lignell

Program Coordinator: Christy Duckett, Gillian Birnie, April Neumann

**Results**

Survey Returns: 149

Total attendees (includes guests): 216

Total survey percentage returned: 69%

**SPEAKER AVERAGES**

Unsatisfactory → Excellent

1 → 5

**OMAR PERIU**

Quality of the Presenter 4.80

Quality of the Information 4.60

Interest in the Product 4.47

**DAN ECKLEMAN**

Quality of the Presenter 4.73

Quality of the Information 4.72

Interest in the Product 4.49

**JEFF ADAMS**

Quality of the Presenter 4.57

Quality of the Information 4.47

Interest in the Product 4.26

**STEVE MILLER**

Quality of the Presenter 4.66

Quality of the Information 4.53

Interest in the Product 4.45

**MARILYN SINGER**

Quality of the Presenter 4.61

Quality of the Information 4.55

Interest in the Product 4.29

**TRUMP UNIVERSITY STAFF** 4.66

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2. *When asked what their reasons were for coming to the event, responses included:*

- "To learn more about the different real estate strategies and decide which one is the best for the present time."
- "To learn how to make more wealth using (sic) real estate investments."
- "Learn multiple streams of making money in real estate."
- "I wanted updated information for the CA markets; I wanted to hear Omar."
  - "To learn about specific California-based strategies, which was what was sold on the phone."
- "Financial independence."
- "To learn about the resources the university is offering to me to promote my success."
- "Knowledge. Support. Advice. Updates. Fellowship. New strategies/exits. New material."

3. *When asked if they learned what they'd expected to learn at the event, responses included:*

- "Tax lien presentation was too short."
- "Tax lien investing."
  - "Tax lien information was put simply enough to see potential."
  - "To learn more about tax liens as another income stream."
- "REO's."
- "Commercial investing."
- "Available lenders' conference. Pay-at-the-door boot camps."
- "I learned so much about real estate (commercial and probate) that I had no clue about."
- "Yes, I did learn what I expected because I have been to Trump's events before. The only difference was the great and different speakers that elaborate on different awesome strategies."
  - "Yes. Trump University, as usual, offered a high level of quality information (sic) and programs."
  - "Yes. Did not know that commercial real estate is easier to qualify for than I thought."
- "Presentations were more interesting and informative than expected."
- "I didn't know it was going to such a marketing venue – great info – very intense, too much for me."
  - "No. I did not realize that it was going to be a sales intro."
  - "No. Missing buying defaulted mortgages from lenders at a discount."
  - "A few things, but a lot of it was general and only attempted at motivation and to persuade people to buy products."

4. *When asked what they liked best about the event, responses included:*

- "The raffle."
- "The enthusiasm and the encouragement."
- "Internet RE sales."
- "Everyone needs Omar Periu."
- "Give some books and tapes away to all attendees."
- "Dan Eckleman was the best speaker I've been to – he made it worth it."
- "Jeff Adams and his buying and selling online system."
- "More information, less sales pitch."
- "Meeting other investors."

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- "The honesty of the people presenting."

5. *When asked for suggestions on how to improve the event, responses included:*

- "Streamline the check-in process."
  - "Have more aggressive people manning check-in table. Start promptly."
- "Provide payment plans."
- "Maybe keep the room a little warmer."
- "Have some events in the San Francisco/Bay Area."
- "Integrate some actual training for Premium Members."
- "More of these great events, more often!"
- "The mentoring session was good but they didn't use the sheet I faxed in or the one I turned in."
- "Add more directions to the 800-number menu."
- "Offer box lunches, even if we have to pay a small fee."
- "More opportunities for Q&A's with coaches."
- "Serve water."
- "A better way of processing payments so the process is faster and more accurate."
- "Concentrate more on what people came for – to learn."
- "Provide free parking."
- "As far as speakers – asset protection."
- "Paper for note-taking."
- "Follow your agenda."

7. *When asked if they would attend another Trump Wealth Summit, 99% said YES.*

8. *When asked if they would recommend the Trump Wealth Summit, 99% said YES.*

9. *Of the 5 topics covered at the Wealth Summit, the following were rated according to level of interest:*

- Guarantee High Returns with Tax Liens – 65%**
- Buy REO's Directly from the Bank at Up To 70% Off – 38%**
- Create Outsized Profits in Commercial Real Estate – 51%**
- Unlock the Secrets of Probate Investing – 30%**
- Kick Start Your Success – 32%**

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**Survey Analysis**

Fast Track to Foreclosure Investing

Gerald Martin

Compiled by Denise O. Ong

Stamford, CT

June 19-21, 2009

Sales Coordinator/s: Mike Biglane, Damian Pell

Program Coordinator: Gillian Birnie

**Results**

Survey Returns: 24

Total attendees (includes guests): 29

Total survey percentage returned: 83%

Level of real estate experience:

76% of students categorized themselves as beginners

8% of students categorized themselves as intermediate

8% of students categorized themselves as experts

8% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.75
- Relevance of topics covered 4.63
- Usefulness of information 4.50

***Noteworthy comments:***

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.71

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Mike Biglane 4.50

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- Damian Pell 4.54
- Gillian Birnie 4.50

1. The attendees listed the following with regard to areas for improvement:
  - "More review of how to structure financing."
  - "More details on how to actually start the deal to work with timeline."
  - "Content was not as detailed as presented in the free introduction. Promises to know how-to was not done."
  - "Perhaps less topics and more (in-depth) on each."
  - "Talk more about how to interpret each deal so we can be more prepared on how to work out deals."
  - "More focus on basic strategies for beginners."
  - "Follow the book more."
  - "Information should have been given in the introduction session clearly stating that advanced training was required."
  - "More detailed and step-by-step instructions on material. Less personal success stories."
  - "More explanations of contract implementation."
  - "More content in slides would be helpful. Recorded CD's of the session."
  - "Have some basic outline in the workbook about deals as examples with numbers so as to have a format."
  - "1-on-1 sessions for understanding the structure of some deals and how they are set up."
  - "1) More detail on commercial.  
2) More written detail on the steps to Owner Financing.  
3) Make following slides easier."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "LLC incorporating."
  - "Investing in bank REO's."
  - "Commercial financing – very small buildings."
  - "More hands-on or additional training with the actual forms/material for closing an actual deal."
3. When asked if they would attend another Trump U seminar, **92%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **96%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Ensure that students are given the necessary mentoring to become successful."
  - "Have Gerald Martin and Mike Biglane work for me. I'll pay them every Friday."
  - "I'm hoping online resources will meet and exceed my goals."
  - "Unbundle some of advanced packages so that one can purchase according to deficits in knowledge."

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### Survey Analysis

Fast Track to Foreclosure Investing

Steve Goff

Compiled by Denise O. Ong

Kansas City, MO

June 19-21, 2009

Sales Coordinator/s: Michael Hinson

Program Coordinator: Christy Duckett

### Results

Survey Returns: 18

Total attendees (includes guests): 21

Total survey percentage returned: 86%

Level of real estate experience:

67% of students categorized themselves as beginners

33% of students categorized themselves as intermediate

0% of students categorized themselves as experts

0% declined to specify

1. Unsatisfactory →Excellent

1                      5

#### **Averages**

- Quality of presentation                      5.00
- Relevance of topics covered                5.00
- Usefulness of information                    4.88

#### **Noteworthy comments:**

*"Really appreciated this team! Would love to have them come back to this area so that other friends and family could be exposed to these strategies." (Name Unknown)*

*"I would not change anything." (Jason Lamonte)*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1                      5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- Steve Goff                                      5.00

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

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*Answering questions*

- Michael Hinson 5.00
- Susan Morrison 5.00

1. The attendees listed the following with regard to areas for improvement:
  - "Make the seminars longer!"
    - o "Time frame – it was a short period to grasp all the information."
  - "Soft copies of all documents in the book."
  - "Some examples could be printed after for record. Role-play of some presentations might be helpful."
  - "It seems very complete. Keep the pastries around all day. Keep the distractions to a minimum."
  - "Making practice offers was very helpful. Hands-on better than always watching Steve do it."
  - "Online examples of the four types of offers and how to calculate."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "More about LLC's."
  - "How to sign contracts and the whole process from the deal, step-by-step, to the time you get paid."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Work terms/Negotiate for mentorship or other workshops – Be Flexible. Practice what you preach. If you name price, allow flexibility in the terms."
    - o "If there is a way for people to step into the program(financially) with easier payments instead of lump sums, that would be most helpful."
  - "Access to the support network. Immersion with the mentoring and training."
  - "Mentorship should be super. Continued support and follow-up will be helpful ad continue to offer support via phone and email, regardless of results, and I'm sure you all will."
  - "Local seminars about real estate."
  - "By helping us on the phone when we have a question we want to ask."

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**Survey Analysis**

Fast Track to Foreclosure Investing

Steve Goff

Compiled by Denise O. Ong

Albany, NY  
June 26-28, 2009  
Sales Coordinator/s: Scott Leitzell  
Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 14  
Total attendees (includes guests): 20  
Total survey percentage returned: 70%

Level of real estate experience:  
79% of students categorized themselves as beginners  
21% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
0% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.93
- Relevance of topics covered 4.89
- Usefulness of information 4.86

***Noteworthy comments:***

*"We are looking forward to working with Chris Goff and continuing to work with Steve in getting started making deals." – Christine Hazard*

*"They are helping me meet my goals and conquer my fears. They are very professional but also made me feel more at ease. It's a great team!" – Dee Meese*

**Trump U. Team Averages**

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Steve Goff 5.00

**Staff**

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*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Scott Leitzell 5.00
- Tiffany Brinkman 4.93

1. The attendees listed the following with regard to areas for improvement:
  - "More creative financing options."
  - "Book is weak. Examples material should have been in book, as well as flow charts. For \$1500, I feel a bit disappointed." (Rick Kehrl)
  - o "More empirical step-by-step information in the manual. We paid a lot." (Todd Kehrl)
  - o "Workbook should include examples with numbers, regarding the topic." (Aaron Brown)
  - o "Provide some more detailed checklists to complete deals." (Scott Cutting)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "The Trump mindset."
  - "Commercial industries/deals."
  - "More about the capital gains taxes and filing titles."
3. When asked if they would attend another Trump U seminar, **93%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **93%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **86%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "By providing more detail to reinforce oral presentation. Perhaps it is on website but not enough phone information, particularly phone objections and strategies. Perhaps there are (sic) phone conversations on website. If not, there should be." (Rick Kehrl)
  - "Hold me accountable for my goals."
  - "The mentorship program is a worthwhile investment but 35k is an extraordinary price. A more realistic option would be helpful." (Aaron Brown)

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**Survey Analysis**

Fast Track to Foreclosure Investing

Gerald Martin

Compiled by Denise O. Ong

San Juan, PR  
June 26-28, 2009  
Sales Coordinator/s: Damian Pell  
Program Coordinator: Susan Morrison

**Results**

Survey Returns: 23  
Total attendees (includes guests): 31  
Total survey percentage returned: 74%

Level of real estate experience:  
87% of students categorized themselves as beginners  
4% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
9% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.91
- Relevance of topics covered 4.87
- Usefulness of information 4.74

**Noteworthy comments:**

*"They were open and helpful with our investment needs and the opportunities available to be able to attend the Gold membership. Gerald knows this business and it is a great encouragement to keep on going. Susan is energetic and extremely helpful, as well as Damian. Thanks!" – Enid Flores*

*"I wanted to personally thank the staff. Gerald was incredible with the energy, enthusiasm, and knowledge of the topics. Damian was also very supportive and helpful. Susan was excellent as well as a great host. I am looking forward to continuing my education in this field of real estate with the Trump family. In addition, Gerald unlocked the knowledge to the world of non-traditional banking, notes, and others. Thank You!!!" – Ines Rodriguez*

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

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Instructor

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 5.00

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Damian Pell 5.00
- Susan Morrison 5.00

1. The attendees listed the following with regard to areas for improvement:
  - "1. Include lunch; 2. Have it during the week; 3. Offer more seminars in Puerto Rico." (Mariangel Marti)
  - "The time available to do the investment is too short. I suggest working on that matter." (Enid Flores & Efrain Sanchez)
  - "Maybe it could of great help to work with some of the forms on some of the workcenters." (Ines Rodriguez)
  - "A textbook with specifics on every step that should be taken on every one of the techniques taught/discussed in class would help us apply our learning right after the seminar, in the field." (Richard Morales)
  - "Everything was great; probably include a small lunch in the place." (David Magallanes)
  - "I would appreciate if next time the teacher goes a little bit slower on the topics."
    - o "Explain a little bit more of the topics. Maybe more written examples." (Jessica Rodriguez)
    - o "More of examples of deals from beginning to end. At least 2 examples covering all aspects in different scenarios." (Osvaldo Rivera)
  - "I would have liked to see that the seminar would have been more tailored to PR laws, banking systems, etc." (Frances Davila)
    - o "Differentiate topics that might not apply to the local market." (Macor Garrote)
  - "Make it more interactive."
  - "More time." (Jose Suarez)
  - "Allocate enough time for deal calls and follow through to have a clear picture of the process."
  - "Better agenda of events. Too much material for 3-day seminar." (Waldo Sanchez)
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "New type of investment not related to real estate."
  - "Taxes."
  - "How to find buyers."
  - "Creative financing notes."
  - "REIT. Limited partnerships."
  - "More specific training in buy/sell opportunities."
  - "Integrated seminar with local experts on subject matter."
  
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.

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4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **92%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Keep doing seminars." (David Magallanes)
  - "Open my mind and take out my roof to see big goals and (sic) opportunities without using money. Take me from A to B." (Floribel Merced)
  - "Explain some steps I need to do to make deals. Also teach me ways to find financing. With these examples, I can make some of my goals a reality." (Jessica Rodriguez)
  - "Should be able to access all information that we take in order to have references." (Osvaldo Rivera)
  - "It motivated me to work in tandem with my son and form our own corporation to become wealthy." (Jose Suarez)

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**Survey Analysis**

Fast Track to Foreclosure Investing

James Harris

Compiled by Denise O. Ong

Atlanta, GA

July 10-12, 2009

Sales Coordinator/s: Ryan Lotman, Scott Leitzell

Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 33

Total attendees (includes guests): 37

Total survey percentage returned: 89%

Level of real estate experience:

64% of students categorized themselves as beginners

21% of students categorized themselves as intermediate

3% of students categorized themselves as experts

12% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.91
- Relevance of topics covered 4.97
- Usefulness of information 4.94

***Noteworthy comments:***

*"Take my hand, go step-by-step, and lots of encouragement. However, point out my mistakes that I've made and going to make (and how to fix them – I know you will!)."* –Margaret Liu

*"I like how each speaker used their own experience and personal stories to help us understand a lot of the concepts."* – Deborah Liu

*"Trump University is fantastic!"* – Stephen Gibson

*"The event was exceptional!"* – Scott Crawley

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

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TU 48652



Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.94

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Ryan Lotman 4.71
- Scott Leitzell 4.69
- Tiffany Brinkman 4.58

1. The attendees listed the following with regard to areas for improvement:
  - "Do more hands-on training with filling out forms and filing them with the county clerk." (Evelyn Williams)
  - "More Q & A sessions during lessons. More helpful financing for future classes." (Rodney Yarbrough)
  - "Have interaction with the students by having a scenario performed in from (to reduce fear) and offering more rewards." (Bobbye Woodruff)
  - "Go more in depth with the contracts and which contracts are for what for beginners." (Terrill Bennett)
  - "Daily homework assignments should already be pre-printed and handed out at beginning of the day." (Mike O'Brien)
  - "Stronger focus on wholesaling, negotiating." (Lance Dunn)
  - "Provide healthy food so that we are not dependent upon a mall food court – and we can take shorter lunches." (Chelsea Smith)
  - "More live calls, Q & A sessions." (Martin Castro)
  - "Allowing laptop computers for exercises." (Dan & Cassandra Williams)
  - "Time the sessions so attendees may have breaks on time. In our case in the seminar, I appreciated the seminar's eagerness to show us everything. At times, our brains need to breathe." (Margaret Liu)
  - "Being a beginner at real estate, at times it felt a bit overwhelming since we were covering quite a bit of information in a short amount of time." (Deborah Liu)
  - "Do not state that we get something during the seminar that we did not get unless we pay additional money (such as the book that James said we would get from him)." (Mar-Shelle Church)
  - "More depth on how to make offers, lease option to purchase. This was explained in the preview class, but not in the 3-day seminar. I didn't really learn how to buy real estate in depth without getting a loan. I kept waiting to hear more about what was introduced in the preview class." (Karen Jensen)
  - "Have smaller breakout groups for role-playing calling a FSBO."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Credit score increase. Creative money strategies."
  - "Time management, people skills and communication skills."
  - "More information on acquiring multi-unit apartment buildings."
  - "Absolute auctions. Real estate contract law."

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- "Tax lien investing in Georgia."
3. When asked if they would attend another Trump U seminar, **93%** responded **Yes**.
  4. When asked if they would recommend Trump U to a friend, **94%** said **Yes**.
  5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **75%** said **Yes**.
  6. When asked how Trump U could help meet students' goals, their responses included:
    - "Giving a practice test." (Bobbeye Woodruff)
    - "A payment plan for the Gold package or something where mentor or Trump U can get a percentage off our first deal." (Duquoi Green)
    - "Extend access to database to 3 months for persons currently challenged to '*join the family*.' Offer a mid-tier mentorship to facilitate professional growth opportunity." (Lance Dunn)
    - "Be there when I have a question in the early stages. Let me keep in touch with James Harris." (John Jensen)
    - "Offer financial backing or have private lenders who are ready and willing to work with Trump University graduates."

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**Survey Analysis**

Fast Track to Foreclosure Investing

Steve Goff

Compiled by Denise O. Ong

Lexington, KY

July 10-12, 2009

Sales Coordinator/s: Michael Hinson

Program Coordinator: Gillian Birnie

**Results**

Survey Returns: 20

Total attendees (includes guests): 23

Total survey percentage returned: 87%

Level of real estate experience:

79% of students categorized themselves as beginners

21% of students categorized themselves as intermediate

0% of students categorized themselves as experts

0% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 5.00
- Relevance of topics covered 5.00
- Usefulness of information 5.00

**Noteworthy comments:**

*"(Trump University) gives me a clearer sense of purpose and direction, and acts as a better GPS for me to attain my goals and fulfill my dreams." – Jacob Agbor*

*"Seminar was great – more info than Rich Dad or any of the other programs I've attended." – Daniel Wells*

*"Great as is! Do it again!" – Irina Baptiste*

*"(Steve Goff) Better than what I've seen before! (Michael Hinson) Shook my hand and greeted me every time. (Gillian Birnie) Made sure things were in order. Always smiled, she's great!" – Elizabeth Bobbitt*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

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Instructor

*Based upon ability to exceed expectations and present material clearly*

- Steve Goff 5.00

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Michael Hinson 5.00
- Gillian Birnie 5.00

1. The attendees listed the following with regard to areas for improvement:
  - "Reduce interruption from students."(Obiuku Uchenna)
  - "Add more time, provide recordings of the speaker, as well as print out of the deals worked on in class." (Jacob Agbor)
  - "Have some in Louisville."
  - "Not so much to improve but spend more time on explaining to beginners the pricing steps. This was new to me as a beginner and it confused a lot of us because Steve explained it better than what I've experienced before." (Elizabeth Bobbitt)
  - "Have a successful mentorship graduate make an appearance at the 3-day seminar." (Kelly Hickerson)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Land development (local and international)."
  - "Actually fill in real contracts or paperwork for student to use as examples."
  - "In-depth lease options, owner financing."
  - "Investment strategies with stocks."
  - "Learn how to speak bank-ese. Add some motivational topics."
  - "Tax liens."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **90%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Gave me confidence, forms and acquaintances to meet my goals." (Daniel Wells)
  - "Guys, call me back in a month. I will be ready for mentoring!" (Irina Baptiste)

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### Survey Analysis

Fast Track to Foreclosure Investing

Gerald Martin

Compiled by Denise O. Ong

Seattle, WA

July 10-12, 2009

Sales Coordinator/s: Damian Pell

Program Coordinator: Christy Duckett

### Results

Survey Returns: 16

Total attendees (includes guests): 20

Total survey percentage returned: 80%

Level of real estate experience:

75% of students categorized themselves as beginners

25% of students categorized themselves as intermediate

0% of students categorized themselves as experts

0% declined to specify

1. Unsatisfactory → Excellent  
1 5

#### **Averages**

- Quality of presentation 4.56
- Relevance of topics covered 4.63
- Usefulness of information 4.13

#### ***Noteworthy comments:***

Trump U. Team Averages

2. Unsatisfactory → Excellent  
1 5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.75

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Damian Pell 4.87

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- Christy Duckett 4.88

1. The attendees listed the following with regard to areas for improvement:
  - "There was (sic) a wealth of information given; it would be great if we could go through it a tad bit slower." (Chenise Abellera)
    - o "Go through the information a little slower. Let a person know at the 90-minute seminar that 3 days would not be enough to make a deal." (Dawson Carlisle)
  - "Heat and food." (Rita Scharbach)
  - "I had hoped that I would feel more confident at the end of the class to start doing deals. Therefore, I think that you should offer a mentor to walk you through your first deal." (Kaye Fraser)
  - "Have more one-on-ones explaining the different ways of buying property." (Richard Eckhart, Jr.)
  - "Punctuality – start on time. More depth on less topics." (Ann Sandt)
  - "Don't lead me to believe I will get enough information to start investing." (Brandon Kyle)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Tax benefits."
  - "Hard monies, how they would factor in the different methods of buying properties. More enactments on how procedures work."
  - "More time on contracts, and instead of doing contracts at the end, it might have been better if he did that contracts with the subjects they pertain to." (Terry Sandt)
  - "Covered topics well, but never touched on the solution of offering an all-cash offer on the phone calls. (Karen Gonzalez)
3. When asked if they would attend another Trump U seminar, **88%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **88%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **88%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Open up to the idea to help finance the continuing education." (Karen Wakita)
    - o "Be very patient. I am just getting started, I will get it sometimes slowly, sometimes quickly."
    - o "Financing for those students who would like to take the next step but can clearly demonstrate that they can't afford it. Maybe you could have contests or scholarships or something to enable persons to enroll in the Gold Elite membership." (Kaye Fraser)
  - "Help us make some deals to regain the tuition cost."

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**Survey Analysis**

Kick Start Your Success

Omar Periu

Compiled by Denise O. Ong

Los Angeles, CA  
July 11-12, 2009  
Program Coordinator: Denise Ong

**Results**

Survey Returns: 50  
Total attendees (includes guests): 56  
Total survey percentage returned: 89%

Level of real estate experience:  
80% of students categorized themselves as beginners  
10% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
10% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.89
- Relevance of topics covered 4.79
- Usefulness of information 4.85

***Noteworthy comments:***

*"I now have a mentor. I feel he will be of enormous benefit to my goals." – Andrea Allen*

*"Omar is inspirational and he motivates you to achieve your life goals. He is very honest and has high integrity." – Maryam Kazemi*

*"A+ Excellent!" – James Collyer*

*"Omar rocks!" – Nancy Fetty-Hoorn*

**Trump U. Team Averages**

2. Unsatisfactory →Excellent  
1 5

**Instructor**

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*Based upon ability to exceed expectations and present material clearly*

- Omar Periu 4.81

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Denise Ong 4.89

1. The attendees listed the following with regard to areas for improvement:
  - "Add some techniques on how to do deals, such as REO's, commercial real estate."
  - "Handouts of some of the information may help with speeding up note-taking."
  - "More role-playing."
  - "Less additional program-pumping throughout."
  - "List of suggested reading prior to seminar."
  - "Add financial plan for obtaining your life plan."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Detailed use of LLC, i.e. putting properties in LLC with no credit. Building credit for LLC."
  - "How to build a network for financial success."
  - "Small group step-by-step guidance programs."
  - "Tax liens, not just as CD's and webinars."
  - "Preservation and management of wealth."
  - "Basic real estate jargon 101 for those of us that know nothing about real estate or investing."
  - "Marketing: different models, techniques, methodology, improvement steps, pit falls."
  - "Portfolio planning."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked how Trump U could help meet students' goals, their responses included:
  - "Lower the cost of the seminars. More written materials."
  - "Offering Omar's help for a small fee of \$5,000 is more than enough to make anyone with goals and dreams to get there."
  - "Refund half of the \$10,000 I paid for the first mentorship I did. It was not useful." (Richard Wahl)
  - "Not sure if Trump can help me. Have heard too many promises." (Sean Criddle)

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### Survey Analysis

Profit from Real Estate Investing

James Harris

Compiled by Denise O. Ong

Philadelphia, PA/Mt. Laurel, NJ

July 17-19, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman

Program Coordinator: Tiffany Brinkman

### Results

Survey Returns: 25

Total attendees (includes guests): 33

Total survey percentage returned: 75%

Level of real estate experience:

88% of students categorized themselves as beginners

4% of students categorized themselves as intermediate

4% of students categorized themselves as experts

4% declined to specify

1. Unsatisfactory →Excellent  
1 5

#### **Averages**

- Quality of presentation 4.72
- Relevance of topics covered 4.73
- Usefulness of information 4.80

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.73

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Ryan Lotman 4.85
- Cory Lignell 4.81
- Tiffany Brinkman 4.85

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1. The attendees listed the following with regard to areas for improvement:
  - "Have (seminar) during weekdays to exercise the HELOC method and find team members while the offices are still open."
  - "The workbook needs to be more specific and detailed."
  - "Keep the thermostat at a comfortable level."
  - "Regular lunch/rest breaks."
  - "Forget bonus points and pointless tangents. Provide clear, step-by-step instructions; screen prints of slides and letters."
  - "Slow the pace."
  - "Follow through with phone calls to start deals on Saturday during the day."
  - "Less selling the Gold elite membership and more focus on delivering what is promised."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Pre-pre-construction contacts from the ground floor up, at the negotiating table before plans are drawn. Get more money involved from 'before' the beginning decisions of two or three people."
    - o "More on preconstruction to the degree of where the potential deals are or how to find or who to contact."
  - Estate management
  - "Assignments and other deals with lesser money down."
  - "Co-ops and modifications."
  - "How to remain private and not placed in a public venue. Make money and live through a public trust."
  - "Topics in wholesale, lease options, owner financing, because most of us are beginners."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **96%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **88%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Follow the student's progress by monitoring their activity as well as financial success. Give credit for webinars, seminars, etc." (Barbara Post)
  - "Assisting in closing the first deal, I will pay a negotiable/reasonable consultation fee." (Maurice Tucker)
  - "Program is great, except that there is no option plan to enroll in the advanced course."

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**Survey Analysis**

Profit from Real Estate Investing

Gerald Martin

Compiled by Denise O. Ong

Riverside, CA

July 17-19, 2009

Sales Coordinator/s: Damian Pell, Scott Leitzell

Program Coordinator: Denise Ong

**Results**

Survey Returns: 24

Total attendees (includes guests): 35

Total survey percentage returned: 75%

Level of real estate experience:

63% of students categorized themselves as beginners

29% of students categorized themselves as intermediate

4% of students categorized themselves as experts

4% declined to specify

**Noteworthy Comments:**

*"(Real estate) has been my goal for some years but was never able to start because of my lack of knowledge. Trump University will jumpstart my way to reach my goal!" – Gustavo Ruiz*

1. Unsatisfactory → Excellent  
1 5

**Averages**

- Quality of presentation 4.75
- Relevance of topics covered 4.67
- Usefulness of information 4.79

Trump U. Team Averages

2. Unsatisfactory → Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.75

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

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*Answering questions*

- Damian Pell 4.78
- Scott Leitzell 4.83
- Denise Ong 4.78

1. The attendees listed the following with regard to areas for improvement:
  - "There was a lot of information presented in a short time, maybe add another day so we can spend more time on each topic."
  - "Less time for breaks; less lag time in between starting after a break."
  - "In the workbook, review and update the 'bullet lists' in the tabbed section so as to provide students with the opportunity to fill in finer points, rather than 'lose' past or all of them on various subjects."
  - "More time to explain calculation of ratio."
  - "I know you have to sell the next, more expensive level, but it would be so much better if it wasn't so 'sales pitch-y.' At one point, I felt like I was at a time-share presentation. I just wish it wasn't so expensive. Also, I would suggest going over the information more slowly and in a step-by-step manner."
  - "Clarity, more specific information on less topics."
  - "More direct application of information. Cover the information promised to be covered."
  - "Tell attendees at the introduction seminar, as well as alumni on the web, on what the correct homework assignment is so we can all walk in ready."
  - "Not use jargon and initials for everything."
  - "Allow passing out business cards. Don't promise to work a deal with a student then leave me hanging to try it solo." (Jesse Shackelford)
  - "Coffee during afternoon sessions, to help keep focused."
  - "The acoustics were terrible. I had to strain to try to hear." (Susan Reid)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - Contracts
  - "Tax liens and notes."
  - "Put marketing as a separate webinar and don't waste class time on it."
  - "How trusts, LLC and corporations differ, and their best uses."
  - "More techniques on how to control property."
3. When asked if they would attend another Trump U seminar, **96%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **96%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **96%** said **Yes**.
  - "This was very helpful." (Maureen Christopher)
  - "Scott was great, a real encouragement to us." (Steve & Patricia Brownell)
6. When asked how Trump U could help meet students' goals, their responses included:

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- "Available for future questions. Age is a handicap for major work investments." (Frank Forthun)
- "A lower cost course offering mentorship where we can go with questions would be helpful – even if it is a group setting rather than personal mentorship."
  - o "More options to help with financing for those of us who cannot afford to pursue (sic) higher learning."
- "Be available, as promised."
- "Have a local pro available to review deals for a profit split."

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**Survey Analysis**

Quick Start Real Estate Retreat

Chris Goff

Compiled by Denise O. Ong

Washington, DC

July 17-19, 2009

Program Coordinator: Susan Morrison

**Results**

Survey Returns: 30

Total attendees (includes guests): 33

Total survey percentage returned: 91%

Level of real estate experience:

73% of students categorized themselves as beginners

27% of students categorized themselves as intermediate

0% of students categorized themselves as experts

0% declined to specify

***Noteworthy Comments:***

*"Whenever an instructor personalizes a seminar with real-life experiences, it is a positive. It helps us see them as one of us and us as one of them. It helps us to laugh at ourselves. Chris did exactly that.*

*Thanks!" – Gail Mattia*

*"I believe there is always room for improvement, but I have to say Chris was flawless. And I feel confident that if it (topics) needs to be covered, it will be by Trump." – Dino M.*

*"This is a great opportunity. You've given me great real estate info as well as thoughts on life. Thanks again!" – Edward Graham*

*"In a world full of greed and scum, it is hard to not be always a skeptic, cautious and, in some cases, paranoid. Your personal stories and personal success helped put me at ease. Thank you." – Anthony Caponetto*

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.93
- Relevance of topics covered 5.00
- Usefulness of information 5.00

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Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Chris Goff 4.93

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Susan Morrison 4.97

1. The attendees listed the following with regard to areas for improvement:
  - "There should be follow up webinars or conference calls after the class for any questions or discussions."
  - "I would like to participate in the additional study group but do feel that it shouldn't be so expensive and not available past the time of the class."
    - o "I think the flow chart is a great tool. I have plans to enlarge it and refer to it with each potential deal. The examples of structuring deals helped me to understand the differences. In Chris's presentation, I didn't think he needed to read each slide. Thought that time could have been used better, maybe additional examples, experiences."
  - "Seminars spread out more geographically."
  - "Role playing."
  - "Have real-life student testimonials."
  - "Have copies of some of the slides rather than have students copy them."
  - "Possibly a one-on-one portion where students can go over potential road blocks (problem-solving) or help getting to the next all."
  - "Provide a more detailed list of the exit strategies to use per method as this is important to know when you are figuring out which offer you will present to seller/buyer."
  - "Put emphasis on reality of the amount of work, research involved to produce an accepted offer."
  - "Please consider having juice or espresso in the morning, as a treat."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - Marketing
  - "How to build your team and keeping and raising belief in your teammates."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked how Trump U could help meet students' goals, their responses included:
  - "I think follow-up calls and e-mails with your mentor or coach to keep you motivated and to keep you on course."

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**Survey Analysis**

Creative Financing Retreat

Gerald Martin

Compiled by Denise O. Ong

Los Angeles, CA

July 24-26, 2009

Sales Coordinator: Ryan Lotman

**Results**

Survey Returns: 46

Total attendees (includes guests): 59

Total survey percentage returned: 78%

Level of real estate experience:

79% of students categorized themselves as beginners

17% of students categorized themselves as intermediate

0% of students categorized themselves as experts

4% declined to specify

1. Unsatisfactory →Excellent

1

5

**Averages**

- Quality of presentation 4.70
- Relevance of topics covered 4.91
- Usefulness of information 4.89

***Noteworthy comments:***

*"Gerald's energy and passion are infectious!" – Bob Armbruster*

*"Ryan was very informative and helpful. We signed up for the coaching and materials from Gerald because of his expertise." – Kevin Govea*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1

5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.82

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

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- Ryan Lotman 4.94

1. The attendees listed the following with regard to areas for improvement:
  - "Have 1 example/case study, and have the class do creative financing offers in groups."
  - "Leave some room at the end to ask questions, instead of during the lecture."
    - o "People who ask too many questions, look over them. Kills the flow of learning because it breaks the flow of the teacher."
  - "Think flowcharts – 'Do this, I used this form. Do that, use another form.' Any way to simplify some of the more complex processes."
  - "Didn't cover last section on hard money lenders – one of the reasons I came."
  - "Even though the material presented is important and very well presented, more examples and more time would be better to understand everything."
    - o "More examples on lease options, ways to control property."
    - o "Show the details, nuts and bolts of each method, or provide references. Use Excel sheets for examples – better – and more detailed financial examples, which reflect the real world."
    - o "Provide more detailed notes, including hypothetical situations with all applicable numbers labeled for at-home reference (and necessary documents needed)."
    - o "Opportunity to do some role-playing exercises."
    - o "More time spent on how to fill out paperwork so it becomes your friend."
  - "Redo all the overheads that colored text on colored background to black text. As they are, they are hard to read from the back of the room."
    - o "Put Powerpoint projection on both sides of room so everyone can see."
    - o "I suggest Gerald use visual aids to get the point across."
    - o "The slides and workbook were not congruent."
  - "Have the tapes available to buy or rent on a future date."
  - "Be able to access Gerald Martin in the future without purchasing his system at the seminar."
  - "I didn't like how there was an extra \$2,000 to buy Gerald's system and audio presentation, even if (sic) you have the elite membership."
  - "Have a shorter lunch break."
  - "Too cold – my throat hurt."
  - "Provide a location where parking is less expensive. Parking cost was \$27/day!"
  - "Move some seminars in the San Francisco Bay Area."
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Pre-foreclosures, information broken down to be able to fly solo on our first deal."
  - "Finding deals using the internet."
  - "More on note-buying. Private money strategies for attracting and retaining lenders."
  - "Legal stuff – how to protect yourself and your investment when going through the process from negotiation to close."
  - "How to evaluate markets."
  - "How to form an investment group to pool resources, and control and profit from distressed real estate."
  - "How to set up LLC's for international properties."
  - "Focusing on just identifying leads."

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- "Business structure and organization."
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
  4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
  5. When asked how Trump U could help meet students' goals, their responses included:
    - "Find more private lenders." (Abe Placido)
    - "Have one place on the (Trump University) website as a site map. Under that site map, show all courses available and additional educational opportunities and costs." (Bob Armbruster)
    - "Keep your word. The mentorship is extremely valuable and needed in order for me to continue to absorb and move on with confidence in making deals happen." (Richard Eckhart)
    - "The information is valuable, without question. But the sell is hard as we are new investors and have clearly invested the money in the Trump Elite Program. There simply isn't room in the budget to keep buying more until we can begin to turn some of this knowledge into income." (Jonathan Kuehne)
    - "A detailed class on the various forms and agreements are part of our Premium Membership." (Kevin Govea)
    - "Enhance the quality of the course works – the content/info needs more detail and definition. More weight."
    - "Have more seminars in the middle of the country – Dallas, Houston, Chicago."
    - "Allow unlimited repetitions of retreats, especially for the beginners who need it. The pacing is hard to keep up with if the material is new to you." (Deborah Federoff)
    - "Better the process of matching students with mentors. Each mentor has a specific area or expertise which may not be the initial focus for the student." (K. Rai)
    - "More hands-on and responsive mentor." (Jean-Marc Cabrol)
    - "Help strategies in one of these seminars and not have it be part of the mentorship. Have your strategy ready and put it in action in your 3 days. Put out different options on the table. For example: Someone with money should do buy & hold, or do commercial. Someone new to the business should hip for 1 year, then buy & hold, etc. etc."
    - "More professionals in place to allow students to access tools to help. Example: Proof of funds – 24-hour transactional funding to get Proof of Funds letter for contracts (charge 1-2% for usage). Have computer tools that help lay out offers in 3-4 various layouts to give options to sellers." (Dorla Verrier)

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**Survey Analysis**

Profit from Real Estate Investing

Kevin Shortle

Compiled by Denise O. Ong

Charlotte, NC

July 24-26, 2009

Sales Coordinator/s: Scott Leitzell, Mike Biglane

Program Coordinator: Christy Duckett

**Results**

Survey Returns: 8

Total attendees (includes guests): 12

Total survey percentage returned: 66%

Level of real estate experience:

75% of students categorized themselves as beginners

25% of students categorized themselves as intermediate

0% of students categorized themselves as experts

0% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.88
- Relevance of topics covered 4.88
- Usefulness of information 4.75

***Noteworthy comments:***

*"Excellent program!" – Kay Parrish*

*"The seminar was awesome! The instructor (Kevin Shortle) had great energy." – Nakita Awkard*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Kevin Shortle 4.88

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

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*Answering questions*

- Scott Leitzell 4.75
- Mike Biglane 4.88
- Christy Duckett 4.88

1. The attendees listed the following with regard to areas for improvement:
  - "Make the class answer more questions."
  - "More hands-on applications. Pass out sample contracts to go over."
  - "More transaction scenarios."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - 1031 Exchanges
  - How to structure trusts, entities
3. When asked if they would attend another Trump U seminar, **96%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **96%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **87%** said **Yes**.  
  
**1 person** said they did not have the opportunity to meet with a Trump University Team Member with the reason/s:
  - "Wasn't called on." (Edith Tedden)
6. When asked how Trump U could help meet students' goals, their responses included:
  - "By staying in contact with follow-up calls." (Ozzie Johnson)
  - "Offer payment options and/or grants to make it affordable. Or offer the assistance on the first deal and take a portion of the profits of the first successful sell." (Nakita Awkard)

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**Survey Analysis**

Profit from Real Estate Investing

Steve Goff

Compiled by Denise O. Ong

Richmond, VA  
July 24-26, 2009  
Sales Coordinator/s: Michael Hinson  
Program Coordinator: Susan Morrison

**Results**

Survey Returns: 17  
Total attendees (includes guests): 21  
Total survey percentage returned: 81%

Level of real estate experience:  
35% of students categorized themselves as beginners  
53% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
12% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 5.00
- Relevance of topics covered 5.00
- Usefulness of information 5.00

***Noteworthy comments:***

*"I have never attended a training class that I hung on to every word and fearful that I would miss something if I left the room for a minute. This was the most engaging seminar I have attended. Thank you!" – Johnye Bennett*

*"This was a fantastic seminar! Steve's knowledge and enthusiasm are exceptional. It was a real pleasure." – Rob Vollum*

**Trump U. Team Averages**

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

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TU 48673

- Steve Goff 5.00

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Michael Hinson 4.88
- Susan Morrison 5.00

1. The attendees listed the following with regard to areas for improvement:
  - "Devote a minute or two to warning about building codes/zoning for 2-family and above properties."
  - "More class exercises to force students to 'think out' concepts."
  - "A few more interactive activities, sample offers, etc. Role-play phone calls or offers. Give more examples of how to find the deal."
    - o "More hand-holding with making the offer."
  - "Phone conference with previous students who were mentored."
  - "I thought the materials were a little 'thin.'"
    - o "More written materials so we have detailed info to reference in case we missed writing down a point in our notes."
  - "Hold it in the suburbs. Easier to park."
    - o "Not have it in the downtown area. Parking issues."
  - "Afternoon coffee."
  - "Serve muffins, candy on table. Ask annoying people to leave."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - Tax liens
  - "How real estate investors budget their monthly living expenses starting out." (Marion Nicholson)
  - List of objections-response to objections
  - Landlord-tenant relationship – ways to establish appropriate relationship
  - LLC incorporation; lease options/owner financing
  - "Steps it takes to borrow from assets in the LLC to use for my corporation." (Alice Coleman)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Offer mentoring on a 50/50 profit-splitting basis." (John Trott)
  - "Encourage group lunches and, if possible, have at least one team member available for joining a group at dinner one night: more chances for informal brainstorming, the better to reinforce the class." (John Grier)

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- "More mentoring/coaching as part of the \$1495. Would appreciate to know upfront how much \$35k package is initially and not withhold the information." (Name Unknown)

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TU 48675

**Survey Analysis**

Profit from Real Estate Investing

Steve Goff

Compiled by Denise O. Ong

Charleston, SC

July 31-August 2, 2009

Sales Coordinator/s: Michael Hinson, Chris Goff

Program Coordinator: Susan Morrison

**Results**

Survey Returns: 25

Total attendees (includes guests): 28

Total survey percentage returned: 89%

Level of real estate experience:

72% of students categorized themselves as beginners

16% of students categorized themselves as intermediate

8% of students categorized themselves as experts

4% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.88
- Relevance of topics covered 4.92
- Usefulness of information 4.92

***Noteworthy comments:***

*"In a heartbeat!" – Neil Roberts (When asked if he would attend another Trump University event)*

*"I would like to see this team return when they go back to the South Carolina area." – Richard Bailey*

*"I'm very happy that I attended this seminar. I've learned a bunch (for an old guy). Thanks!" – Rex Cress*

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Steve Goff 4.82

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TU 48676



Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in answering questions*

- Chris Goff 4.82
- Michael Hinson 4.88
- Susan Morrison 4.88

1. The attendees listed the following with regard to areas for improvement:
  - "Live calls may be better done (sic) on a Saturday afternoon." (Fe Alvarez)
    - o "Make at least one offer when calling house owners." (Zenaida Alcantara)
  - "Need less examples but more depth to them." (Elaine Krumbhaar)
  - "Limit the number of personal questions and personal stories from students. Steve worked extremely hard to keep this under control." (Sherry Walden)
    - o "A lot of random questions on the first day set us back. The team handled the pressure very well. I feel that a statement at the beginning of the class that questions should be written down, checked off when answered, then asked at question time would have alleviated a lot of the situation." (Kimana Littleflower)
    - o "Limit questions. If necessary, refund and remove 'problem attendees.'" (Eve Egan)
    - o "Throw it the crazy folks!"
  - "Please make it 4 days!"
  - "Selection of hotel. One would be more convenient if parking were better."
    - o "Seminar was great! If you come back to Charleston (and I hope you do), consider having the training near the airport. Parking was horrible and expensive!"
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "How to handles taxes once profits begin to roll in." (Carla Campbell)
  - "Wealth building." (Lourdes Porter)
  - "Probate investing." (Cathy Stephens)
  - "Documentations." (Zenaida Alcantara)
  - "How to find buyers." (James Egan)
    - o "More on finding buyers and marketing in a tight economy." (Eve Egan)
  - "Tax liens. Buying from the bank." (Kimana Littleflower)
  - "Examples of lease options, owner financing, and all-cash offers printed on paper." (Richard Bailey)
    - o "Further discussion of quick turn techniques." (Randall Espeseth)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:

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- "By taking action and asking for help if I don't know. For me to learn about the law of attraction." (Fe Alvarez)
- "For those of us who have limited funds, could some sort of payment plan be established?"
  - o "I hope you can consider a way for students that are 'broke' like me to attend the mentorship and make a payment arrangements or consider splitting the commissions 50/50 with mentor." (Cathy Stephens)
- "Offer me solutions to prosper and be successful, and offer more opportunities for someone who has ambition and drive but may not necessarily have the finances." (Carla Campbell)
- "Should break the education topic into segments. Should be able to take the subjects you want and pay for these segments. The \$35,000 all-in-one price is too much all at once. There should be some sort of terms." (James Egan)

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**Survey Analysis**

Profit from Real Estate Investing

James Harris

Compiled by Denise O. Ong

Dallas, TX

July 31-August 2, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman

Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 35

Total attendees (includes guests): 47

Total survey percentage returned: 74%

Level of real estate experience:

75% of students categorized themselves as beginners

14% of students categorized themselves as intermediate

0% of students categorized themselves as experts

11% declined to specify

***Noteworthy Comments:***

*"It was amazing! I don't think you CAN improve it!" – Lori Dunn*

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 5.00
- Relevance of topics covered 4.86
- Usefulness of information 4.89

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.97

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Ryan Lotman 4.80
- Cory Lignell 4.91

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- Tiffany Brinkman 4.89

1. The attendees listed the following with regard to areas for improvement:
  - "Additional live calls and crunching the numbers."
    - o "More live phone calls for familiarization. Encouragement of trying real estate before Gold package."
  - "More role plays and examples would be helpful."
  - "Pictures with the process of sales."
  - "Hand out work sheets. A day just for calculations."
  - "How to fill out paperwork."
  - "1) Show total investment up front. Not promise something then say 'by the way, there's a fee.' 2) It really feels like you're selling a guaranteed process, but you repeat it's not guaranteed."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - Short sales
  - Tax liens
  - "More detail on probate – property purchases?"
  - "More on contracts and no-money-down deals."
  - "More math calculations."
  - "More in depth on REO's and building a buyer's list, commercial real estate, pre-construction real estate. How to work with a builder to develop land."
  - "How to actually attract more buyers."
3. When asked if they would attend another Trump U seminar, **98%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **92%** said **Yes**.  
  
**3 people** said they did not have the opportunity to meet with a Trump University Team Member with the reason/s:
  - "Not asked." (Anthony Mathis)
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Help me become more confident and learn how to take good risks." (Tonya George)
  - "Lower the price. Negotiate price of Gold package, i.e. take payment from first sale/deal." (Earl Wilson)

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TU 48680

**Survey Analysis**

Profit from Real Estate Investing

Kevin Shortle

Compiled by Denise O. Ong

Boise, ID

August 7-9, 2009

Sales Coordinator/s: Mike Biglane

Program Coordinator: Denise Ong

**Results**

Survey Returns: 9

Total attendees (includes guests): 10

Total survey percentage returned: 90%

Level of real estate experience:

67% of students categorized themselves as beginners

0% of students categorized themselves as intermediate

33% of students categorized themselves as experts

0% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.78
- Relevance of topics covered 4.89
- Usefulness of information 4.89

***Noteworthy Comments:***

*"Thank you all – Excellent Job!" – Jackie Jayo*

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Kevin Shortle 4.89

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Mike Biglane 4.78
- Denise Ong 4.89

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1. The attendees listed the following with regard to areas for improvement:
  - "Stick with the agenda." (Kevin Martinson)
  - "Add another day?" (Penni Roessler)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "More on notes." (Patrick Baumgart)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "More affordable plans for the Average Joe." (Jerilyn Brock)

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TU 48682

**Survey Analysis**

Profit from Real Estate Investing

Gerald Martin

Compiled by Denise O. Ong

Lafayette, LA

August 7-9, 2009

Sales Coordinator/s: Damian Pell, Michael Hinson

Program Coordinator: Susan Morrison

**Results**

Survey Returns: 12

Total attendees (includes guests): 20

Total survey percentage returned: 60%

Level of real estate experience:

59% of students categorized themselves as beginners

8% of students categorized themselves as intermediate

0% of students categorized themselves as experts

33% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.83
- Relevance of topics covered 4.83
- Usefulness of information 4.83

***Noteworthy comments:***

*"Seminar was top-notch. Excellent staff." – William DeVillier*

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.83

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Damian Pell 4.83

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TU 48683

- Michael Hinson 4.92
- Susan Morrison 4.92

1. The attendees listed the following with regard to areas for improvement:
  - "More time on phone calls and commercial real estate." (Darrell & Tonya Walker)
    - o "Make time to deliver on any offers such as the phone calls on student leads. It was said repeatedly and I got no opportunity on my leads. It made me feel no-good, of no value, because at this point I can't sign up for the mentoring program." (Stanley Morales)
  - "More contacts with owners with property for sale (although contacts made are very useful)." (Beverly Davis)
  - "It was great, but take things a little slower. It was a lot at one time." (Jimmie Sue Miller)
    - o "With the time constraint, it was difficult to learn and understand all terminology and strategies." (Shannon Ingwersen)
    - o "Make it at least 4 days." (Tonya Walker)
  - "For me, a little less sales pitch and more 'Do 1, 2, 3...'" (Paul Canup)
  - "I would rather another hotel." (Cynthia Rhodes)
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "How to fill out forms." (Jimmie Sue & Bobby Miller)
  - "Note-buying." (Tonya Walker)
  - "Commercial real estate." (Darrell Walker)
  - "More on the different types of creative financing." (Beverly Davis)
  
3. When asked if they would attend another Trump U seminar, **88%** responded **Yes**.
  
4. When asked if they would recommend Trump U to a friend, **88%** said **Yes**.
  
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **92%** said **Yes**.
  - **1 person** did not have the opportunity to meet with a TU Team Member for their one-on-one with the reason/s:
    - o *(No reason provided)* – Jimmie Sue Miller
  
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Keep me informed of strategies that can keep increasing my net worth. Provide a support system that is easy to understand all the terminology. Give me further chances to be educated." (Shannon Ingwersen)
  - "Mentor to be with me at least once." (Bobby Miller)
  - "Serve as mentor with type of financing and completion of forms required. Need guidance." (Beverly Davis)
  - "Continue with specific training to broaden choices of approaches." (Paul Canup)
  - "I believe my goals will be achieved soon. I will return for more training as I progress in my experience." (William DeVillier)

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### Survey Analysis

Commercial Real Estate Retreat

Steve Miller

Compiled by Denise O. Ong

Los Angeles, CA

August 21-23, 2009

Team: Kevin Derrick, Michael Hinson

### Results

Survey Returns: 37

Total attendees (includes guests): 44

Total survey percentage returned: 84%

Level of real estate experience:

73% of students categorized themselves as beginners

27% of students categorized themselves as intermediate

0% of students categorized themselves as experts

0% declined to specify

#### **Noteworthy Comments:**

*"Life-changing! Thank you!" – Susan-Claire Reid*

*"This, by far, was the best retreat among all other Trump retreats. Steve, Kevin and Mike are ALL great! Very knowledgeable team. The amount of information shared was great. The interest in answering everyone's questions and making sure everyone understood the answers was huge. Enjoyed these 3 days a lot. Thank you very much!" – (Name Not Provided)*

*"The BEST retreat!" – Marcus Mullins*

*"Exceptional 3 days!" – Dorla Verrier*

*"The best TU seminar EVER!" – Ali Kazemi*

*"Could not even conceive how to go about commercial real estate without Trump!" – Jo Carol Balderrama*

*"Really good retreat. Great training, comfortable, easy staff. Very easy on the sell for additional training – this was welcome both from the perspective of having the option to have additional training, as well as gentle on the push." – Jonathan Kuehne*

1. Unsatisfactory → Excellent

1

5

**Averages**

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- Quality of presentation 4.90
- Relevance of topics covered 4.91
- Usefulness of information 4.91

Trump U. Team Averages

2. Unsatisfactory →Excellent  
 1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Steve Miller 4.89

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in answering questions*

- Kevin Derrick 4.86
- Michael Hinson 4.82

1. The attendees listed the following with regard to areas for improvement:
  - "One-on-one time for questions." (Rene Livingstone)
  - "There was an assumption that everyone was getting the APOD and Cash Flow Analysis – not true with me and other students. I'm still lost with the information that is a critical component for me. It needs a more basic presentation with back-up material instead of a loss of hours of following along." (Rita Brown)
    - o "Include equations on the APOD and cash flow financial forms. Also provide CD of topics covered, electronic copies of APOD and financial forms. (Matty Ongchangco)
  - "Do 2 or 3 offers." (Mark Pittman)
  - "In the front of the binder, a list defining the acronyms would be valuable." (Patty Pittman)
  - "Folder too many blanks. Heavy baggage."
  - "Number the pages – more 'meat' to the content." (Ali Kazemi)
  - "Breakfast. Snacks. Brain food. Some sort of fruit." (Marcus Mullins)
  - "Abundant coffee supply is good!" (John Byung Yeon Kim)
  - "Sound system checks." (Linnea Pierson)
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Condo conversion and raw land development." (Rene Livingstone)
  - "More of the number-crunching sessions to make sure you follow the formats." (Rita Brown)
  - "APOD, Cashflow."
  - "More examples of actual deals with multiple financing alternatives." (Steve Olsen)
  - "Developing property purchase criteria and understanding key ratios and terms." (Steve Olsen)
  - "Finance – dealing with lenders and bankers. Contracts – more examples." (Ali Kazemi)
  - "More on how to find units." (Linnea Pierson)
  - "Extended topics on commercial real estate investing." (Gail Teodosio)

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- "How to run your LLC like a business. More contracts, process of making offers. What to do with properties after you have them to make more from them as assets." (Jo Carol Balderrama)
  - "Private money procurement." (Robert Vargas)
  - "Due diligence." (Les Gurvitch)
  - "How to approach private investors." (Marcus Mullins)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked how Trump U could help meet students' goals, their responses included:
- "More time allotted with mentors. Get a better hotel for parking, food, electrical in room." (Rita Brown)
  - "Las Vegas – Excellent location. Marriott LAX – Good location, access to meals horrible. Please add e-mail to bring calculator, property search."
  - "Need more seminars for commercial real estate. Can you expand this – Part 1 & 2?" (Ali Kazemi)
  - "Follow up calls after a month for answering questions, encouragement if us newbies are 'stuck'." (Patty Pittman)
  - "Set up a network of pre-qualified brokers, bankers, private lending sources, etc. for Trump students to work with to start their real estate business." (Mark Wendel)
  - "By following up more!" (Marcus Mullins)

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**Survey Analysis**

Profit from Real Estate Investing

James Harris

Compiled by Denise O. Ong

Los Angeles, CA

August 21-23, 2009

Sales Coordinator/s: Cory Lignell, Ryan Lotman

Program Coordinator: Susan Morrison, Page Sadlier

**Results**

Survey Returns: 35

Total attendees (includes guests): 40

Total survey percentage returned: 88%

Level of real estate experience:

51% of students categorized themselves as beginners

26% of students categorized themselves as intermediate

6% of students categorized themselves as experts

17% declined to specify

***Noteworthy Comments:***

*"Excellent training for a beginner like me who had no real estate experience." – Ramon Lopez*

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.89
- Relevance of topics covered 4.89
- Usefulness of information 4.74

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 5.00

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Ryan Lotman 4.74
- Cory Lignell 4.74

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- Susan Morrison 4.94
- Page Sadlier 4.82

1. The attendees listed the following with regard to areas for improvement:
  - "Pre-printed forms." (John Enomoto)
  - "Number the contracts for easier reference." (Lynette Bates)
    - o "Number all pages in the workbook and have text slides match for easy reference." (Richard Bliss)
  - "Continue with phone calls to get experience on how to speak to clients." (Alan Mont)
  - "Present a topic one-by-one, and go over step-by-step how each one is accomplished." (Adriana Bennett)
    - o "Step-by-step go over samples of all the different types of deals in more detail."
  - "Give more time for questions." (BJ Toukhladjian)
  - "Too much, too fast. Slow down. Give better notes. More realistic goals." (Vi lungerich)
    - o "I think the training should be about 2 weeks, just not so long each day. I feel like I didn't learn enough the first day." (Karla Walker)
    - o "Maybe too broad of a spectrum of information for just 3 days. Very overwhelming."
    - o "Found certain aspects not very useful and took too much time. Also intros – more meat! Less fluff. More in-depth on actual get-it-done strategies."
  - "Better communication through e-mail. Cory's presentation – more visuals to help people understand; have more fun presenting – wanted him to have that 'charm' beyond the great knowledge he has." (Paula)
  - "No going around the room with every person at session – get us together for a private luncheon." (Russell lungerich)
  - "Don't let the students take over the class." (Ed Lott)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - Short sales
  - Wealth preservation
  - Tax laws
  - Necessary skill development
  - "Training for real estate agents who want to become investors." (Desiree Ojeda)
  - "I was here for lease option contracts and you did not deliver them." (Clifton Hinds)
  - "Have REO specialists and government foreclosure experts discuss how you find out about these at the earliest possible time." (Russell lungerich)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals:

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**3 people** said they did not have the opportunity to meet with a Trump University Team Member with the reason/s:

- "I will have a mentor. Don't know exact goals yet to discuss them." (John Enomoto)
- "Met 1-on-1 and discussed how the 'Gold Level' would increase our chance of success. Not sure we received targeted discussion of goals and paths to achievement." (Reggie Bliss)

6. When asked how Trump U could help meet students' goals, their responses included:

- "Provide knowledge/training on executing deals – contract use, tax laws, permits, etc." (Lynette Bates)
- "To help me get into an actual situation to close the deal." (Kalyani Iyar)
  - o "The proper way to meet my goals is to actually watch them close a deal, like the lead or referral I gave them. That's really the best way to learn – hands on." (Ramon Lopez)
- "Provide private investors." (Ed Lott)
- "Award me a scholarship!" (Adriana Bennett)
- "Trust me like I trust you, treat me like family (team), and answer all my (even, basic) questions on how to close the deal after I find it." (BJ Toukhladjian)
- "I need e-mail access! I haven't received any e-mails since I invited my friend to the free workshop. We both signed up that night. I thought I would have had some kind of welcome e-mail to the 3-day workshop. I really wanted to have some communication. Be able to answer questions when needed. Keep connected." (Paula)
- "The packages were not explained to us. I feel like because we (Mark & I) don't have great credit or much right now, that we were discounted and overlooked as candidates for other programs." (Karla Walker)
- "Keeping in touch with me and making sure my mentor and people from Trump University stick around. I am placing trust in you."

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TU 48690

### Survey Analysis

Profit from Real Estate Investing

Gerald Martin

Compiled by Denise O. Ong

Orange County, CA  
August 21-23, 2009  
Sales Coordinator/s: Damian Pell  
Program Coordinator: Christy Duckett

### Results

Survey Returns: 25  
Total attendees (includes guests): 33  
Total survey percentage returned: 76%

Level of real estate experience:  
52% of students categorized themselves as beginners  
24% of students categorized themselves as intermediate  
8% of students categorized themselves as experts  
16% declined to specify

1. Unsatisfactory →Excellent  
1 5

#### **Averages**

- Quality of presentation 4.76
- Relevance of topics covered 4.64
- Usefulness of information 4.72

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.92

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Damian Pell 4.60
- Christy Duckett 4.80

1. The attendees listed the following with regard to areas for improvement:

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- "Walk us through a deal with applicable forms we can see and touch." (Tom Ringland)
  - "Coming in as a beginner, a little more time on the math; slow the deal process down a tad." (Mark Attew)
  - "Do more hand-on training." (Lollie Real)
  - "Find a way to teach for 3 days and leave the sales pitch out of the presentation. For those who spent only \$1,495, they should get full value. Stick to the outline/book." (James Bowman)
    - o "Try to give the people who paid the \$1495 the full 3 days of meat rather than so much time selling." (Marsha Bowman)
    - o "More information on the subject for the money I paid." (Carmen Excheveste)
  - "Don't let breaks run way overtime/ I felt some subject matter was skipped over non-thoroughly as a result. We didn't cover commercial financing or 'factoring' as was announced."
  - "Having materials on PDF also." (Jorge Nogueta)
  - "Resolve technical difficulties before class."
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
- Notes
  - Lease options and creative financing
  - Land trust
  - LLC's, C-corps
3. When asked if they would attend another Trump U seminar, **96%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **92%** said **Yes**.
- **2 people** did not have the opportunity to meet with a TU Team Member for their one-on-one with the reason/s:
    - o *(No reason provided)* – Jorge Nogueta
    - o *"They did not call me, as they had said."* – Carlos Echeveste
6. When asked how Trump U could help meet students' goals, their responses included:
- "Provide local mentor contacts." (Tom Ringland)
  - "Be true to the mentoring program." (James Bowman)
  - "Help me start; charge me later." (Carmen Echeveste)
  - "I need help financing for tutoring. I wish I could do it but I lost a lot of money on another seminar and no I do not have \$34,995 for coaching." (Carlos Echeveste)
  - "Show me the way to implement what I already learned and get paid." (Lollie Real)

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### Survey Analysis

Profit from Real Estate Investing

Bob Venter

Compiled by Denise O. Ong

Grand Rapids, MI  
August 28-30, 2009  
Team: Christy Duckett

### Results

Survey Returns: 6  
Total attendees (includes guests): 7  
Total survey percentage returned: 86%

Level of real estate experience:  
66% of students categorized themselves as beginners  
17% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
17% declined to specify

1. Unsatisfactory →Excellent  
1 5

#### **Averages**

- Quality of presentation 4.83
- Relevance of topics covered 5.00
- Usefulness of information 5.00

#### **Noteworthy Comments:**

*"Everything was handled in a very professional way." – Larry Hill*

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- Bob Venter 4.83

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in  
Answering questions*

- Christy Duckett 4.83

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1. The attendees listed the following with regard to areas for improvement:
  - "More in-depth training on fewer topics instead of broad overview of everything." (Ken Williams)
  - "Spend more time with calls and try to make one direct contact for each student/couple. I was really looking forward to this – no direct contact was made, however." (David Drake)
  - "It is hard for some people to take notes so maybe a better note-taking system." (Dana Kowalski)
    - o "Slower presentation of topics." (Bernard Kowalski)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Housing/Commercial rehab (flipping)." (David Drake)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "If at all, possible lower the prices for the training packages so more can participate with the funds they have available right away." (David Drake)
    - o "Provide some type of financial aid for those who are really serious about bettering their career." (Dana Kowalski)
  - "Help me get at least one deal done with the info presented thus far during the free preview and the 3-day training class." (Ken Williams)

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**Survey Analysis**

Profit from Real Estate Investing

James Harris

Compiled by Denise O. Ong

San Diego, CA

August 28-30, 2009

Sales Coordinator/s: Ryan Lotman, Scott Leitzell

Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 37

Total attendees (includes guests): 55

Total survey percentage returned: 67%

Level of real estate experience:

64% of students categorized themselves as beginners

30% of students categorized themselves as intermediate

3% of students categorized themselves as experts

3% declined to specify

**Noteworthy Comments:**

*"I loved this seminar. Thank you, guys. It has really exceeded every expectation." – Crystal Neels*

*"For both the free seminar and for this 3-day paid seminar, I felt you 'under-promised and over-delivered'! Keep up the great job – I'll look forward to enjoying more soon." – Deborah Fox*

*"The knowledge I gained here has already pushed me towards my goal of making a sound 1<sup>st</sup>-time home purchase." – Tim Kettinger*

*"I was very impressed, also overwhelmed, but I loved the whole weekend." – Susan Johnson*

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.89
- Relevance of topics covered 4.94
- Usefulness of information 4.92

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

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Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.92

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Ryan Lotman 4.78
- Scott Leitzell 4.73
- Tiffany Brinkman 4.76

1. The attendees listed the following with regard to areas for improvement:
  - "Announce schedule of topics and breaks at start of each session. Provide more mini-breaks and longer lunch breaks." (Anthony LoBue)
    - o "Normal lunch hour." (Jesse Shackelford)
    - o "Free lunch because with working lunches, zero time to *get* lunch, work and decompress!" (Jill Maricle)
  - "(For Scott) Write when he explains the examples. Many were not clear on some examples." (Giti Irani)
  - "Slow down with the discussion." (Anette Catahay)
  - "Perhaps include a couple of minutes to introduce concepts such as 'ROI' to ensure all understand what is said; may help to avoid confusion for some." (Deborah Fox)
  - "More detailed discussions in less bulk. Provide more notes – hard to focus while trying to take notes."
  - "Show how to about leads and what is a 'good' lead to follow. Show more listings and slower pace in covering topics."
  - "Allow people to go to breakout groups for a separate topic if not interested in a subject that the main speaker is discussing."
  - "Know more about SD government."
  - "More real-life situations and first-year testimonials. Have a mentor present."
  - "Make nametags for guests (once you have their names) on a printer, instead of a marker." (Crystal Neels)
  - "Location with less expensive parking. Then again, love the location." (Margo Powell-Reid)
  - "More time for questions. Make it a 4-day seminar." (Ricardo Ledesma)
    - o "More Q & A sessions!" (Darrell Olson)
  - "More 'local' seminars."
  - "Coffee and tea in the afternoon to stay awake. Provide food so students don't have to leave." (H. John Khadivi)
    - o "Keep the beverage service coming as breaks are infrequent." (Sarita Howe)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Commercial and multi-family." (H. John Khadivi)
  - "Tested organization techniques, typical day on-the-job. (It was touched on, but it's priceless.)" (Sarita Howe)
  - "More exit strategies." (Anette Catahay)
  - "How to raise the value of a house." (Shiho Olson)

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3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **94%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals:

**1 person** said they did not have the opportunity to meet with a Trump University Team Member with the reason/s:

- *(No reason given)*

6. When asked how Trump U could help meet students' goals, their responses included:
  - "We could have more focus on our goals and plans for one-on-one. Still not clear what specifics I need to do." (Giti Irani)
  - "Offer e-mail support for deals. Private money...I would recommend you offer 1, 2, 3-day mentor packages to give more choices." (Crystal Neels)
  - "Being able to answer specific questions while I'm doing transactions." (Margo Powell-Reid)
  - "I am interested in BIG DEALS!" (H. John Khadivi)
  - "Build hotel, self-confidence in buying commercial and residential (properties)."
  - "The one-on-one only focused on selling the Gold Elite membership instead of giving advice."
  - "Mentor people on making first deal to pay for membership."

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**Survey Analysis**

Profit from Real Estate Investing

Kevin Shortle

Compiled by Denise O. Ong

Las Vegas, NV  
September 11-13, 2009  
Sales Coordinator/s: Scott Leitzell, Tad Lignell  
Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 20  
Total attendees (includes guests): 22  
Total survey percentage returned: 91%

Level of real estate experience:  
65% of students categorized themselves as beginners  
30% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
5% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.73
- Relevance of topics covered 4.50
- Usefulness of information 4.71

***Noteworthy Comments:***

*"I thought it was great! Especially after attending other seminars on investing." – Andrew Boyer*

**Trump U. Team Averages**

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Kevin Shortle 4.95

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Scott Leitzell 4.85
- Tad Lignell 4.63
- Tiffany Brinkman 4.90

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TU 48698

1. The attendees listed the following with regard to areas for improvement:
  - "Outline of topics discussed that day would be helpful to help focus attendees' attention. In some I would have preferred sequential speaking about each area." (Name Not Given)
  - "More of what was presented on last day should be presented on all 3 days. More of a sequential, step-by-step approach. 3-day seminar should not be sales pitch for future programs but provide practical hands-on training." (Patti Keon)
  - "More interaction, i.e. role-playing (buyer-seller), filling out contracts, talking on the phone, more in-depth info, how & what do we do on the day after?" (Name Not Given)
    - o "More interaction and real-world opportunity." (Name Not Given)
  - "Make note-taking a little easier, slow down a little so that you are not missing what's being said while you're taking notes." (Name Not Given)
  - "Possibly have one more day. A lot of information to cover." (Sharon Apple)
  - "The sales pitch (at the free seminar) didn't match the training coverage – I was somewhat disappointed." (Jim Wells)
    - o "I heard others were mad because it wasn't the same person teaching as last time (i.e. James, then Kevin)." (Tarah Friger)
  - "Do the platform selling on the last day so you don't get so discouraged about being slapped with an additional \$35,000 fee to get extra help."
  - "Have a week-long seminar." (Joseph Weeden III)
  - "Coffee, tea at the back of the room, rather than waiting at Starbucks." (Shelley Danforth)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "More information on how to spot a good deal. Lesson on how to value a potential property." (Austin Apple)
  - "Notes. Short sales." (Sharon Apple)
  - "More detailed subjects, like commercial."
  - "I would like to get into detail with the subject on rehab. Lost estimates, before and after pictures, etc." (Andrew Boyer)
  - "More real-life experiences with hands-on training." (Name Not Given)
  - "More time on REO's." (Lloyd Rupp)
  - "Creating wealth with long-term investing/Education on creating long-term wealth." (Rolston Miller)
  - "Stock market trading. Small business course: what to expect, pitfalls, due diligence." (H.R. Gilcrest)
3. When asked if they would attend another Trump U seminar, **95%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **90%** said **Yes**.
  - "Unless I knew the format/content of all 3 days changed, and cost of future trainings was stated upfront." (Patti Keon)
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **95%** said **Yes**.

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**1 person** said they did not have or did not want the opportunity to meet with a Trump University Team Member with the reason/s:

- *"Didn't want to miss out on information."* (Name Not Given)

6. When asked how Trump U could help meet students' goals, their responses included:
- *"Provide a graduated check list breaking down how to get started with investing, including an estimated time table to gauge progress."* (Austin Apple)
  - *"Giving me a fresh start. Having to close my business due to the economy, I am very motivated to learn a new trade."* (Sharon Apple)
  - *"The workbook is loaded with material – the mentoring is way over my budget so I feel overwhelmed right now. But luckily, my daughter 'gets it' and will help me (be a success)!"*
  - *"I would like to see some sort of program where pre-screened individuals are able to pay for classes after doing their first deal."* (Joseph Weeden III)
  - *"I think at the 2-hour presentation, it would be better if it was stated that the best way to be able to get the most of the program will require additional/substantial monetary investment beyond the 3-day seminar. It's a fact – why not state it?"* (Name Not Given)
  - *"Provide answers as questions arise without stating I must pay/take another course. Simple question, simple answer. I would (also) like to see ala carte options on advanced trainings that are available."* (Patti Keon)
  - *"Provide more affordable programs; possibly offer a group mentoring."* (Name Not Given)
  - *"By not charging \$35,000 for a mentor. Make more affordable. By not misleading people at the introduction class."* (Name Not Given)
  - *"Regularly-scheduled call to grill you about your progress."* (H.R. Gilcrest)

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TU 48700



**Survey Analysis**

Profit from Real Estate Investing

Gerald Martin

Compiled by Denise O. Ong

Walnut Creek, CA  
September 11-13, 2009  
Sales Coordinator/s: Damian Pell  
Program Coordinator: Christy Duckett

**Results**

Survey Returns: 10  
Total attendees (includes guests): 15  
Total survey percentage returned: 67%

Level of real estate experience:  
30% of students categorized themselves as beginners  
70% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
0% declined to specify

**Noteworthy Comments:**

*"Gerald,  
Buying notes is an exciting lesson to learn and add to our tools of knowledge.  
Thanks for sharing!"*  
- Genevieve Black

*"For my first time, I thought it was great!" – Lethea Temporal*

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.70
- Relevance of topics covered 4.90
- Usefulness of information 4.70

**Trump U. Team Averages**

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

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- Gerald Martin 4.70

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Damian Pell 4.60
- Christy Duckett 4.90

1. The attendees listed the following with regard to areas for improvement:
  - "Stress how important it is to take time the 1<sup>st</sup> day to get potential leads." (Holly Cranshaw)
  - "Clear take-aways on the 18 strategies and generally which ones to use in which situation. Damian could be more organized – lost track when he got off script, but he is obviously knowledgeable and taught a lot of good info." (Larry Matarazzi)
  - "More examples on how to do deals rather than all the success stories. One-on-one time not to overlap with seminar." (J. Chad Brown)
  - "Simplify and walk through the steps in a logical sequence – 1 to 10 – with the exact forms needed for each step." (N. Mallinckrodt)
  - "Separate seminars according to people's (sic) skill level, so people with less knowledge won't feel intimidated." (Elizabeth Papane)
  - "For an introductory class, this was fine as presented. Due to the blend of participants, the amount of time spent on more interesting topics could be longer." (Robert Jovez)
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "A little more time on structuring a deal." (Lethea Temporal)
  - "Covering the processes of the forms and contracts, and explaining how they should be filled out." (J. Chad Brown)
  - "Setting up a corporation and LLC's. Tax planning." (N. Mallinckrodt)
  - "Agreement for deeds."
  - "Full day of foreclosures." (Holly Cranshaw)
  
3. When asked if they would attend another Trump U seminar, **96%** responded **Yes**.
  
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
  
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
  
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Understanding our exact situation and helping (sic) us develop a strategy for going forward." (Larry Matarazzi)
  - "By being there to answer any and all questions." (J. Chad Brown)
  - "More complete details on each topic, less a step-by-step guide." (Elizabeth Papane)
  - "Legal issues involved and how to prevent mistakes in doing the deals."
  - "Maybe adding one more day – 3 days of seminar, and an extra day of 'overview.'" (Holly Cranshaw)
  - "Assist with questions on potential deals." (Lindsay Chu)

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**Survey Analysis**

Profit from Real Estate Investing

James Harris

Compiled by Denise O. Ong

West Palm Beach, FL  
September 11-13, 2009  
Sales Coordinator/s: Ryan Lotman, Cory Lignell  
Program Coordinator: Gillian Birnie

**Results**

Survey Returns: 29  
Total attendees (includes guests): 41  
Total survey percentage returned: 71%

Level of real estate experience:  
45% of students categorized themselves as beginners  
38% of students categorized themselves as intermediate  
10% of students categorized themselves as experts  
7% declined to specify

***Noteworthy Comments:***

*"Loved the seminar... Great job covering all topics." – Nieko Tischler*

*"It was excellent!" – Pirjo Pedersen*

*"To be really honest, No. I do not need the competition." – Thomas Kaufmann (in response to whether he would recommend Trump University seminars to a friend)*

1. Unsatisfactory → Excellent  
1 5

**Averages**

- Quality of presentation 4.79
- Relevance of topics covered 4.81
- Usefulness of information 4.67

Trump U. Team Averages

2. Unsatisfactory → Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.66

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Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Ryan Lotman 4.59
- Cory Lignell 4.90
- Gillian Birnie 4.86

1. The attendees listed the following with regard to areas for improvement:
  - "Seminar was misrepresented as to detail of material that would be covered." (Name Not Given)
  - "Not to get mad when asking questions. There's no dumb question and a coach should be able to satisfy that." (Name Not Given)
  - "Too much pressure to join team. More time spent on this than necessary." (Name Not Given)
    - o "Less time upselling." (Name Not Given)
  - "Start on time. More details, and less selling." (Klaus Sinn)
  - "Concentrate on a few topics more comprehensively, and others less. Allow more time for meals." (Kristine Rebmann)
  - "Handouts of all topics, including forms." (Greg Jones)
  - "Speak slower. More structure." (Emilia Delgado)
  - "Keep the coffee coming! Lunch would be nice." (Terri Smith)
  - "Would like more 'do-it-yourself' examples with answers for all-cash offers." (Nieko Tischler)
  - "Make it 3 ½ days!" (Laurie Albrecht)
    - o "Up the number of days so you can go slower." (Susan Roskay)
  - "More frequent, shorter breaks."
  - "Not waiting until 2 PM to let starving people eat." (Mike & Kristine Rebmann)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Shorter (sic) seminars going more in detail about specific types of distressed sales." (Laurie Albrecht)
  - "(How to) find buyers." (Thomas Kaufmann)
  - "Stocks." (Luis Cuapela)
  - "No money down."
  - "A different aspect of investing." (Delton Clayton)
  - "A self-esteem type portion of seminar." (Kristine Rebmann)
  - "Details on how to find the best team members." (Greg Jones)
  - "Quit-claim deeds." (Patrice Delancey)
3. When asked if they would attend another Trump U seminar, **93%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **93%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals:

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**4 people** said they did not have or did not want the opportunity to meet with a Trump University Team Member with the reason/s:

- "They were only interested in getting me into the mentor program, and when I was considering buying one of the programs, James was extremely rude and killed the deal."  
(Luis Cuapela)
  - "Because it was more focused on how to pay for the course rather than my personal goals."  
(Name Not Given)
  - "We were not interested in the upsell." (Name Not Given)
6. When asked how Trump U could help meet students' goals, their responses included:
- "Keep me motivated." (Terri Smith)
  - "By keeping in touch with the Gold members. I feel a little, actually, A LOT overwhelmed at the moment!" (Nieko Tischler)
  - "Continue to follow up in mentoring. Make sure I am setting & meeting goals continually. Answer the questions of *this* Gold Elite member." (Laurie Albrecht)
  - "Have an affordable payment plan (monthly) rather than demanding the entire amount. Make phone calls for everyone that completed the assignment for FSBO's/For Rents/Garage Sales." (Pharis Ebanks)
  - "Support with info and financing."
  - "The regular coaching, continuous mentoring and contact." (Kristine Rebmann)

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**Survey Analysis**

Profit from Probate Retreat

Arcadio Diaz

Compiled by Denise O. Ong

Orlando, FL

September 11-13, 2009

Team: Eric Stevens, Mike Biglane

**Results**

Survey Returns: 11

Total attendees (includes guests): 12

Total survey percentage returned: 92%

Level of real estate experience:

46% of students categorized themselves as beginners

45% of students categorized themselves as intermediate

0% of students categorized themselves as experts

9% declined to specify

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 5.00
- Relevance of topics covered 5.00
- Usefulness of information 5.00

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Arcadio Diaz 5.00

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in answering questions*

- Eric Stevens 5.00
- Mike Biglane 5.00

1. The attendees listed the following with regard to areas for improvement:

- "Consistency, Transparency, Honesty!" (Angelo Mylonakis)

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- "It would have been good to note that there is an entire seminar on asset protection, wholesaling, and rehabbing (I've taken them all)." (Gina St. George)
  - "Move through material a bit faster." (Freddy Hidalgo-Monchez)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
- "International/Canadian options." (Angelo Mylonakis)
  - "It would have been good to have powerpoints prepared on private mortgage notes and creative financing." (Gina St. George)
  - "Life insurance cash-flow strategies. Canadian-tailored retreats (tailor meaning knowledgeable about Canadian laws). Forex trading." (Freddy Hidalgo-Monchez)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked how Trump U could help meet students' goals, their responses included:
- "More info than I knew." (Marcel Mensik)
    - o "Hopefully information gained from this weekend will help us achieve our goals." (Helen Fair-Mensik)
  - "By making Canadian courses available and financially feasible." (Freddy Hidalgo-Monchez)

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**Survey Analysis**

Creative Financing Retreat

Kevin Shortle

Compiled by Denise O. Ong

New York, NY  
September 18-20, 2009  
LIT: Kevin Clarke  
Program Coordinator: Susan Morrison

**Results**

Survey Returns: 24  
Total attendees (includes guests): 25  
Total survey percentage returned: 96%

Level of real estate experience:  
54% of students categorized themselves as beginners  
42% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
4% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.92
- Relevance of topics covered 4.92
- Usefulness of information 4.96

***Noteworthy comments:***

*"Not only excellent material, but as an educator for military flight training, I appreciate the highly skilled instructional techniques Kevin used to convey the material and keep the class engaging." – Phillip Scheller*

*"The personal interest taken by Susan, Kevin & Kevin made me feel more competent. I felt like I was treated like a peer, not a student. Thank you!" – Anna Scheller*

*"This presentation was really a great gift to me, for my preparation in wealth." – David Magallanes*

*"Kevin S. seemed to enjoy teaching as much as we were able to be educated. Kevin C was very interesting and made hard money seem much less scary." (Janet Dickinson)*

*"Excellent class with details. Great arrangement by Susan and team." – Billy Arumugam*

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Trump U. Team Averages

2. Unsatisfactory → Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Kevin Shortle 5.00
- Kevin Clarke (LIT) 4.92

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Susan Morrison 5.00

1. The attendees listed the following with regard to areas for improvement:
  - "More detailed lease option. More homework, practice handouts." (Chi Zhou Yang)
    - o "Handouts by speaker instead of all these written notes." (Alicia Poppe)
  - "Filling out sample forms for different creative financing, eg. Lease financing." (Emelia Chang)
  - "Role-playing would be great!"
  - "Update slides to match workbooks." (Phillip Scheller)
    - o "There were some great info in the slides that were not in our books. It would be great if we could get a PDF or similar sent to us, or handouts." (Kevin Kidder)
    - o "Manuals we had are not up-to-date or all-inclusive. Needs updating. Presentation was too fast for a very complex topic." (James Egan)
  - "Spent too much time going over wholesaling on the first day. This was a repeat of the Fast Track to Foreclosure Investing – so we had to rush through too much on the last day." (Eve Egan)
  - "An hour extension."
  - "More coffee cards." (Lou Poppe)
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Profit investment strategies." (Dakota Poppe)
  - "'Subject-to' clauses." (Chi Zhou Yang)
  - "Note or contract buying." (Anna Scheller)
    - o "Would like to see seminar on contract note purchasing." (Lisa Dickinson)
    - o "Please consider a separate workshop on contract-buying and notes, as well as including written material in the notebook on this subject." (Marquita Topovski)
    - o "We'd appreciate notes on contract-buying in the workbook and workshop on this." (Carol Sussal)
    - o "Wholesaling notes." (Emelia Chang)
    - o "Mortgage note, other note investing." (Kevin Kidder)
    - o "Notes business." (Billy Arumugam)
    - o "Would like to have a 3-day retreat for buying and selling notes." (Ed & Gary Graham)
    - o "Paper notes." (Alicia Poppe)
  - "Property manager and contractor negotiation." (Lou Poppe)

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TU 48709

3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked how Trump U could help meet students' goals, their responses included:
  - "Programs to help teenagers begin to invest in Passive Income and Portfolio Income." (Dakota Poppe)
  - "Have wholesale notes and wholesale toxic notes webinars please!" (Chi Zhou Yang)
  - "Continued online support and more frequent seminars/workshops." (Emelia Chang)
  - "Access to people like Kevin Shortle in addition to my mentor." (Kevin Kidder)
  - "Showing light on the direction." (Billy Arumugam)
  - "Continue to grow." (Lou Poppe)
  - **"Every time I come to a class, I don't like to be sold something else, and always feel like this is the way it's going to be. We signed up for the complete top program. The speaker and concept is great but what is sold to us is not available. I cannot get into the webinars and am getting the run-around from Customer Service." (James Egan)**

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TU 48710

### Survey Analysis

Profit from Real Estate Investing

Bob Venter

Compiled by Denise O. Ong

Peoria, IL

September 18-20, 2009

Sales Coordinator/s: Michael Hinson

Program Coordinator/s: Page Sadlier, April Neumann

### Results

Survey Returns: 7

Total attendees (includes guests): 10

Total survey percentage returned: 70%

Level of real estate experience:

43% of students categorized themselves as beginners

29% of students categorized themselves as intermediate

0% of students categorized themselves as experts

28% declined to specify

1. Unsatisfactory →Excellent

1 5

#### **Averages**

- Quality of presentation 4.86
- Relevance of topics covered 4.86
- Usefulness of information 4.86

#### **Noteworthy Comments:**

*"(Bob Venter is a) Great Trainer! Great Asset to your company!" – Helen Hadix*

*"Excellent – keep doing what you're doing!" – Richard Hadix*

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- Bob Venter 4.71

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

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*Answering questions*

- Michael Hinson 4.86
- April Neumann 5.00
- Page Sadlier 5.00

1. The attendees listed the following with regard to areas for improvement:
  - "A little more detail on 1-2 segments per day. Contract details." (Ron Mechling)
  - "Better location." (James Lotzgesell)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Creative financing details." (Ron Mechling)
  - "More of lease options. Owner-seller financing." (Richard Hadix)
  - "Property management." (Helen Hadix)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Create networking of ideas, pool of deals to pull from." (Ron Mechling)
  - "Keep in touch with my boyfriend, James Lotzgesell, in the future." (Shirley Scott)
  - "Develop term financing to enable people with limited resources to be able to get their Elite Education sooner." (James Lotzgesell)

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TU 48712

**Survey Analysis**

Profit from Real Estate Investing

James Harris

Compiled by Denise O. Ong

St. Louis, MO  
September 18-20, 2009  
Sales Coordinator/s: Ryan Lotman, Cory Lignell  
Program Coordinator: Christy Duckett

**Results**

Survey Returns: 21  
Total attendees (includes guests): 31  
Total survey percentage returned: 68%

Level of real estate experience:  
90% of students categorized themselves as beginners  
10% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
0% declined to specify

***Noteworthy Comments:***

1. Unsatisfactory → Excellent  
1 5

**Averages**

- Quality of presentation 4.95
- Relevance of topics covered 4.86
- Usefulness of information 4.85

Trump U. Team Averages

2. Unsatisfactory → Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.90

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Ryan Lotman 4.90
- Cory Lignell 4.89

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TU 48713

- Christy Duckett 4.90

1. The attendees listed the following with regard to areas for improvement:
  - "Documentation to better mirror the information presented in class." (Harold Campbell)
  - "More homework/assignments done before. Actual case studies." (Mark Chao)
  - "Eliminate some of the handwriting and put the info in a handout." (Antwine Nelson)
  - "More details on other topics other than foreclosures. Other lectures were brief." (Robert Thomas)
  - "More Q&A." (Joy Schaefer)
  - "Little more hands-on." (James Horskins)
  - "The sales proposals were excellent!" (Robert Cooper)
  - "The info is great, however if the lunch break wouldn't start too late in the afternoon." (Steven Stuckey)
  - "Bring food!" (George Cook III)
  - "I would suggest that you not angle everyone towards the Gold and whatever memberships so early in the class. I paid for 3 days of an education, and received 1 ½ days of education and 1 ½ days of promoting the future classes." (John Griesbauer)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Wealth preservation." (Mark Chao)
  - "Credit rebuilding tips." (Robert Thomas)
  - "I thought some topics could be covered a little more in depth. I felt as though part of this presentation was given to me at the initial free event." (John Griesbauer)
  - "More in-depth about short-term, owner financing."
3. When asked if they would attend another Trump U seminar, **93%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **93%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals:

**1 person** said they did not have or did not want the opportunity to meet with a Trump University Team Member with the reason/s:

  - "Was not asked to go over to them." (George Cook III)

**1 person** said Yes, but had this to say:

  - "I don't remember talking about personal goals." (Marla Rains-Colic)
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Stay in touch, because I will be e-mailing you." (George Cook III)
  - "I will communicate, and I would like to attend a later retreat." (Robert Cooper)
  - "Help with finding deals, making offers, and close the deals." (Joy Schaefer)
  - "By aiding me with the tools and support to succeed in real estate to enable me to be more, give more, do more in life." (Marla Rains-Colic)

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- "Finance my other classes then deduct from sales made... I am a producer!" (Robert Thomas)
- "Keep in touch, and to be accessible when needed as being a member." (Eileen Stiles)
- "Stay direct and blunt with me." (George Beamon)
- "I think one or two people should be hand-picked from the class and put in a program free of charge, and mentored through the program until they close enough deals to pay for the program." (Antwine Nelson)

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TU 48715

**Survey Analysis**

Profit from Real Estate Investing

Gerald Martin

Compiled by Denise O. Ong

Chicago, IL

October 9-11, 2009

Sales Coordinator/s: Damian Pell, Scott Leitzell

Program Coordinator: Christy Duckett

**Results**

Survey Returns: 24

Total attendees (includes guests): 31

Total survey percentage returned: 77%

Level of real estate experience:

75% of students categorized themselves as beginners

21% of students categorized themselves as intermediate

0% of students categorized themselves as experts

4% declined to specify

**Noteworthy Comments:**

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.58
- Relevance of topics covered 4.79
- Usefulness of information 4.70

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.83

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Damian Pell 4.67
- Scott Leitzell 4.83

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- Christy Duckett 4.88

1. The attendees listed the following with regard to areas for improvement:
  - "More in-depth 'detailed' info on 'how-to' without having to spend for the Advanced Program." (Name Not Provided)
    - o "Reduce the 'sell' time and focus on the nuts and bolts. Disclose cost to continue before second day – no refund – to all and not just those you 'weed' out for financial reasons. A little less jumping around workbook – doesn't really support systematic/prescriptive process." (Name Not Provided)
    - o "When you start a class, be courteous about telling about every cost." (Frank Leatherman)
    - o "Make the price of continuing more reasonable." (Steve Grindle)
  - "Do more hands-on training; provide more detailed information in the handouts." (Jason Faivre)
  - "Gerald was so passionate that at times he lost me with so much emotion. Perhaps his presentation can be improved by slowing down a bit and breaking things more for understanding." (Maria Elena Medina)
  - "Cover some of the 'real-estate basics' for people who have very little real estate knowledge and experience." (Sharon Lin)
    - o "Pre-reads and maybe basic online classes to help prepare those without experience. Maybe I would have come prepared with some very basic ideas and questions, instead of trying to absorb everything." (Adriana Medina)
    - o "Talk more to the beginner in real estate." (Karen Grindle)
  - "At this point, I feel the flow jumped around. It came together towards the end." (David Jorn)
    - o "More precise transaction instruction. Go slower in the actual instruction instead of just presenting concepts." (Name Not Provided)
    - o "Explain the steps more clearly before jumping ahead to the next concept." (Mark Curran)
    - o "To do an actual sample deal. Slowly, explaining everything in detail and using the actual forms. Sample deals with forms filled out and supporting notes." (Gloria Klischuk)
  - "The room was extremely cold, it was a distraction." (Robert Jones)
  - "You guys could number the appendix part so it would be easy to find what we are looking for." (Mary Gutierrez)
    - o "Many of us could not find page numbers to match the screen." (Name Not Provided)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Setting up your business, step-by-step. More detailed info on LLC vs. Corporations (S or C) in regards to the state we reside in." (Name Not Provided)
  - "Teach (in) detail, the basics that we need to start in this business." (Mary Gutierrez)
  - "How to get in on a small budget vs. \$45K to 60K. Get feet wet before jumping in, head first." (Name Not Provided)
  - "Tax deeds and tax liens." (James Potvin)

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- "Marketing your business effectively/finding buyers. 'Paperwork' involved in real estate transactions." (Sharon Lin)
  - "Quick Turn. Creative Financing." (Steve Grindle)
  - "Investment in other areas besides real estate. Women in finance. Women in business." (Maria Elena Medina)
  - "More on buyer's list building." (Dennis Royster)
3. When asked if they would attend another Trump U seminar, **96%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
- 1 person** did not have the opportunity to meet with a Trump University Team Member because of the following reason/s:
- "It was really just another 'sell' the program time. Not really goal-focused." (Name Not Provided)
  - "Did not meet the 2<sup>nd</sup> time for chance to join team – Why? Don't know." (Dennis Royster)
  - "They never asked." (Gloria Klischuk)
6. When asked how Trump U could help meet students' goals, their responses included:
- "More one-on-one time to discuss 'where' I want to be and where and how can I get there." (Name Not Provided)
  - "Help me create an action plan to get started. Class is a lot of info and overwhelming." (Jason Faivre)
  - "Provide appropriate on-going support." (Name Not Provided)
  - "I feel that the mentor in the next step will be the real advantage to bring it all together." (David Jorn)
  - "If you guys could finance our education, it'd be great. If you could give us the option of monthly payments, it would help us a lot." (Mary Gutierrez)
    - o "Help us make a first deal to finance my continuing education. Give me an opportunity to get my feet wet." (Name Not Provided)
    - o "By allowing at least for a one-time help on leads for \$1,500, if you don't take membership." (Frank Leatherman)
  - "Offer accountability program after the seminar." (James Potvin)
  - "Help answer my questions when they pop up down the road." (Mark Curran)
  - "Price and terms." (Steve Grindle)
  - "Provide skilled, knowledgeable, passionate, and competent advisors and mentors as it currently has. Don't drop the ball after my sincere commitment to become a millionaire. Treat me as a person, not just a member that registered for Advanced Training." (Maria Elena Medina)
  - "Was not interviewed. Gerald made only 1 call for me. Was incomplete. I thought I was going home with a property. Big disappointment. Not satisfied. Sucked in with more seminars. You should have let us know on the first day." (Name Not Provided)

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TU 48718

**Survey Analysis**

Profit from Real Estate Investing

Steve Goff

Compiled by Denise O. Ong

Houston, TX

October 9-11, 2009

Sales Coordinator/s: Chris Goff, Michael Hinson

Program Coordinator: Susan Morrison

**Results**

Survey Returns: 26

Total attendees (includes guests): 21

Total survey percentage returned: 81%

Level of real estate experience:

67% of students categorized themselves as beginners

19% of students categorized themselves as intermediate

0% of students categorized themselves as experts

14% declined to specify

**Noteworthy Comments:**

*"This is the best thing out there!" – Latchman Ramoutar*

*"It has educated me in the real estate business; it will continue building my education and confidence through workshops and, hopefully, a mentorship. Thank you ALL!" – Jesse Irwin*

*"You all work too hard. Perhaps you could each take a brief break once during the 3 days and relax or work out so you can do seminars for 40+ more years." – Daniel Schramm*

1. Unsatisfactory →Excellent

1                      5

**Averages**

- Quality of presentation                      5.00
- Relevance of topics covered                      5.00
- Usefulness of information                      5.00

Trump U. Team Averages

2. Unsatisfactory →Excellent

1                      5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

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TU 48719

- Steve Goff 5.00

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Chris Goff 5.00
- Michael Hinson 5.00
- Susan Morrison 5.00

1. The attendees listed the following with regard to areas for improvement:
  - "Handouts of financing approaches." (Paul Canup)
  - "If there could be seminars for people with different levels of expertise, say beginners, intermediate. For instance, seminar for beginners." (Name Not Provided)
    - o "Slow down a little, make sure the students understand." (Latchman Ramoutar)
  - "Maybe work with a student to close a live deal?" (Name Not Provided)
  - "More interactions with seller/buyer. Example: phone calls with buyer." (Name Not Provided)
  - "Provide the option to attend individual retreats." (Chiffon Yang)
  - "Explain all the cons, what could go wrong." (Jesse Irwin)
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "More real case exercises in class." (Chiffon Yang)
  - "Selecting a power team – criteria and approaches." (Paul Canup)
  - "IRA Financing – Using IRA to buy real estate." (Name Not Provided)
  - "A 'live show.'" (Name Not Provided)
  
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
  
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
  
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals:
 

**1 person** said they did not have or did not want the opportunity to meet with a Trump University Team Member with the reason/s:

  - *No reason was provided*
  
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Just continue to be available." (Tom Gartner)
  - "Keep the encouragement through e-mails, more webinars and seminars." (Chiffon Yang)
    - o "Inspiration. Build up the passion and faith. Change the way I am thinking to be rich." (Name Not Provided)
  - "I needed a one year, no payments, no interest until I made money like other big corporations. If you're going to sign up people in Texas, train in Texas." (Chris Reyes)
  - "Work with me, one-on-one, longer than 3 days." (Name Not Provided)

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TU 48720

**Survey Analysis**

Profit from Real Estate Investing

James Harris

Compiled by Denise O. Ong

Phoenix, AZ

October 9-11, 2009

Sales Coordinator/s: Ryan Lotman, Cory Lignell

Program Coordinator/s: Gillian Birnie, Page Sadlier

**Results**

Survey Returns: 16

Total attendees (includes guests): 16

Total survey percentage returned: 100%

Level of real estate experience:

69% of students categorized themselves as beginners

25% of students categorized themselves as intermediate

0% of students categorized themselves as experts

6% declined to specify

***Noteworthy Comments:***

*"James is an incredible person!" – Susan Santilena*

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.73
- Relevance of topics covered 4.72
- Usefulness of information 4.93

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.88

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Ryan Lotman 4.56
- Cory Lignell 4.56

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- Gillian Birnie 4.63
- Page Sadlier 4.53

1. The attendees listed the following with regard to areas for improvement:
  - "Focusing too much time to sign up for the package. Need more step-by-step, more options; need to talk about problems that could occur in real estate deals." (Imran Jamali)
    - o "Less hard sell on \$35K package." (Name Not Provided)
  - "Speed – I know a lot of material – a little slower to digest – let more questions be asked." (Joe Wall)
  - "Shorter presentations or breaks in intervals of no longer than 1 ½ hours at a time." (Bill Wilson)
    - o "More breaks. The team should be more approachable." (Anais Fernandez)
    - o "Have scheduled breaks and finish each day at 5 to leave daylight for driving to neighborhoods and time for homework." (Susan Santilena)
  - "If attendees could put cellphones on silent – distracting to others." (Cheryl Gibson)
  - "Confer with the experts in instructional design to maximize cognition for everyone and their learning styles." (Debbi Tomkinson)
  - "Room not so cold." (Janie Sheppy)
    - o "Adjust the room temperature so it is not freezing." (Susan Santilena)
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Suggestions for recovering from poor real estate purchases." (Hope Salas)
  - "Take time to take questions from students." (Imran Jamali)
  - "More on ways to save on taxes." (Mike McMenemy)
  - "Short sales." (Janie Sheppy)
  - "Commercial properties." (Swapan Banerjee)
  - "More depth and practical detail of lease options. Access to Tim's (?) Lease Option Agreement." (Name Not Provided)
  - "More hands-on." (Name Not Provided)
    - o "More role-playing maybe in small groups to help us with confidence." (Cheryl Gibson)
  
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
  
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
  
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals:
 

**1 person** said they did not have or did not want the opportunity to meet with a Trump University Team Member with the reason/s:

  - "Was a guest." (Hope Salas)

**1 person** said Yes, but had this to say:

  - "Did not discuss personal goals." (Name Not Provided)

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6. When asked how Trump U could help meet students' goals, their responses included:
- "They have done this; at least (they) have given me more confidence." (Bill Wilson)
  - "Other options for paying the investment fee." (Anais Fernandez)
  - "Less time on persuasion, more time going over more examples, specifics of examples and questions." (Imran Jamali)
  - "I truly wish I had the finances to continue my education with Trump University, unfortunately I cannot. Maybe set up some sort of financing program for people like me. Then people can't refuse. Great Job!" (Mike McMenemy)
  - "Through mentoring – We will have the support to transition into real estate investing with more confidence." (Cheryl Gibson)
  - "More in-depth work on (1) Acquiring bank properties; (2) Short sales; (3) Assignments and writing contracts." (Debbi Tomkinson)
  - "Help me find the right property. Understand how to make the right offer and close." (Clark Tomkinson)
  - "As a Gold member, go over this 3-day event info at a slower pace." (Janie Sheppy)
  - "Continuing regular mentoring over the next 3-5 years minimum." (Swapna Banerjee)

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TU 48723

**Survey Analysis**

Profit from Real Estate Investing

James Harris

Compiled by Denise O. Ong

Boston, MA

October 16-18, 2009

Sales Coordinator/s: Ryan Lotman, Cory Lignell

Program Coordinator/s: Page Sadlier

**Results**

Survey Returns: 41

Total attendees (includes guests): 52

Total survey percentage returned: 79%

Level of real estate experience:

73% of students categorized themselves as beginners

22% of students categorized themselves as intermediate

0% of students categorized themselves as experts

5% declined to specify

***Noteworthy Comments:***

*"Everything that we've learned will be very helpful! Thank you to James, Page, Ryan & Cory!" – Jo Ellen Jarvis*

*(In response to what they would suggest improving about the seminar) "Can't think of anything. James, Cory, Page & Lotto – you guys are the best! Love you guys!" – Steven Stanfield*

*"Great 3 days – Great pacing – Great pressure to act/do/learn – Great team & responsiveness." – Larry Giangregorio*

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.87
- Relevance of topics covered 4.85
- Usefulness of information 4.84

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

**Instructor**

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TU 48724



*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.84

Staff*Based upon level of friendliness, professionalism, approachability, and helpfulness in**Answering questions*

- Ryan Lotman 4.76
- Cory Lignell 4.76
- Page Sadlier 4.85

1. The attendees listed the following with regard to areas for improvement:
  - "Make the contract more clear and have someone from TU sign it." (Gill Neves)
  - "More hard copies of overheads. More deal structures, examples, actual phone calls, possible road trip to approach listings, talk to people live. More contract explanations." (David Niedziela)
    - o "Make/distribute handouts/forms/templates/agreements in advance, versus just putting them up on overhead and having people scramble for notes." (Name Not Provided)
    - o "More role-playing and practice of the steps in calculating the deals. More time f spacing for the one-on-one's." (Name Not Provided)
    - o "Should give some of the material at the time of signing for seminar so we could get ready." (Name Not Provided)
    - o "Give forms to follow seminar." (Jean Crudale)
    - o "Give participants copies of letters, charts and notes so that it is easier to follow along and can spend their time concentrating on the presentation." (Edson Rafferty)
  - "More discussion on local real estate information." (Name Not Provided)
  - "Some areas were a little too fast-paced for me." (Tim Develly)
    - o "Do not repeat personal stories – too slow in the end." (Name Not Provided)
    - o "Make it a week. It went really fast – too fast." (David Ballinger, Jr.)
    - o "Double the time. Two weekends." (Tan Xiaolian)
  - "I would like to learn from not-so-successful experiences as well." (Alberto Martinez)
  - "Answer all questions promptly. Repeat them for all to hear." (Name Not Provided)
  - "Less upselling of future courses and programs." (Mark Jarvis)
  - "Be more truthful about length of class time." (Gordon McCormick)
    - o "More breaks. Shorter breaks." (Alfred Audette)
    - o "Lunch breaks at lunch time. Follow timetable for the day." (Jean Crudale)
    - o "Attempt to adhere to some sort of break and ending schedule." (George J. Prebola)
  - "A better upfront view of end-of-day work time/commitments – to avoid conflicts with my prior scheduling." (Larry Giangregorio)
  - "Give lunch." (Pierre Stiven)
  - "Better coffee." (Dana Fogg)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Franchises. I will love to participate in developing a program since I am an expert in the subject." (Alberto Martinez)
  - "Live demonstrations." (Tan Xiaolian)

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- "Commercial property, - land, construction, development. Teach me more about financing deals." (Name Not Provided)
  - "Possibly more emphasis on no-money down techniques." (Tarik Kiflun)
  - "More on how to sell." (Kyle Martin)
  - "No content change." (Gordon McCormick)
  - "Actual paperwork completion. Lists of properties in foreclosure." (Jean Crudale)
  - "Negotiation and initial contact." (William Hodgdon)
  - "Condominium purchase and sale." (George J. Prebola)
  - "More info about how to deal with IRS in tax: federal and state." (Gill Neves)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals:
- 7 people** said they did not have or did not want the opportunity to meet with a Trump University Team Member with the reason/s:
- "In my opportunity with RL, he used the time to sign me in the retreats." (Alberto Martinez)
  - "Lack of time." (Gill Neves)
6. When asked how Trump U could help meet students' goals, their responses included:
- "Motivating me. Exciting me. Teaching me." (Tim Develly)
  - "Provide more forms/scripts to help with wholesaling and assignments." (Shane Franklin)
  - "I got a lot of information that can be applied immediately. I am happy." (Mark Jarvis)
  - "Need a Field Mentor. Need to get to the point financially where I can do it." (Steven Stanfield)
  - "Mentorship, support, and access to network for funding, deal-sourcing and consulting." (Name Not Provided)
  - "I am in pretty bad standing (financially) but I feel I gained a lot of information to make huge returns within a couple of months; but again, I have to try it out. I would definitely like to do the mentoring program when I have enough funds to do so." (Tarik Kiflun)
  - "Be more flexible about funding additional training." (Gordon McCormick)
    - o "Have a financing plan." (Kyle Martin)
    - o "Structure financing/payments over time for courses." (William Hodgdon)
  - "Keeping all promises made during the 3-day seminar." (Gill Neves)

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**Survey Analysis**

Profit from Real Estate Investing

Gerald Martin

Compiled by Denise O. Ong

Tampa, FL

October 16-18, 2009

Sales Coordinator/s: Damian Pell, Chris Lombardo

Program Coordinator: Tiffany Brinkman

**Results**

Survey Returns: 16

Total attendees (includes guests): 21

Total survey percentage returned: 76%

Level of real estate experience:

69% of students categorized themselves as beginners

19% of students categorized themselves as intermediate

6% of students categorized themselves as experts

6% declined to specify

**Noteworthy Comments:**

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.93
- Relevance of topics covered 4.93
- Usefulness of information 4.73

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.93

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Damian Pell 4.88
- Chris Lombardo 4.88

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- Tiffany Brinkman 4.81

1. The attendees listed the following with regard to areas for improvement:
  - "He (Gerald Martin) was very knowledgeable, approachable, and a great speaker; however, it was way over my head and I feel I have wasted my money. Realize that everyone is not in the real estate business and everyone learns differently. These strategies (ie. Lease options) are so detailed, it is impossible for me to have grasped this in 3 days." (Nedra Miranda)
    - o "Course is intense. Covers a lot of material that is new to most students. However, would like to be able to walk away feeling confident to go out and be able to make at least one deal with this 3-day training, even if unable to do advanced training." (Name Not Provided)
  - "More role-playing of scenarios." (Edward Anderson)
  - "Go over the documents more thoroughly." (Name Not Provided)
    - o "Review trust documents. Review website live." (Angela Higgenbotham)
  - "Move some of the forms and table in the appendix to the body of the binder with the topic they are associated with. Then there is no need to flip back and forth. Somehow number the pages in the appendix so they can be referred to by the speaker." (Joan Bowman)
  - "Make DVD's of each speech for each attendee. Other seminars do it, and it has been an excellent teaching tool for me." (Charles Lenton)
  - "Could be done in 2 days instead of 3." (Loretta Martin)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Tax lien certificates. What I can truly go do tomorrow to potentially make a little money." (Nedra Miranda)
  - "Asset protection. Forms."
  - "Seller-buyer mock up using various techniques." (Edgar Yohe)
  - "Sample plan work through website work." (Angela Higgenbotham)
  - "Sequence of which documents doing real estate investing transactions must be provided and signed from the initial meeting with the seller, to meeting the buyer, to closing." (Johane Benyehuda)
  - "Commercial real estate." (Loretta Martin)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **94%** said **Yes**.  
**1 person** said No, with the following reason/s:
  - "I could not because this was very fast-paced and way over my head, and I am \$1,500 poorer." (Nedra Miranda)
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:

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- "By coming up with an alternative way to help, to really help, students learn and actually apply this. In the orientation, the person said after the 3 days, we could leave with the confidence and the know-how to go out and start making these deals. I just don't see that as being realistic for me with no real estate experience. I feel that only ones that truly benefit are the people who are able to drop \$40,000." (Nedra Miranda)
- "Work out a plan to handle bankruptcy, debts." (Name Not Provided)
- "Guidance and answering questions as they arise during the process of creating the deals." (Jasmina Woltcheck)
  - o "Provide availability of personnel to answer questions after 3-day seminar, even if student does not do advanced training." (Name Not Provided)
- "Mentoring me through at least one deal." (Joan Bowman)
- "Reduce the price of mentorship." (Edward Anderson)

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### Survey Analysis

Wealth Builder's Weekend  
Billy Cannon / Mike Biglane  
Compiled by Denise O. Ong

Palo Alto, CA  
October 16-18, 2009  
Speaker/s: Billy Cannon, Mike Biglane  
Program Coordinator: Susan Morrison

### Results

Survey Returns: 30  
Total attendees (includes guests): 55  
Total survey percentage returned: 55%

Level of real estate experience:  
53% of students categorized themselves as beginners  
30% of students categorized themselves as intermediate  
7% of students categorized themselves as experts  
10% declined to specify

1. Unsatisfactory → Excellent  
1 5

#### **Averages**

- Quality of presentation 4.63
- Relevance of topics covered 4.67
- Usefulness of information 4.63

#### **Noteworthy comments:**

*"The speakers and Susan Morrison conducted themselves very professionally. Very congenial, and showed a heartfelt concern for the success of their students." – Barry Zarzyczny*

*"Mike & Billy & Susan are excellent at what they've done. Very informative, and action plans to implement! Can't wait to try them out!" – Manny Jovez*

*"The Trump University Mentors had me (a real estate agent) think outside the box. We used the knowledge to help our clientele get into a house after losing the same house. Go figure." –Genevieve Black*

*"Thank you for the inspirational weekend!" – Dee Anders*

*"I enjoyed my experience from this team. Susan was a great, energetic young woman and (I) enjoyed her personality. Billy Cannon is such a wonderful speaker with a clear, loud voice that will keep you up during*

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*his presentation (at least it worked for me). Mike Biglane clearly knows his industry and you can hear this in his tone.” – Richard Anilao*

Trump U. Team Averages

2. Unsatisfactory → Excellent  
1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Billy Cannon 4.80
- Mike Biglane 4.40

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Susan Morrison 4.87

1. The attendees listed the following with regard to areas for improvement:
  - “Workbooks.” (Weilin Chen)
    - o “Copies of material presented on the screen.” (Noor Billawala)
    - o “Maybe a few handouts so we didn’t have ‘scribble’ so much. Handouts might have helped.” (Dave Landeck)
    - o “Pay for the cost of providing a copy of the slides so that I could focus on just taking notes on what they say.” (Gary Stratton)
    - o “Would be better if there were handouts. Hard to read if you sit at the back.” (Suh Lee)
  - “Have Mike stick to the presentation material, and do less war stories. The stories take over rather than illustrate the topic.” (Marilyn Bedford)
    - o “Cut back a little bit on Mike’s irrelevant stories and share more on his project stories.” (Gilda Grant)
  - “More hands-on class demos – an actual (quick) field training demonstration in a regular class session.” (Edwin Tong)
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - “More about commercial property.” (Robert Jansen)
    - o “I want more info on commercial (office & retail) real estate for a small investor.” (Anne Stedler)
  - “More info on tax liens.” (Marilyn Bedford)
  - “Commercial and apartments.” (Gilda Grant)
  - “I really wanted to hear more about commercial.” (Dave Landeck)
  - “Commercial real estate and asset protection.” (Suh Lee)
  - “Market cycles. Prediction techniques.” (Cissy Woo)
  - “Doing due diligence in detail.” (Patrick Atkins)
  - “More negotiations, house inspections.” (Louise Lager)
  - “Contracts (state-applicable) and how to fill them out. How to find and qualify your power team.” (Jonathan Brown)

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- "Financing (no money-down)." (Nadaradjane R.)
  - "Communication for negotiations." (Edwin Tong)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked how Trump U could help meet students' goals, their responses included:
- "Have this information available online." (Robert Jansen)
  - "I need a catalog of the courses and information available so I can most effectively target my time and energy." (Anne Stedler)
  - "I was disappointed that no one talked to me about the goal sheet. I want to acquire property in Orlando and didn't get to talk to anyone about it. It is sad that my current cash situation disqualified me from these discussions." (Marilyn Bedford)
  - "Mentorship." (Noor Billawala)
  - "Coaching and partnership in commercial real estate." (Suh Lee)
  - "Continue webinars." (Cora Yanguas)
  - "I would like help in getting into real estate without money with my current situation." (Richard Anilao)
  - "Provide follow-up contact to help stay on track." (Jonathan Brown)
  - "Send me material on retreats on the West Coast – tax liens, foreclosures. This session gave a good, high-level survey of various strategies and directions. I would like to attend more in-depth, specialized sessions on topics – 1) Tax Liens, 2) Transactional contracts, and 3) Research and Finding Properties." (Vito Mazzarino)
  - "Lower mentoring field trip (SGM) cost." (Adeline Liew)

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Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Chris Lombardo 4.96
- Michael Hinson 4.89
- Page Sadlier 5.00

1. The attendees listed the following with regard to areas for improvement:  
Presentation issues:
  - "Time management – many leads were not called." (Carmen Ramos)
  - "I know that there is a lot of information to cover in just 3 days but I am slow and require more time to write. Please slow down." (Robert Lacy)
    - o "Slow down in speaking."
  - "Don't block the screen when discussing what is on the screen." (No name)
  - "Shorten the seminar." (No name)
  - "More time with presented offers." (Mark Weber)
  - "The worksheet could be clearer if they are pre-prepared and show what's in the deal for the buyer, investor and seller." (No name)
 Student issues:
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Asset protection." (Ronaldo C. Acon)
  - "Legal/Corporations." (Carmen Ramos)
  - "Stocks." (Robert Lacy)
  - "More about quick turning real estate." (Jerry Contreras)
  - "Filling out contracts." (No name)
  - "Role play." (Mark Weber)
  - "Perhaps more commercial property." (No name)
  - "More information on attracting investors." (No name)
3. When asked if they would attend another Trump U seminar, **92%** responded **Yes**.
  - The remaining 8 percent represents 2 people who left this blank.
4. When asked if they would recommend Trump U to a friend, **92%** said **Yes**.
  - o The remaining 8 percent represents 2 people who left this blank.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **92%** said **Yes**.
  - The remaining 8 percent represents 2 people who left this blank.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Follow through, being able to do what is taught in the class." (No name)
  - "Make partnerships affordable." (Carmen Ramos)
  - "Start the coaching immediately." (Charlotte)
  - "Just a little push." (Robert Lacy)

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- "Continued educational support." (Relly Roberts)
- "I believe T.U. could and would help me with my goals; however, I've already been scammed by NGC for \$24,000." (Janet Kecling)
- "Help getting started." (No name)
- "Lower prices for packages." (Danny Garcia)

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**Survey Analysis**

**Profit from Real Estate Investing**

James Harris

Compiled by Denise O. Ong

Santa Barbara, CA  
October 23-25, 2009  
Sales Coordinator/s: Cory Lignell  
Program Coordinator/s: Gillian Birnie

**Results**

Survey Returns: 6  
Total attendees (includes guests): 6  
Total survey percentage returned: 100%

Level of real estate experience:  
17% of students categorized themselves as beginners  
33% of students categorized themselves as intermediate  
17% of students categorized themselves as experts  
33% declined to specify

***Noteworthy Comments:***

1. Unsatisfactory → Excellent  
1 5

**Averages**

- Quality of presentation 4.40
- Relevance of topics covered 4.80
- Usefulness of information 4.20

**Trump U. Team Averages**

2. Unsatisfactory → Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.60

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Cory Lignell 4.33
- Page Sadlier 4.50

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1. The attendees listed the following with regard to areas for improvement:
  - "I was disappointed to find that James offered both Karen and I the same property on our one-on-one." (Nellie Green)
  - "Not enough Q & A. Both James and Cory were not open to any alternate methods of doing foreclosures." (Sant Pallan)
  - "In building confidence, James does well, but I was shocked the second I interpreted wht he said that if I didn't have \$35,000, I couldn't start with Trump. This had me worried." (Ryan Driesel)
  - "When you know you have only a few attendees, at least you need to serve food! Never have I been to any seminar for a lot less cost that didn't." (Name Not Provided)
  - "More breaks." (Name Not Provided)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - *No answers given*
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals:

**1 person** said they did not have or did not want the opportunity to meet with a Trump University Team Member with the reason/s:

  - "Maybe not my turn yet..." (Sant Pallan)
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Training. Mentoring. Follow-up." (Nellie Green)
  - "Has already opened my eyes, given me a road map." (Sant Pallan)

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**Survey Analysis**

Profit from Real Estate Investing

Gerald Martin

Compiled by Denise O. Ong

Anchorage, AK  
October 30-November 1, 2009  
Sales Coordinator/s: Scott Leitzell  
Program Coordinator: Denise Ong

**Results**

Survey Returns: 15  
Total attendees (includes guests): 20  
Total survey percentage returned: 75%

Level of real estate experience:  
68% of students categorized themselves as beginners  
20% of students categorized themselves as intermediate  
6% of students categorized themselves as experts  
6% declined to specify

**Noteworthy Comments:**

*"Through the fantastic information that is offered, I can't wait to pursue this education further. Thank you to all the wonderful people I met from your organization. Your time and knowledge will take me far!" – Barbara Schofield*

*"I enjoyed and benefited from all the information." – Kenny Scollan*

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.63
- Relevance of topics covered 4.50
- Usefulness of information 4.50

**Trump U. Team Averages**

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.80

**Staff**

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*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Scott Leitzell 4.53
- Denise Ong 4.70

1. The attendees listed the following with regard to areas for improvement:
  - "Show more plug-and-play, step-by-step ways to perform these techniques." (Gregory Elfrink)
    - o "Maybe a flowchart would help determine which course of action to take or consider when making a deal." (John Adamson)
  - "Cover material in same order as workbook. Have handouts and samples." (Robert Carlson)
    - o "Handouts listing documents needed for different types of sales." (Linda Rader)
    - o "3 examples of: assignments, lease options, short sales, owner-seller financing." (Louis Nunez)
    - o "More pre-printed, detailed sheets. Step one, two, three, etc." (Name Not Provided)
  - "One more day of more detail." (Donna Phillips)
  - "Was disappointed in the 'bait-and-switch' program. Thought there would be more meat in this seminar." (Trudy Carlson)
    - o "Be more upfront about future costs." (Kenny Scollan)
  - "More frequent short breaks for restroom trips." (Susan Dixon)
  - "Provide snacks." (Bret Dittlinger)
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "More about how to approach and talk to the bankers that you don't know but have homes for sale." (Yvonne Anderson)
    - o "How to talk to banks." (Linda Rader)
  - "Model how to get buyers who have money but are credit-challenged." (Yvonne Anderson)
  - "More about factoring and commercial properties; or even how to flip businesses." (Gregory Elfrink)
  - "More about structuring the deal and finding our (power) team members." (Donna Phillips)
  - "I believe an actual deal should be started and completed, and profits go to a charity." (Barbara Schofield)
  - "LLC. Corporations." (John Adamson)
  
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
  
4. When asked if they would recommend Trump U to a friend, **94%** said **Yes**.
 

**1 person** said No, with the following reason/s:

  - "I could not because this was very fast-paced and way over my head, and I am \$1,500 poorer." (Nedra Miranda)
  
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.

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6. When asked how Trump U could help meet students' goals, their responses included:
  - "Structure a seminar where we, the students, actually call the FSBO." (Yvonne Anderson)
  - "Stay in touch. Be available." (Trudy Carlson)
    - o "Keep me informed when and where this training is offered during the next 12 months." (Kevin Elfrink)
  - "Lower the price." (Kenny Scollan)
  - "Offer financing for classes offered! You could make money by offering loans and earning interest on those loans!" (Linda Rader)
    - o "Make courses more affordable, closer and payable in payments. I do see the value but don't have the funds at this time. How about scholarships?" (Susan Dixon)
  - "I recognize that the advanced training is a must." (Robert Carlson)
  - "By educating me more with strategies and knowledge to empower my business." (Gregory Elfrink)
  - "Provide the guidance and support that I feel has been promised with the Elite Package. I will provide the work required and have high expectations for the mentorship." (Bret Dittlinger)
  - "Just be accessible when we need you to answer questions." (John Adamson)
  - "Broaden my horizons. Introduce me to lots of new information." (Name Not Provided)
  - "By training me to be and perform like a pro." (Louis Nunez)
  - "Be available for our first few deals to answer questions." (Donna Phillips)

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**Survey Analysis**

Profit from Real Estate Investing

Bob Venter

Compiled by Denise O. Ong

Des Moines, IA  
October 30-November 1, 2009  
Sales Coordinator/s: Chris Lombardo  
Program Coordinator/s: Susan Morrison

**Results**

Survey Returns: 10  
Total attendees (includes guests): 12  
Total survey percentage returned: 83%

Level of real estate experience:  
40% of students categorized themselves as beginners  
40% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
20% declined to specify

1. Unsatisfactory →Excellent  
1 5

**Averages**

- Quality of presentation 4.10
- Relevance of topics covered 4.50
- Usefulness of information 4.30

***Noteworthy Comments:***

Trump U. Team Averages

2. Unsatisfactory →Excellent  
1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Bob Venter 4.50

**Staff**

*Based upon level of friendliness, professionalism, approachability, and helpfulness in  
Answering questions*

- Chris Lombardo 4.70

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- Susan Morrison 4.80

1. The attendees listed the following with regard to areas for improvement:
  - "More specific how-to info. Less stories and goal-setting time." (Mel Canfield)
  - "Disclose more about the deals and cost of training." (Linda K. Gipe)
    - o "Give more information about what people should expect to go through in 3 days." (Doug Kahley)
  - "Take a breath once in a while – I can't write that fast!" (Name Not Provided)
  - "Little less time on the 'sell.'" (Brett H. Piatt)
  - "Provide lunch." (Lou Piatt)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Taxes." (Name Not Provided)
  - "More specifics regarding access to hard money lenders." (Lou Piatt)
  - "More info about start-up and set-up earlier in seminar." (Linda K. Gipe)
  - "More commercial." (Dave Clason)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **90%** said **Yes**.  
**1 person/s** said they did not have the opportunity to meet with a Trump University Team Member for their one-on-one with the following reasons:
  - "My partner did." (Name Not Provided)
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Make sure that everybody that signs up for the Gold Elite have success in real estate." (Doug Kahley)
  - "Put your money where your mouth is and collect fees when participant makes first deal." (Brett H. Piatt)
  - "Be available by phone or e-mail." (Lou Piatt)
  - "Give me all the support I need to do this." (Linda K. Gipe)

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**Survey Analysis**

Profit from Real Estate Investing

James Harris

Compiled by Denise O. Ong

Miami, FL

October 30-November 1, 2009

Sales Coordinator/s: Ryan Lotman, Cory Lignell

Program Coordinator/s: Tiffany Brinkman

**Results**

Survey Returns: 47

Total attendees (includes guests): 38

Total survey percentage returned: 81%

Level of real estate experience:

60% of students categorized themselves as beginners

24% of students categorized themselves as intermediate

11% of students categorized themselves as experts

5% declined to specify

***Noteworthy Comments:***

*"I really don't have any complaints. I am a beginner and I learned a lot this weekend. Hopefully this information along with the other retreats offered, I will become very wealthy." – Tequilla Taylor*

*"James Harris is the most energetic, passionate and caring instructor I ever had!" – Maritze Goris*

*"The seminar was excellent. I don't see anything that needs improvement." – Joan Tejada*

*"It was great and I have been totally satisfied!" – Cathy Robertson*

*"You guys were phenomenal! Thank you!" – Manvel Martinez*

*"It has been very motivational and helpful information." – Lina Echeverry*

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.95
- Relevance of topics covered 4.87
- Usefulness of information 4.83

Trump U. Team Averages

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## 2. Unsatisfactory → Excellent

1

5

Instructor*Based upon ability to exceed expectations and present material clearly*

- James Harris 5.00

Staff*Based upon level of friendliness, professionalism, approachability, and helpfulness in**Answering questions*

- Ryan Lotman 4.84
- Cory Lignell 4.80
- Tiffany Brinkman 4.76

1. The attendees listed the following with regard to areas for improvement:
  - "Provide an agenda for the class and covering all topics in the manual, which we didn't do." (Ed Landgrover)
  - "More time with the students for their questions." (Alan Ortega)
  - "More recommended literature; more real-life example we can see in details." (Luciana Lambert)
    - o "Inform and assign information of websites to read and learn more about before coming to seminar, that way we could have more time on setting up everything else for homework." (Name Not Provided)
      - "Better communication before the three-day seminar on what to bring." (Peggy Landgrover)
    - o "Support information with specify forms and samples of documentation support in the most basic kind of deals."
    - o "To get familiar with the documents (for) creative deals." (Name Not Provided)
    - o "Allow more time for notes, absorption and assimilation." (Carl Miller)
  - "Give us phone time. Less presentations. Group work. Help us network with teachers and each other. They tell us (that) we can't do this on our own and need the classes, and only act like they will be mentors for life if we invest more." (Oren Lambert)
  - "Ask about different topic of interest and touch base." (Helga Villareal)
  - "I would have liked to know that I needed more money to actually get started with the Trump family. I would have been able to try to find capital for this investment if I would have known. But I still loved all the knowledge!" (Ramon Williams)
    - o "To implement a payment plan for those who are eager to become a Gold member but are financially-disabled/ It seemed that once they found out that you have little money, they were uninterested in you." (Nicholas Taylor)
    - o "For some students, have an option to find 2 properties within 1 month of class (2 good deals to cover the cost of the mentorship since I can't, at present). Students in 'real need' with no money can go on to fulfill this dream and make it happen. You won't lose anything and you will gain a lot of mentor students." (Ileana Bello)
  - "QUICK 5-minute breaks. It's easier to retain info with a rested body and mind. I did not want to step out because I might miss out on some info." (Winston Martinez)
    - o "I heard many people complain for not having a break every 3 hours. Break for lunch at 12:30." (Bennett Berhane)
  - "More time – maybe a week." (Name Not Provided)

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- "Coffee in the afternoon." (Name Not Provided)
    - o "Snacks, so we don't have to stop and leave for lunch." (Terri Pinon)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
- "A video of Trump saying 'Hi' or 'Welcome.'" (Alan Ortega)
  - "Moving funds from 401K's into real estate-based IRA's. More details about the exit strategies and how to push on through set-backs – how to AVOID setbacks." (Ed Landgrover)
  - "Investing. Achieving personal goals." (Luciana Lambert)
  - "Short sales." (Name Not Provided)
    - o "Short sales." (Helga Villareal)
    - o "Short sales." (Jacob Thomas)
  - "After seminar, what to do next? Without enrolling in another battery of seminars." (Helga Villareal)
  - "All material covered in the workbooks." (Name Not Provided)
  - "I like the fact that they make calls in class. I even like the fact that they speak on confidence and self-esteem – the key elements needed to be successful in this business." (Tequilla Taylor)
    - o "I would like to sit next to an instructor while I talk on the phone to 'see' a property." (Oren Lambert)
    - o "More calls to set up possible deals." (Peggy Landgrover)
  - "Simulated specific examples of investment deals with members to learn all details and options." (Name Not Provided)
  - "Fixing credit." (Name Not Provided)
  - "Take the fear of risk-taking out." (Bennett Bernahe)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals:
- 2 people** said they did not have or did not want the opportunity to meet with a Trump University Team Member with the reason/s:
- "I'm guessing they didn't have time to get to me." (Name Not Provided)
  - "I don't know..." (Alan Ortega)
6. When asked how Trump U could help meet students' goals, their responses included:
- "Keep doing this job until next year – I can afford the 5-day training!" (Luciana Lambert)
  - "Finance the Gold Elite membership." (Name Not Provided)
    - o "Letting me keep in touch, having a lot of support and giving me opportunity to finance or have a payment plan to continue to have more knowledge and training with you." (Lilian Sellitto)
    - o "Assist me step-by-step until I really get it! Understand my background and help me build on it." (Carl Miller)
  - "Follow-up phone calls." (Name Not Provided)

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- "Mentor!!!" (Ramon Williams)
- "I feel that I can achieve all my dreams with Trump University. I am going to work hard to free myself some financial stability so I can become a part of the family." (Nicholas Taylor)
- "They (TU) can help me by being there for me when I have questions regarding this program. Basically, by backing their word." (Tequilla Taylor)
  - o "By doing what was promised: being there to answer questions and providing ongoing support." (Ed Landgrover)
  - o "Being able and available for questions." (Maritze Goris)
  - o "By talking to someone to help me get to the vehicle/plan." (Name Not Provided)
- "Be with me in my travel to success." (Cathy Robertson)
- "Everything is in place; it is up to me to meet them." (Joan Tejada)
- "Keep your promise on the mentorship." (Patricia Anderson)
  - o "To ensure the help of my mentor and Trump U team. I know my goals can't be met without the help and assistance that, as an Elite Member, I will be getting." (Peggy Landgrover)
- "In assisting me in all my deals whenever it is possible." (Marie Ghislaine Cave)
- "More opinions at different retreats and a more reasonable price. More way to improve myself to help others." (Name Not Provided)
- "They did a great job. Now I am more aware of good deals and how to find them. I would like to call one of the instructors when I'm confused on a deal and with one-on-one help on how I can make a profitable deal." (Oren Lambert)
- "Hard money. Push, push, push! To make 1 deal, that is all I need." (Bennett Bernahe)
- "My birthday is November 20<sup>th</sup>...get me to where I can close on my first deal by then!" (Terri Pinon)

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### Survey Analysis

Profit from Real Estate Investing

James Harris

Compiled by Denise O. Ong

Burbank, CA

November 6-8, 2009

Sales Coordinator/s: Ryan Lotman, Cory Lignell

Program Coordinator/s: Gillian Birnie

### Results

Survey Returns: 26

Total attendees (includes guests): 29

Total survey percentage returned: 90%

Level of real estate experience:

54% of students categorized themselves as beginners

23% of students categorized themselves as intermediate

0% of students categorized themselves as experts

23% declined to specify

1. Unsatisfactory → Excellent

1                      5

#### **Averages**

- Quality of presentation                      5.00
- Relevance of topics covered                      4.96
- Usefulness of information                      4.95

Trump U Team Averages

2. Unsatisfactory → Excellent

1                      5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris                      4.96

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in answering questions*

- Ryan Lotman                      4.88
- Cory Lignell                      4.92
- Gillian Birnie                      4.92

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1. The attendees listed the following with regard to areas for improvement:
  - "Great presentation. Sound was uneven on Friday." (Pat B. Villegas)
  - "Put information in simpler terms. Go through the workbook more, and inform us when to write notes on the side." (Name Not Provided)
  - "More analyses of problems/situations." (Rosalinda Parente)
  - "I wish we had more time than the 3 days." (Shannen Brown)
    - o "Longer sessions." (Name Not Provided)
  - "Slow down and allow students to absorb information." (Chazze Schuman)
  - "More coffee because I need to start perky!" (Alex Litvinoff)
  - "Lunch at 1PM – no later. Have Gillian and Cory speak more." (Ron Spero)
  - "Hotel closer to LAX with street parking. Stronger coffee." (Diana Aldrich)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Write contracts with samples." (Gilbert Perez)
  - "Distressed properties. Foreclosures." (Shannen Brown)
  - "Commercial." (Alex Litvinoff)
  - "Getting started. More time with individual (financial) situations." (Dan Spero)
  - "Live talks to homeowners." (Name Not Provided)
  - "More mathematical samples on different methods of buying/selling real estate." (Alex Van De Kolk)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Keep in touch – this was a very organized presentation!" (Pat B. Villegas)
  - "I'd like to return to another seminar. Please contact me when you return." (Shannen Brown)
  - "I'm a brand-new beginner with some knowledge. They are giving me new goals to extend value in my life and happiness for my family." (Alex Litvinoff)
  - "It gave me confidence." (LaTrese King)
  - "Assist with analysis of deals – Looking forward to 3-day one-on-one and calls to mentors." (Rosalinda Parente)
  - "Creative financing for programs."

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- Christy Duckett 4.86

1. The attendees listed the following with regard to areas for improvement:
  - "I found use of examples could have been presented more clearly in the material to follow, for example, the pre-foreclosure or lease back scenarios, so that we can follow the concepts more clearly without having to spend time writing out the material." (Ashley Hebdige)
  - "Sample of specific deals and details in workbook." (Paul Langlois)
  - "For the time allotted, we received too much information on too many topics." (Dean Marsh)
  - "More real cases on a subject." (Angelina Manosa)
  - "Less stories, more substance." (Mike Manasa)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "More on foreclosures." (Dean March)
    - o "Foreclosure database." (Fred Cochrane)
  - "More emphasis on creative financing – Expand this into a core topic covered in the material, notes, etc." (Ashley Hebdige)
  - "How to manage properties." (Mike Manasa)
    - o "Property management." (Angelina Manosa)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **93%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Marching orders going forward." (Paul Langlois)
  - "Continue answering my questions." (Dean March)
  - "I need to spend more time, one-on-one." (Mike Manasa)
  - "Creative financing – mentoring in the identification of entrepreneurial transactional funding, etc." (Ashley Hebdige)

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Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Michael Hinson 4.96

**1. The attendees listed the following with regard to areas for improvement:**

**CLASS PROPER**

- "Put in the visual format to keep strategies straight." (Steve Grindle)
- "When we have to take notes, give us time to write before you talk about it. Hard to understand when we are busy taking notes."
- "Allow questions at each slide before proceeding. Have more summary charts for each major topic." (Name Not Provided)
  - o "When holding questions, please make sure to get back to those who wanted to ask them." (Lisa & George Bailey)
- "There was a lot of this material covered in the 'Fast Track'/'Profit' seminar with James Harris." (Janie McFadden)
- "Longer seminars. Maybe Thursday to Sunday, or Thursday to Monday. Very good!" (Tyrone Johnson)
- "More available copies not included in packet." (Debbie Blakely)
- "Allow members to always be able to retake the retreats." (Frank Lentini)
- "Better prep and organization of appendix forms and cross-references. Better numbering of pages, especially in appendix." (Oscar Romero)

**HOTEL ISSUES**

- "Hotel was +/-: Liked some of it, not fond of some of it. Location in Gaslamp District was great. Very gentle on the supplemental education option – presented as an option, not a pitch." (Jonathan Kuehne)

**2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:**

- "Self-directed IRA's." (Lisa & George Bailey)
- "Marketing, especially using the internet." (Karen Grindle)
  - o "Marketing strategies." (Rafael Romero)
- "More on creating buyers list." (Steve Grindle)
- "Foreclosures/REO's." (Beverly & Tom Rosella)
- "Tax liens – self-storage." (Frank Lentini)
- "Pre-foreclosure/Short sale/REO buying techniques." (Oscar Romero)
- "Take one topic, spend 3 days – Day 1: Study; Day 2: Go out and find deals; Day 3: Make the deals." (Janie Mc Fadden)

3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.

4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.

**5. When asked how Trump U could help meet students' goals, their responses included:**

- "Class groups to network post-event." (Lisa & George Bailey)
- "Need personal contact for my questions." (Karen Grindle)
- "More education. More seminar opportunities." (Tom & Beverly Rosella)

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- "Will help me organize and understand more clearly my goals in investment and other endeavors. Thanks for your help." (Rafael Romero)
- "I need to do/complete online classes and programs I've received (a personal goal)." (Paula Levand)
- "By offering phone and/or internet consultations for a small fee per call or packages of consults." (Oscar Romero)

**MENTORSHIP CONCERNS**

- "Have mentor follow up meetings with us." (Allen Miller)
  - o "Have mentors check on their students monthly; a little encouragement could go a long way." (Name Not Provided)
- "We've chased too many strategies in 6 months that have set us behind. I think more information on all the strategies could have helped us get more out of our mentorship." (Name Not Provided)
- "More hands-on work with mentor in the Gold Elite membership." (Janie McFadden)
- "Mentoring should be more than one 3-day session. In-person meetings should occur more than once." (Name Not Provided)

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- James Harris 4.88

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Ryan Lotman 4.71
- Cory Lignell 4.96
- Tiffany Brinkman 4.75

1. The attendees listed the following with regard to areas for improvement:
  - "Provide more samples...or calculations of analyzing the deals. We wish we had more experience on this because this is the bread and butter of it."
  - "More examples of deals and calculations. Maybe hold training outside of downtown Dallas." (Lilia Ballesteros)
  - "Handouts to match discussion more closely. More examples of how to do calculations. Sample problems/answers to learn from." (Russ Otto)
    - o "Handouts of all charts." (Stephen Nesbit)
    - o "Help us keep up on where you are in the workbook so we know where to write notes." (Name Not Provided)
    - o "More examples of deals and calculations." (Lilia Ballesteros)
  - "If possible, earlier breaks for lunch." (Rushing Smith)
    - o "A few more bathroom breaks. I was afraid I'd miss something by going during class." (Barbara Link-Poulson)
  - "We attended the initial meeting in Austin – didn't know we needed credit card/mortgage info etc. If a person is going to a class taught by someone other than who did the initial class, they should be contacted about what they need (to prepare)." (Mike Cone)
  - "The chairs in the classroom (were) very uncomfortable. Downtown Dallas not a great location. Bathroom facilities are inadequate." (Ken Venuto)
    - o "Maybe hold training outside of downtown Dallas." (Lilia Ballesteros)
  
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Multi-units." (Lilia Ballesteros)
  - "More depth on buyer-locating." (Rushing Smith)
    - o "More time on finding buyers." (Kristine Cone)
  - "Introduction to Commercial." (Russ Otto)
  - "More detail on the financing aspect." (Name Not Provided)
  - "Do you have Millionaire Hall of Fame Awards?" (Name Not Provided)
  
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
 

**1 person** said they would NOT attend another Trump U seminar with the following reason/s:

  - "I think I can spend \$5000 in a better way and learn as much, though it will take longer." (Mike Cone)
  
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
 

**1 person** said they would NOT recommend Trump U to a friend with the following reason/s:

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- "The first class is pretty good, but too much time spent as a teaser for the Elite programs; didn't do the calls on our leads as promised. We spent a lot of time finding the leads and they weren't event used." (Mike Cone)
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals:
- 2 people** said they did not have or did not want the opportunity to meet with a Trump University Team Member with the reason/s:
- "Did not call me." (Tony Mathis)
6. When asked how Trump U could help meet students' goals, their responses included:
- "Hold our hands in walking through the deals. Hope you keep your promises not to leave us alone in the long run. We need your help." (Name Not Legible)
    - o "Help me do actual deals." (Barbara Link-Poulson)
  - "Provide the vehicle to achieve my goals. Give me confidence to act. Provide resources and mentoring to fix my mistakes." (Russ Otto)
  - "Stay in touch and follow up." (Jared Musgrove)
  - "Continued mentorship and learning with current information." (Brett Coleman)
  - "Different way of paying for the Elite programs. If Trump University is so sure that the weekend with a mentor will be so profitable, then let us pay with 50% of what the deals make." (Mike Cone)
  - "The seminar was very good and better than several professional organizations. I suggest you offer Continuing Professional Education credits. This will help me and probably many others with these requirements." (Ken Venuto)

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**Survey Analysis**

Profit from Real Estate Investing

Gerald Martin

Compiled by Denise O. Ong

Stamford, CT

November 13-15, 2009

Sales Coordinator/s: Damian Pell, Scott Leitzell

Program Coordinator: Page Sadlier

**Results**

Survey Returns: 8

Total attendees (includes guests): 8

Total survey percentage returned: 100%

Level of real estate experience:

75% of students categorized themselves as beginners

25% of students categorized themselves as intermediate

0% of students categorized themselves as experts

0% declined to specify

**Noteworthy Comments:**

*"I wish I knew about this 10 years ago!" – John L. Martin*

*"It covered everything I knew about real estate and much, much more." – Robert Turner*

*"Thought it was very comprehensive and informative." – Chris Byrne*

1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.88
- Relevance of topics covered 4.88
- Usefulness of information 4.88

Trump U. Team Averages

2. Unsatisfactory →Excellent

1 5

**Instructor**

*Based upon ability to exceed expectations and present material clearly*

- Gerald Martin 4.88

**Staff**

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TU 48757

*Based upon level of friendliness, professionalism, approachability, and helpfulness in Answering questions*

- Damian Pell 4.63
- Scott Leitzell 4.88
- Page Sadlier 5.00

1. The attendees listed the following with regard to areas for improvement:
  - "After the live phone calls, it would be great to have one of the students practice while the instructor is right there." (Amy Hinderer)
  - "Provide materials for all topics covered, e.g. Creative Financing. Provide all examples in a workbook." (Name Not Provided)
    - o "We did not use the binder very much; it could be cut down to where only the topics discussed are included. (Robert Turner)
    - o "Written material containing what has been presented for future reference. The pace was too fast sometimes." (Name Not Provided)
  - "Provide pricing information upon request on Trump U retreats." (John Martin)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - "Debt Reduction. Some student testimonials – share real-life results." (Chris Byrne)
  - "Real Estate 101 – The Basics." (Jeanne Merati)
  - "Ask me after I finish (the retreats) and I'll have additional feedback." (Amy Hinderer)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **100%** said **Yes**.
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Continue to contact me. I will enroll in the future." (Eric Richard)
    - o "I would like to do the advanced classes but I just don't have the money." (Robert Turner)
  - "Provide support for window of time to help with deals, even if not able to register for the mentor program." (Name Not Provided)
  - "Be responsive to my questions and support me as I walk through closing deals." (Amy Hinderer)
  - "Give credit for the 3-day training if I sign up for the Elite program." (Name Not Provided)

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**1. The attendees listed the following with regard to areas for improvement:**

- "Go through the current and local markets." (Angelina Manasa)
- "Make the book exactly like the presentation. People will pay closer attention to the material because it's easier to follow." (JK Bowman)
  - o "Please include all slides/materials discussed in class with the manual. It's so difficult to listen and scramble to take notes on the slides that are missing." (Name Not Provided)
  - o "Powerpoints. All of them. Available on thumb drive or CD." (Jonathan Kuehne)
- "Detailed, focused on 2-3 topics and no more." (Janie McFadden)
  - o "Seemed to get off-track and not cover some of the items that should have been covered. Have a section or notebook with all forms in it in some sort of order with explanations." (Name Not Provided)
- "Go over some suggestions for beginners. What would be the easiest way to start." (Frank Lentini)
  - o "Beginners and Advanced in separate groups. Slower, more step-by-step (for beginners)." (Karen Grindle)
- "Starting and stopping on time." (Alex van den Kolk)
- "It would be great if you can make DVD's (choice of CD, DVD or both) available of the seminar." (Name Not Provided)
  - o "If attending the seminar, CD should be *free* to attendees." (John & Jean Adamson)
- "Using the microphone more with the attendees. More seminars in the East Coast." (Michael Nosal)
- "Not having (the seminar) in L.A.; San Diego instead." (Lori Marcoe)
- "Hotel service poor – coffee, room cold, internet access, etc." (Name Not Provided)
- "Hotel pretty good; validation appreciated. Ran out of coffee too fast though." (Jonathan Kuehne)
- "At the price, certainly we could have coffee and tea in the afternoons!" (Name Not Provided)
  - o "More coffee." (Mike Manasa)

**2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:**

- "More examples (of creative financing)." (Alex van den Kolk)
- "Internet marketing." (Gary & Donna Mae Stanton)
- "Overseas Investing, Property Management (dealing with Property Management companies), setting up US-based LLC's or C-Corp that hold foreign properties (for example, we have properties in France and want to set up a US-based LLC or C-corp to put these properties under that entity)." (Name Not Provided)
  - o "LLC's." (Michael Nosal)
- "Include tax liens. Note-buying/brokering." (Brendon David)
  - o "Tax liens – best states to buy them." (Frank Lentini)
  - o "Notes." (Angelina Manasa)
- "Working in today's economic situation." (Ronald Ramirez)
- "Field – actual walking-through real deals." (Janie McFadden)
- "I'd love to attend a retreat specifically devoted to marketing and finding buyers/sellers." (Name Not Provided)

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- "Advertising. Contract explanation." (Karen Grindle)
  - "Current strategies as market conditions and government incentives change." (Deborah Fedoroff)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. **When asked how Trump U could help meet students' goals, their responses included:**
- "Set goals. Mentoring." (Cheryl Ludwig)
  - "Have somebody there to help on deals." (Alex van den Kolk)
  - "Follow-up phone calls (for accountability). Have each person write out 90-day Action Plan and turn in for the follow-up call." (Gary & Donna Mae Stanton)
  - "Networking." (Rosalinda Parente)
  - "Thanks for the making the CDs available separately from the coaching." (Name Not Provided)
  - "I'm not sure – I just need personal help when I ask for it, like using the contracts, understanding the system without worrying if I am doing it wrong. I like to move quickly and get the deals done but I do not want to make any mistakes in the paperwork." (Mike Manasa)
    - o "Always be there with support for us." Frank Lentini)
  - "More 1-day seminars on specific topics." (Ronald Ramirez)
  - "Gain knowledge to become successful, exposure to others." (John & Jean Adamson)
  - "Schedule classes in more places and with more notice for trip-planning purposes. Better explanation on website of how to use the DealSource section." (Name Not Provided)
  - "We need more help in locating properties in the Santa Clara, CA area. DealSource seems to be behind the times." (Patty Pittman)
  - "I would like to reiterate – I think it's really unfortunate that our first conference (foreclosures) pushed the mentorship so hard. We would have received a MUCH greater value from the mentorship experience if we have been REQUIRED to complete all of the advanced training first – or at least the Quick Start and the Creative Financing, at a minimum." (Jonathan Kuehne)
  - "Continued training for all Gold Elite members as many of us need the material repeated and presented in multiple ways." (Deborah Fedoroff)

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TU 48761

### Survey Analysis

Profit from Real Estate Investing

John Jamieson

Compiled by Rachel M. De Dora / Reviewed by: Denise O. Ong

El Paso, TX  
December 4-6, 2009  
Sales Coordinator/s: Mike Biglane  
Program Coordinator/s: Susan Morrison

### Results

Survey Returns: 10  
Total attendees (includes guests):12  
Total survey percentage returned: 83%

Level of real estate experience:  
60% of students categorized themselves as beginners  
30% of students categorized themselves as intermediate  
10% of students categorized themselves as experts

#### *Noteworthy Comments:*

1. Unsatisfactory →Excellent

1                      5

#### **Averages**

- Quality of presentation                      4.9
- Relevance of topics covered                      4.9
- Usefulness of information                      4.9

Trump U Team Averages

2. Unsatisfactory →Excellent

1                      5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- John Jamieson                      4.9

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in  
Answering questions*

- Mike Biglane                      4.9
- Susan Morrison                      4.9

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### Survey Analysis

Profit from Real Estate Investing

John Jamieson

Compiled by Rachel M. De Dora

Corpus Christi, TX  
December 18-20, 2009  
Sales Coordinator/s: Ryan Lotman  
Program Coordinator/s: Page Sadlier

### Results

Survey Returns: 8  
Total attendees (includes guests): 9  
Total survey percentage returned: 89%

Level of real estate experience:  
38% of students categorized themselves as beginners  
50% of students categorized themselves as intermediate  
0% of students categorized themselves as experts  
12% declined to specify

1. Unsatisfactory → Excellent

1                      5

#### **Averages**

- Quality of presentation                      4.50
- Relevance of topics covered                4.50
- Usefulness of information                    4.75

Trump U Team Averages

2. Unsatisfactory → Excellent

1                      5

#### Instructor

*Based upon ability to exceed expectations and present material clearly*

- John Jamieson                                  4.75

#### Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in answering questions*

- Ryan Lotman                                    4.5
- Page Sadlier                                     4.9

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1. The attendees listed the following with regard to areas for improvement:
  - Presentation issues:
    - “Slower speech.” (No Name)
  - Student issues:
    - “I felt like they are high pressure sales on the packages.” (No name)
    - “Keep the promo or additional sales or training opportunities during lunch or break times. Education time should focus on education and strategies. That’s the key purpose of the package I purchased.” (Manuel Ugues)
  - Hotel issues:
    - “More comfortable chairs.” (Manuel Ugues)
2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:
  - “Commercial.” (No name)
  - “Real estate case studies that happened in the local area in a relative time frame.” (Manuel Ugues)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **100%** said **Yes**.
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **88%** said **Yes**. The remaining **12%** represented **1** student who made the decision not to have a one-on-one “because of limited time & interest on presentation materials & did not want to miss John’s presentation.” (Manuel Ugues)
6. When asked how Trump U could help meet students’ goals, their responses included:
  - “More one on one training.” (No name)
  - “Recap of program presented via email notes.” (Manuel Ugues)

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## Survey Analysis

### Profit from Real Estate Investing

Compiled by Denise O. Ong

Toronto, ON  
December 18-20, 2009  
Sales Coordinator: Deen Bissessar

## Results

1. **The attendee listed the following with regard to areas for improvement:**
  - "Deen's section on Sunday was, unfortunately, sub-par. While I'm sure he's very knowledgeable, he did not communicate the information clearly. Was not dynamic. Was confusing. Jumped all over the place. I lost all enthusiasm after his presentation, I'm afraid. Paying too much money for that."
2. **Upon surveying the attendees as to what topics she would like to see covered by Trump U in the future, their responses included:**
  - N/A
3. **When asked if she would attend another Trump Ed seminar, DID NOT RESPOND.**
  - "I see the potential worth but I don't think I got what we expected."
4. **When asked if they would recommend Trump Ed to a friend, DID NOT RESPOND.**
  - "I told 4 people I was going – all are interested and I'm not sure what I will tell them. It seems as though you only care about the people with \$35,000. I wish I felt differently."
5. **When asked if she had the opportunity to meet with a Trump Education Team Member for her one-on-one and discuss their personal goals, she responded NO.**
  - "Not approached – I was brutally honest on the personal information form and also wrote another note. Getting no attention made me feel beyond help, beyond coaching. Weekend ended on VERY negative note because of this. I think I paid attention, participated and was invested as I could be, given that I did not hear pre-seminar. This was also a terrible weekend to hold this!"
6. **When asked how Trump Ed could help meet students' goals, their responses included:**
  - "Good question: Perhaps a 1-on-1 would help me know this."

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## Survey Analysis

Quick Start Real Estate Retreat

Chris Goff

Compiled by Rachel M. De Dora / Reviewed by Denise O. Ong

Los Angeles, CA

January 29-31, 2010

Sales Coordinator/s: Erica May, Carlos Infante

## Results

Survey Returns: 61

Total attendees (includes guests): 67

Total survey percentage returned: 91%

Level of real estate experience:

64% of students categorized themselves as beginners

34% of students categorized themselves as intermediate

0% of students categorized themselves as experts

2% declined to specify

### **Noteworthy comments:**

*"I was pleased with the seminar. I learned a tremendous amount and feel more confident about approaching real estate opportunities." (Anna Trainer)*

*"Don't change anything. This presentation was excellent!" (Nadaradjane Ramatchandirane)*

*"Carlos was attentive to the questions presented to him. He provided excellent answers and solutions. Very helpful! I like the creativity that Chris inspires, and the energy that James Harris puts forward. Chris-you are a knowledgeable and great trainer! I, for the first time, feel that I can start my business tomorrow." (Alicia Soin)*

*"Chris has great ideas. Carlos was a joy to talk to and I know he is a great addition to the team!" (Sergio Abbud)*

*"Carlos was excellent, straightforward, enthusiastic, and most importantly a believer of the program/plan." (Guadalupe Abbud)*

*"Chris Goff is the best so far, by far. Erica May was very good." (Brian Butler)*

*"Chris was fabulous! Keep him on the circuit!" Rachel Arne)*

*"Loved Chris, I learned sooo much. I also love his approach – doing good with the tools he has, helping people even if it means less money. Erica was great. Super nice & helpful and really glad I got to know her. Carlos was a really nice & helpful guy." (Renee Norland)*

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1. Unsatisfactory →Excellent

1 5

**Averages**

- Quality of presentation 4.78
- Relevance of topics covered 4.87
- Usefulness of information 4.89

Trump U Team Averages

2. Unsatisfactory →Excellent

1 5

Instructor

*Based upon ability to exceed expectations and present material clearly*

- Chris Goff 4.80

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in answering questions*

- Erica May 4.83
- Carlos 5.00

(Carlos was not included on survey, but some people penciled in scores)

**1. The attendees listed the following with regard to areas for improvement:**

**PRESENTATION:**

- "Manual was informative, relevant. Graphs, charts and forms=excellent." (Rosalinda Parente)
- "Provide the example slides in the workbook." (No name)
- "I would like to have some role playing & be critiqued by peers." (Dawn Denham) x2
- "Going over the contracts was great." (Rice Stone)
- "Spend less time on how to hold an open house! Put forms in proper sequence in folder so we don't have to keep searching." (Connie Marinella)
- "Loved the GPS map." (Renee Norland)

**STUDENT ISSUES:**

- "Come to Austin, TX!" (Sergio Abbud)
- "Have coffee and water available for the complete day. Ran out early each day." (Gary Thompson) x2
- "Try not to sell more programs." (Luohan Peng)

**2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:**

- "International Investments & international wealth preservation." (Patrick Dejean)x2
- "Investing methods/strategies using retirement accounts." (Rosalinda Parente)
- "Lease option, owner financing." (No name)
- "Commercial units." (Nadaradjane Ramatchandirane) x3
- "Marketing." (Sergio Abbad) x3
- "Improving credit." (Carol Lachata)
- "Short sales." (Angelina Mamosa)
- "Financing." (No name) x4

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- "Maximizing tax protection." (Name not legible)
  - "Negotiating." (Connie Totten)
3. When asked if they would attend another Trump U seminar, **100%** responded **Yes**.
4. When asked if they would recommend Trump U to a friend, **97%** said **Yes**. The remaining **3%** represents 2 students who left this blank.
5. **When asked how Trump U could help meet students' goals, their responses included:**
- "Extend the one year seminar attendance to two years!" (Anna Dejean) x2
  - "I think my mentor will be the key – my support when I take the plunge and make calls and offers!" (Cora Cook)
  - "I have already, with a partner, by making my first deal." (Nadaradjane Ramatchandirane)
  - "Availability for follow up." (Larry Weingarten)
  - "More follow up." (No name)
  - "Cheaper prices." (No name)
  - "Have a one day contracts class or webinar." (Renee Norland)

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**Survey Analysis**

Profit from Real Estate Investing

James Harris

Compiled by Rachel M. De Dora / Reviewed by: Denise O. Ong

New York

February 5-7, 2010

Sales Coordinator/s: Ryan Lotman, Cory Lignell, Brian Cole

Program Coordinator/s: Tiffany Brinkman

**Results**

Survey Returns: 74

Total attendees (includes guests): 93

Total survey percentage returned: 80%

Level of real estate experience:

62% of students categorized themselves as beginners

29% of students categorized themselves as intermediate

1% of students categorized themselves as experts

8% of students did not answer this question

*Noteworthy Comments:*

*"Mr. Harris is an exceptional motivational speaker. Cory sharing his personal story for why he invests in real estate was the perfect ending to this weekend." (Viktoria Lissova)*

*"Jim and Cory were great, plus the rest of the staff are friendly." (John Sanchez)*

*"Excellent job – Mr. James Harris was spectacular in his presentation. He is good and really gets me motivated." (Jeanna Severe)*

*"I am grateful that I have excellent trainers to be my accountability partners." (Gabriel So)*

1. Unsatisfactory →Excellent

1                      5

**Averages**

- Quality of presentation                      4.81
- Relevance of topics covered                      4.72
- Usefulness of information                      4.70

Trump U Team Averages

2. Unsatisfactory →Excellent

1                      5

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Instructor

*Based upon ability to exceed expectations and present material clearly*

- James Harris 4.84

Staff

*Based upon level of friendliness, professionalism, approachability, and helpfulness in*

*Answering questions*

- Ryan Lotman 4.46
- Cory Lignell 4.62
- Brian Cole 4.48
- Tiffany Brinkman 4.63

1. The attendees listed the following with regard to areas for improvement:

Presentation issues:

- "Take a break, James. Answer a question or two." (No name)
- "Eliminate indirect marketing of Trump Gold Elite and make it clear what you are teaching and what you're selling." (No name)
- "More examples using real world properties from craigslist or realtor, and more phone calls...it was great seeing what was said/asked." (Richard Wilches)
- "One more day of training, it was great." (R. Fearon)
- "The info could be more concentration on one topic. Right now it gives a lot of info about many topics." (No name)
- "Loved that the material was so intense and full of information but was a bit overwhelming." (No name)
- "Slower." (No name)
- "In field activities/writing offers." (Viktoria Lissova)
- "Handouts to improve listening rather than writing." (Halina Trzcianowska)

Student issues:

- "Structured breaks." (Daniel Rivera)
- "Short sale properties." (Herbert Zyolek)
- "Movement breaks – to increase energy." (Viktoria Lissova)
- "Need refreshments." (No name)

2. Upon surveying the attendees as to what topics they would like to see covered by Trump U in the future, their responses included:

- "More no money down options." (No name)
- "How to handle tenants & tenant rights." (Richard Wilches)
- "International markets." (Witek Rosowski)
- "Personal Finance." (No name)
- "Tax liens, LLC setup." (William Clabb)
- "Donald's negotiation secrets & strategies." (Sandra Bustinza)
- "Mobile homes, storage facilities, senior assisted living facilities." (Gary Smith)

3. When asked if they would attend another Trump U seminar, **99%** responded **Yes**.

- The remaining 1 percent represents 1 person who answered Maybe.

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4. When asked if they would recommend Trump U to a friend, **97%** said **Yes**.
  - The remaining 3 percent represents 2 people. 1 answered No and 1 left this blank.
  
5. When asked if they had the opportunity to meet with a Trump University Team Member for their one-on-one and discuss their personal goals, **86%** said **Yes**.
  - The remaining 14 percent represents 10 people who said no with the following explanations:
    - "Don't know why it was not a guaranteed process for everyone" (Maeola Herring)
    - "We just discussed whether I was going to take further courses." (No name)
    - "It was discussed with my mother." (Dayanna E. Fuentes)
    - "I want the gold membership but I cannot afford it now." (Sandra Bustinza)
    - "What we discussed was the mentoring retreat program." (No name)
    - "Don't know why." (Benjamin P. Fusco)
    - "Never called up." (Gil Rodriquez)
    - No explanation (Walter Herring)
    - "I was not an still am not surw what path I want to take to make money. Making money is one of my main goals." (No name)
    - "Not ready yet: need to prepare payment." (No name)
  
6. When asked how Trump U could help meet students' goals, their responses included:
  - "Provide step-by-step guides for each option with details about challenges that might come up and who and what needs to be involved in each process." (No name)
  - "Offer a private money lender to reach out to if a great deal is found." (Richard Wilches)
  - "With good mentoring." (Ramona Huerta)
  - "To keep regular contact as I learn the business." (Lassanah L. Dukuly)
  - "Refocus on what I need to do next with my finances, goals." (Halina Trzcianowska)
  - "Mentoring program and financing." (No name)
  - "More options and more reasonably priced seminars." (No name)
  - "I'm on my way to achieving my financial goals to the advice of the mentors." (Terrance Cheeseboro)
  - "Treat everyone equally – doesn't matter if we don't have the money to be in their elite members. We are not dollar symbols only! Everything else was wonderful." (Sandra Bustinza)

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