To: Jay Cutspec
From: Bill Haggard
Date: November 14, 2011
Subject: Feedback on ‘09-‘11 IE Report

First, I would like to acknowledge the review done by you and Nancy Yeager during June of 2011 and commend you on the revisions made to your ‘09-‘11 report based on the results of that review.

After my review of your report, I would like to share the following comments:

- Your unit’s assessment work demonstrates a genuine desire to ask questions that will help it improve.
- In assessing the use of services by “diverse” populations, I encourage you to study individual diverse populations, rather than all diverse groups combined.
- I think your report had too many outcomes. Try to reduce the number of outcomes in your ‘11-‘12 report.
- If possible, please investigate outcomes and measures that can be directly linked to freshmen to sophomore student retention.
- Overall, I think you submitted a very clear, purposeful, and focused report.

Please prepare a brief response for me about how you will incorporate (or have already addressed) my feedback in the preparation of your ‘11-‘12 report. Please send that response to me by the end of the day on November 30.

Thank you.