To: Vollie Barnwell
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.
- Please be more specific in your Action and Follow-Up section. For instance, on page 1, how will the educational component of sustainability initiatives become stronger? Please give specific examples. On page 2, give an example of a better way to capture student awareness of Housing programs. On pages 1 and 3, you write of “collaboration with Facilities Management, SEC and SGA.” What does that mean? What are the actions you would take to be more collaborative?
- On page 4, change “unsatisfaction” to “dissatisfaction.”
- On page 5 in the “Strategy” section, please be more specific about cross-training opportunities related to student staff. Also, in the next paragraph, what does “discussed in depth” mean. Please be more specific.
- 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.