To: Jay Cutspec  
From: Bill Haggard  
Date: November 23, 2011  
Subject: Feedback on ‘09-‘11 IE Report

I have reviewed your comments regarding the 2009-11 IE Report. Here are my responses to your remarks.

- In assessing the use of services by “diverse” populations, I encourage you to study individual diverse populations, rather than all diverse groups combined.

**Response:** I agree that this review needs to be more focused on specific populations. To a certain extent, the student satisfaction data provides data with regards to specific populations since it is broken down by 4 different diversity categories. However, more targeted strategies and actions will be initiated in future plans.

- I think your report had too many outcomes. Try to reduce the number of outcomes in your’11-‘12 report.

**Response:** In the 2011-2012, two of the eleven outcomes were eliminated. The result is 8 outcomes which relate to 4 goals. The number of outcomes will be addressed in the next planning cycle.

- If possible, please investigate outcomes and measures that can be directly linked to freshmen to sophomore student retention.

**Response:** The case management goals related to the 2010-11 plan was an attempt to relate departmental goals to retention. The sample size of the population was small however, and it makes it difficult draw conclusions on limited data. In the next cycle, I will work with Institutional Research to determine if it can provide data which will allow us link data to freshmen and sophomores.