



Office of the Vice President
Professional Development Solutions

December 1, 2005

Cheryl L. Wild
Wild & Associates, Inc.
539 Main Street, # 200
Avon-by-the-Sea, NJ 07717

Dear Cheryl:

On behalf of the Professional Development Solutions Area of ACT, Inc., I would like to extend our deepest thanks for the excellent consulting you and your colleagues provided to our division.

With your guidance, we have detailed documentation of our item development, test development, and scoring and reporting processes. Our change management and communication work improved the staff understanding of our work and the steps critical to assure quality work. We developed metrics to monitor our work and prioritized next steps. Without your support and guidance we could not have finished our project in as timely and effective a manner.

Many consulting firms sell a standard six sigma solution package. You were able to customize your services to our needs, bringing in-depth knowledge of the test publishing industry as well as formal quality tools to the evaluation of our processes and procedures. In addition, your approach built internal expertise in understanding quality issues which has continued to serve us after the end of your engagement.

Thank you again for your guidance.

Cordially,

A handwritten signature in cursive script that reads 'Ricki'.

RickiAnn Saylor, Ph.D.
Vice President
Professional Development Solutions