



Research and Analysis

December 6, 2007

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

Dear Dr. Wild:

Thank you for your diligent work and commitment on our recent project to document and improve the quality of Research & Analysis' interactions with internal constituents in the College Board's ACCUPLACER computer-based testing program. With your considerable and proven experience in the educational assessment industry and subsequent quality assurance experience working with clients in educational and non-educational industries, you provided us with an experienced and unique perspective to successfully:

- document the existing process flows to clearly indicate the sequence of steps and participants involved in our department's psychometric and reporting responsibilities;
- analyze the errors that could potentially enter into each step of the existing process, determine each error's severity and potential frequency and most importantly determine whether the error would be detected under the current system; and
- re-design and document each process in order to identify critical points throughout the process and to automate as much as possible in order to limit manual intervention and the opportunity for human error.

Senior management within the department feel confident that the tremendous amount and quality of work you facilitated would not have been possible without your practical approach to the unique issues presented by internal and external constituents. Your professionalism and dedication ensured the timely completion of the initially requested work in addition to the considerable add-on requests that surfaced during the project. Please accept my thanks, knowing that the deliverables from this project have impressed colleagues within the department regarding the importance of quality control and assurance as well as generated interest in wider applications.

Best regards,

A handwritten signature in black ink that reads "Mary-Margaret".

Mary-Margaret Kerns
Senior Director
Validity Research & Services and Computer-based Testing
The College Board
45 Columbus Avenue
New York, NY 10023