



College Drive
PO Box 2001
Toms River, NJ 08754-2001
732.255.0400
Fax 732.255.0444
TTY 732.255.0424
www.ocean.cc.nj.us

June 7, 2006

Cheryl L. Wild, Ph.D
President of Wild & Associates
539 Main Street. #200
Avon-by-the-Sea, NJ 07717

Dear Cheryl:

Thank you so much for the excellent facilitation and training that you provided to the college's Continuing and Professional Education Process Improvement Team. The structure and professional guidance that you lent the team allowed them to do an excellent job at analyzing the registration process and to focus on improvements in areas that would make the most impact. As a result of your efforts, the team has implemented a customer satisfaction survey.

We believe that this process is an excellent model for improving quality procedures and customer service. We hope to utilize the process in other areas of division in the near future.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Robinson".

Deborah Robinson
Director,
Center for Business
Education & Training
Ocean County College