



**Technical Education
Program**

March 9, 1999

Glenn Mazur
Adjunct Lecturer
University of Michigan
1140 Moorehead Court
Ann Arbor, MI 48103

Dear Professor Mazur:

We noted from our student evaluations of our Fall 1998 courses that you provided an outstanding level of instruction in the course you taught for us. We work with approximately thirty universities throughout the nation, and our evaluation analysis process allows us to compare instructional effectiveness across universities. Our students voted your performance as excellent. Examples of the criteria considered are as follows: objectives and expectations were clearly stated; effective presentation by the instructor; homework and exams returned on a timely basis; and the instructor was available for consultation.

We rely on fine faculty instruction to meet the educational needs of our engineers, technicians, and managers. Your participation with us has enhanced your profession, your institution, and our Technical Education Program. As a result of superior instruction such as yours, our GM students learn to better analyze and innovate, as well as continuously improve the product and processes of General Motors. Thank you for your fine efforts. They are greatly appreciated by our entire staff.

Sincerely,

A handwritten signature in black ink, appearing to read "Edward Alef".

Edward Alef
Dean of Product Planning
and Curriculum Development

A handwritten signature in black ink, appearing to read "Elaine Chapman-Moore".

Elaine Chapman-Moore
Dean and Manager of Operations

cc: Ed Borbely, Center for Professional Development
Lee C. Bollinger, President