

# CLEVELAND METROPOLITAN SCHOOL DISTRICT

The primary goal of the Cleveland Metropolitan School District is to become a premier school district in the United States of America.

November 16, 2010

Dear Mike,

I wanted to extend a special commendation to Ken Colson in your Edulog support group. I was having a major last minute request to produce maps and information from my school board in boundary planning and needed help. Ken provided me service that was above and beyond the normal customer service. He hung with me and probably was on line for 90 minutes or more to resolve my district's issues. I also attend many of his webinars and he always provides a wealth of knowledge in his classes. A big thank you and hats of to him. Please let him know that his efforts were appreciated.

Ron Latare  
Routing and Planning Manager  
CMSD Transportation