



November 3, 2000

Re: Michael Ballard

To whom it will concern:

As one of the administrators of the Loyalist College Training and Development Michael Ballard worked for me starting May 1994. Although over the last two years I moved on to performing other work, Michael Ballard is still working there as of November 2000.

I found the professional development classes that he ran for our Business Office Computer Applications (BOCA) and the Microsoft Certified programmes to be thought provoking, highly interactive and his content practical. Students benefited from these classes and applied their skills in their learning environments, job search and work places. I found that his attention and concern for each student engaged and challenged people to extend themselves in new and productive ways while his management of the group dynamic to be highly effective and motivating.

Regards,

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