



Massachusetts Independent College Transfer Guarantee Memorandum of Agreement

Between

**New England Board of Higher Education
Association of Independent Colleges and Universities in Massachusetts
Massachusetts Association of Community Colleges**

and

Massachusetts Independent Institution Signator to the Guarantee MOA

August 2020

**Massachusetts Independent College Transfer Guarantee
Memorandum of Agreement**

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I Background

In November 2019, the New England Board of Higher Education (NEBHE), received a three-year implementation grant co-funded by the Teagle Foundation and the Davis Educational Foundation to develop systematic transfer pathways between community colleges and independent colleges and universities in three New England states including Massachusetts. NEBHE is partnering with the Association of Independent Colleges and Universities in Massachusetts (AICUM) to establish the Massachusetts Independent College Transfer Guarantee, which ensures acceptance at an independent four-year institution for students graduating from a community college with an associate degree.

II Massachusetts Independent College Transfer Guarantee

The Massachusetts Independent College Transfer Guarantee (Massachusetts Guarantee) builds upon existing Massachusetts' transfer policy for public institutions of higher education, with the intention of creating a seamless system of transfer in the state and expanding transfer options for Massachusetts community college students. The Massachusetts Guarantee will ensure acceptance at a participating independent Guarantee institution for associate degree holding students who have met a minimum GPA requirement of 2.5. At the core of the Massachusetts Guarantee is an unwavering commitment to equity, opportunity and access for all students in higher education.

III Purpose

This Memorandum of Agreement (MOA) between the Association of Independent Colleges and Universities in Massachusetts (AICUM), the Massachusetts Association of Community Colleges (MACC), and the New England Board of Higher Education and
Cambridge College signed on 01/12/2021

serves as the agreement for the Massachusetts Guarantee. The MOA applies roles and responsibilities and terms and conditions to the signatories of this agreement. The signatories shall include the president of each organization or his/her designee.

IV Roles and Responsibilities

New England Board of Higher Education (NEBHE)

NEBHE was established in 1955 by the six New England governors and authorized as a regional higher education compact by Congress. NEBHE's mission is to promote greater educational opportunities and services for the residents of New England and its more than 230 colleges and universities. Under the Massachusetts Guarantee NEBHE will:

1. Serve as the administrator for the joint Teagle Foundation and Davis Educational Foundation grant award.
2. Seek additional grant funds through foundations and other means to support the Massachusetts Guarantee.

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3. Allocate resources from the grant sources to support the Massachusetts Guarantee.
4. Coordinate the operation of the Massachusetts Guarantee Steering Committee.
5. Coordinate all aspects of the Massachusetts Guarantee in consultation with its primary partners - AICUM and MCAA.
6. Plan and deliver all state convenings.
7. Develop all necessary documents that guide and inform the implementation of the Massachusetts Guarantee.
8. Provide training to transfer advisors, admissions counselors and staff at community college and participating independent institutions.
9. Develop press release templates for use by partners and participating institutions.
10. Develop an agreement with the Massachusetts Department of Higher Education for website creation, maintenance and updating.
11. Develop a public engagement plan.
12. Develop and implement project data collection and impact plan.
13. Develop resources that support the implementation of the Massachusetts Guarantee.

Association of Independent Colleges and Universities in Massachusetts

AICUM works with its member institutions to strengthen higher education, to advocate for need-based financial aid for Massachusetts students, and to address state and federal legislative and regulatory issues. The Association also promotes increased awareness of the significant contributions by colleges and universities to the cultural, economic, and knowledge-based prominence of the state. AICUM comprises 60 degree-granting, accredited, independent (private) colleges and universities across the Commonwealth. Under the Massachusetts Guarantee AICUM will:

1. Promote the Massachusetts Guarantee to its member institutions and other stakeholders in the state.
2. Serve as a member of the Massachusetts Guarantee Steering Committee.
3. Assist in endeavors for additional grant funds through foundations and other means to support the Massachusetts Guarantee.
4. Advise on Guarantee policy and resource development.
5. Assist with NEBHE's evaluation plan to measure impact of the Massachusetts Guarantee.

Massachusetts Association of Community Colleges

The MACC represents the fifteen state funded community colleges and their local Boards of Trustees. The MACC is an association whose sole purpose is to support and enhance the well being of community colleges across the state in service to students, community and the Commonwealth. Under the Massachusetts Guarantee the MACC executive office will:

1. Serve as a member of the Massachusetts Guarantee Steering Committee.
2. Advise on Massachusetts Guarantee policy and resource development.
3. Assist with NEBHE's evaluation plan to measure impact of the Massachusetts Guarantee.

4. Provide critical information on the Massachusetts Guarantee to community college presidents and institutional leaders in addition to other key staff such as transfer counselors.

Massachusetts Guarantee Steering Committee

The Massachusetts Guarantee Steering Committee serves to guide the successful implementation of the Massachusetts Guarantee. The Steering Committee includes representation from AICUM, MACC and NEBHE, the Massachusetts Department of Higher Education, community colleges and Massachusetts independent institutions and will:

1. Provide strategic direction to NEBHE and its state partners in the adoption of the Guarantee.
2. Provide input into various Guarantee aspects including but not limited to: Guarantee design and Guiding Principles, state meeting agenda building, implementation guide, front-facing student information about the Guarantee, promotion and public engagement and technology needs.
3. Identify risks and challenges as well as offer advice to mitigate risks and surmount challenges.
4. Advise on institutional policy development and procedures prioritizing actions that need to be taken by NEBHE and its state partners to implement the Guarantee.
5. Advise on developing reporting and success metrics.
6. Provide long-term guidance on the operation of the Guarantee.
7. Advise on the development of a sustainability plan when grant funding is no longer available.
8. Serve as the decision-making body on all aspects of the Massachusetts Guarantee.
9. Serve as the arbiter of issues that may arise between two or more institutions.
10. Approve institutional pathway articulation forms.
11. Upon the end of the grant period, the Steering Committee will advise on the formation of a permanent governance structure. Members of the current Steering committee will not be bound to serve as members of the permanent governance structure.

Massachusetts Guarantee Participating Independent Institution

The participating independent institution will:

1. Adhere to the Massachusetts Independent College Transfer Guarantee Guiding Principles and Foundational Design. See Appendix A and Appendix B.
2. Designate a Guarantee Coordinator. The Guarantee Coordinator will serve as the point of contact and coordinate the implementation of the Massachusetts Guarantee at the institutional level. This individual will also chair the Cross Functional Team focused on the implementation. See Appendix C for form and additional responsibilities.
3. Form an institutional Guarantee Cross Functional Team. Membership may include representation from the following: department heads, faculty members (including faculty involved with general education requirements), registrar's office, admissions, financial aid, and advising staff. The role of the Cross Functional Team is to advise the institution's administration on transfer policy, training faculty and staff, recruiting, marketing, transfer advising, accepting credits, onboarding, and data collection. See Appendix C.
4. Participate in convenings/training on Massachusetts Guarantee implementation.

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5. Post information on the Massachusetts Guarantee on the institution's website.
6. Identify incoming Massachusetts Guarantee students in the institution's student information system.
7. Submit annual reports to NEBHE that include outcome-based data for students admitted under the Massachusetts Guarantee. These reports will be compiled for each participating institution into a summary report for the Massachusetts Guarantee Steering Committee to measure progress.
8. Provide, if requested by NEBHE, permission for the National Student Clearinghouse to share institutional data on Guarantee students. The purpose of gaining access would be to conduct research and ascertain state impact.

V **Articulation of Transfer**

Student Eligibility Criteria

To be eligible for the Massachusetts Guarantee, a student must have graduated with an Associate of Arts (AA) or Associate of Science (AS) from a Massachusetts community college and have an overall average of 2.5 GPA at minimum.

Eligibility is further outlined in the Foundational Design (Appendix A). Admission is guaranteed given the student has met all eligibility criteria for the selected institution, and the institution has available capacity within the intended major. Participating four-year independent institutions recognize that Massachusetts community college associate degree holding graduates have received a rigorous, high quality education, and, thus, are prepared to succeed at a four-year independent institution. To ensure maximum transferability of credits, students should be advised to follow [MassTransfer A2B Degrees](#).

Features and Benefits to Students

The Foundational Design (Appendix A) outlines the unique features of the Massachusetts Guarantee, which include:

1. Waived student application fee for all participating Massachusetts Guarantee independent institutions.
2. Guaranteed transfer of associate degree credits for courses successfully completed.
3. Guaranteed admission - given the student has met all eligibility criteria for the selected participating Massachusetts Guarantee institution, and the institution has available capacity within the intended major.
4. Junior status upon matriculation.
5. No admission essay required.
6. Institutional financial incentives (varying by institution).
7. Adherence to the Guiding Principles (Appendix B).

Recommended Transfer Articulation Guidelines

In order to facilitate smooth and successful student transfer under the Massachusetts Guarantee, participating institutions should consider aligning their current transfer policies for community college graduates with [MassTransfer Policy Guidelines and Implementation](#).

The Massachusetts Guarantee is modeled on [MassTransfer's A2B Degrees](#) - which are composed of the General Education Foundation (Gen Ed Foundation), specific major courses and other electives. It is recommended that participating Massachusetts Guarantee institutions apply the Gen Ed Foundation toward the fulfillment of the receiving institution's general education/distribution/core requirements. A student with a completed Gen Ed Foundation will have earned 34 credit hours, exclusive of developmental coursework. Receiving institutions should honor the awarding of credit for prior learning college-level credits as determined by the sending institution for students who transfer with the completed Gen Ed Foundation. Course grades below a C may transfer if they are part of the Gen Ed Foundation and students have completed the block with a cumulative grade or quality point average of 2.0 or higher. The transfer of all other non-traditional credits outside the Gen Ed Foundation will be honored at the discretion of the receiving institution.

If the receiving institution's general education requirements are more than the Gen Ed Foundation, the receiving institution may require the student to complete no more than six additional credits/two courses for the 34-credit Foundation or no more than 12 credits/four courses for the 28-credit Foundation. The receiving institution will determine which credits/courses shall be required.

Outside of the Gen Ed Foundation, participating Massachusetts Guarantee institutions may receive the major requirements and other electives at their discretion, while guaranteeing a minimum of 60 transferable credits and junior status upon enrollment. Participating institutions are encouraged to develop internal pathway maps (modeled upon MassTransfer A2B), in order to streamline the transfer process.

Recommended Transfer Credit Policy

Community college students frequently take courses and receive credit from multiple institutions or through credit for prior learning including, but not limited to Advanced Placement (AP) exams, International Baccalaureate Programme (IB), national standardized exams such as CLEP, challenge examinations, and Joint Service Transcript analysis for veterans or current members of the military, or online coursework. The determination to award credit from other institutions or for credit for prior learning is made in a community college transfer audit and through a graduation audit.

These audits serve to ensure that all associate degree earners have fully met degree requirements of the community college. While all relevant documentation in the form of scores reports and transcripts will be forwarded to the receiving institution, the receiving institution agrees to honor the community college graduation audit for credit issued. Detailed information

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regarding transfer of alternative sources of credit can be found in the [MassTransfer Policy Guidelines and Implementation](#).

The recommended minimum course grade for transfer under the Massachusetts Guarantee is “C”. Institutions may, however, elect to use the current course grade for transfer stipulated by the institution’s existing policy.

It is also recommended that institutions perform an automatic credit evaluation, rather than requiring the student to request an evaluation of their prior credit.

Institution Specific Transfer Policies Form

In Appendix D, institutions will stipulate any specific policies in the Institution Specific Transfer Policy Form.

Massachusetts Guarantee Pathway Selection Form

In Appendix E, institutions will identify the pathways (majors) offered within Massachusetts Guarantee Pathway Selection Form. In order to facilitate smooth and successful student transfer under the Massachusetts Guarantee, institutions should consider aligning their transfer pathways with the established [MassTransfer A2B Pathways](#).

MOA Submission and Promotion Process

Participating Institutions shall submit a signed MOA by the president or his/her designee and necessary appendices (Designated Guarantee Coordinator & Guarantee Cross Functional Team Form; Institution Specific Transfer Policies Form; Massachusetts Guarantee Pathway Selection Form) to the New England Board of Higher Education. Upon receipt of the signed MOA, NEBHE will have the agreement countersigned by all parties, and then institutions may begin the process of developing optional internal pathway maps, promoting the Massachusetts Guarantee on their websites and enrolling students.

VI Institutional Incentives and Financial Aid

Massachusetts Guarantee partner institutions are committed to providing access through need-based financial aid, as well as merit-based and/or Guarantee scholarships. Institutions are encouraged to offer incentives with clear criteria (ie: GPA-based or percentage-based) and provide detailed information about how incentives discount total cost to degree. Institutions may set their own incentives or discounting rates for the Massachusetts Guarantee. All institutional incentives and pertinent financial aid information will be posted on the institution's and Massachusetts Guarantee website in order to provide the utmost transparency for students and families.

VII Student Advising

Community college transfer advisors will provide information and guidance to students pre-transfer through review of all transfer opportunities, which include the Massachusetts Guarantee opportunities.

Pre-application and post-transfer, participating independent four-year institutions will provide robust student support and wrap-around services. Services include, but are not limited to, academic guidance and counseling, academic support, orientations, peer advising, personal guidance and counseling, career services and supplemental services. Additional student services and commitments are outlined in the Guiding Principles (Appendix B).

VIII Massachusetts Guarantee Website

The Massachusetts Guarantee will have a highly visible and impactful web presence on the existing Massachusetts Department of Higher Education (DHE) MassTransfer website. The Massachusetts Guarantee website will provide students with a one-stop transfer experience.

For continuity, all Massachusetts Guarantee web pages will be modeled on current MassTransfer pages. The creation and maintenance of the pages will be funded by NEBHE through the New England Independent Transfer Guarantee grant award. Additionally, the page design and features of the pages will be agreed upon by NEBHE and DHE, and executed by the DHE staff. Additional details will be outlined in an agreement between NEBHE and DHE.

The web pages will include, but not limited to, a landing page with a clear description of the Massachusetts Guarantee, eligibility and features, a program and institution search function, as well as a campus directory. NEBHE will be responsible for providing content to DHE, as well as updated information on participating institutions and pathways for the life of the grant and beyond. An update schedule will be included in the agreement.

IX Promotion

NEBHE, AICUM and MACC will co-promote the Massachusetts Guarantee through a cohesive marketing and outreach campaign. Consistent messaging, branding, and information will be deployed across all outreach platforms including: press releases, marketing materials, social media channels, and other avenues that disseminate information to students, faculty, and staff.

Outside of NEBHE, AICUM and MACC promotion, participating institutions are encouraged to promote their Massachusetts Guarantee offerings. Institutions are recommended to develop Massachusetts Guarantee specific landing pages, marketing materials and connect with students through existing outreach channels.

X Data Collection and Reporting

NEBHE will collect data from participating Massachusetts Guarantee institutions beginning in Fall 2021. Data include enrollment of students under the Guarantee, persistence and completion. A complete list of data variables can be found in Appendix F.

Under this agreement, using data from participating institutions, NEBHE will produce an annual report that measures impact and progress over time. The report will include institutional and state level data and be reviewed and approved by the Steering Committee prior to any release. A copy of the report will also be provided to funders, including the Teagle Foundation and Davis Educational Foundation, which have provided financial support for the Massachusetts Guarantee.

XI Term and Withdrawal Provisions

This agreement takes effect upon the signature of authorized representatives of each party and shall remain in effect for three years. The MOA may be extended beyond the three years upon the written agreement of all parties. A party to the MOA may withdraw from the agreement by providing written notification to the other parties at least one-year in advance of such withdrawal. For any institution that seeks to withdraw, this would require expunging all language pertaining to the institution's participation in the Massachusetts Guarantee.

XII Other Provisions

This MOA expresses the entire agreement of the parties and shall not be modified or altered except in writing executed by the authorized written agreement of all parties.

XIII Institution Signatory

Massachusetts Guarantee Participating Institution

Institution Name: Cambridge College

Signator Name and Title: Deborah C. Jackson, President

Signature: 

Date: 01/12/2021

Other Signatories to the Agreement

New England Board of Higher Education

Signator Name and Title: *Michael K. Thomas, President & CEO*

Signature: _____ *Michael K. Thomas* _____

Date: _____ *9/1/20* _____

Association of Independent Colleges and Universities in Massachusetts

Signator Name and Title: *Richard J. Doherty, President*

Signature: _____ *Richard J. Doherty* _____

Date: _____ *9/1/20* _____

Massachusetts Association of Community Colleges

Signator Name and Title: *Tom Sannicandro, Director*

Signature: _____ *Tom Sannicandro* _____

Date: _____ *9/1/20* _____

Signator Name and Title: *James Mabry, Chair of the Council of Massachusetts Community College Presidents (2020-2021)*

Signature: _____ *James C. Mabry* _____

Date: _____ *9/1/20* _____



Appendix A: **Massachusetts Guarantee Foundational Design**

Eligibility

- Completion of an associate degree at a Massachusetts community college
- A minimum GPA of 2.5

Features

- Waived student application fee for all participating Massachusetts Guarantee independent institutions
- Guaranteed transfer of associate degree credits or courses successfully completed.
- Guaranteed admission - given the student has met all eligibility criteria for the selected Massachusetts Guarantee institution, and the institution has available capacity within the intended major
- Junior status upon matriculation
- No admission essay required
- Institutional financial incentives (varying by institution)
- Adherence to the Guiding Principles (Appendix B)



Appendix B:

Massachusetts Independent College Transfer Guarantee Guiding Principles

The Massachusetts Independent College Transfer Guarantee (Massachusetts Guarantee) is a student-centered approach to transfer, which provides eligible students with greater access, opportunity, and affordability at participating four-year independent institutions.

The Massachusetts Guarantee is guided by the following principles:

1. Students attend community colleges for a variety of purposes, including the goal of transferring to a four-year institution. Community college graduates bring to a receiving four-year institution enriched perspectives from their life experiences, persistence, diversity, and the academic preparation necessary to be able to graduate at a rate equal to or more likely higher than incoming high school graduates.
2. The demographic challenges facing New England, and especially Massachusetts, make community colleges essential to both public and independent four-year institutions.
3. The Massachusetts Guarantee is student-centered, taking into account life experiences, financial and support services needs, interests, aspirations, and/or cultural backgrounds.
4. The Massachusetts Guarantee builds upon the public four-year transfer pathways that have been established in Massachusetts and provides eligible students with the opportunity to transfer as juniors to a participating independent institution in their home state.
5. The Massachusetts Guarantee enables students to transfer without loss of credit counting towards graduation, provided that any minimum course GPA requirements of the receiving institution are met. Whether the credits are applied to a major, general education core or electives will be determined by the receiving institution. All institutional minimum grade requirements for transfer credit will be clearly stated and available to all prospective students.
6. Each independent college will designate a Guarantee Coordinator who will serve as the point of contact and coordinate the implementation of the Massachusetts Guarantee at the institutional level.



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7. All Massachusetts Guarantee transfer pathways will include:
 - a. Clear criteria for guaranteed admission, in most cases a minimum GPA; for programs that have additional admission requirements, these requirements will be clearly spelled out.
 - b. Clear information regarding total cost to complete the baccalaureate.
 - c. If incentives are offered, clear criteria for these incentives (such as GPA) and information about how any incentives will affect the total cost to degree.
 8. Based upon research findings, community college students are far more likely to be successful if they receive support in the form of intensive advising that includes, academic guidance and counseling, academic support, peer advising, personal guidance and counseling, career services and supplemental services.
 9. Pre-application and post-acceptance support services are critical to the successful transition of community college graduates into four-year institutions and these services shall be provided by participating institutions.
 10. Independent institutions will be encouraged to take into consideration the transfer slump many students experience and to develop academic good standing policies that wait until the end of the academic year to determine whether any transfer student (regardless of participation in the Massachusetts Guarantee) should be placed on academic probation.
 11. Community college transfer advisors provide students with the full range of public and independent four-year institution transfer options taking into consideration aspirations, goals, best fit, and affordability.
 12. Four-year Independent institution participation is voluntary and the conditions for participation are included in a Memorandum of Agreement.
 13. Independent institutions will provide annual transfer data to the New England Board of Higher Education. Data will include enrollment of students under the Massachusetts Guarantee, persistence and completion.



Appendix C:

Designated Guarantee Coordinator & Guarantee Cross Functional Team Form

Guarantee Coordinator

Participating Massachusetts Independent College Transfer Guarantee institutions shall designate a Guarantee Coordinator. The Guarantee Coordinator will coordinate the implementation of the Massachusetts Guarantee at an institutional level. The Guarantee Coordinator will:

- Participate in all Massachusetts Guarantee implementation convenings, workshops and trainings.
- Collaborate with NEBHE Guarantee Project Director in all aspects of institutional implementation.
- Assemble and chair a Guarantee Cross Functional Team focused on the implementation of the Massachusetts Guarantee.
- Submit an annual Guarantee report to the New England Board of Higher Education.

Guarantee Cross Functional Team

The Guarantee Coordinator is responsible for convening a Guarantee Cross Functional Team. Membership can include representation from the following: department heads, faculty members (including faculty involved with general education requirements), registrar's office, admissions, and advising and counseling staff. The role of the Cross Functional Team is to advise the institution's administration on transfer policy, training faculty and staff, recruiting, marketing, transfer advising, accepting credits, onboarding, and data collection.

The Guarantee Coordinator provides assurances that a designated Guarantee Cross Functional Team has been or will be assembled at their institution within 30 days of submission of this document to the New England Board of Higher Education. The Guarantee Coordinator shall retain and provide, if requested, the names and position of the Guarantee Cross Functional Team members.

Institution: Cambridge College

Name: Alex Morr

Title: Director of Strategic Partner Initiatives

Email: alex.morr@cambridge college.edu

Phone: 617.873.0475



Appendix D: Institution Specific Transfer Policy Form

Institution Specific Transfer Policy

In order to facilitate smooth and successful student transfer under the Massachusetts Guarantee, institutions should consider aligning their current transfer policies with [MassTransfer Policy Guidelines and Implementation](#).

Community college students frequently take courses and receive credit from multiple institutions or through credit for prior learning including, but not limited to Advanced Placement (AP) exams, national standardized exams such as CLEP, or online coursework. The determination to award credit from other institutions or for credit for prior learning is made in a community college transfer audit and a graduation audit.

The recommended minimum course grade for transfer under the Massachusetts Guarantee is "C". Institutions may, however, elect to use the current course grade for transfer stipulated by the institution's existing policy.

Participating Massachusetts Guarantee institutions may either accept standard [MassTransfer Policy Guidelines and Implementation](#) or stipulate institution specific transfer policies. Select one option below:

Institution will accept MassTransfer Policies

- The institution will accept all credits as they have been earned.

Specific institution transfer policies

- Minimum course grade for transfer credit (select one):

Accept DHE minimum course grade for transfer (D- for a completed A2B). Course grades below a C may transfer if they are part of the Gen Ed Foundation and students have completed the block with a cumulative grade or quality point average of 2.0 or higher. The acceptance of "D" grades in courses that go beyond the 34-credit or 28-credit Gen Ed Foundation will be at the discretion of the receiving institution.

Accept institutional transfer policy's minimum course grade for transfer,



Appendix F: **Massachusetts Guarantee Data Collection and Reporting Variables**

Data variables to be collected from all participating institutions including:

- Institution name
- Participating students disaggregated by:
 - Transferring community college
 - Pell Grant status (as a proxy for family income), if available
 - Race/Ethnicity using IPEDS definitions
 - Gender
 - Age reported in age bands (<18, 18-24, 25-34, 35+)
 - Full-time
 - Part time
- Financial aid award
 - Pell
 - Institutional aid
 - Merit aid
 - Other
- Student GPA as an incoming transfer student
- Community college major
- Major at receiving institution
- Persistence status
- Persistence status GPA
- Completion major/pathway
- Completion status
- Completion GPA

In order to monitor and measure the success of the Massachusetts Guarantee, NEBHE will collect quantitative and qualitative data to measure the following:

1. The number of institutions signing participation MOUs
2. The rate of increase in community college graduates in the three states
3. The rate of increase of community college graduates enrolling as transfer students in independent institutions
4. The rate of increase in community college graduates earning a degree from an independent institution
5. Identification of independent institutions having the best and worst outcomes
6. The efficacy of Guarantee Guiding Principles implementation
7. The efficacy of marketing and outreach campaign, measured through analytics

The quantitative evaluation for measuring success will incorporate data collection for institutions that have implemented the Massachusetts Guarantee. The first report will include the number of participating community college transfer students, their major and demographic composition.



This includes low-income as measured by Pell eligibility and those students who are traditionally underserved. Subsequent reports will add metrics such as persistence rates, and, in years two and three, credential attainment. NEBHE will investigate whether the National Student Clearinghouse can provide the identified data at an affordable cost to ease the reporting burden of institutions.

Qualitative data will be derived using surveys of enrollment managers, transfer admissions directors and students. NEBHE will utilize an evaluation consultant to develop the surveys, determine the best methods for deploying the surveys and interpreting the results.