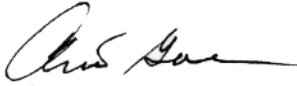


Memorandum

To: Mr. Ramon Hirsig

Date: August 14, 2009

From: Anita Gore, Deputy Director
External Affairs DepartmentSubject: **Online Tutorial Projects and Virtual Seminars: Status Updates
August 31, 2009 - Customer Service and Administrative Efficiency Committee**

Please place the following item on the Board's August 31, 2009 calendar under the Customer Service and Administrative Efficiency Committee. Ms. Kari Hammond and Ms. Annette Zurawski will be presenting an update on the online tutorial projects including what is currently available and what tutorials are currently in progress with related timelines, see attached. Ms. Kari Hammond will introduce the item.

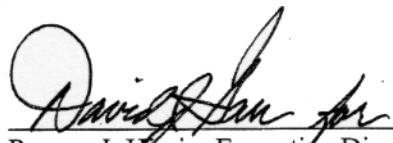
Customer Service and Administrative Efficiency Committee

1. Online Tutorial Projects Status - Update regarding the online tutorial projects including what is currently available and what tutorials are currently in progress with related timelines.

AG:kh
Attachment

cc: Ms. Diane Olson (MIC: 80)
Ms. Kari Hammond (MIC:19)

Approved: _____


Ramon J. Hirsig, Executive Director