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June 8th, 2010

Dr Eric J. Smith
Commissioner of Education
Florida Department of Education
325 W. Gaines Street
Tallahassee FL 32399-040
USA

Dear Dr Smith

Thank you for copying me on your letter to Doug Kubach regarding Pearson's assessment contract with Florida. I'm desperately sorry you ever had to write that letter, but I appreciate your taking the trouble to set out your concerns and your expectations. Please accept my personal apologies for this situation and my absolute commitment that Pearson will put it right.

Doug, who is just as concerned as I am, is keeping Will Ethridge and me fully briefed on a daily basis. Nothing matters more to us than the service we provide to teachers, parents and students, and we're determined to do whatever it takes to fix these issues and regain your trust. Doug and his team will share with me and with Will the detailed recommendations they'll make to you before June 23. We will review them carefully and ensure that we dedicate the full scale and capabilities of Pearson to supporting Florida and restoring your faith in us.

Thank you for that opportunity. Please contact me directly at any time if you think I can assist you in this vital work.

Sincerely,

