



We are pleased to introduce **Letters by Liaison**, a newly-updated, streamlined version of the Evaluator Portal. The new site – developed based on feedback from both internal and external users – offers a redesigned user experience, simpler workflows, a 508-compliant interface, and more customization options. It's easier to create accounts, review requests, and upload documents.

Release Plan

Letters by Liaison will soft launch on **February 4, 2018**. Existing users should experience a seamless transition with no need to create a new account or resend any existing requests. All data available on the existing Evaluator Portal site will be available on the new Letters by Liaison site.

For the time being, users will continue to be routed to the existing Evaluator Portal, but can opt to use the new Letters by Liaison site instead. A splash message will explain the new site and how to access it.

In the future, the Evaluator Portal will be deactivated, and all users will be redirected to Letters by Liaison. Note that both sites will continue to be available for at least thirty days after the initial soft launch.

Key Improvements

Based on your feedback, we're excited to introduce several key improvements available in Letters by Liaison.

Updated Dashboard

Users log in to a redesigned dashboard that lists all new, in-progress, and completed requests. Improved filtering and sorting capabilities allow users to filter the requests list by status and sort by Last Name, First Name, Requested By, and Requested On Dates.

Requests

View: ☒ Expanded ☐ Collapsed

Sort By: Last Name

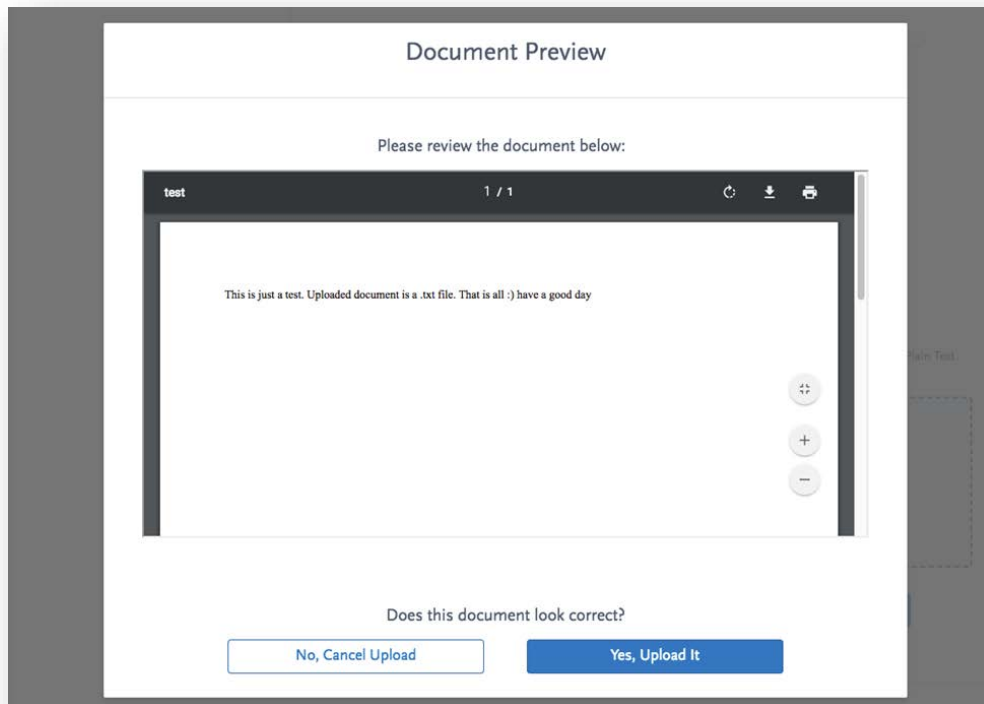
☒ Ascending ☐ Descending

Show: ☒ Accepted (11) ☐ Requested (0) ☐ Completed (23) ☐ Declined (7) ☐ Expired (6) [Clear All](#)

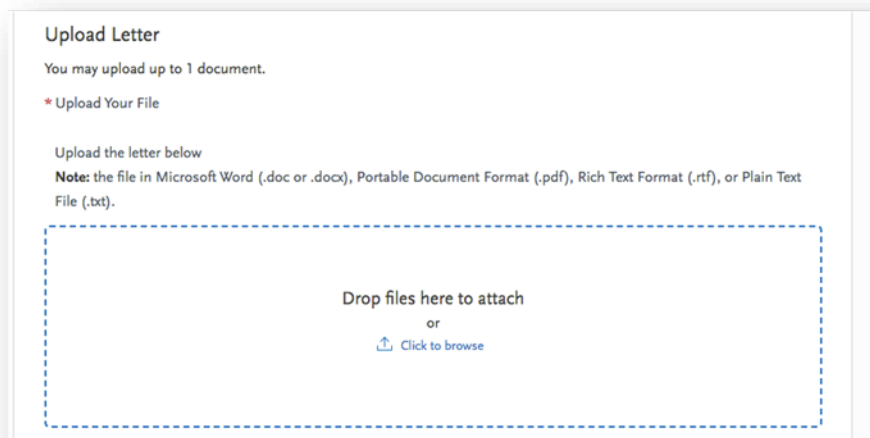
Janet Appel-test - Accepted Decline Continue
Applicant Email: appelj-dlshs.org@sync.sendgrid.net Type: EOP Requested On: Dec 07, 2017
Applying to: Cal State Apply Access: Waived Requested By: Dec 30, 2017
Programs : San Luis Obispo Undergraduate - Animal Science (+ 2 more)
Sarath (Liaison Test Account) Bethapudi - Accepted Decline Continue
Applicant Email: sbethapudi@liaison-intl.com@sync.sendgrid.net Type: Individual Requested On: May 24, 2017
Applying to: BU-MET Access: Waived Requested By: Jun 02, 2017
Programs : BU-Metropolitan College - Certificate in Information Security
James BlueTest - Accepted Decline Continue
Applicant Email: testcasqa1342@sendgrid.net Type: Individual Requested On: Aug 30, 2017
Applying to: BU-CRS Access: Waived Requested By: Sep 06, 2017
Programs : Boston University - Graduate School of Arts and Sciences - English - JD/MA with School of Law

Improved Document Uploads

If a request requires an uploaded document, users can now preview the document before they upload it to ensure that it is correct.

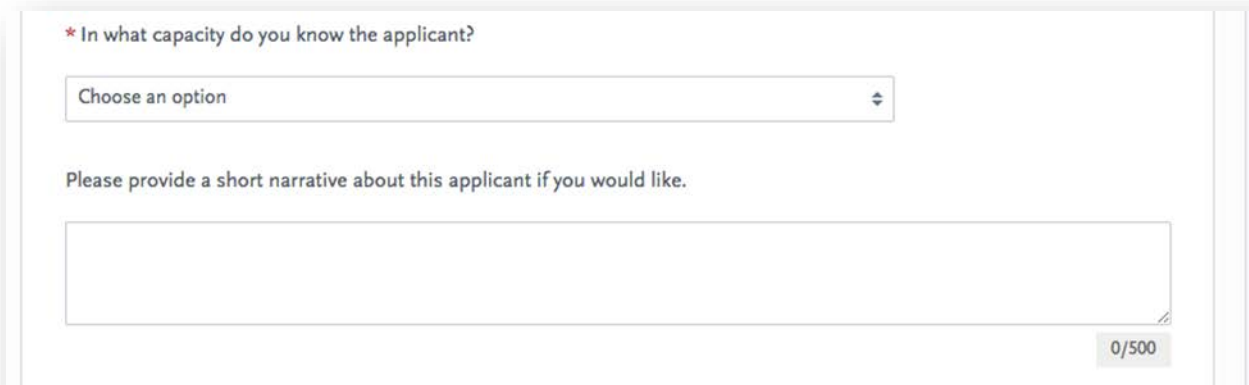


Users can also now drag and drop files directly into the form to upload them.



Essay Questions

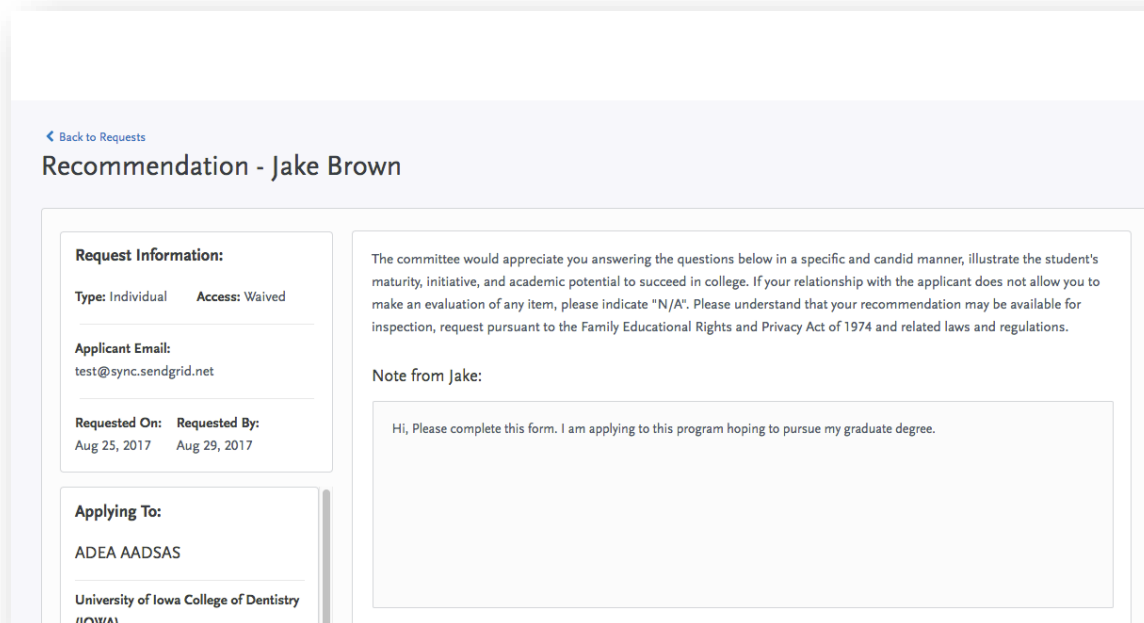
An Essay question type is now available. Users enter their response in a resizable text box which indicates the maximum character count.



A screenshot of a web form for an essay question. At the top, it says "In what capacity do you know the applicant?". Below this is a dropdown menu with the text "Choose an option". Underneath the dropdown is a prompt: "Please provide a short narrative about this applicant if you would like." Below the prompt is a large, empty text box for the user's response. In the bottom right corner of the text box, there is a character count indicator showing "0/500".

Instructions

It is now possible to add custom instructions that appear at the top of the request form. These instructions have a 1000-character limit.



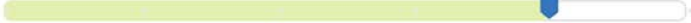

A screenshot of a recommendation form titled "Recommendation - Jake Brown". At the top left, there is a link "Back to Requests". The form is divided into two main sections. On the left is a sidebar with "Request Information:" containing fields for "Type: Individual", "Access: Waived", "Applicant Email: test@sync.sendgrid.net", and "Requested On: Aug 25, 2017" / "Requested By: Aug 29, 2017". Below this is "Applying To:" with "ADEA AADSAS" and "University of Iowa College of Dentistry (IOWA)". The main content area on the right contains instructions from the committee and a "Note from Jake:" section. The committee's instructions state that the user should answer questions in a specific and candid manner, illustrate the student's maturity, initiative, and academic potential, and indicate "N/A" if an evaluation of any item is not possible. The "Note from Jake:" section contains a text box with the message: "Hi, Please complete this form. I am applying to this program hoping to pursue my graduate degree."

Likert Sliders

New sliders in the Likert and Rubric scales allow users to easily click or drag to their desired rating.

Likert Criteria

Please select from the ratings in the below section.

	Not Observed	Poor (1)	Below Average (2)	Average (3)	Good (4)	Excellent (5)
						
Adaptability						
Conflict Resolution						
Empathy						
Intellectual Ability						
Interpersonal Relations						
Oral Communication						
Reaction to Criticism						
Reliability						
Self Awareness						

New Preview and Submit Workflow

Prior to submitting a form, users now see a preview of the information they entered and, if applicable, the uploaded document.

Recommendation Preview

Please review Sheima's recommendation:

I waive my right of access to this evaluation:	YES
How long have you known the applicant?	1-2 years
How well do you know the applicant?	Minimally
In what capacity do you know the applicant?	Instructor/Professor

REFERENCE RATINGS						
	Excellent (5)	Good (4)	Average (3)	Below Average (2)	Poor (1)	Not Observed
Adaptability			✓			
Conflict Resolution				✓		
Empathy	✓					
Intellectual Ability	✓					
Interpersonal Relations			✓			
Oral Communication	✓					
Reaction to Criticism	✓					
Reliability				✓		
Self Awareness	✓					
Team Skills	✓					
Written Communication				✓		
Overall Evaluation			✓			

RECOMMENDATION CONCERNING ADMISSION	

Ready to submit?

Back

Submit

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Evaluation/Recommendation Types

Letters by Liaison also offers the ability to have separate evaluation/recommendation types for programs. For more information, see the [Release Notes](#) for Sprint 1.