

To: Portfolio
From: Corky McReynolds, PhD.
Date: June 10, 2018
Re: Statement of Quality for Zoe Flanagan

During the past year I have had the pleasure and privilege of working with Zoe Flanagan on a research-based project at PSU for Portland Fire & Rescue (PFR). This complex study was to assess the workplace environment and status of DEI in the PFR service. The study included three methodologies Interviews, Focus Groups and Survey. As Co-Principal responsible for the Focus Groups, I worked with and relied on Zoe as she contributed and dedicated countless and invaluable hours to the project.

Over a 25-year academic and administrative career I have worked with over 40 graduate students in some capacity and without reservation I can attest that Zoe would be at the top of that list for all of the right reasons. We both had to learn a new qualitative data analysis software (Atlas.ti). She took on the task and not only became my tutor but continued to explore best ways to use the system and supporting Excel software to organize and help us interpret our data. Consistently Zoe would see the task needed to be accomplished and take action without being asked or supervised. This work was always at the highest professional quality and always on time when deadlines were due.


Throughout the project, and from my perspective, she was continually being asked to accept more responsibilities to provide support for the Interviews and many other aspects of the study. She accepted each of these requests with professional and positive attitude, not missing a beat. Zoe was a new learner and participant in qualitative research and she was very receptive to guidance and mentoring to learn and apply core concepts and practices to the quality and completion of the work. In addition to the project she was also responsible for conducting one of the focus groups as part of a class which she accepted and did an amazing job.

Key words that I can describe for future employers regarding Zoe:

- Strong work ethic
- Open to new learning, suggestions, and other ideas.
- On time and on task
- Positive attitude
- Able to organize priorities
- Enjoyable to work with
- Excellent problem solver
- Good listener
- Critical thinking skills applied
- Can be both broad and detailed
- Dependable
- Quality focused

There is no doubt that Zoe will greatly contribute to any organization and mission she wishes to pursue, and I have no reservations about her employability.

With best wishes and respect,



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