

APRIL 30, 1997

**Judy
Beal**
President

Steve,

**Dolly
Shubert**
Executive
Vice President

WOW! The classes you have taught here have been successful even beyond my expectations. And, as I explained when we first met, I do expect that students who take classes here will get quality instructors, who are both knowledgeable about the subjects they teach, capable of teaching those skills to others and patient with our members as they learn. **You truly have exceeded all of those goals.**

**Chuck
Wiegmann**
Secretary/
Treasurer

**Mary
Thomas**
Vice President

I want to let you know about the comments that I have received from the students who have taken your classes. They have been very enthusiastic in letting me know how pleased they are with your classes. Let me list some of their comments.

**John T.
Young**
Vice President

**Nancy
Herman**
Vice President

- o "Steve is always well prepared for the class."
- o "Mr. Blume is obviously an expert in the subject, and he is interesting to listen to. I like that he uses understandable examples and explains the concepts in easy to understand terms."
- o "He is personable, and flexible with us as students. He really works with us individually regarding our needs."
- o "Steve answers my questions without making me feel stupid for asking. Even right after he has just explained it."

**Ken
Owens**
Vice President

I would like to add a few comments of my own. I appreciate how willing you have been to be accessible to answer my many questions and concerns. You have always either answered my calls, or if you are in a class, I know you will return my calls promptly. Even when you were out of state on a weekend, you returned my call from Iowa. That is truly great customer service. I also appreciate how kind you are when a student hasn't submitted their authorization forms on time, you have never turned anyone away.

You have my permission to use my name and this letter as a reference. If anyone would like to call me, I'll be very willing to discuss this letter and to recommend your classes to others.

Sincerely,
Nancy
Nancy Hermann
Vice President