

Dear Sirs,

January 3, 2008

Professional, expertise and empathy are words that come to mind when you talk about Susan Henschel.

My son Billy is currently a senior at Holy Name High School and needed to improve his ACT scores. We talked to Sue and she said she would do whatever was in her power to improve Billy's scores. Sue worked tirelessly with Billy trying to make a complex task simple. Her patience with Billy was special. You could see immediately that Billy was not only improving his ACT scores but, understanding the reasons for his improvement.

Billy was able to be accepted at the prestigious University of Chicago. We very much appreciate what Sue was able to do for Billy. He now is able to learn with high standards and influential professors. Billy will always have a special place in his heart for Sue.

My wife and I are both teachers. I'm the Social Studies Chairperson for Holy Name High School where I have taught for 31 years classes such as AP European History and AP American History. My wife Joan is a Mathematics teacher at Cuyahoga Community College. We both know the craft of teaching and Sue is a Master Teacher. The greatest legacy of a teacher is that his influence is continual within their students. Sue's influence with Billy will be timeless.

Again, thank you Susan for what you have done for our son. You are a unique credit to your company and profession.

Sincerely,  
Joe and Joan Ehrbar