

05/02/03

To: New Horizons Computer Learning Center  
Faculty and Staff

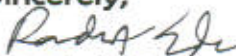
From: Randy Edens  
Student

I'm writing this letter to express my sincere gratitude for all the training that you have provided me with since my first day back in June of 2002. I remember being very skeptical that day, as I spoke with my account representative, Shelly Mellomida. Earlier in my life I had attended a business college, and was not very satisfied with the results. I told Shelly about how everything that was being taught at this institution was soon made obsolete by the rapid advances that were being made in the computer industry during. This was in the early 80's and a revolution in computer technology was underway. Shelly reassured me that New Horizons was a company which was constantly upgrading their courses to match any advances made by Microsoft software. I remember also being nervous that while being a single father, I may not have the time to complete the programs that were being offered. Once again, Shelly reassured me that as my account representative, she would work with me and my schedule to make sure I got all the training that I needed. Ms. Mellomida has been a wonderful account representative and has fulfilled all her promises to me on that day.

When I first started with New Horizons, I knew practically nothing about computers. I was using some office programs, but was unfamiliar with their potential and merely doing things the same way over and over. Much has changed since then. I now have developed a sense of that "peculiar" language that computer "savvy" people use. Concepts that once were foreign to me are now familiar and understandable. My company is having me train others in the software programs, and I feel as if I am now more able to make a better contribution in the office than I was before. I have definitely increased my marketability.

Once again, thank you to the staff and faculty at New Horizons. I have enjoyed my time with you and your delicious coffee!

Sincerely,

  
Randy Edens