

June 16, 2006

Mr. Ed Cline
Consultant Brokers, LLC
13148 Wild Flower Lane
Poway, CA 92064

Dear Ed Cline:

I have been the Computer Software Trainer at the Chicago Urban League Computer Training Center for 5 years. I have trained 21 Cycles (Cycle 55 through Cycle 76) that includes over 300 students ages 18 thru 73 years old. The curriculum includes 18 weeks or 4 months of accelerated learning in the following classes:

- 2 weeks of Basic Computer
- 2 weeks of E-Learning Online Tutorial www.724helpdesk.com
- 2 weeks of Microsoft Windows 2000
- 4 weeks of Microsoft Word 2000
- 4 weeks of Microsoft Excel 2000
- 3 weeks of Microsoft PowerPoint 2000
- 1 weeks of Microsoft Access 2000

During the 18 weeks semester at the Employment Training Center we prepare the students to re-enter the job market. This includes 10 weeks of keyboarding and keystrokes classes to meet the requirement of 55 words per minute and 8,000 keystrokes. There are 10 weeks of Career Development and job search. The effective weekly schedule for each topic includes:

- Week 1 - www.724helpdesk.com online tutorial
- Week 2 - hands on application from text book DDC Learning Microsoft Office 2000
- Week 3 - Final test includes creating 10 documents using the templates
- Week 4 - MOUS Certification – Microsoft Office User Specialist

As a MOUS Certified Instructor, I have successfully completed 4 MOUS Exams:

- Word – Core & Expert Level *Pending*
- Excel – Core *Excel – Expert Level*
- PowerPoint – Core *Access - Core*

I have acquired experience in extensive testing techniques. I found 724HelpDesk to be extremely user friendly and inclusive of all levels – beginner, intermediate

and advance. That is why I have successfully built this E-Learning Tutorial into our curriculum.

Prior to using 724HelpDesk the dropout rate was above the norm, due to the fact 50% of our students are unemployed, dislocated workers, college dropout, recovering from drug and release from prison. Most of the time they lack the financial support to attend school daily. Since introducing this Microsoft Online Tutorial it has captured the student interest in learning and drastically improved their overall test score. Upon registration students receive his or her own headset, UserID and Password, which equips them to learn at that own pace. When they are unable to come to school, they can go to any computer, at any location, during anytime to complete their assignments. This puts the entire responsible of learning on the individual and not instructor. Even if they don't like to read, each tutorial has an audio button, which when activated the computer will read for you. This application is so user friendly it actually makes learning the computer fun. Within one hour, most first time students past the first test, Personal Computer. I have watched student's self-esteem and self-confidence strengthen by this type of E-Learning process. They are required to complete 17 tests before receiving a certificate of completion. See the list below:

- Personal Computer
- Internet Explorer
- Outlook
- Windows 2000 / XP
- Word 2000 / XP / 2003
- Excel 2000 / XP / 2003
- PowerPoint 2000 / XP / 2003
- Access 2000 / XP / 2003

I post the scores from their entire test to measure their progress. They are all motivated by there A average. I strongly encourage them to test in all 3 Microsoft Versions – 2000 / XP – 2002 / 2003, because today's job market to be competitive, you can't afford to be intimidated because you have not been exposed to a different version of a software package.

Just recently, clients came to our center to be tested for positions at Northwestern University and Hospital. When most of the potential college degree / management employees failed the MOUS Word and Excel examine, I allowed them to post study on 724HelpDesk. To my surprise, they all successfully passed their retest MOUS exams. This is an excellent tool to assist even in job placement.

During the evening, I am working with ETD- Educational Training Development, a small business incubator in South Holland, IL. The Computer Training Center lab consists of 10 flat panel Compaq Computers and an HP Color LaserJet Printer. I have introduced them to 724HelpDesk as a multiple training tool. The 724HelpDesk “Human Resource Learning Tutorials” will assist in the economic growth of the small business owners, while the Microsoft Office 2003 will train their staff and future employees.

On the weekends, I am training at my church, Living Word Christian Center, in Forest Park, IL with Dr. William Winston. Our Pastor is anointed for Faith & Prosperity and training Kings & Priest for reigning. The Joseph Center has a Community Technology Center lab consist of 30 flat panel Dell Computers, a LCD Projector on the ceiling and Dell Color LaserJet Printer. It is a mandate from the Shepherd of the House that all staff, employees and church members are computer trained. I have introduced 724HelpDesk online E-Learning tutorial as an excellent tool that all groups could benefit. Now they are going to add 15 portable Laptop computers for training in the community. I now see how God works, when I volunteer to help my Pastor with his vision, God will send the resources for my vision. My company is Life Skills 4 Urban Youth Inc., preparing Generation X for the digital divide by providing laptop training on the go, nationally and internationally.

I am so proud to have met Ed Cline and I know this vision was heaven sent. May you be blessed exceedingly, abundantly above all that you could ever think or ask of God. This E-Learning application will bless millions; no one will be left behind using this technology.

Forever Grateful,

Patricia Peterson-White

Computer Software Trainer