



PHILADELPHIA  
UNIVERSITY

November 5, 2008

Joel F. Smith  
President & CEO  
J. F. SMITH & ASSOCIATES  
500 Office Center Dr., Suite 400  
Fort Washington, PA 19034

Dear Joel,

I want to take this opportunity to express the appreciation my colleagues and I have for the services you provided during 2008.

We were required on short notice to identify a technical writer to assist in preparing complex technical reports in a government-established format. This had to be accomplished for multiple documents with a tight timeline. I contacted you to identify a person suited to the task. Within days you provided the resumes of several qualified people. We interviewed the most appropriate one of these and were able to engage her on the spot. In addition to your identifying the right person you also made the required contracting facile and user-friendly so we could move ahead quickly.

I am happy to say that Cheryl, your technical writer, fully met and substantially surpassed our expectations. She not only carried out the required duties but did so in a very diligent, accommodating and cheerful way. Further, although she was not a technical expert in the particular discipline, Cheryl immersed herself so fully in the undertaking that she was able to provide counsel and make operational queries that contributed meaningfully to the results. I also want to acknowledge the fidelity and accuracy with which billings were provided.

We plan to renew the agreement for Cheryl's services in the upcoming year and will certainly contact you in the future when requirement for consulting services arises again.

Sincerely,



Stephen S. Hirsch  
Research Professor and Executive Director,  
Laboratory for Engineered Human Protection

SCHOOL OF ENGINEERING & TEXTILES