

February 18, 2008
2906 Raintree Circle
Norman, Oklahoma 73072

To Whom It May Concern:

I am writing in regard to Susan Houck and am doing so with great pleasure. Susan worked for the University of Oklahoma's Document Production Services (previously known as Information Processing Center) when I first met her in the late '80s.

As a professor in the College of Education, I relied on Susan to assist me in publishing a wide array of products. There was never an instance of her saying she couldn't do something, or have it done, with regard to typing, formatting, scanning or any other production task. Susan could do it all.

In 1991 I edited a large collection of papers for the Adult Education Yearbook. Susan saw to it that every paper was retyped, edited and reformatted in such a manner that the finished product reflected the quality one usually found only from major publishing houses.

Susan was a major help in two other publishing ventures I undertook. In 1992 she did the typing, editing and formatting for An Introduction to Educational Research, Allyn and Bacon. In 1998, Susan performed the same tasks for Special Programs in Regular Schools, also Allyn and Bacon. Both publishing endeavors were made so much easier because of Susan's excellent work.

In all of my interactions with Susan she has always been professional, friendly and competent. I would expect her to continue to be a successful desktop publisher.

Sincerely,



Michael Langenbach
Professor Emeritus
University of Oklahoma