

November 13, 2000

To Whom It Concerns:

I have known Jim White for approximately 10 years, largely as one of his supervisors. During this time he has worked as the computer and technical support person for our Program in Speech and Language Pathology within the Department of Communication Sciences and Disorders at Northwestern University. In this capacity, Jim has had a variety of different responsibilities that have ranged from basic computer maintenance and trouble-shooting for individual faculty and staff to more sophisticated activities such as planning and implementing a server and networking system within our program. Basically, in terms of anything related to our computer and technical needs, Jim has been responsible for keeping our program running.

Because of Jim's expertise and experience, he is able to work very independently. He simply needs to be told what needs to be done, and he will take care of it. Furthermore, we have depended on Jim not only to fix problems, but to advise us on directions we should go in order to modernize and upgrade our computer systems and other technology within the department so that we can avoid potential problems at a later point. Jim seems equally competent in dealing with problems and development related to both hardware and software, including desktop computers, printers, servers, routers, etc. And if there's something he doesn't know about, he will learn what he needs to in order to make sure he can reliably advise about a matter or fix what is necessary.

In his position, Jim works with research faculty, clinical faculty, staff and students. He is able to help people at whatever level his assistance is needed. In all his roles, from very basic technical support to planning and managing complex projects, Jim is a valuable asset to our program. If you have any questions about his work in our department, please feel free to contact me.

Sincerely,



Bruce L. Smith, Ph.D.

Professor

Studies in the arts  
and sciences of

- Communication
- Media
- Performance

DEPARTMENT OF  
COMMUNICATION  
SCIENCES AND  
DISORDERS

SPEECH AND  
LANGUAGE  
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