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To Whom It May Concern:

**Re: Norm Friesen**

Norm has asked me to describe my experience of receiving academic assistance from him at the University of Alberta, and I am pleased to have the opportunity to do so.

I met Norm through Dr. Max van Manen, who was my instructor in EDSE 611, a doctoral-level course on phenomenological research and writing. Dr. van Manen had forwarded a phenomenological paper of mine to Norm for his comments and feedback. Norm was gracious enough to take the time to review my paper on two separate occasions. My recent meeting with him left a lasting impression on me. As an instructor myself, I quickly recognized Norm's gifts as a teacher.

I found Norm to be extremely respectful, encouraging, and patient as I struggled with the challenging task of doing phenomenology. He listened attentively to all of my ideas and quandaries, while offering feedback and suggestions in a clear and collaborative manner. He had a way of conveying genuine interest and enthusiasm for my work that left me feeling that I had great ideas and that my work was truly important and meaningful. In addition, I was inspired by Norm's obvious expertise in phenomenology and his passion for intellectual dialogue and research.

Thanks to Norm's guidance, I have made major improvements to my paper and now feel confident in submitting it for publication.

Norm's future students will be very fortunate to have him as an instructor!

Sincerely,

Jessica Altrows, M.A.