



February 22, 2022

Dear Sir/Madam:

It is my pleasure to write a letter of recommendation for ConexED. The implementation began in September 2021, and we went live on November 1, 2021. The implementation team at ConexED was instrumental in the implementation college wide. They conducted workshops with various groups as well as trained individual faculty/staff who required a little more attention. They were always very responsive and accessible for an instant chat or phone call. Additionally, I have found ConexED to be very responsive to recommendations that we have made as we utilize the system more. In fact, we have a meeting scheduled this week for our institution to serve as a tester for a new feature.

ConexED has helped us to connect with students much easier. The feedback from our students has been outstanding. They are pleased with how easy it is to schedule appointments and contact faculty/staff. The students also enjoy the instant chat feature, especially when they have a quick question. Students can also get in line with just one click or scan a QR code, which we have placed around campus.

I am truly excited about all of the possibilities because of ConexED. We are setting up virtual New Student Orientation sessions now with ConexED and information sessions for a grant the college was recently awarded. What has truly been beneficial is for 3rd party service providers (i.e. bookstore – virtual bookstore operated by Barnes & Nobles) to have access to ConexED, so they can meet with students about books, access codes, etc.

As an administrator, I thoroughly like the reports that I can run in ConexED. It immediately shows me productivity of each department on campus as well as individuals. It is also helpful that we can add notes on students. It gives me a good picture to see what days/times are busiest. As a result, we are adjusting hours on Tuesdays, beginning in April.

As a result of all the aforementioned items, I highly recommend ConexED for your institution. The possibilities are endless. You will not find a more dedicated, professional and helpful team. Please feel free to call or email me for further comment, examples or with any questions you may have.

Sincerely,

A handwritten signature in black ink that reads "Tessie S. Bradford". The signature is written in a cursive style.

Tessie S. Bradford, Ed.D.
Dean, Student Services