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02/17/2022

To: The University of North Dakota
From: Jonathan Garrison
RE: ConexED Reference

To Whom it May Concern,

Our college purchased ConexED in early 2021, and we officially began implementing the product in May of 2021. From the beginning, the Implementation team at ConexED did a phenomenal job of training us on how ConexED would best help our college. Chrissine did such a great job with our training and implementation process that I was sad when it was all over. The warmth and support we received from Chrissine, Abbe, and all of the team at ConexED during implementation was wonderful.

We quickly learned that ConexED is an extremely versatile product. Our Student Services division is using the product for the virtual lobby, appointment scheduling, and workshop registration. Our Learning Resource Center needed a new software to check-in students, and they are now using the check-in kiosk feature to check-in all students in our Learning Resource Center. Our Tutoring Center had to quickly find a new software to replace the TutorTrac software that was no longer being offered. ConexED to the rescue! We are using ConexED for scheduling tutoring appointments, virtual tutoring, and using the check-in kiosk feature for the open tutoring labs across campus. We are also looking at using ConexED to manage our Help Desk tickets beginning Fall 2022.

I have not even scratched the service on how this software is being used by our faculty for office hours, and in the future, virtual classrooms. As we have implemented ConexED across campus, we are finding that we are able to phase out many software's that had been purchased by other departments. Not only is ConexED flexible in meeting our needs, but it will save us thousands of dollars in the long run by not renewing additional software subscriptions.

I hope this helps you and your team in deciding on whether ConexED is the right product for your college to buy. Without a doubt, we would make the purchase again, and we are excited as we continue to learn more about what ConexED can do. We have only begun to scratch the surface! Please call me with any questions you may have.

Take care,

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