



May 18, 2023

To Whom It May Concern:

I am writing to recommend Abby Ruessler to the HETS Leadership program. I work closely with Abby as her supervisor, in her role as Online Instruction Coordinator at Southeast Missouri State University. While Abby has been with our institution for a short time in this role, she has had a BIG impact. Here are a few examples of what Abby has been able to accomplish:

- Abby has helped the institution launch our first fully hyflex program. This has required a great deal of work with faculty, administration, and support staff. Delivering the ultimate flexibility of learning like hyflex affords, means institutions have to rethink the way they do business inside and outside the classroom. Abby has been able to negotiate these changes well, ensuring we launch on time, with all key stakeholders committed to the success of the work.
- Abby has updated policy and procedure in a variety of arenas. She has updated our online course procedures document, incorporating procedure for natural disasters, AI technology, and other key updates. Additionally, she has developed institutionally recognized modality definitions, including the launch of new modalities – hyflex and biflex.
- Committed to professional development and continuous improvement, Abby has already completed a number of certifications and workshops through the Online Learning Consortium, University Professional and Continuing Education Association, among others.

As you can likely see, Abby will both contribute to and from your leadership program. Please consider her for participation.

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