

Persuasive Email

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Persuasive Email

To: rkurzwell@leo.com

Cc: The President, Johnson College

: The Provost

: Dean, Undergraduate School

: Dean, Graduate School

Subject: Concerns Regarding the LEO System

Two years ago our institution, Johnson College, wanted to change its learning management system to enhance our services in providing online education to our students from different parts of the world and we signed a contract to work with LEO Inc. Considering the abundance and the range of the services that we offer concerning various classes and programs, the LEO software is of great importance to the performance of our institution. However, given the two years, we have been using LEO software; we have noticed some issues that we are concerned about. Some of the concerns we have as an institution include;

1. The LEO software does not support a video function. Considering that our services are primarily online, we don't have physical contact with our students. We feel that it would be a major boost if a tutor were able to send short video clips to the students regarding different lessons that might require more than just audio or written explanations.
2. The interface does not allow an audio clip recording of beyond two minutes. The limitation prevents the professor from giving the required information entirely since it

might require more than just two minutes to record a particular explanation or discussion efficiently.

3. The software does not allow the process of drag and drops on the computer's screen.

With this impossibility, it is hard to give out quizzes in the most effective and efficient manner where the students can easily access and work on them.

The above are some of our concerns regarding the LEO interface and would like to have a phone meeting with you and any other personnel involved, for a more insightful discussion regarding the same. I can avail myself on 20th or 23rd June, but you can get back to me and let me know if the dates suit you to plan the way forward. Thank you.

Sincerely,

Student's Name

Chief Technology Officer

Johnson College