

April 4, 2008

To Whom It May Concern:

Writing this letter of recommendation for Megan Kaseman is a pleasure. I have been wonderfully impressed with Ms. Kaseman's ability to design and execute Spanish and cultural competence courses, and I recommend her highly for work in this area.

Since March 2007 I have had the opportunity to work with Ms. Kaseman, and I personally participated in a Spanish and Cultural Competence course she taught for Meriter Hospital from September through December 2007.

Ms. Kaseman showed great dedication and worked extensively to creatively design a curriculum that is meeting Meriter's needs. She is adept at incorporating all feedback and resolved all potential concerns raised by Meriter planning staff. The results led to a successful class that was superior to and avoided the pitfalls of other courses. Specifically, student feedback has been extremely positive and student retention much higher than when we offered similar courses in the past.

As an instructor, Ms. Kaseman demonstrates great knowledge of the Spanish language as well as cultural concepts. The learning activities she creates are engaging, practical, dynamic and realistic, while being challenging yet fun, and worthwhile. Student participation was high and greatly encouraged. Megan established a supportive, enthusiastic, positive classroom environment allowing students to challenge themselves and increase their linguistic and cultural capabilities.

The cultural portion of the course was outstanding. Ms. Kaseman did an excellent job of developing and presenting the material and encouraging students to open up and expand their cultural competence. She encouraged self-reflection and was very effective at facilitating student discussions. Megan also demonstrated a strong ability to draw connections between the cultural concepts and the customer service needs of our organization.

It is clear that the classes have been and will continue to be an asset to our employees, our customers and our organization. Ms. Kaseman continues to exceed our expectations. Again, I am pleased to recommend Ms. Megan Kaseman for work in the area of instruction in Spanish and cultural competence.

Sincerely yours,



Bruce Babcock, Educator
Human Resource Development Department
Meriter Health Services