

## **UNIVERSITY OF PHOENIX:** Message from President Peter Cohen

Dear Student,

By the time you read this, my message will likely be out of date, as that is how fast things are changing in America as a result of the COVID-19 pandemic. As a current student of University of Phoenix, I know you are juggling a challenging personal life. The stress of the unknown about the spread of this virus, as well as the changes in the economy that may affect jobs, while still trying to maintain your commitment to your University studies is, no doubt, overwhelming—and that may be an understatement.

I want you to know that, in spite these concerning and uncertain times, we will not waiver from our commitment to you. In an email earlier this week, I shared that in order to ensure the safety and health of our staff, we have moved the vast majority of them to working from home. More than 3,000 staff and 6,000 faculty are now working from kitchen tables, family rooms or bedrooms, often with children and pets underfoot. So, if you hear some background noise, please bear with them. Like you, they are trying to adjust to a new normal. But, despite their homes also now being their offices, they stand ready and determined to support you on your education journey.

We have asked our staff and faculty to recognize the issues that you are facing in your lives. We've asked them to extend the utmost flexibility in addressing your personal situations and know that you are working in unusual circumstances. We are all in this together. We know that you enrolled in University of Phoenix to improve your future opportunities, and right now you may be rethinking what is important, and that is understandable.

I have found that maintaining routines, like getting up at the same time, exercising, dressing for work—even if I am working from home—allow me to feel some sense of control over circumstances that seem out of control. And like you, I am also taking University classes, and questioning whether I should pause for a month. But I have decided to stick with it, as continuing with my studies is one more way that I can control some part of my life right now. I hope that you will stay on track, too—and if you need a pep talk, or simply someone to talk to, please reach out to your Academic Counselor or faculty members. Staying socially connected, even when we have to practice social distancing, is important. And fortunately, we live in a digital world that makes this possible for most of us. But please know that we are here to support whatever decision is right for you at this time and will work to accommodate whatever choice you make. Our teams stand ready to help you with everything from financial counseling to career services. Just reach out; we're here for you.

For over 43 years, University of Phoenix has been committed to helping students achieve greater success in their lives and our million alumni are testament to our dedication. We are all Phoenixes! We have grit, we face tough challenges head on, and we stick together. We're with you during this very unprecedented time in our world, now and always.

Stay well,  
Peter