



To our Valued Community,

As the world comes to grips with the realities of the Coronavirus pandemic, educators, students, families and communities alike are facing unprecedented challenges. And in extraordinary times like this, we have an obligation and opportunity to lead. Those of us who serve higher education are already banding together to find ways to continue the delivery of vital services and ongoing education to students everywhere. As we shelter in place and practice unprecedented levels of social distancing—we are not facing this challenge alone.

The 3,200 employees of Ellucian stand firm in our shared commitment to the mission of higher education, holding true to our Customer First promise. Like all of you, we are taking all possible measures to safeguard the health and well-being of our workforce, while providing critical support to more than 2,700 customers around the world.

We made the decision to cancel Ellucian Live 2020, which brings together more than 8,000 attendees annually. Recognizing the profound need for training, and the exchange of ideas and best practices now more than ever, we are bringing the entire community together with Ellucian Live Online free to every customer. Details will be coming soon for our May 2020 kickoff.

Ellucian is well-prepared to meet the challenges ahead, with a workforce that was 60% remote, we were able to pivot the other 40% to remote status in just days. We are committed to your success and serving as your trusted partner. We also thank [our valued partners](#) for their support and the capabilities they provide as part of the extended Ellucian family. As an example, our partnership with Amazon Web Services (AWS) has enabled us to provide full business continuity to more than 700 customers operating in the cloud.

We understand that our business continuity is vital to your success and ability to run the mission critical systems on your campus and in the cloud. We encourage you to review the [Ellucian Business Continuity and Coronavirus \(COVID-19\)](#) information on our website. Please join the [Ellucian Customer Community](#) and engage your Customer Success Manager if you have any questions, ideas or concerns.

In this difficult time, our hearts go out to those who are in need and our gratitude to those who are devoting their time to help others. While we will face many challenges ahead, we remain focused on doing everything we can to minimize disruption and to support you, your faculty, administration and students whom we all serve ... together.

A handwritten signature in black ink that reads 'Laura K. Ipsen'. The signature is fluid and cursive.

Laura K. Ipsen
President & CEO
Ellucian