



Dear Ashford and Zovio Student-Facing Staff,

As we continue to navigate the events unfolding across the nation following the senseless killing of George Floyd, our commitment to caring for our community remains at the forefront. To quote university president, Dr. Craig Swenson, "Education and love are the way out." Your well-being and that of our students are of utmost concern.

We are all in a position to model this message through our interactions with students and one another. To help you prepare to support members of our University community who may reach out for help, we want to provide you with some [reminders and suggested language](#) you can use in your interactions and conversations.

Additionally, students are receiving communication reassuring them of our commitment to supporting our Ashford community. If academics are impacted, students are being asked to connect with their instructor as soon as possible. Instructors have also been notified to remain flexible and supportive with regard to assignment due dates for students who report impact.

If students are in need of any support beyond flexibility in the classroom, they are being asked to connect with their Zovio academic advisor to understand the variety of support systems we have in place, including the ability to submit a Tuition Credit Request (TCR) without required documents for a single course when citing impact related to these events.

If concerns are related to well-being or assistance accessing support services in their region, please continue to reach out to the Student Advocate Helpline at [Help@ashford.edu](mailto:Help@ashford.edu) to connect with a Student Advocate.

Thank you for being there for each other and for our students.

Ashford together,

**Katie Scheie** / VICE PRESIDENT, STUDENT AFFAIRS & UNIVERSITY REGISTRAR  
Ashford University / *Office of the Registrar*



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