

## Announcement on support for students and families due to Covid-19

Dear graduate students,

I write to you in the hope that you are well and healthy with your families at these difficult times during the Covid-19 pandemic. As you know, our society is facing unprecedented circumstances and challenges, which of course includes educational institutions, their students, and academic staff. We're experiencing circumstances that demand clarity of direction, extraordinary actions and, above all, a great deal of empathy and solidarity.

At Tecnológico de Monterrey, we've decided to follow three essential courses of action to tackle this crisis: **a) protect the health and wellbeing of everyone in our community; b) guarantee the academic continuity of our students; and c) support the families of our students and colleagues.** For the past weeks, we've been taking firm steps to act accordingly and attend to the needs of our community.

Regarding the **protection of health and wellbeing**:

- In January, when the epidemic broke out in Asia, we drew up support, repatriation, and reentry programs for nearly 3,500 international students living in 38 countries, which implied significant logistical challenges.
- As of March 11, we've canceled onsite classes to minimize the risk of contagion and propagation which is natural in university environments due to large numbers of young people being in close contact with each other.
- We've set up an Emotional Health Committee to create content and resources which are already available on tec.mx, MiTec, and the TQueremos helpline. These will provide our students with tools to help them cope with a situation that could cause different kinds of pressure on their emotional wellbeing.
- We've made significant investments in our TecSalud hospitals to attend our patients, as well as improving the conditions of our health staff who are even more exposed during this emergency.

As regards **Academic Continuity**, we've utilized many resources in order to build up the capacity to transfer 100% of our students to an online model. This effort to move to a digital model is without precedent in Latin America, and distance-learning classes began as of today without major incident. These classes have involved training nearly 10,000 teachers on digital tools; strengthening our technological capacities; and assigning more than 1,000 colleagues to provide technical, logistical, and administrative support to our teachers.



Finally, we're aware that this crisis has caused a significant economic impact on many sectors of society, which includes possible job losses. Self-isolation and social distancing measures are slowing down the growth of different businesses, industries, and whole sectors. This means that some Tec families will be affected more acutely, which is of utmost concern to us.

Our operations are also feeling the economic impact related to this new model of academic continuity, and other significant sources of income such as donations and prize draws are not immune to these new circumstances. However, our institution is one that comes from society and is for society. We're a non-profit organization whose mission is to educate in order to transform people's lives. That's why we've decided to make an additional effort to support the families of those students who really need it, so that they don't have to interrupt their studies for financial reasons.

Consequently, we've set up the **Emergency Student Fund** to offer extraordinary measures of a temporary nature for the families who most need them. After having considered several options and understanding that many will be able to continue investing in their education as normal, we decided to create this Fund in order to have a substantial impact on those families who have been affected the most.

This Fund will include different measures that will be applied when families apply for support and submit their specific cases for consideration. We will be operating it on the basis of trust, expecting the resources we dedicate to this initiative to be channeled to those families who are effectively facing a financial situation of extreme hardship. These measures will include the waiving of default interest, extraordinary educational supports, and deferred payment programs. **As of April 6, we'll be opening a help desk through the MiTec student website for those applying to use this fund**, where we'll be attending to them in a responsive and personalized manner.

The emergency we're experiencing is putting us all to the test. Today, more than ever, those who really look after the interests of their communities do so with leadership, transparency, and solidarity. At Tecnológico de Monterrey, we aspire to possess these qualities, seeing adversity as an opportunity to make our community stronger, more united, and an example of resilience and inspiration. For those wishing to offer their support with donations, this is also an important time for the Tec to receive their generosity.

I hope that you can find strength and greater communion with your loved ones in these difficult times. Please stay safe, follow the recommendations of the authorities, and visit our special microsite, where we'll be keeping you updated on everything concerning this emergency: <https://tec.mx/es/coronavirus-covid-19>.

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Rector