**Subject:**

An important update regarding COVID-19

**Body:**

Dear [Student],

As the COVID-19 outbreak continues to evolve, please know that all of us at [Institution Name] are dedicated to delivering continuous support to our students.

We’re taking proactive measures to ensure our online courses remain operational, without interruption of service. In addition, our Student Support teams are fully operational and standing by to answer any questions you may about your course.

**How We’re Supporting You:**

We know that many of you have been directly impacted by the outbreak, and that learning may not be top of mind. To ensure that you succeed in your online course, we are taking the following steps:

* Providing loan forbearance for students financially impacted by the pandemic
* Providing free Fundamentals session transfers
* Placing course access on hold
* Waiving extension fees

Rest assured, your health and safety are our highest priorities. If you have any questions, please do not hesitate to reach out to your Student Advisor or me directly.

Thank you,

[Name

Institution Name

Contact Information]