Members of The University of Waterloo Community,

I am writing to you to outline the current situation involving Waterloo LEARN powered by Desire2Learn.

As you are painfully aware we are experiencing significant challenges with one of our cloud data centres and this is directly impacting your online experience at the University of Waterloo.

I understand the severe impact this has on you whether you are a student, faculty member or part of the university administration. This is unacceptable and you have my most sincere apology.

Every member of our team here at Desire2Learn starting with myself is abundantly clear regarding the magnitude of the issue. We are working around the clock utilizing every available resource including those of our partners to drive resolution to this problem. This is our highest priority and we will not rest until it is corrected, allowing you to get back to your commitments.

For those of you who know me personally, you understand my commitment to the success of education. We will get this problem resolved and work diligently to regain your confidence.

Our team will provide further updates as we work toward resolution.

Sincerely,

John Baker  
President & CEO  
Desire2Learn Incorporated