



DAEMEN COLLEGE

A World of Opportunity
Office of the President

January 31, 2014

Dear Colleagues,

I am writing with another update.

As you are aware, Daemen College was without internet access Thursday and Friday. I was as concerned and frustrated by this loss of service as many of you were. Here are the details as I understand them.

Daemen, Canisius, and other institutions lease the fiber-optic lines that allow us to connect to our internet service provider from UB. The conduit housing UB's fiber-optic cable was compromised, allowing water to enter the conduit and freeze, thereby damaging the cable. Multiple institutions lost internet services. UB's engineers worked tirelessly to repair the connections, and now service has been restored.

The outage adversely affected almost every office on our campus and frustrated many of our students and their parents. We will investigate the feasibility of installing a back-up internet connection so that this kind of complete blackout will not occur in the future.

Students: please help us inform your parents and others what has happened in this unfortunate outage.

Finally, Dr. Brogan, Vice President for Academic Affairs and Dean of the College, asks that all faculty provide students with an appropriate opportunity to complete and submit any class assignments that may have been due through one of the electronic platforms but, because of problems with the internet, could not be completed or submitted on time. Dr. Brogan will be available to assist students and faculty with such issues at 839-8227.

Thank you for your patience during this very trying time. I believe the Daemen community conducted itself nobly and, at times, with a good sense of humor.

Cordially,

Gary A. Olson
President