

Dear Students and Members of the Antioch Community

Over the past several weeks, many of you have shared concerns about communication, campus facilities, funding and the College's future. I appreciate those who took the time to speak honestly, even when your frustrations were difficult to handle. Your willingness to speak up reflects the kind of community Antioch strives to be. Before addressing these broader issues, I want to acknowledge one situation directly.

The loss of hot water in North Hall for many days should not have happened as it did, and the experience was much harder on students than our communication reflected. Many of you were left to navigate disruptions to meals and daily routines. Just as frustrating, many of you felt you had little information about what was happening, why repairs were taking so long, or when the problem would be resolved. I understand why that was so upsetting.

Antioch has always depended on shared responsibility. Students, faculty, staff and administrators all have a role in making this community stronger. Your ideas, your feedback, and your participation help us identify problems sooner and develop better solutions. We are committed to doing our part, and I hope you will continue doing yours.

While there were technical reasons the repairs took longer than expected—including delays due to specialized equipment not being immediately available—that does not change your experience. We should have communicated with you consistently throughout the process, even when we did not have all the answers. You deserved regular updates, acknowledgement of the inconvenience, and a clearer understanding of what we were doing to resolve the problem.

For that, I am sorry.

Our responsibility extends beyond repairing buildings. It also includes caring for the people who live in them. We must communicate in ways that help students feel informed, respected, and supported, particularly in situations that directly affect their daily lives. The experience has made it clear that we need better protocols for communicating during facility emergencies, and we are already putting those improvements into place.

We can and will do better. While some information must remain confidential, most operational issues do not. Students should know what is happening, what is being done, and when they can expect another update—even if the update is simply we are still working on the problem.

I chose to serve Antioch because I believe deeply in this community and in the students who make it extraordinary. You deserve a Camus where concerns are heard, communication is timely, and challenges are met with honesty and care. We will not get everything right, but I promise that we will continue learning, improving, and listening. Thank you for holding us accountable to the values we ask all members of this community to uphold.

Leading with empathy, acknowledging hardship plainly, apologizing for the communication failure, and then explaining the improvements that will make the rest of your message more persuasive.

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