



University of Connecticut
Neag School of Education

Office of the Dean

June 18, 2008

Dear Neag School Graduates and Families,

We are so very sorry to announce that the professional photography company, hired by the University of Connecticut to shoot the May 2008 Commencement ceremonies, experienced a technical malfunction. The digital files from our ceremony (and only our ceremony) became corrupted. How it happened, we do not know for sure.

The company has invested in outside expertise to recover as many photos as possible. From what we can determine, approximately 60 student photos were lost, along with all photos of the processional, audience, speakers, and faculty. Of the 150 or so graduate photos retrieved, some of you have just one photo (either a banner or handshake shot) to select from, rather than the two you had expected.

If, in the past month, you have not received an email from CSI Photograds, it is probable your photos were lost. If this is so, we would like to hear from you by sending me an email.

Please accept our *sincerest* of apologies for this *very* frustrating situation. The problem was beyond our control, but be assured that we are investigating what happened and what, if anything, can be done. We have made the University Commencement Committee fully aware of our situation.

If you have questions or concerns, please feel free to contact me.

Best regards,

Janice Palmer
Director of Communications
janice.palmer@uconn.edu

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249 Glenbrook Road Unit 2064
Storrs, Connecticut 06269-2064

Telephone: (860) 486-3813
Facsimile: (860) 486-0210
Web: www.education.uconn.edu

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