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January 30, 2015

Dear Next of Kin:

You recently received a letter from our College of Medicine concerning the unacceptable delays that occurred within our Body Bequeathal Program. I want to express my deepest apology to you and your family for what happened.

As a university, we are a compassionate community. Programs such as this one play a vital role in furthering our research and educational missions. They also exemplify our connection to community — in this case, the desire of people like you who want to extend the legacy and memory of your loved one through these important donations. It is an incredible act on your part; one for which we are deeply grateful.

Unfortunately, in this instance, we didn't live up to our responsibility to be sensitive stewards. Let me assure you: We will fix it.

To that end, I've ordered an immediate review of the program, what happened, and what must be done to ensure that it doesn't happen again. I will report our findings and the steps we will take going forward to our Board of Trustees and, most importantly, to you.

Again, this program is a priority and important to our mission as a research and teaching institution. It is also important to us as a community of healing and compassion. I personally wanted to let you know what we are doing to quickly correct this.

Thank you for your support of this important program and our university. My pledge to you is that we will re-double our efforts to regain your trust and confidence in what we all desire to be — a compassionate community.

Sincerely,

Eli Capilouto  
President