An 'identity crisis' that brought out Embry-Riddle’s best

By Robert Ross

Tuesday, Sept. 11, 2001

Just before 9 a.m., someone came into the communications office on the Daytona Beach campus and said a plane had hit the World Trade Center. I pictured some unlucky pilot in a four-seat single-engine aircraft, but that image quickly vanished when we heard that a second plane had hit the twin towers. Lisa Ledewitz, vice president of communications and marketing, and I rushed over to the John Paul Riddle Student Center, where a big-screen TV was showing CNN.

There, amid a gathering crowd of students, we watched orchestrated mass murder, each televised replay hitting us like a new body blow. The surreal, “out-there” attack on the world’s mightiest nation echoed a very real inner assault on all of us who were trapped by its hideous spell. Before our eyes, jets – sleek symbols of freedom, objects of beauty, tools of productivity – were being twisted into instruments of death and destruction. Could they ever be beautiful again?

When I returned to my office, reporters were already calling for faculty experts, as they do for every major aviation news story. Did we have someone who can talk about airport security? Yes, we do. Could someone describe what it takes to learn to fly a 757? Yes, again. The first calls came from Orlando, then Atlanta, Boston, Chicago, Milwaukee, New York, Philadelphia, San Diego, San Francisco, Seattle, and Washington DC.

While we took media calls, chancellors Tom Connolly in Daytona Beach and Dan Carrell in Prescott were meeting with their emergency teams, representatives from campus safety, flight operations, facilities management, student life, and academics. They voted to continue classes, reasoning “it’s best
to be with other people in times of trauma,” according to Connolly. Counseling and health staffs went on 24-hour duty, volunteers were recruited to patrol residence halls, and plans were made to protect the campus’ Arab and Muslim students.

Most of the university’s Extended Campus teaching centers around the country scrambled to find alternate classrooms when the military bases where they were located went on high alert and were closed to civilians.

The communications office sent e-mail and voice-mail messages to faculty, staff, and students that expressed sadness about the day’s events, noted that friends and loved ones may have perished in the attacks, appealed for sensitivity toward those too upset to go to class, and announced that counseling was available. Finally, they said updates would be sent by voice mail and the university’s web site.

Another message informed students from Middle Eastern countries that the university was taking steps to ensure their security. They were advised to avoid large gatherings, refrain from discussing religion or politics in public, wear American-style clothes, and speak in English. If they felt unsafe, they were asked to call 911 or the campus safety office. Temporary living arrangements were offered.

That evening, students, faculty, and staff held a candlelight prayer vigil. Residence hall advisors in Daytona Beach and Prescott went door-to-door to see how students were holding up. Several counselors, staff members, and administrators stayed late to respond to students who needed help coping with the day’s tragedy, including some students who feared loved ones had perished in the attacks.

At 9 p.m., Connolly called Ledewitz at home and told her to prepare for the worst. FBI agents, who had visited campus earlier to pick up a list of alumni, had matched one of the hijackers’ names with a name from the database.

**Wednesday, Sept. 12**

By 7:30 a.m., satellite TV news vehicles parked on both sides of South Clyde Morris Boulevard at the campus entrance had created a traffic jam and a car accident. Two bomb threats had been called in, and Daytona Beach police were out in force. TV and radio stations were telling the world that a former Embry-Riddle student’s red Camaro had been found at Daytona Beach International Airport with a photo of Osama bin Laden inside. The next day came the facts: it was a picture of the United Arab Emirates’ president, and the student was cleared.

Thus began a pattern that would be repeated in the following 10 days.

Denied information by the FBI, which was conducting the largest investigation in its history, many news organizations were reporting rumors, speculations, and unconfirmed facts. We no longer were being asked to provide faculty experts for a news story “out there.” The university itself had become part of the story.

Meanwhile, FBI agents, subpoenas in hand, were already in the office of campus security chief Bruce Hinckley, who became their point of contact. From there, they walked down the corridor to the records and registration office, where director Val Kruse awaited them. Agents also pored through
files at the Prescott, Ariz., campus, assisted by records director Alice Sparrow, and the Extended Campus, where Pamela Thomas is director. During the next three weeks Kruse and her staff went through more than 200 records. “We had as many as nine agents in here at one time – wall-to-wall FBI and INS,” she said.

The challenges they faced included misspellings that result when Arabic names are translated into English and the use of different family names, not always in the same order. For example, legal documents in Saudi Arabia require one’s first name, father’s name, grandfather’s name, and family name. By the time I entered my office, the phones were ringing with calls from Singapore to San Diego to Stockholm. Reporters spelled out the names of suspected hijackers and asked which of them we had educated. They wanted to know how many Arab students we had. Underlying their questions was the presumption that Embry-Riddle had educated terrorists and a suspicion about our international students, particularly those from the Middle East. I felt like we were on the witness stand in a court that had already reached a guilty verdict.

Meanwhile, the outreach effort continued. President George Ebbs, Chief Academic Officer Barry Benedict, Carrell Connolly, Extended Campus Chancellor Leon Flancher, Ledewitz, and other university officers met with staff department chairs, international student services staffs, student leaders, instructor pilots, several large classes, and the staffs of the student newspapers and radio station.

Their message combined news and inspiration: These were unusual times for the nation and the university, they said. We had suffered the loss of pilot Charlebois and others who died in the attacks. There was a possible Embry-Riddle link to one of the hijackers. Security has been increased to minimize disruption to campus life. Let’s stand tall, stick together, and
When terrorists attacked America with hijacked airliners Sept. 11, Embry-Riddle students felt shock, disbelief, anger, and sadness. When the next day's news, which later turned out to be false, claimed that one or more of the hijackers had been educated at the Daytona Beach campus, they felt the nation's fury.

In Daytona Beach, Heather Capehart, a freshman from Longview, Texas, was in her room when her roommate's father called and told her to turn on the next day's news, which later turned out to be false. When the Embry-Riddle name was dragged into the news, students were angry and annoyed at the sudden attention. "I was okay until the news started talking about us, and the TV crews and the FBI started running around campus," Brown said. "Then there were the bomb scares."

Capehart, a resident of McKay Hall, had up to 10 unexpected roommates one night when students were evacuated from the Student Village during one of the bomb scares.

Although none had second thoughts about attending Embry-Riddle, several worried about the university's reputation. "Where I come from in Texas, they didn't know about Embry-Riddle, but now they do," Capehart said. "They've called and said, 'I heard you trained one of the terrorists.' It's frustrating that they didn't know about Embry-Riddle, but now they train any of us."

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Brown talked about their feelings following the Sept. 11 attacks. Capehart, a resident of McKay Hall, had up to 10 unexpected roommates one night when students were evacuated from the Student Village during one of the bomb scares. Although none had second thoughts about attending Embry-Riddle, several worried about the university's reputation. "Where I come from in Texas, they didn't know about Embry-Riddle, but now they do," Capehart said. "They've called and said, 'I heard you trained one of the terrorists.' It's frustrating that someone didn't hear the later news that we didn't train any of them."

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Robert Barkley, a professional aeronautics major at the Extended Campus center in Atlanta, Ga., praised the University's careful response to allegations that one of the hijackers was an alumnus. "They did [with the media] what they had to. They could only release accurate information," he said. "I don't think the Embry-Riddle name lost any value at all." He said he shows his loyalty by carrying an Embry-Riddle bookbag wherever he goes.

Harvey sensed "more togetherness" among Daytona Beach students in the days after the attacks. Capehart agreed, adding "everyone wanted to make sure the international students were safe and not blamed."

Despite their best efforts, however, many Arab students did feel judged by other students. "You saw it in their eyes, the way they looked at you," Al Awar said. "I felt cheap."

Many parents called to see whether their son or daughter was safe. Some, however, were not easily convinced. One young woman whose frantic mother wanted her to return home asked the Communications Office to assure her mom that she was not in danger. Brown said he knew a freshman from the Middle East whose parents ordered him to leave immediately for London. He has not returned.

Ibrahim Al Awar, a senior majoring in management of technical operations, went home to Dubai, United Arab Emirates, at his parents' urging, but returned to Daytona Beach several weeks later against their wishes. "My dad said he'd set me up in business

Students React

A yman Abdellatif, a freshman from Scottsdale, Ariz., was still asleep when his roommate burst in with the news that the World Trade Center and Pentagon had been hit. "I jumped online and that's the wish I had," he said. "My dad said he'd set me up in business wherever he goes.

If I stayed," he said. "I told him, 'Listen, dad, I really have to go. I don't have time to waste. I need to be myself.'"

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Ayman Abdellatif, a business major from Egypt, admitted to being afraid at first. "People were angry, and I don't blame them. I was taking precautions, like not going out at night." But he didn't get any hate stares. "I could pass for Hispanic, so nothing happened."

The Muslim Student Association on the Daytona Beach campus condemned the attacks as being against Islamic teachings, called for swift apprehension and punishment of the perpetrators, and prayed for the victims' families.

Al Awar gave the university high marks for keeping students, parents, and sponsors informed, and he praised the faculty for making Arab and Muslim students feel welcome. As the only Muslim in Nancy Parker's comparative religions course, he heard her tell the class not all Muslims are the same and to be careful in what they say.

She also took him aside, gave him her cell phone number, and invited him to contact her anytime and even stay at her home. "She told me, 'I'm a mother, too. You could be one of my kids.' My mom was glad to hear that," he said.

Abdellatif said he, too, felt reassured when Professor Robert McGrath, who once lived in Lebanon, told him not to be afraid and that he didn't blame him.

"When these things happen, people blame Islam," Abdellatif said. "But Osama bin Laden isn't a true Muslim. People don't realize that in Egypt we also suffer from terrorists."
honor our community and diversity. Counseling is available. Check the web for further updates.

At 11:30 p.m., reports of smoke and a bomb in the Student Village forced 1,000 students living there into a driving rainstorm from approaching hurricane Gabrielle. While students huddled in the Student Center, the university’s contract food service company, Sodexo, served free refreshments. The smoke was determined to be caused by a short circuit in the ventilation system’s heating element, the “bomb” a case and a half of Coors Light in a duffel bag someone had ditched in an Adams Hall stairwell. Students returned to their beds well after midnight.

Friday, Sept. 14

The day began with Central Florida media reporting that Embry-Riddle had received a bomb threat and that students were under attack. Worried parents called to see whether their children were safe. We spent the morning getting out the facts and reassuring parents their sons and daughters were safe and in class.

At 2 p.m., faculty, staff, and students across the university were asked by President Ebbs to observe two minutes of silence for Charlebois and the other victims of the Sept. 11 attacks.

The U.S. Department of Justice released the names of the 19 suspected hijackers, including Waleed Al-Shehri, identified as a Daytona Beach resident, who had trained as a pilot, and was aboard the first plane to strike the World Trade Center. The FBI faxed an advance copy to prepare us for the public scrutiny that would follow.

This development gave us a chance to take the initiative and report the news, instead of being forced to react to it, and establish that the university was a victim of the attacks, not a culprit. We issued a news release titled “Embry-Riddle Appalled by Reported Hijacker Link,” which acknowledged that the university had a graduate with a similar name and that we were angry and heartbroken to think we might have unknowingly trained a terrorist. The statement also expressed grief for Charlebois and the other victims and thanked the public for its support of Embry-Riddle.

Saturday/Sunday, Sept. 15-16

On Saturday, despite the fact that Gabrielle’s wind and rain had knocked out power in Daytona Beach, Kruse and two staffers were back in the records office. “The FBI agent gave me his flashlight,” she said, “and there I was, on my hands and knees, with a flashlight, going through files.”

A full-page statement by Embry-Riddle to the community appeared in the Daytona Beach News-Journal on Saturday and in the Prescott (Ariz.) Daily Courier on Sunday. It repeated key messages: Embry-Riddle also had suffered losses, an alumnus might have been a hijacker, and the university thanked the community for their prayers, support, and respect for its international students and alumni.

Monday, Sept. 17

With the media’s focus shifting to other areas, including security, air traffic control, and the national air space system, the communications office asked faculty members to help reporters with queries unrelated to Embry-Riddle. Our faculty experts were back in business, positioning the university as a leader in aviation and aerospace.

An announcement that the David M. Charlebois Memorial Fund for Aviation Safety had been created was posted to the web and e-mailed to alumni. In Washington, DC, President Ebbs represented Embry-Riddle at the funeral service for Charlebois.

Tuesday, Sept. 18

Reporters from the Wall Street Journal and the New York Times called separately to say they were beginning to question
Embry-Riddle’s long-standing involvement in aviation security and safety has been growing since Sept. 11, as the nation’s law enforcement community, legislators, and news media learn of the university’s expertise in the area. Most of the attention has focused on the expertise in the bachelor’s degree program in science, technology, and globalization (STG) that has been offered at the Prescott, Ariz., campus since 1997.

Students in the STG program specialize in the global aspects of one of three areas: environment, security, or technology management and policy. In the environmental area, students learn to address legal, regulatory, and policy aspects of noise and air pollution, environmental issues in space, doing runoffs, and other aviation environmental issues.

In the technology management and policy area, students learn to understand how corporate strategies and technological innovations interact and how they affect labor, management, corporations, policy, and work.

The security area gives students the skills to analyze the interactions among science, technology, and security phenomena in the context of globalization. Operations, communications, and personnel security are treated in depth for combinations of political, military, economic, security dealing with risks, threats, and countermeasures.

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For the university’s new master’s program in safety science, STG faculty also teach a course in aviation security dealing with risks, threats, and countermeasures. Topics include intelligence theory and operations, organized crime, industrial espionage, terrorism, sabotage, hijacking, internal security, legal and ethical issues and roles of governments, international agencies, and other organizations.

An outgrowth of the program is a global intelligence-monitoring center created in partnership with Air Security International. Embry-Riddle students are conducting risk assessments for ASI clients that are considering investing in foreign countries.

On the drawing board is a two-week aviation security certification program that would provide training in topics ranging from terrorism-related intelligence strategies to tactical techniques for weapons deployment in aircraft and airports. The market will include police departments, federal and aviation security personnel, and general aviation.

The linchpins of the STG program’s security component are professors Richard Bloom and Philip Jones.

Bloom is director of the School of Arts and Sciences and of terrorism, intelligence, and security studies. He received a Ph.D. in clinical psychology from Kent State University. His area of expertise is in aerospace safety and security; political and clinical psychology; anti-terrorism and counterterrorism; intelligence and counterintelligence; information warfare; psychobiography; international organized crime and weapons proliferation; international security policies; profiling systems; personnel security management systems; and detection of explosive devices.

Bloom had a 20-year military career in clinical psychology, intelligence analysis, special operations planning, low-intensity conflict; crisis-response management, and humanitarian operations. Since 1996, he has edited the International Bulletin of Political Psychology, a weekly online scholarly journal that publishes articles on security and intelligence policies.

Jones, an associate professor and director of the global security and intelligence studies program, has a Ph.D. in international politics from the Fletcher School of Law and Diplomacy at Tufts University. His expertise is in religious militancy, terrorism, corporate security, intelligence, Islam, and South Asia (Afghanistan, Bangladesh, Bhutan, India, Kashmir, Nepal, Pakistan, and Sri Lanka). Before joining Embry-Riddle’s faculty, Jones worked as a consultant, teacher, and CIA analyst.

Since the terrorist attacks, Bloom and Jones have given countless interviews to news reporters seeking their expertise, and they have consulted on security and intelligence legislation with congressional staffs in Washington, D.C. They’re also consulting on terrorism intelligence techniques and aviation security with several police departments.

In addition, they’ve been providing policy analysis for state legislators who are interested in developing state homeland security operations.

Other involvement:

- More than 350 faculty members teach at least one safety or security course on both residential campuses and through the Extended Campus.
- Aviation safety courses cover aircraft accident investigation; emergency and safety program management; human, mechanical, and structural factors; survival analysis; and system safety.
- Students in the cooperative education program serve as interns in safety and security for the NTSB, FAA, airlines, airports, and manufacturers.
- Embry-Riddle offers a course in aviation safety and security in its management certificate program in conjunction with the National Business Aviation Association.
- The respected Center for Aerospace Safety Education on the Prescott campus offers aviation safety education programs. The campus also hosts the Robertson Aviation Safety Center, which includes a field laboratory with wreckage from actual crashes, where students learn how to investigate aircraft accidents.
- It also houses the Safety Information Center, a repository and technical library of aviation safety materials including aircraft accident reports from the United States, Canada, Great Britain, and New Zealand and conference proceedings.
- The National Center for Simulation, to which Embry-Riddle belongs, and Leapfrog Smart Products Inc. are proposing the use of a smart card with fingerprint capability to improve aviation training record and certification methodology and to protect pilots from identity theft.
- The university is a founding member of the National Safe Skies Alliance, which focuses on aviation security issues and is funding research by faculty members. One project will develop interventions to improve airport-screener performance and simulation techniques to train and assess screeners. Another project will develop security solutions featuring the integration of information from distributed airport sensors and the effective presentation of this information to security personnel.
- In October 2001, the university cosponsored the 20th Digital Avionics Systems Conference, which included a special session on the design of electronic aviation security systems to thwart hijackers. Meeting host Albert Heffrick, professor of engineering technology, accepted an Avionics Distinguished Institution Award for Embry-Riddle at the meeting.
- The university’s degrees in air traffic management, human factors psychology, safety science, and science, technology, and globalization have strong safety and security components.

Richard Bloom

Philip Jones
that the hijacker named Al-Shehri was our alumnus. News stories appeared speculating that some of the hijackers had been mistakenly identified, or worse, had used stolen identities.

Wednesday/Thursday, Sept. 19-20

Doubts about the FBI’s list of 19 suspected hijackers were growing, and some news organizations reported that Embry-Riddle alumnus Al-Shehri was alive in the Middle East and had contacted authorities there.

Friday, Sept. 21

As encouraging as the rumors and news stories were, the overall news focus had shifted away from the suspects. The window of opportunity to clear Embry-Riddle’s reputation was closing. Ledewitz concluded that a news release breaking the link between Al-Shehri and the terrorist attacks had to be sent by the end of the day. By Monday it would be old news.

She spent the day on the phone working the FBI chain-of-command, seeking confirmation that Al-Shehri was alive. At 3:45 p.m., she got the go-ahead from Washington and, with the tap of a computer key, released the news to PR Newswire for instant distribution to tens of thousands of media organizations. We also posted the news to our web site, e-mailed it to employees and alumni, and faxed it to trustees.

In the release, the university said it had learned its alumnus was alive and had talked to U.S. officials in Morocco that week. President Ebbs was quoted, saying, “We are very pleased that our Al-Shehri turned up alive and well, and that the link between Al-Shehri and this despicable act has been proven to be nonexistent.”

“When we finally got the word, you could hear the cheers in our office,” said records director Kruse.

Eleven days after the attacks, Embry-Riddle emerged from the cloud of terrorism that had threatened its progress. For the aviation industry, the skies remain overcast. But past experience has taught Embry-Riddle that challenges create strength, resiliency, and new solutions.

During the weeks that followed, we sent messages to alumni, parents, and students that broke the link between the university and the attacks. We also reported that Embry-Riddle was working to develop solutions for aviation security and expressed gratitude for the many messages of support that had been sent to the university. (See related article.)

After Sept. 21, the nation’s emotional wounds were still raw, people were staying home, and airlines were shedding flights and employees. Everything had to be seen in a new light. We held meetings to evaluate student recruiting messages that had seemed so right just weeks earlier. University experts consulted with elected officials and industry leaders on pending legislation, airport security, and new needs for research and education.

The communications department log records thousands of media calls between Sept. 11 and 21. But they only tell part of the story. Missing are the e-mail interviews, the reporters who called other offices of the university, and those who roamed both campuses, grilling students and professors. Overall, the national media reported the news accurately and treated Embry-Riddle with respect, even sympathy at times. Our strategy of using the Internet, e-mail, voice mail, and electronic wire services to get our message out was an effective use of technology.

Embry-Riddle is still recovering from the early damage caused when the world believed we had trained terrorists. We still run into people who never heard the later news that we didn’t. The university depends on its alumni, students, and friends to help spread the word that there are no known links between their university and the tragedy of Sept. 11.

We invite you to join the effort. +

Charlebois Fund to Support Aviation Safety

Emory-Riddle has created an endowed fund in honor of David Charlebois, an alumnus who was a flight crewmember killed in the Sept. 11 terrorism attack on the United States. He graduated from Embry-Riddle in 1983 with a bachelor’s degree in aeronautical science.

Charlebois was first officer on American Airlines Flight 77, which crashed into the Pentagon after being hijacked. There were no survivors among the 64 people on board.

“We mourn the loss of David Charlebois and the other thousands of American casualties,” said George Ebbs, Embry-Riddle president. “We believe the most appropriate way to honor him and his dedication to aviation is in establishing the David M. Charlebois Memorial Fund for Aviation Safety.”

The fund will provide scholarships for aeronautical science students at Embry-Riddle and support research in aviation safety and security. Examples of research projects are:

- Evaluate new methods to improve performance and retention of airport baggage screeners.
- Identify factors that screeners use in the decision-making process to search luggage.
- Create a systems model to predict the potential for passenger disruptive behavior using elements of airport physical structure, passenger processing, organizational demands, and environmental stresses.

Designated contributions to the endowed fund may be made payable to: Embry-Riddle Aeronautical University, 600 S. Clyde Morris Blvd., Daytona Beach, FL 32114-3900. For more information, contact Harry Jennings, senior director of development, at (386) 226-6197 or jenningh@cts.db.erau.edu.

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After the Sept. 11 terrorist attacks, President George Ebbes, faculty, and staff received countless phone calls, e-mail messages, and letters from alumni, parents, educators, industry leaders, and the public. Some were critical, particularly when it was first believed one of the hijackers might have been an alumnus, but the vast majority praised the university for its legacy, the quality of its alumni, and its openness with the public. Here are excerpts of some of the messages of support:

In spite of the press digging for "shame on you" stories, Embry-Riddle's reputation is still solid. Civilian aviation leaders and many members of the military know full well the high standards and quality of its program. I was in the Pentagon when the plane hit. I was recently selected for promotion to brigadier general in the USAF, and I am proud of my school.
— Michael F. Planert, former member of Embry-Riddle ROTC

I am upset that my university's name has come to the fore. However, I was also pretty proud last night when one of the major networks said "and this renowned school." It was in fact in the sixties when the school began accepting many foreign students. All the students I met were model individuals. I will continue to support Embry-Riddle.
— David Gelman

Heartfelt condolences for the loss of lives in your country. I am a former student of yours. I have the highest admiration for Embry-Riddle, and I am planning to send my children there when this is all over. God bless you, and God bless America.
— Captain Eled, 1987 class

Our lives will never be the same again. I'm sure the school will be supplying our great nation with the expertise and knowledge it will need in order to bring back the confidence and security that the nation's air transportation system will need in the days to come. Your school and my fellow students have my undying support.
— Jack Perry Jr.

Please rest assured that we know the quality of our alma mater and its student body. We do differentiate between what is reported and the reality of things. As a former graduate student, instructor, and assistant to the dean of graduate studies, I salute my university, its faculty, students, administrators, and the aviation industry.
— Hassan M. ElAther, Government of Canada

I am an Army officer assigned to the Army staff at the Pentagon. The impact of American flight 77 occurred a few yards from my office. Fortunately, my immediate office mates and I survived this terrible tragedy. Unfortunately, we lost two co-workers in an adjacent office. I, too, have watched the FBI investigations in Florida. I am as proud of Embry-Riddle as I am of the military in which I serve. Embry-Riddle students should hold their heads high. Go Eagles!
— Capt. Darrell Oliver, 2001 class

With the tragic events that have happened, there is no room to see any people or institution's well-being get hurt simply based on speculation and unfounded information. We will be happy to support you and your colleagues in whatever way helpful. As an aerospace engineering educator, I respect what Embry-Riddle has accomplished.
— Wei Shyy, Professor and Chair, Department of Aerospace Engineering, Mechanics & Engineering Science, University of Florida

We want you to know how sorry we are for the unfortunate terrorist attacks against the United States. As the people of Turkey, who lived under the shadow of terrorism for years, we understand how you feel and share your pain. Sooner or later, people who are responsible for this attack will come to justice. All we have to do is keep praying for world peace.
— Advis Educational Counseling Inc., Istanbul, Turkey

I am so sorry Embry-Riddle has to defend its name. I do not think for a minute that you would intentionally train anyone to harm any passengers flying anywhere in this world. I hope that the international students at your school are not subject to humiliation and pain because of this event. Thank you for educating my daughter to be the best dedicated pilot she could be.
— Susan Hassett

No words can express the horror your nation experienced last Tuesday, but maybe the knowledge that you are not alone through these hard times could be of some comfort. Candlelight vigils were already moving through many Italian cities Wednesday evening, many of my fellow citizens hand-in-hand with U.S. visitors and residents, mourning in silence. Having had the opportunity to live among you, I am confident your country will stand up and move on, resolute as one, as always. I hope I will soon be able to buy you all a round of drinks at a newly reopened Windows on the World restaurant. Moreover, Embry-Riddle will soon regain front pages for its excellent academic courses, and not in connection with such unspeakable acts.
— Piervittorio Farabbi, Landium & Brown Europe Srl, Rome, Italy