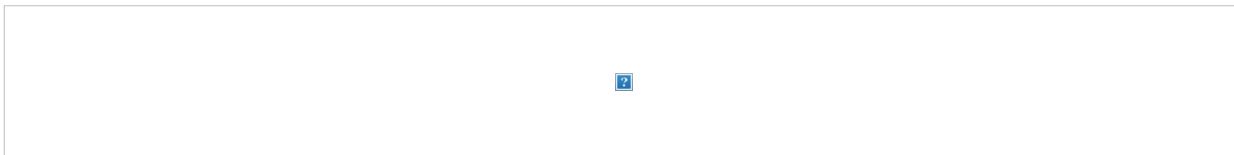


**From:** [Yocom, Julie A](#)  
**To:** [DIT-SMT](#)  
**Subject:** FW: #78 Infogram  
**Date:** Thursday, April 16, 2020 3:29:23 PM

---

**From:** Kneale, Marcy G  
**Sent:** Thursday, April 16, 2020 3:29:07 PM (UTC-05:00) Eastern Time (US & Canada)  
**To:** Principals All  
**Cc:** Curran, William; D'Andrade, Paul S; DiPasquale, Dianna; Dyson, Sherry W; Emery, Mark H.; FCPS Central Office Directors; Hahn, Jill E; Italiano, Thomas A. Inactive IDM 02/01/2020; Klimenko, Noel C.; Ko, Esther; Leadership Team; Leadership Team Executive Administrative Assistants; Lydon, Meredith; Martinez, Eli; Mills, Kurt S; Modell, Melody R.; Molloy, Michael A.; Morgan, Michelle; Moy, Nancy H.; OBrien, Michaele; Region 1 School Admin; Region 2 School Admin; Region 3 School Admin; Region 4 School Admin; Region 5 School Admin; Region Executive Principals; Reynolds, John; Rivera, Cindy; Scanlan, Dana M; School Board Executive Administrative Assistants; School Board Members; School Board Office; Thorson, Melody M.; Torre, John; Vigen, Sandy; Visioli, Beth; Walts, Kathleen S.; Washington, Lisa (EC Leis Center); Weatherman, Theresa A.; Worrall, Patricia  
**Subject:** #78 Infogram

View Online (VPN is required)  
<http://commapps.fcps.edu/fcpsgram/>



## All Levels

### Distance Learning: Equity, Cultural Responsiveness and Family Engagement Supports

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For a list of ECR assignments click here: [ECR Team DL Office Hours Contact Info](#).

#### Contact

**Leona Smith-Vance**  
Director, Equity & Family Engagement  
[lsmith3@fcps.edu](mailto:lsmith3@fcps.edu)

### FY21 ESOL Staffing Memos

The ESOL Office has published information about the FY21 ESOL staffing standards and guidance for the use of ESOL staffing at each school level.

Elementary: <http://fcpsnet.fcps.edu/is/esol/documents/ESStaffMemoFY21.pdf>

Middle: <http://fcpsnet.fcps.edu/is/esol/documents/MSSStaffMemoFY21.pdf>

High: <http://fcpsnet.fcps.edu/is/esol/documents/HSStaffMemoFY21.pdf>

#### Contact

**Rich Pollio**  
[RPollio@fcps.edu](mailto:RPollio@fcps.edu)  
703-474-3657

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A guidance document has been developed to assist administrators with identifying roles and supports of clinical staff (school counselors, psychologists, school social workers, etc.) and is available at the following link: [School Mental Health Supports During Distance Learning](#). This document is also available in Principals' Corner.

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#### Contact

**Dede Bailer**  
[drbailer@fcps.edu](mailto:drbailer@fcps.edu)  
571-423-4250

**Mary Jo Davis**  
[msdavis@fcps.edu](mailto:msdavis@fcps.edu)  
571-423-4303

**Stephanie Gray**  
[sjgray@fcps.edu](mailto:sjgray@fcps.edu)  
571-423-4428

### Trauma-Sensitive Strategies for Distant Learning

Please share these links with staff regarding trauma-sensitive strategies during distant learning. The first link provides staff a focused summary of practices for both staff and student well-being. Further trauma-sensitive strategies and best teaching practices are found on the Trauma-Sensitive Schools: A Resource Guide website.

[Trauma Sensitive Strategies for Distance Learning](#)

[Trauma-Sensitive Schools: A Resource Guide](#)

#### Contact

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[mjdavis@fcps.edu](mailto:mjdavis@fcps.edu)  
571-423-4303

**Dede Bailer**  
[drbailer@fcps.edu](mailto:drbailer@fcps.edu)  
571-423-4250

**Stephanie Gray**  
[sjgray@fcps.edu](mailto:sjgray@fcps.edu)  
571-423-4428

---

## High School

### Edmentum Options During Distance Learning

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#### Contact

**Levi Folly**  
[lfolly@fcps.edu](mailto:lfolly@fcps.edu)

**Shilpi Patel**  
[sbpatel@fcps.edu](mailto:sbpatel@fcps.edu)

---

## Middle School

## Elementary School

### Distance Learning YouTube Channel

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#### Contact

**Amy Hunter**  
[ahunter2@fcps.edu](mailto:ahunter2@fcps.edu)  
571-423-4725

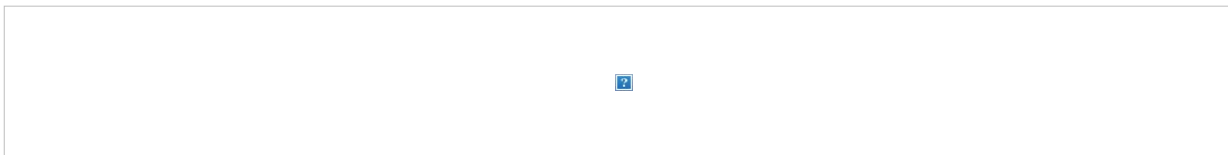
**Suzanne Whaley**  
[SEWhaley1@fcps.edu](mailto:SEWhaley1@fcps.edu)  
571-423-4774

---

**From:** [Kneale, Marcy G](#)  
**To:** [Principals All](#)  
**Cc:** [Curran, William](#); [D'Andrade, Paul S](#); [DiPasquale, Dianna](#); [Dyson, Sherry W](#); [Emery, Mark H](#); [FCPS Central Office Directors](#); [Hahn, Jill E](#); [Itallano, Thomas A](#); [Inactive IDM 02/01/2020](#); [Klimenko, Noel C](#); [Ko, Esther](#); [Leadership Team](#); [Leadership Team Executive Administrative Assistants](#); [Lydon, Meredith](#); [Martinez, Eli](#); [Mills, Kurt S](#); [Modell, Melody B](#); [Mollow, Michael A](#); [Morgan, Michelle](#); [Moy, Nancy H](#); [O'Brien, Michaelle](#); [Region 1 School Admin](#); [Region 2 School Admin](#); [Region 3 School Admin](#); [Region 4 School Admin](#); [Region 5 School Admin](#); [Region Executive Principals](#); [Reynolds, John](#); [Rivera, Cindy](#); [Scanlan, Dana M](#); [School Board Executive Administrative Assistants](#); [School Board Members](#); [School Board Office](#); [Thorson, Melody M](#); [Torre, John](#); [Vigen, Sandy](#); [Visioli, Beth](#); [Watts, Kathleen S](#); [Washington, Lisa \(EC-LEIS Center\)](#); [Weatherman, Theresa A](#); [Worrall, Patricia](#)  
**Subject:** #78 Infogram  
**Date:** Thursday, April 16, 2020 3:29:22 PM

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[RPollio@fcps.edu](mailto:RPollio@fcps.edu)  
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## Contact

**Amy Hunter**  
[ahunter2@fcps.edu](mailto:ahunter2@fcps.edu)  
571-423-4725

**Suzanne Whaley**  
[SEWhaley1@fcps.edu](mailto:SEWhaley1@fcps.edu)  
571-423-4774

---

**From:** [VanDenburg, Tom](#)  
**To:** [Nie, Connie](#); [Luftglass, Maribeth](#)  
**Cc:** [Mikhail, David K.](#)  
**Subject:** RE: Incident Summary  
**Date:** Thursday, April 16, 2020 3:26:21 PM

---

I'm sorry. My eyes are going buggy with all this screen time lately!

I meant ... have they been reported to Bb?

Thanks for inpreting my mistype!

---

**From:** Nie, Connie <[YNie@fcps.edu](mailto:YNie@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 3:23 PM  
**To:** VanDenburg, Tom <[tvandenburg@fcps.edu](mailto:tvandenburg@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Mikhail, David K. <[DKMikhail@fcps.edu](mailto:DKMikhail@fcps.edu)>  
**Subject:** RE: Incident Summary

All cases are reported by the schools. We have submitted log requests to BB and are waiting for their response. They have escalated as of this afternoon, from what I was told.

Connie

---

**From:** VanDenburg, Tom <[tvandenburg@fcps.edu](mailto:tvandenburg@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 3:20 PM  
**To:** Nie, Connie <[YNie@fcps.edu](mailto:YNie@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Mikhail, David K. <[DKMikhail@fcps.edu](mailto:DKMikhail@fcps.edu)>  
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**Sent:** Thursday, April 16, 2020 3:15 PM  
**To:** VanDenburg, Tom <[tvandenburg@fcps.edu](mailto:tvandenburg@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Mikhail, David K. <[DKMikhail@fcps.edu](mailto:DKMikhail@fcps.edu)>  
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The incident summary Google sheet is updated. We created a second tab for BBCU infractions to provide more details. They are 15 incidents so far, only two are closed. '

Please let us know if you have any questions.

Connie

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**From:** [Wheeler, Shane B.](#)  
**To:** [Pearson, Jay W.](#)  
**Cc:** [Schlobach, Esther](#); [Petrovic, Tara T](#); [Godart, Michelle](#); [Yocom, Julie A](#); [Reddel, Lisa](#); [Sterling, Aron M](#); [Luftglass, Maribeth](#); [Presidio, Sloan](#)  
**Subject:** RE: Schoology Pilot - Region 4  
**Date:** Thursday, April 16, 2020 3:25:53 PM  
**Attachments:** [Region 4 - Blackboard login stats 0210-03232020.xlsx](#)  
[Region 4 - Google Stats.xlsx](#)

---

Good Morning Jay –

Attached you will find the Blackboard and Google data you requested for Region 4. The Blackboard data shows unique logins between Feb 10-March 23, 2020. The Google Data shows percentage of student usage from July 2019.

I hope this information helps you identify pilot schools for the upcoming Schoology Pilot.

Thanks,  
Shane

Shane Wheeler, PMP  
IT Project Manager  
Fairfax County Public Schools  
Office: [703.503.7405](tel:703.503.7405)  
Mobile: [571.218.7009](tel:571.218.7009)

---

**From:** Wheeler, Shane B.  
**Sent:** Tuesday, March 31, 2020 2:37 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pearson, Jay W. <[jwpearson@fcps.edu](mailto:jwpearson@fcps.edu)>; Sterling, Aron M <[AMSterling@fcps.edu](mailto:AMSterling@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>  
**Cc:** Schlobach, Esther <[emschlobach@fcps.edu](mailto:emschlobach@fcps.edu)>; Mathes, Mary <[memathes@fcps.edu](mailto:memathes@fcps.edu)>; Godart, Michelle <[MAGodart@fcps.edu](mailto:MAGodart@fcps.edu)>; Yocom, Julie A <[jayocom@fcps.edu](mailto:jayocom@fcps.edu)>; Reddel, Lisa <[lmreddel@fcps.edu](mailto:lmreddel@fcps.edu)>  
**Subject:** RE: Schoology Pilot - Region 4

Good Afternoon Jay–

Thank you again for meeting with us to discuss Schoology Pilot schools. Due to current world events, the schoology project team decided that it is best to postpone notification of school participation in the pilot until Tuesday, April 21<sup>st</sup>. We hope this additional time will work better for everyone.

Please let us know if you have additional questions. I am still working with the team to provide the data that you requested.

Thank you,  
Shane

Shane Wheeler, PMP  
IT Project Manager  
Fairfax County Public Schools  
Office: [703.503.7405](tel:703.503.7405)  
Mobile: [571.218.7009](tel:571.218.7009)

---

**From:** Wheeler, Shane B.  
**Sent:** Monday, March 23, 2020 8:08 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pearson, Jay W. <[jwpearson@fcps.edu](mailto:jwpearson@fcps.edu)>; Sterling, Aron M <[AMSterling@fcps.edu](mailto:AMSterling@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>  
**Cc:** Schlobach, Esther <[emschlobach@fcps.edu](mailto:emschlobach@fcps.edu)>; Mathes, Mary <[memathes@fcps.edu](mailto:memathes@fcps.edu)>; Godart, Michelle <[MAGodart@fcps.edu](mailto:MAGodart@fcps.edu)>; Yocom, Julie A <[jayocom@fcps.edu](mailto:jayocom@fcps.edu)>; Reddel, Lisa <[lmreddel@fcps.edu](mailto:lmreddel@fcps.edu)>  
**Subject:** RE: Schoology Pilot - Region 4

Good Morning Jay –

Thank you again for taking the time to meet with us to discuss the Schoology Pilot. We are looking to have schools selected and finalized by April 3. During the conversation you also requested usage stats for Blackboard and Google. We are working with those teams to provide you data and will send as soon as we have it.

Below you will find some talking points about Schoology to share with Principals of the schools you are recommending for the Pilot.

We will reach out to Principals once you confirm the vertically-aligned schools in your region.

Vertically aligned schools discussed for Region 4:

HS- Lake Braddock  
MS- Lake Braddock  
ES- Kings Park/Kings Glen

Thank you,  
Aron Sterling, IS  
Shane Wheeler, IT

-----

Schoology will be FCPS's learning management system starting in SY2021. Schoology will help FCPS provide all students with equitable access to meaningful learning experiences and amplify best instructional practices.

As a Pilot school in the 2020-2021 school year your school will collaborate with central office to help identify instructional best practices and serve as a "lighthouse" school for your Region in 2021-2022 school year.

### **Compelling features of Schoology**

- modern interface that focuses on ease of use
- built for preK - 12
- integrated Google Drive
- student ability to create multiple portfolios
- student workload planning tool
- advisor role to help support student learning
- parent web and app interfaces to access student work
- informative administrator analytics and reports
- streamlined communication tools and calendars
- ability to connect to other FCPS tools, such as SIS, Desmos, and Learn360

### **Pilot School Expectations**

- Use of Schoology (instead of Blackboard/Google Classroom) for all student assignments and communications
- Access to the school and staff for interviews and feedback
- Serve as a lighthouse for other Region schools, including:
  - Visits
  - Hosting Training and Professional Learning Sessions
  - Help in Regional communications to schools, parents, and communities

### **Learn more about Schoology**

- [Schoology - An Overview](#)
- [Podcast - Schoology and Me](#)

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-----Original Appointment-----

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

**Sent:** Wednesday, March 4, 2020 8:32 AM

**To:** Luftglass, Maribeth; Pearson, Jay W.; Wheeler, Shane B.; Sterling, Aron M; Presidio, Sloan

**Cc:** Schlobach, Esther; Mathes, Mary; Godart, Michelle; Yocom, Julie A; Reddel, Lisa

**Subject:** Schoology Pilot - Region 4

**When:** Thursday, March 12, 2020 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

**Where:** GAC, CR 5912

**Meeting Topic:** Select Schoology Pilot Schools – IT and IS will share criteria for pilot schools to participate in the Schoology Pilot. Select schools from each region based on criteria and RAS recommendations.

**Time:** 30 minutes

Maribeth, Sloan, and the DIT and IS Directors request the support of the RAS for the new learning management system (LMS), Schoology, and IT/IS would like to meet with each region individually for 30 minutes to select pilot schools. The Schoology Pilot is scheduled for the next school year.

## **Region 4 - Unique Logins per school (Feb 10 - March 23, 2020)**

<b>School Name</b>	<b># of Unique Logins</b>
Bonnie Brae Elementary School	2281
Bull Run Elementary School	709
Burke Alt Learning Center	13
Burke Middle	75
Burke School	67
Cardinal Forest Elementary School	1653
Centre Ridge Elementary School	1163
Centreville Elementary School	2786
Centreville High School	13197
Cherry Run Elementary School	990
Colin Powell Elem	306
Fairview Elementary School	2433
Halley Elementary School	1908
Hunt Valley Elementary School	3037
Irving Middle School	5675
Keene Mill Elementary School	3698
Kings Glen Elementary School	1910
Kings Park Elementary School	2519
Lake Braddock Secondary	25866
Laurel Hill Elementary School	3073
Laurel Ridge Elementary School	1774
Liberty Middle School	6623
Mountain View High School	498
Newington Forest Elementary School	1418
Oak View Elementary School	2539
Orange Hunt Elementary School	1878
Ravensworth Elementary School	1504
Robinson Secondary	18770
Rolling Valley Elementary School	1202
Sangster Elementary School	2697
Silverbrook Elementary School	2197
South County High School	11571
South County Middle School	6684
Terra Centre Elementary School	1411
Union Mill Elementary School	3405
West Springfield Elementary School	1299
West Springfield High School	12945
White Oaks Elementary School	1347

School Name	Grade	Student Logins in Last 30 Days	Total Students in Grade	Percentage of Students
ALC at Burke	1	0	1	0%
ALC at Burke	2	0	1	0%
ALC at Burke	3	0	2	0%
ALC at Burke	6	0	1	0%
ALC at Mountain View	10	3	22	14%
ALC at Mountain View	11	2	17	12%
ALC at Mountain View	9	0	2	0%
Bonnie Brae Elementary School	0	0	104	0%
Bonnie Brae Elementary School	1	0	121	0%
Bonnie Brae Elementary School	2	0	116	0%
Bonnie Brae Elementary School	3	4	116	3%
Bonnie Brae Elementary School	4	3	102	3%
Bonnie Brae Elementary School	5	16	109	15%
Bonnie Brae Elementary School	6	26	100	26%
Bonnie Brae Elementary School	HS	0	2	0%
Bonnie Brae Elementary School	PS	0	15	0%
Bull Run Elementary School	0	0	81	0%
Bull Run Elementary School	1	0	83	0%
Bull Run Elementary School	2	0	98	0%
Bull Run Elementary School	3	7	117	6%
Bull Run Elementary School	4	13	117	11%
Bull Run Elementary School	5	42	139	30%
Bull Run Elementary School	6	48	139	35%
Burke School	7	3	14	21%
Burke School	8	7	22	32%
Cardinal Forest Elementary School	0	0	67	0%
Cardinal Forest Elementary School	1	0	79	0%
Cardinal Forest Elementary School	2	0	81	0%
Cardinal Forest Elementary School	3	1	67	1%
Cardinal Forest Elementary School	4	6	86	7%
Cardinal Forest Elementary School	5	13	92	14%
Cardinal Forest Elementary School	6	24	81	30%
Cardinal Forest Elementary School	HS	0	8	0%
Cardinal Forest Elementary School	PS	0	18	0%
Centre Ridge Elementary School	0	0	98	0%
Centre Ridge Elementary School	1	0	112	0%
Centre Ridge Elementary School	2	2	93	2%
Centre Ridge Elementary School	3	6	97	6%
Centre Ridge Elementary School	4	19	108	18%
Centre Ridge Elementary School	5	29	117	25%
Centre Ridge Elementary School	6	21	95	22%
Centre Ridge Elementary School	HS	0	1	0%
Centre Ridge Elementary School	PS	0	12	0%
Centreville Elementary School	0	0	102	0%
Centreville Elementary School	1	0	132	0%

Centreville Elementary School	2	0	105	0%
Centreville Elementary School	3	1	101	1%
Centreville Elementary School	4	14	105	13%
Centreville Elementary School	5	21	115	18%
Centreville Elementary School	6	17	122	14%
Centreville Elementary School	PS	0	23	0%
Centreville High School	10	217	640	34%
Centreville High School	11	266	640	42%
Centreville High School	12	299	631	47%
Centreville High School	9	271	678	40%
Cherry Run Elementary School	0	0	57	0%
Cherry Run Elementary School	1	0	49	0%
Cherry Run Elementary School	2	0	73	0%
Cherry Run Elementary School	3	1	57	2%
Cherry Run Elementary School	4	6	61	10%
Cherry Run Elementary School	5	5	73	7%
Cherry Run Elementary School	6	22	61	36%
Cherry Run Elementary School	PS	0	15	0%
Fairview Elementary School	0	0	95	0%
Fairview Elementary School	1	0	119	0%
Fairview Elementary School	2	1	112	1%
Fairview Elementary School	3	0	94	0%
Fairview Elementary School	4	2	129	2%
Fairview Elementary School	5	6	95	6%
Fairview Elementary School	6	38	131	29%
Halley Elementary School	0	0	70	0%
Halley Elementary School	1	6	81	7%
Halley Elementary School	2	10	58	17%
Halley Elementary School	3	25	80	31%
Halley Elementary School	4	13	85	15%
Halley Elementary School	5	25	83	30%
Halley Elementary School	6	28	77	36%
Halley Elementary School	PS	0	25	0%
Hunt Valley Elementary School	0	0	94	0%
Hunt Valley Elementary School	1	0	113	0%
Hunt Valley Elementary School	2	0	103	0%
Hunt Valley Elementary School	3	4	93	4%
Hunt Valley Elementary School	4	11	100	11%
Hunt Valley Elementary School	5	10	97	10%
Hunt Valley Elementary School	6	26	111	23%
Irving Middle School	7	129	525	25%
Irving Middle School	8	230	563	41%
Keene Mill Elementary School	0	0	60	0%
Keene Mill Elementary School	1	0	65	0%
Keene Mill Elementary School	2	0	65	0%
Keene Mill Elementary School	3	2	119	2%
Keene Mill Elementary School	4	11	158	7%

Keene Mill Elementary School	5	24	162	15%
Keene Mill Elementary School	6	48	162	30%
Kings Glen Elementary School	4	1	132	1%
Kings Glen Elementary School	5	19	167	11%
Kings Glen Elementary School	6	28	172	16%
Kings Park Elementary School	0	0	163	0%
Kings Park Elementary School	1	0	170	0%
Kings Park Elementary School	2	0	147	0%
Kings Park Elementary School	3	1	138	1%
Kings Park Elementary School	PS	0	11	0%
Lake Braddock High School	10	307	688	45%
Lake Braddock High School	11	333	696	48%
Lake Braddock High School	12	368	698	53%
Lake Braddock High School	9	298	721	41%
Lake Braddock Middle School	7	249	754	33%
Lake Braddock Middle School	8	304	703	43%
Laurel Hill Elementary School	0	0	91	0%
Laurel Hill Elementary School	1	0	96	0%
Laurel Hill Elementary School	2	6	95	6%
Laurel Hill Elementary School	3	5	112	4%
Laurel Hill Elementary School	4	19	116	16%
Laurel Hill Elementary School	5	39	126	31%
Laurel Hill Elementary School	6	58	155	37%
Laurel Ridge Elementary School	0	0	112	0%
Laurel Ridge Elementary School	1	0	131	0%
Laurel Ridge Elementary School	2	0	124	0%
Laurel Ridge Elementary School	3	9	108	8%
Laurel Ridge Elementary School	4	17	114	15%
Laurel Ridge Elementary School	5	19	116	16%
Laurel Ridge Elementary School	6	34	139	24%
Liberty Middle School	7	183	555	33%
Liberty Middle School	8	195	543	36%
Newington Forest Elementary School	0	0	84	0%
Newington Forest Elementary School	1	0	85	0%
Newington Forest Elementary School	2	0	75	0%
Newington Forest Elementary School	3	3	73	4%
Newington Forest Elementary School	4	2	63	3%
Newington Forest Elementary School	5	1	71	1%
Newington Forest Elementary School	6	17	81	21%
Oak View Elementary School	0	0	123	0%
Oak View Elementary School	1	0	101	0%
Oak View Elementary School	2	1	107	1%
Oak View Elementary School	3	3	115	3%
Oak View Elementary School	4	18	108	17%
Oak View Elementary School	5	30	126	24%
Oak View Elementary School	6	43	130	33%
Orange Hunt Elementary School	0	0	101	0%



Orange Hunt Elementary School	1	0	153	0%
Orange Hunt Elementary School	2	7	145	5%
Orange Hunt Elementary School	3	6	135	4%
Orange Hunt Elementary School	4	11	141	8%
Orange Hunt Elementary School	5	36	117	31%
Orange Hunt Elementary School	6	26	139	19%
Powell Elementary School	0	0	130	0%
Powell Elementary School	1	0	146	0%
Powell Elementary School	2	3	140	2%
Powell Elementary School	3	6	142	4%
Powell Elementary School	4	10	126	8%
Powell Elementary School	5	28	119	24%
Powell Elementary School	6	32	121	26%
Powell Elementary School	PS	0	8	0%
Ravensworth Elementary School	0	0	63	0%
Ravensworth Elementary School	1	0	86	0%
Ravensworth Elementary School	2	0	102	0%
Ravensworth Elementary School	3	1	81	1%
Ravensworth Elementary School	4	17	82	21%
Ravensworth Elementary School	5	10	78	13%
Ravensworth Elementary School	6	18	72	25%
Ravensworth Elementary School	PS	0	9	0%
Robinson High School	10	261	643	41%
Robinson High School	11	325	651	50%
Robinson High School	12	388	665	58%
Robinson High School	9	270	658	41%
Robinson Middle School	7	210	550	38%
Robinson Middle School	8	210	584	36%
Rolling Valley Elementary School	0	0	82	0%
Rolling Valley Elementary School	1	1	87	1%
Rolling Valley Elementary School	2	2	100	2%
Rolling Valley Elementary School	3	0	87	0%
Rolling Valley Elementary School	4	12	77	16%
Rolling Valley Elementary School	5	13	83	16%
Rolling Valley Elementary School	6	9	75	12%
Sangster Elementary School	0	0	70	0%
Sangster Elementary School	1	1	110	1%
Sangster Elementary School	2	1	95	1%
Sangster Elementary School	3	17	171	10%
Sangster Elementary School	4	25	140	18%
Sangster Elementary School	5	36	182	20%
Sangster Elementary School	6	64	209	31%
Silverbrook Elementary School	0	0	84	0%
Silverbrook Elementary School	1	0	113	0%
Silverbrook Elementary School	2	1	117	1%
Silverbrook Elementary School	3	0	131	0%
Silverbrook Elementary School	4	6	119	5%

Silverbrook Elementary School	5	19	136	14%
Silverbrook Elementary School	6	42	135	31%
South County High School	10	219	566	39%
South County High School	11	246	560	44%
South County High School	12	253	544	47%
South County High School	9	193	548	35%
South County Middle School	7	150	509	29%
South County Middle School	8	185	535	35%
Terra Centre Elementary School	0	0	108	0%
Terra Centre Elementary School	1	1	85	1%
Terra Centre Elementary School	2	2	96	2%
Terra Centre Elementary School	3	4	89	4%
Terra Centre Elementary School	4	8	83	10%
Terra Centre Elementary School	5	13	66	20%
Terra Centre Elementary School	6	26	88	30%
Terra Centre Elementary School	PS	0	18	0%
Union Mill Elementary School	0	0	110	0%
Union Mill Elementary School	1	0	146	0%
Union Mill Elementary School	2	0	138	0%
Union Mill Elementary School	3	1	125	1%
Union Mill Elementary School	4	15	136	11%
Union Mill Elementary School	5	20	114	18%
Union Mill Elementary School	6	32	149	21%
West Springfield Elementary School	0	0	81	0%
West Springfield Elementary School	1	3	93	3%
West Springfield Elementary School	2	3	67	4%
West Springfield Elementary School	3	7	91	8%
West Springfield Elementary School	4	11	67	16%
West Springfield Elementary School	5	13	70	19%
West Springfield Elementary School	6	20	81	25%
West Springfield Elementary School	PS	0	8	0%
West Springfield High School	10	286	646	44%
West Springfield High School	11	255	567	45%
West Springfield High School	12	295	517	57%
West Springfield High School	9	226	620	36%
White Oaks Elementary School	0	0	79	0%
White Oaks Elementary School	1	1	78	1%
White Oaks Elementary School	2	0	84	0%
White Oaks Elementary School	3	1	109	1%
White Oaks Elementary School	4	6	116	5%
White Oaks Elementary School	5	18	133	14%
White Oaks Elementary School	6	54	160	34%
White Oaks Elementary School	PS	0	1	0%

**From:** [Wheeler, Shane B.](#)  
**To:** [Pearson, Jay W.](#)  
**Cc:** [Schlobach, Esther](#); [Petrovic, Tara T](#); [Godart, Michelle](#); [Yocom, Julie A](#); [Reddel, Lisa](#); [Sterling, Aron M](#); [Luftglass, Maribeth](#); [Presidio, Sloan](#)  
**Subject:** RE: Schoology Pilot - Region 4  
**Date:** Thursday, April 16, 2020 3:25:53 PM  
**Attachments:** [Region 4 - Blackboard login stats 0210-03232020.xlsx](#)  
[Region 4 - Google Stats.xlsx](#)

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Good Morning Jay –

Attached you will find the Blackboard and Google data you requested for Region 4. The Blackboard data shows unique logins between Feb 10-March 23, 2020. The Google Data shows percentage of student usage from July 2019.

I hope this information helps you identify pilot schools for the upcoming Schoology Pilot.

Thanks,  
Shane

Shane Wheeler, PMP  
IT Project Manager  
Fairfax County Public Schools  
Office: [703.503.7405](tel:703.503.7405)  
Mobile: [571.218.7009](tel:571.218.7009)

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**From:** Wheeler, Shane B.  
**Sent:** Tuesday, March 31, 2020 2:37 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pearson, Jay W. <[jwpearson@fcps.edu](mailto:jwpearson@fcps.edu)>; Sterling, Aron M <[AMSterling@fcps.edu](mailto:AMSterling@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>  
**Cc:** Schlobach, Esther <[emschlobach@fcps.edu](mailto:emschlobach@fcps.edu)>; Mathes, Mary <[memathes@fcps.edu](mailto:memathes@fcps.edu)>; Godart, Michelle <[MAGodart@fcps.edu](mailto:MAGodart@fcps.edu)>; Yocom, Julie A <[jayocom@fcps.edu](mailto:jayocom@fcps.edu)>; Reddel, Lisa <[lmreddel@fcps.edu](mailto:lmreddel@fcps.edu)>  
**Subject:** RE: Schoology Pilot - Region 4

Good Afternoon Jay–

Thank you again for meeting with us to discuss Schoology Pilot schools. Due to current world events, the schoology project team decided that it is best to postpone notification of school participation in the pilot until Tuesday, April 21<sup>st</sup>. We hope this additional time will work better for everyone.

Please let us know if you have additional questions. I am still working with the team to provide the data that you requested.

Thank you,  
Shane

Shane Wheeler, PMP  
IT Project Manager  
Fairfax County Public Schools  
Office: [703.503.7405](tel:703.503.7405)  
Mobile: [571.218.7009](tel:571.218.7009)

---

**From:** Wheeler, Shane B.  
**Sent:** Monday, March 23, 2020 8:08 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Pearson, Jay W. <[jwpearson@fcps.edu](mailto:jwpearson@fcps.edu)>; Sterling, Aron M <[AMSterling@fcps.edu](mailto:AMSterling@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>  
**Cc:** Schlobach, Esther <[emschlobach@fcps.edu](mailto:emschlobach@fcps.edu)>; Mathes, Mary <[memathes@fcps.edu](mailto:memathes@fcps.edu)>; Godart, Michelle <[MAGodart@fcps.edu](mailto:MAGodart@fcps.edu)>; Yocom, Julie A <[jayocom@fcps.edu](mailto:jayocom@fcps.edu)>; Reddel, Lisa <[lmreddel@fcps.edu](mailto:lmreddel@fcps.edu)>  
**Subject:** RE: Schoology Pilot - Region 4

Good Morning Jay –

Thank you again for taking the time to meet with us to discuss the Schoology Pilot. We are looking to have schools selected and finalized by April 3. During the conversation you also requested usage stats for Blackboard and Google. We are working with those teams to provide you data and will send as soon as we have it.

Below you will find some talking points about Schoology to share with Principals of the schools you are recommending for the Pilot.

We will reach out to Principals once you confirm the vertically-aligned schools in your region.

Vertically aligned schools discussed for Region 4:

HS- Lake Braddock  
MS- Lake Braddock  
ES- Kings Park/Kings Glen

Thank you,  
Aron Sterling, IS  
Shane Wheeler, IT

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Schoology will be FCPS's learning management system starting in SY2021. Schoology will help FCPS provide all students with equitable access to meaningful learning experiences and amplify best instructional practices.

As a Pilot school in the 2020-2021 school year your school will collaborate with central office to help identify instructional best practices and serve as a "lighthouse" school for your Region in 2021-2022 school year.

### **Compelling features of Schoology**

- modern interface that focuses on ease of use
- built for preK - 12
- integrated Google Drive
- student ability to create multiple portfolios
- student workload planning tool
- advisor role to help support student learning
- parent web and app interfaces to access student work
- informative administrator analytics and reports
- streamlined communication tools and calendars
- ability to connect to other FCPS tools, such as SIS, Desmos, and Learn360

### **Pilot School Expectations**

- Use of Schoology (instead of Blackboard/Google Classroom) for all student assignments and communications
- Access to the school and staff for interviews and feedback
- Serve as a lighthouse for other Region schools, including:
  - Visits
  - Hosting Training and Professional Learning Sessions
  - Help in Regional communications to schools, parents, and communities

### **Learn more about Schoology**

- [Schoology - An Overview](#)
- [Podcast - Schoology and Me](#)

Shane Wheeler, PMP  
IT Project Manager  
Fairfax County Public Schools  
Office: [703.503.7405](tel:703.503.7405)  
Mobile: [571.218.7009](tel:571.218.7009)

Shane Wheeler, PMP  
IT Project Manager  
Fairfax County Public Schools  
Office: [703.503.7405](tel:703.503.7405)

Mobile: [571.218.7009](tel:571.218.7009)

-----Original Appointment-----

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>

**Sent:** Wednesday, March 4, 2020 8:32 AM

**To:** Luftglass, Maribeth; Pearson, Jay W.; Wheeler, Shane B.; Sterling, Aron M; Presidio, Sloan

**Cc:** Schlobach, Esther; Mathes, Mary; Godart, Michelle; Yocom, Julie A; Reddel, Lisa

**Subject:** Schoology Pilot - Region 4

**When:** Thursday, March 12, 2020 11:30 AM-12:00 PM (UTC-05:00) Eastern Time (US & Canada).

**Where:** GAC, CR 5912

**Meeting Topic:** Select Schoology Pilot Schools – IT and IS will share criteria for pilot schools to participate in the Schoology Pilot. Select schools from each region based on criteria and RAS recommendations.

**Time:** 30 minutes

Maribeth, Sloan, and the DIT and IS Directors request the support of the RAS for the new learning management system (LMS), Schoology, and IT/IS would like to meet with each region individually for 30 minutes to select pilot schools. The Schoology Pilot is scheduled for the next school year.

**From:** [Zuluaga, Fabio](#)  
**To:** [Luftglass, Maribeth](#)  
**Subject:** FW: Annandale High School?  
**Date:** Thursday, April 16, 2020 3:23:37 PM  
**Attachments:** [Algebra 1 - Distance Learning Lesson Grid - Daily Lessons Week 1.docx](#)  
[Spanish 2, SFS 2 - Distance Learning Lesson Grid - Daily Lessons Week 1.docx](#)  
[Week 1 Lesson Plan- East Asia.docx](#)

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FYI

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**From:** Zuluaga, Fabio <fezuluaga@fcps.edu>  
**Sent:** Thursday, April 16, 2020 3:18 PM  
**To:** Omeish, Abrar (School Board Member) <aomeish@fcps.edu>  
**Cc:** Anderson, Ricardy J (School Board Member) <rjanderson@fcps.edu>; Brabrand, Scott S <ssbrabrand@fcps.edu>  
**Subject:** Annandale High School?

Dear Abrar –

Thank you for sharing these important concerns with us. Penny Gros and I had the opportunity to connect with Principal Shawn DeRose and the Annandale HS SBTS this morning. They understand that synchronous instruction is a pillar of our Distance Learning strategy in FCPS. They are working today, as all of our schools are, to schedule the synchronous sessions using Black Board Learn 24-7. These will occur on Tuesdays and Thursdays, in line with other FCPS high schools.

In addition, the school has developed some very powerful lessons that are aligned with the Standards of Learning. These lessons provide students with clear learning targets and academic tasks and can be accessed by students at multiple entry points via asynchronous instruction. This is an important part of the plan at Annandale to ensure equity for all students and to ensure that students who are working to help support their family, can also participate in high quality work and receive feedback from teachers via office hours.

While some synchronous instruction took place on day one, it was not scheduled in a systematic manner across the building. Shawn and I spoke about the importance of sending a strong message that All means ALL. I have directed Principal Shawn DeRose to make sure that in addition to the asynchronous lessons that teachers have prepared, that synchronous instruction will occur on Tuesdays and Thursdays as outlined in the FCPS Distance Learning Plan. This will help teachers connect with students and check for understanding. Then, students can access the asynchronous lessons as a way to review concepts and/or extend their learning.

Here are some examples of the lessons developed by teachers at AHS with support from the leadership team at AHS – I have attached the files in case you cannot open the links:

- Algebra - <https://docs.google.com/document/d/1aXuTp0luzoyhLuRAOBx0E1gFnXcxruVl7jrxBE4G0dU/edit>
- Spanish 2 -

[https://docs.google.com/document/d/1dz072IRwKI9wFM\\_4xJuJMUZ93tvLCeryDs70dOiiC64/edit](https://docs.google.com/document/d/1dz072IRwKI9wFM_4xJuJMUZ93tvLCeryDs70dOiiC64/edit)

- WHI - <https://docs.google.com/document/d/1P6QP5C4wIR7KZDryJWxBHfHaYMhg6TgIINBEAzlg-A/edit>

I hope this information helps. Please do not hesitate to contact me if you have additional questions and/or concerns.

Respectfully,

**Fabio E. Zuluaga, Ed.D.**

Region 2 Assistant Superintendent

FCPS



**From:** [Nie, Connie](#)  
**To:** [VanDenburg, Tom](#); [Luftglass, Maribeth](#)  
**Cc:** [Mikhail, David K.](#)  
**Subject:** RE: Incident Summary  
**Date:** Thursday, April 16, 2020 3:23:10 PM

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All cases are reported by the schools. We have submitted log requests to BB and are waiting for their response. They have escalated as of this afternoon, from what I was told.

Connie

---

**From:** VanDenburg, Tom <[tvandenburg@fcps.edu](mailto:tvandenburg@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 3:20 PM  
**To:** Nie, Connie <[YNie@fcps.edu](mailto:YNie@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Mikhail, David K. <[DKMikhail@fcps.edu](mailto:DKMikhail@fcps.edu)>  
**Subject:** RE: Incident Summary

Thank you. For all the open cases, have they all been reported by Bb?

---

**From:** Nie, Connie <[YNie@fcps.edu](mailto:YNie@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 3:15 PM  
**To:** VanDenburg, Tom <[tvandenburg@fcps.edu](mailto:tvandenburg@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Mikhail, David K. <[DKMikhail@fcps.edu](mailto:DKMikhail@fcps.edu)>  
**Subject:** Incident Summary

The incident summary Google sheet is updated. We created a second tab for BBCU infractions to provide more details. They are 15 incidents so far, only two are closed. ‘

Please let us know if you have any questions.

Connie

**From:** [Nie, Connie](#)  
**To:** [VanDenburg, Tom](#); [Luftglass, Maribeth](#)  
**Cc:** [Mikhail, David K.](#)  
**Subject:** RE: Incident Summary  
**Date:** Thursday, April 16, 2020 3:23:10 PM

---

All cases are reported by the schools. We have submitted log requests to BB and are waiting for their response. They have escalated as of this afternoon, from what I was told.

Connie

---

**From:** VanDenburg, Tom <[tvandenburg@fcps.edu](mailto:tvandenburg@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 3:20 PM  
**To:** Nie, Connie <[YNie@fcps.edu](mailto:YNie@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Mikhail, David K. <[DKMikhail@fcps.edu](mailto:DKMikhail@fcps.edu)>  
**Subject:** RE: Incident Summary

Thank you. For all the open cases, have they all been reported by Bb?

---

**From:** Nie, Connie <[YNie@fcps.edu](mailto:YNie@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 3:15 PM  
**To:** VanDenburg, Tom <[tvandenburg@fcps.edu](mailto:tvandenburg@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Mikhail, David K. <[DKMikhail@fcps.edu](mailto:DKMikhail@fcps.edu)>  
**Subject:** Incident Summary

The incident summary Google sheet is updated. We created a second tab for BBCU infractions to provide more details. They are 15 incidents so far, only two are closed. ‘

Please let us know if you have any questions.

Connie

**From:** [VanDenburg, Tom](#)  
**To:** [Nie, Connie](#); [Luftglass, Maribeth](#)  
**Cc:** [Mikhail, David K.](#)  
**Subject:** RE: Incident Summary  
**Date:** Thursday, April 16, 2020 3:20:29 PM

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Thank you. For all the open cases, have they all been reported by Bb?

---

**From:** Nie, Connie <YNie@fcps.edu>  
**Sent:** Thursday, April 16, 2020 3:15 PM  
**To:** VanDenburg, Tom <tvandenburg@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>  
**Cc:** Mikhail, David K. <DKMikhail@fcps.edu>  
**Subject:** Incident Summary

The incident summary Google sheet is updated. We created a second tab for BBCU infractions to provide more details. They are 15 incidents so far, only two are closed. '

Please let us know if you have any questions.

Connie

**From:** [VanDenburg, Tom](#)  
**To:** [Nie, Connie](#); [Luftglass, Maribeth](#)  
**Cc:** [Mikhail, David K.](#)  
**Subject:** RE: Incident Summary  
**Date:** Thursday, April 16, 2020 3:20:29 PM

---

Thank you. For all the open cases, have they all been reported by Bb?

---

**From:** Nie, Connie <YNie@fcps.edu>  
**Sent:** Thursday, April 16, 2020 3:15 PM  
**To:** VanDenburg, Tom <tvandenburg@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>  
**Cc:** Mikhail, David K. <DKMikhail@fcps.edu>  
**Subject:** Incident Summary

The incident summary Google sheet is updated. We created a second tab for BBCU infractions to provide more details. They are 15 incidents so far, only two are closed. '

Please let us know if you have any questions.

Connie

**From:** [Zuluaga, Fabio](#)  
**To:** [Omeish, Abrar \(School Board Member\)](#)  
**Cc:** [Anderson, Ricardy J \(School Board Member\)](#); [Brabrand, Scott S](#)  
**Subject:** Annandale High School?  
**Date:** Thursday, April 16, 2020 3:17:42 PM  
**Attachments:** [Algebra 1 - Distance Learning Lesson Grid - Daily Lessons Week 1.docx](#)  
[Spanish 2, SFS 2 - Distance Learning Lesson Grid - Daily Lessons Week 1.docx](#)  
[Week 1 Lesson Plan- East Asia.docx](#)

---

Dear Abrar –

Thank you for sharing these important concerns with us. Penny Gros and I had the opportunity to connect with Principal Shawn DeRose and the Annandale HS SBTS this morning. They understand that synchronous instruction is a pillar of our Distance Learning strategy in FCPS. They are working today, as all of our schools are, to schedule the synchronous sessions using Black Board Learn 24-7. These will occur on Tuesdays and Thursdays, in line with other FCPS high schools.

In addition, the school has developed some very powerful lessons that are aligned with the Standards of Learning. These lessons provide students with clear learning targets and academic tasks and can be accessed by students at multiple entry points via asynchronous instruction. This is an important part of the plan at Annandale to ensure equity for all students and to ensure that students who are working to help support their family, can also participate in high quality work and receive feedback from teachers via office hours.

While some synchronous instruction took place on day one, it was not scheduled in a systematic manner across the building. Shawn and I spoke about the importance of sending a strong message that All means ALL. I have directed Principal Shawn DeRose to make sure that in addition to the asynchronous lessons that teachers have prepared, that synchronous instruction will occur on Tuesdays and Thursdays as outlined in the FCPS Distance Learning Plan. This will help teachers connect with students and check for understanding. Then, students can access the asynchronous lessons as a way to review concepts and/or extend their learning.

Here are some examples of the lessons developed by teachers at AHS with support from the leadership team at AHS – I have attached the files in case you cannot open the links:

- Algebra - <https://docs.google.com/document/d/1aXuTp0luzoyhLuRAOBx0E1gFnXcxruVl7jrxBE4G0dU/edit>
- Spanish 2 - [https://docs.google.com/document/d/1dz072IRwKl9wFM\\_4xJuJMUZ93tvLCeryDs70dOiiC64/edit](https://docs.google.com/document/d/1dz072IRwKl9wFM_4xJuJMUZ93tvLCeryDs70dOiiC64/edit)
- WHI - <https://docs.google.com/document/d/1P6QP5C4wIR7KZDryJWxBHfHaYMhg6TgllNBEAzlg-A/edit>

I hope this information helps. Please do not hesitate to contact me if you have additional questions and/or concerns.

Respectfully,

**From:** [Omeish, Abrar \(School Board Member\)](#)  
**To:** [Brabrand, Scott S](#); [Burden, Leigh L](#)  
**Cc:** [McLaughlin, Megan \(School Board Member\)](#); [Anderson, Ricardy J \(School Board Member\)](#)  
**Subject:** Thank you  
**Date:** Thursday, April 16, 2020 3:05:11 PM

---

In response to Megan's request, I wanted to outline the various pieces of information I believe will be critical for us to make sound decisions. I hope we can have as many as possible on-hand for Monday. I imagine some already exist. Dr. Brabrand—thank you for your responsiveness on savings

- Updated anticipated costs
- Updated anticipated revenues
  - Plans to obtain funds from the stimulus package
- Anticipated areas of deficits and gaps as a result of distance learning
  - Academics? Sports? Foreign language? And other...
  - Mental health/socio-emotional expectations
  - Technology-related changes
  - Other support needs
- Anticipated disparities across the county
  - Sped, ELL, FRM, etc.
  - Regional forecasts
- Additional areas for savings
  - Program budget?
- Evaluation of existing programs and initiatives, particularly those that are most expensive

I do not doubt there are more but am sure this is a lot already.

Thank you all!

Abrar

**From:** [Luftglass, Maribeth](#)  
**To:** [Jewell, Tracey D.](#)  
**Cc:** [Smith, Marty K. \(mksmith@fcps.edu\)](#)  
**Subject:** RE: Work Group to Develop the Plan B for Blackboard  
**Date:** Thursday, April 16, 2020 2:45:00 PM

---

Any word back from Blackboard?

---

**From:** Jewell, Tracey D. <TDJewell@fcps.edu>  
**Sent:** Thursday, April 16, 2020 9:51 AM  
**To:** Ivey, Frances W <FWIvey@fcps.edu>; Klimenko, Noel C. <ncklimenko@fcps.edu>  
**Cc:** Hood, Greg <gshood@fcps.edu>; Grimm, Martin E. <MEGrimm@fcps.edu>; Herring, Craig A. <CAHerring@fcps.edu>; Goodloe, Amy T. <atgoodloe@fcps.edu>; Trout, Lindsay <LTrout@fcps.edu>; Basdekis, Paul D. <PDBasdekis@fcps.edu>; Bonitatibus, Ann N <anbonitatibu@fcps.edu>; Brabrand, Scott S <ssbrabrand@fcps.edu>; Smith, Marty K. <mksmith@fcps.edu>; Presidio, Sloan <sjpresidio@fcps.edu>; Kneale, Marcy G <mgkneale@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Duran, Francisco <fdduran@fcps.edu>; Barnes, Margaret F. <MFBarnes@fcps.edu>  
**Subject:** RE: Work Group to Develop the Plan B for Blackboard

Okay, got it. Will include you all as soon as we hear back from Blackboard on options. Hoping that will be very shortly. Thanks, everyone!

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**Subject:** Work Group to Develop the Plan B for Blackboard  
**Importance:** High

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Martin Grimm  
Craig Herring  
Amy Goodloe  
Lindsay Trout

Paul Basdekis  
Ann Bonitatibus

Thanks ALL

*Frances W. Ivey, PhD*  
Deputy Superintendent  
8115 Gatehouse Road  
Falls Church, VA 22042  
Phone: 571 423 1020



**From:** [Luftglass, Maribeth](#)  
**To:** [Jewell, Tracey D.](#)  
**Cc:** [Smith, Marty K. \(mksmith@fcps.edu\)](#)  
**Subject:** RE: Work Group to Develop the Plan B for Blackboard  
**Date:** Thursday, April 16, 2020 2:45:00 PM

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Lindsay Trout

Paul Basdekis  
Ann Bonitatibus

Thanks ALL

*Frances W. Ivey, PhD*  
Deputy Superintendent  
8115 Gatehouse Road  
Falls Church, VA 22042  
Phone: 571 423 1020

**From:** [Luftglass, Maribeth](#)  
**To:** [Scott, Gregory](#)  
**Subject:** RE: Schools  
**Date:** Thursday, April 16, 2020 2:00:00 PM

---

Thanks, Greg. Appreciate the offer. The issue we have is with Blackboard and them keeping their site up and stable. We already have a contract with a new vendor, Schoology, and were in the process of planning migration to the new vendor when COVID-19 hit. We're going to limp along and keep moving forward with conversion starting in the Fall. We have a fall back plan if Blackboard can't get their system fixed.

Best,  
Maribeth

---

**From:** Scott, Gregory <Gregory.Scott@fairfaxcounty.gov>  
**Sent:** Thursday, April 16, 2020 9:11 AM  
**To:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Subject:** Schools

Maribeth, if there is any support that we can provide we here on standby. Please let me know if there is anything that we can help with.

**Gregory Scott**

Chief Technology Officer & Director  
Department of Information Technology  
12000 Government Center Parkway, Suite 527  
Fairfax, Virginia 22035 [www.fairfaxcounty.gov](http://www.fairfaxcounty.gov)  
703-324-4521 for Velma Dessuit, Administrative Assistant

**From:** [Luftglass, Maribeth](#)  
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Chief Technology Officer & Director  
Department of Information Technology  
12000 Government Center Parkway, Suite 527  
Fairfax, Virginia 22035 [www.fairfaxcounty.gov](http://www.fairfaxcounty.gov)  
703-324-4521 for Velma Dessuit, Administrative Assistant

**From:** [Richard Quinones](#)  
**To:** [Luftglass, Maribeth](#)  
**Cc:** [Peter Martini](#); [Julie Evans](#)  
**Subject:** [External] iboss Here to Support Fairfax County Schools - During this Difficult Time/Webinar Invite  
**Date:** Thursday, April 16, 2020 1:33:22 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[ibossinkindsupport.PNG](#)

---

Information Only:

Greetings Maribeth,

Quick note hoping you, yours and the entire Fairfax County Schools team are safe and healthy, during this difficult time.

We want to bring to your attention a webinar I believe your team would be interested in attending - moderated by Julie Evans, and focused on best practices associated with virtual learning and insight into our COVID19 In-Kind cybersecurity services (per attached).

We have had the privilege of supporting numerous large districts provisioning devices offsite during this time – leveraging iboss cloud, including Los Angeles Unified, San Diego Unified among others.

This webinar represents the continued partnership we have enjoyed with Dr. Evans and the Project Tomorrow team. Your team can register at the below link to participate on April 23<sup>rd</sup>.

Your team can click below to register for the Project Tomorrow/iboss In-Kind Services Webinar below:

[In-Kind Services Webinar Registration Link](#)

We hope all is well, at this very difficult time!

Our Best!

Richard,

Richard Quinones, iboss Senior Vice President  
Senior Advisor, National Advisory Council on Cybersecurity



Direct +1.858 568.7051 ext. 7747

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**Recognized for leading innovation and high growth:**



**From:** [Luftglass, Maribeth](#)  
**To:** [Pratt, Michelle](#); [Burden, Leigh L](#)  
**Subject:** RE: Schoology Contract  
**Date:** Thursday, April 16, 2020 1:31:00 PM

---

Thanks!

---

**From:** Pratt, Michelle <mrpratt@fcps.edu>  
**Sent:** Thursday, April 16, 2020 11:59 AM  
**To:** Burden, Leigh L <elburden@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>  
**Subject:** Schoology Contract

In case they ask, the School Board was notified of the contract award with Schoology – the replacement of Blackboard Learn – via the quarterly report in the November 1 2019 Brabrand Briefing.

Michelle Pratt  
Director  
Fairfax County Public Schools  
Office of Procurement Services  
571-423-3553



**From:** [Luftglass, Maribeth](#)  
**To:** [Pratt, Michelle](#); [Burden, Leigh L](#)  
**Subject:** RE: Schoology Contract  
**Date:** Thursday, April 16, 2020 1:31:00 PM

---

Thanks!

---

**From:** Pratt, Michelle <mrpratt@fcps.edu>  
**Sent:** Thursday, April 16, 2020 11:59 AM  
**To:** Burden, Leigh L <elburden@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>  
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**From:** [Smith, Marty K.](#)  
**To:** [Ivey, Frances W](#)  
**Cc:** [Presidio, Sloan](#); [Klimenko, Noel C.](#); [Brabrand, Scott S](#); [Luftglass, Maribeth](#)  
**Subject:** Re: BB Real time feedback  
**Date:** Thursday, April 16, 2020 1:27:57 PM

---

Good!

Sent from my iPhone

On Apr 16, 2020, at 1:27 PM, Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)> wrote:

Charles is working in BB Learn right now and sent me a text. He shared it seems faster and cleaner at the moment.

*Frances W. Ivey, PhD*  
Deputy Superintendent  
8115 Gatehouse Road  
Falls Church, VA 22042

Phone: 571 423 1020  
<[image003.jpg](#)>



**From:** [Ivey, Frances W](#)  
**To:** [Presidio, Sloan](#); [Smith, Marty K.](#); [Klimenko, Noel C.](#); [Brabrand, Scott S](#); [Luftglass, Maribeth](#)  
**Subject:** BB Real time feedback  
**Date:** Thursday, April 16, 2020 1:27:21 PM

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**From:** [Ivey, Frances W](#)  
**To:** [Jewell, Tracey D.](#); [Klimenko, Noel C.](#)  
**Cc:** [Hood, Greg](#); [Grimm, Martin E.](#); [Herring, Craig A.](#); [Goodloe, Amy T.](#); [Trout, Lindsay](#); [Basdekis, Paul D.](#); [Bonitatibus, Ann N](#); [Brabrand, Scott S](#); [Smith, Marty K.](#); [Presidio, Sloan](#); [Kneale, Marcy G](#); [Luftglass, Maribeth](#); [Duran, Francisco](#); [Barnes, Margaret F.](#); [Tyson, Douglas](#); [Petrich, Evangeline](#)  
**Subject:** RE: Work Group to Develop the Plan B for Blackboard  
**Date:** Thursday, April 16, 2020 11:59:04 AM

---

Tracey and Noel,

Please see the additions to the list below.

*Frances W. Ivey, PhD*  
Deputy Superintendent  
8115 Gatehouse Road  
Falls Church, VA 22042

Phone: 571 423 1020



---

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Thanks ALL

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**Date:** Thursday, April 16, 2020 11:59:04 AM

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Thanks ALL

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Deputy Superintendent  
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Falls Church, VA 22042  
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**From:** [Pratt, Michelle](#)  
**To:** [Burden, Leigh L](#); [Luftglass, Maribeth](#)  
**Subject:** Schoology Contract  
**Date:** Thursday, April 16, 2020 11:58:42 AM  
**Attachments:** [FW Brabrand Briefing November 1 2019.msg](#)

---

In case they ask, the School Board was notified of the contract award with Schoology – the replacement of Blackboard Learn – via the quarterly report in the November 1 2019 Brabrand Briefing.

Michelle Pratt  
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**To:** [Burden, Leigh L](#); [Luftglass, Maribeth](#)  
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**Date:** Thursday, April 16, 2020 11:58:42 AM  
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**From:** [Zuluaga, Fabio](#)  
**To:** [Luftglass, Maribeth](#)  
**Cc:** [Presidio, Sloan](#); [Klimenko, Noel C.](#); [Ivey, Frances W](#)  
**Subject:** FW: Blackboard Next Steps for Today  
**Date:** Thursday, April 16, 2020 11:41:43 AM

---

Dear Maribeth – We continue to train our teachers fast and furious using the new approach BBL 24-7/BBCU. The SBTS(s) continue to do a phenomenal job. Here is an example of two SBTS from McLean and Longfellow Middle helping our teachers and SBTS at Glasgow MS – However, the system continues to kick them out... No need to respond just an FYI -- Fabio

---

**From:** Reid, Mary <MReid@fcps.edu>  
**Sent:** Thursday, April 16, 2020 10:32 AM  
**To:** Zuluaga, Fabio <fezuluaga@fcps.edu>; Madigan, Kathryn <kemadigan@fcps.edu>; Langhorne, Nishi <nmlanghorne@fcps.edu>  
**Subject:** RE: Blackboard Next Steps for Today

I just finished – Bb was crashing and kept knocking me and everyone else out, but we got through it and a lot of questions! I had about 70 people which is great, and I told them all to feel free to email me if they had additional questions. I'll send you the link to the recording as soon as it comes in.  
Mary

*Mary B. Reid*  
School Based Technology Specialist  
Longfellow Middle School  
2000 Westmoreland Street

---

**From:** Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 10:24 AM  
**To:** Madigan, Kathryn <[kemadigan@fcps.edu](mailto:kemadigan@fcps.edu)>; Langhorne, Nishi <[nmlanghorne@fcps.edu](mailto:nmlanghorne@fcps.edu)>; Reid, Mary <[MReid@fcps.edu](mailto:MReid@fcps.edu)>  
**Subject:** FW: Blackboard Next Steps for Today  
**Importance:** High

Whew... Very timely – Thanks for all your support -- Fabio

---

**From:** Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 9:57 AM  
**To:** Principals All <[Principals\\_All@fcps.edu](mailto:Principals_All@fcps.edu)>  
**Cc:** Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Blackboard Next Steps for Today  
**Importance:** High

Good Morning Principals,



We wanted to let you know that we have asked SBTS to continue with training and supporting teachers today with setting up sessions in Blackboard Learn for use next week. We expect that Blackboard Learn will be down tomorrow for maintenance, so it is critical that they work with staff today.

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Thank you for your support with these next steps.

*Frances W. Ivey, PhD*  
Deputy Superintendent  
8115 Gatehouse Road  
Falls Church, VA 22042  
Phone: 571 423 1020

**From:** [Zuluaga, Fabio](#)  
**To:** [Luftglass, Maribeth](#)  
**Cc:** [Presidio, Sloan](#); [Klimenko, Noel C.](#); [Ivey, Frances W](#)  
**Subject:** FW: Blackboard Next Steps for Today  
**Date:** Thursday, April 16, 2020 11:41:43 AM

---

Dear Maribeth – We continue to train our teachers fast and furious using the new approach BBL 24-7/BBCU. The SBTS(s) continue to do a phenomenal job. Here is an example of two SBTS from McLean and Longfellow Middle helping our teachers and SBTS at Glasgow MS – However, the system continues to kick them out... No need to respond just an FYI -- Fabio

---

**From:** Reid, Mary <MReid@fcps.edu>  
**Sent:** Thursday, April 16, 2020 10:32 AM  
**To:** Zuluaga, Fabio <fezuluaga@fcps.edu>; Madigan, Kathryn <kemadigan@fcps.edu>; Langhorne, Nishi <nmlanghorne@fcps.edu>  
**Subject:** RE: Blackboard Next Steps for Today

I just finished – Bb was crashing and kept knocking me and everyone else out, but we got through it and a lot of questions! I had about 70 people which is great, and I told them all to feel free to email me if they had additional questions. I'll send you the link to the recording as soon as it comes in.  
Mary

*Mary B. Reid*  
School Based Technology Specialist  
Longfellow Middle School  
2000 Westmoreland Street

---

**From:** Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 10:24 AM  
**To:** Madigan, Kathryn <[kemadigan@fcps.edu](mailto:kemadigan@fcps.edu)>; Langhorne, Nishi <[nmlanghorne@fcps.edu](mailto:nmlanghorne@fcps.edu)>; Reid, Mary <[MReid@fcps.edu](mailto:MReid@fcps.edu)>  
**Subject:** FW: Blackboard Next Steps for Today  
**Importance:** High

Whew... Very timely – Thanks for all your support -- Fabio

---

**From:** Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 9:57 AM  
**To:** Principals All <[Principals\\_All@fcps.edu](mailto:Principals_All@fcps.edu)>  
**Cc:** Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Blackboard Next Steps for Today  
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Phone: 571 423 1020

**From:** [Rhonda Saffron](#)  
**To:** [Luftglass, Maribeth](#)  
**Cc:** [Vincent Sharps](#)  
**Subject:** [External] Custom online learning platform  
**Date:** Thursday, April 16, 2020 11:33:46 AM

---

Hi Maribeth,

Unfortunately, we saw the article about what happened this week with Blackboard, and are sorry to hear that happened. Mindgrub has built custom learning management systems and online learning platforms for K-12 and higher education across the country. We would love to be a resource for FCPS, and we are currently a preferred vendor in the state of VA.

I have attached a capabilities deck to give you a better sense of who we are in case you haven't heard of us, but I would love to hop on a call sometime over the next week if you are available.

Stay safe and healthy,  
Rhonda

Mindgrub Logo



**Rhonda Saffron**  
Engagement Director

**mobile 443.564.0308 office 410.988.2444 X 206**

**[mindgrub.com](#)**



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**From:** [Luftglass, Maribeth](#)  
**To:** [DIT Management Team](#)  
**Subject:** FW: News Clips 4-16-20  
**Date:** Thursday, April 16, 2020 10:58:15 AM

---

**From:** Shaw, Mary W  
**Sent:** Thursday, April 16, 2020 10:58:06 AM (UTC-05:00) Eastern Time (US & Canada)  
**To:** News Clips Daily  
**Cc:** Pajardo, Phyllis (Superintendent, City of Fairfax)  
**Subject:** News Clips 4-16-20

Date	Source	Title
<b>FCPS News</b>		
4/15/20 9:18 pm	<a href="#">Washington Post</a>	<a href="#">Tech glitches, harassment mar Fairfax County schools' online learning rollout</a>
4/15/20 9:21 pm	<a href="#">WJLA</a>	<a href="#">Fairfax County has rocky start to virtual learning, classes cancelled two days in a row</a>
4/15/20	<a href="#">Covering the Corridor</a>	<a href="#">Local students make all-state band, chorus, orchestra</a>
<b>Local and Regional Education News</b>		
4/15/20 2:22 pm	<a href="#">Washington Post</a>	<a href="#">D.C. loses out on millions of dollars in federal Head Start preschool funding</a>
4/16/20 2:15 am	<a href="#">Baltimore Sun</a>	<a href="#">Anne Arundel County high school seniors have reduced graduation requirements, board votes to change grading system</a>
<b>National Education News</b>		
4/15/20	<a href="#">NPR</a>	<a href="#">COVID-19 Learning: How Parents, Teachers And Professors Are Adapting Their Approach To Education</a>
4/15/20 4:18 pm	<a href="#">NPR</a>	<a href="#">SAT Exams Canceled In June, And May Be Administered Digitally In The Fall</a>
4/15/20 8 pm	<a href="#">The Hill</a>	<a href="#">States should replace grab-and-go school meals with cash to families</a>
4/16/20 7:43 am	<a href="#">New York Times</a>	<a href="#">This Is Schooling Now for 200,000 N.Y.C. Children in Special Education</a>
4/16/20 9 am	<a href="#">New York Times</a>	<a href="#">Art Recreation Is the Only Good Instagram Challenge</a>
4/15/20 6:10 pm	<a href="#">PBS Newshour</a>	<a href="#">'You're not alone': How teenagers are dealing with social distancing</a>
4/15/20	<a href="#">The 74</a>	<a href="#">Analysis: A Month In, Districts and Charters Make Progress on Online Instruction and Monitoring Student Progress, Lag in Grading and Attendance</a>
4/15/20	<a href="#">eSchool News</a>	<a href="#">Leading eLearning: A Future Ready Library opportunity</a>
4/15/20	<a href="#">Education Dive</a>	<a href="#">Dual language teachers try to 'stay the course' separated from classrooms</a>

4/16/20 6 am	<a href="#">Miami Herald</a>	<a href="#">How do kids feel about being locked out of school during the crisis? Let them tell you</a>
4/15/20 9:23 pm	<a href="#">ABC News</a>	<a href="#">American schools may look radically different as they reopen</a>

**Mary Shaw**

Communications Specialist  
Fairfax County Public Schools  
5100 Gatehouse Ave., Suite 5100  
Falls Church, VA 22042  
571-423-1213  
703-475-3927 (cell)

**From:** [Shaw, Mary W](#)  
**To:** [News Clips Daily](#)  
**Cc:** [Pajardo, Phyllis \(Superintendent, City of Fairfax\)](#)  
**Subject:** News Clips 4-16-20  
**Date:** Thursday, April 16, 2020 10:58:13 AM

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<b>Local and Regional Education News</b>		
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4/16/20 2:15 am	<a href="#">Baltimore Sun</a>	<a href="#">Anne Arundel County high school seniors have reduced graduation requirements, board votes to change grading system</a>
<b>National Education News</b>		
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**From:** [Ivey, Frances W](#)  
**To:** [Principals All](#)  
**Cc:** [Leadership Team](#); [Leadership Team Executive Administrative Assistants](#)  
**Subject:** Blackboard Next Steps for Today  
**Date:** Thursday, April 16, 2020 9:57:25 AM

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**From:** [Goodloe, Amy T.](#)  
**To:** [Ivey, Frances W.](#); [Jewell, Tracey D.](#); [Klimenko, Noel C.](#)  
**Cc:** [Hood, Greg](#); [Grimm, Martin E.](#); [Herring, Craig A.](#); [Trout, Lindsay](#); [Basdekis, Paul D.](#); [Bonitatibus, Ann N](#); [Brabrand, Scott S](#); [Smith, Marty K.](#); [Presidio, Sloan](#); [Kneale, Marcy G](#); [Luftglass, Maribeth](#); [Duran, Francisco](#)  
**Subject:** RE: Work Group to Develop the Plan B for Blackboard  
**Date:** Thursday, April 16, 2020 9:52:13 AM  
**Attachments:** [image001.png](#)

---

MS has HR destaff meeting 11-12.

HS has HR destaff meeting 1 PM.

Thanks,  
Amy

**Amy T. Goodloe, Ed.D.**  
**Principal, Rocky Run MS**

[atgoodloe@fcps.edu](mailto:atgoodloe@fcps.edu)

@DrGoodloe

703-802-7700

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*#otherpeoplematter*



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**Sent:** Thursday, April 16, 2020 9:51 AM  
**To:** Goodloe, Amy T. <atgoodloe@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Klimenko, Noel C. <ncklimenko@fcps.edu>  
**Cc:** Hood, Greg <gshood@fcps.edu>; Grimm, Martin E. <MEGrimm@fcps.edu>; Herring, Craig A. <CAHerring@fcps.edu>; Trout, Lindsay <LTrout@fcps.edu>; Basdekis, Paul D. <PDBasdekis@fcps.edu>; Bonitatibus, Ann N <anbonitatibu@fcps.edu>; Brabrand, Scott S <ssbrabrand@fcps.edu>; Smith, Marty K. <mksmith@fcps.edu>; Presidio, Sloan <sjpresidio@fcps.edu>; Kneale, Marcy G <mgkneale@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Duran, Francisco <fdduran@fcps.edu>  
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Yes Thanks Amy

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**Sent:** Thursday, April 16, 2020 9:50 AM  
**To:** Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>  
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**Subject:** Work Group to Develop the Plan B for Blackboard

**Importance:** High

Noel and Tracey,

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Martin Grimm  
Craig Herring  
Amy Goodloe  
Lindsay Trout  
Paul Basdekis  
Ann Bonitatibus

Thanks ALL

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**Cc:** [Hood, Greg](#); [Grimm, Martin E.](#); [Herring, Craig A.](#); [Goodloe, Amy T.](#); [Trout, Lindsay](#); [Basdekis, Paul D.](#); [Bonitatibus, Ann N](#); [Brabrand, Scott S](#); [Smith, Marty K.](#); [Presidio, Sloan](#); [Kneale, Marcy G](#); [Luftglass, Maribeth](#); [Duran, Francisco](#); [Barnes, Margaret F.](#)  
**Subject:** RE: Work Group to Develop the Plan B for Blackboard  
**Date:** Thursday, April 16, 2020 9:51:03 AM

---

Okay, got it. Will include you all as soon as we hear back from Blackboard on options. Hoping that will be very shortly. Thanks, everyone!

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**From:** Ivey, Frances W <FWIvey@fcps.edu>  
**Sent:** Thursday, April 16, 2020 9:48 AM  
**To:** Jewell, Tracey D. <TDJewell@fcps.edu>; Klimenko, Noel C. <ncklimenko@fcps.edu>  
**Cc:** Hood, Greg <gshood@fcps.edu>; Grimm, Martin E. <MEGrimm@fcps.edu>; Herring, Craig A. <CAHerring@fcps.edu>; Goodloe, Amy T. <atgoodloe@fcps.edu>; Trout, Lindsay <LTTrout@fcps.edu>; Basdekis, Paul D. <PDBasdekis@fcps.edu>; Bonitatibus, Ann N <anbonitatibu@fcps.edu>; Brabrand, Scott S <ssbrabrand@fcps.edu>; Smith, Marty K. <mksmith@fcps.edu>; Presidio, Sloan <sjpresidio@fcps.edu>; Kneale, Marcy G <mgkneale@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Duran, Francisco <fdduran@fcps.edu>; Ivey, Frances W <FWIvey@fcps.edu>  
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Paul Basdekis  
Ann Bonitatibus

Thanks ALL

*Frances W. Ivey, PhD*  
Deputy Superintendent  
8115 Gatehouse Road  
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Phone: 571 423 1020



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**Subject:** RE: Work Group to Develop the Plan B for Blackboard  
**Date:** Thursday, April 16, 2020 9:50:38 AM  
**Attachments:** [image001.png](#)

---

Yes Thanks Amy

*Frances W. Ivey, PhD*  
Deputy Superintendent  
8115 Gatehouse Road  
Falls Church, VA 22042  
Phone: 571 423 1020

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@DrGoodloe

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Paul Basdekis  
Ann Bonitatibus

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**Amy T. Goodloe, Ed.D.**  
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Thanks ALL

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Deputy Superintendent  
8115 Gatehouse Road  
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Phone: 571 423 1020



**From:** [Tim Tomlinson](#)  
**To:** [Luftglass, Maribeth](#); [DIT SMT](#); [Downey, Paul J.](#); [Scott Persky](#); [Calderon, Allison H.](#)  
**Subject:** [External] RE: Final Blackboard Presentation  
**Date:** Thursday, April 16, 2020 9:50:10 AM

---

Yes, I have the invite, I will be joining soon.

Thanks,

Tim

**Blackboard Product Development** | **Tim Tomlinson** • Chief Product Officer •

---

**From:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Sent:** Thursday, April 16, 2020 9:49 AM  
**To:** DIT SMT <DIT\_SMT@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Tim Tomlinson <[REDACTED]> Scott Persky <[REDACTED]> Calderon, Allison H. <AHCalderson@fcps.edu>  
**Subject:** FW: Final Blackboard Presentation

Tim,

Please confirm that you received the Bb Collaborate invite for the 10:00 meeting.

Thanks,

Maribeth

---

**From:** Fowler, Julie P.  
**Sent:** Thursday, April 16, 2020 9:48 AM  
**To:** Baenig, Rebecca G <[RGBaenig@fcps.edu](mailto:RGBaenig@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>; Duran, Francisco <[fdduran@fcps.edu](mailto:fdduran@fcps.edu)>; Foster, John <[jefoster@fcps.edu](mailto:jefoster@fcps.edu)>; Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Greve, Lisa <[llgreve@fcps.edu](mailto:llgreve@fcps.edu)>; Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Kneale, Marcy G <[mgkneale@fcps.edu](mailto:mgkneale@fcps.edu)>; Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>; Rhodes, Yvette P. <[YPRhodes@fcps.edu](mailto:YPRhodes@fcps.edu)>; Skahen, Tracey <[tlskahen@fcps.edu](mailto:tlskahen@fcps.edu)>; Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Thomas, Kathleen <[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Tyler, Deborah L <[dlttyler@fcps.edu](mailto:dlttyler@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>  
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Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

[]

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**Subject:** RE: Work Group to Develop the Plan B for Blackboard  
**Date:** Thursday, April 16, 2020 9:49:46 AM  
**Attachments:** [image001.png](#)

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**To:** [DIT SMT](#); [Downey, Paul J.](#); [REDACTED] [Scott Persky](#); [Calderon, Allison H.](#)  
**Subject:** FW: Final Blackboard Presentation  
**Date:** Thursday, April 16, 2020 9:48:52 AM  
**Attachments:** [Distance Learning Update April 16, 2020 final.pptx](#)

---

Tim,

Please confirm that you received the Bb Collaborate invite for the 10:00 meeting.

Thanks,

Maribeth

---

**From:** Fowler, Julie P.

**Sent:** Thursday, April 16, 2020 9:48 AM

**To:** Baenig, Rebecca G <[RGBaenig@fcps.edu](mailto:RGBaenig@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>; Duran, Francisco <[fdduran@fcps.edu](mailto:fdduran@fcps.edu)>; Foster, John <[jefoster@fcps.edu](mailto:jefoster@fcps.edu)>; Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Greve, Lisa <[llgreve@fcps.edu](mailto:llgreve@fcps.edu)>; Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Kneale, Marcy G <[mkgkneale@fcps.edu](mailto:mkgkneale@fcps.edu)>; Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>; Rhodes, Yvette P. <[YPRhodes@fcps.edu](mailto:YPRhodes@fcps.edu)>; Skahen, Tracey <[tlskahen@fcps.edu](mailto:tlskahen@fcps.edu)>; Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Thomas, Kathleen <[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Tyler, Deborah L <[dltyler@fcps.edu](mailto:dltyler@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>

**Subject:** Final Blackboard Presentation

[REDACTED]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

# DISTANCE LEARNING UPDATE: BLACKBOARD

School Board Meeting

April 16, 2020



**Fairfax County**  
PUBLIC SCHOOLS  
ENGAGE • INSPIRE • THRIVE



# Background

FCPS uses two products from Blackboard, Inc.: Blackboard Learn (FCPS 24/7) and Blackboard Collaborate Ultra

- FCPS 24/7 is used systemwide as our learning management system and plays an integral role in how we deliver instruction
  - Serves as a curriculum repository that integrates with multiple systems, including eCart and SIS
- Blackboard Collaborate is our virtual learning tool, which is used to support Online Campus

FCPS is the largest K-12 user of Blackboard Learn (FCPS 24/7) in the country

# Background, continued

FCPS has used Blackboard for more than 20 years

- As part of this partnership, FCPS and Blackboard have had weekly meetings, which have increased in frequency to support the distance learning plan
- There have been over 3 million hits on the Distance Learning Plan curriculum resources

Given our longstanding relationship, Blackboard has a full understanding of FCPS enrollment size and scope

FCPS worked with Blackboard for the three weeks prior to implementing distance learning

Blackboard gave no indication that the system would be incapable of handling our distance learning plan needs

# How We Got Here

## Blackboard Learn (FCPS 24/7)

- Server issues were identified Monday, April 13, 2020, which led to system failures
- System issues continued through April 15, 2020
- Parents, students, and teachers had difficulty logging in

## Blackboard Collaborate Ultra

- FCPS inconsistency in how Collaborate Ultra sessions were created
  - FCPS provided guidance documents in creating sessions with the highest level of security, however FCPS central office leadership failed to ensure that sessions were created with proper security settings
- Classroom management difficulties
  - Some students did not respect digital citizenship practices and, where necessary, were held accountable using the SR&R process

# Current State

## Blackboard Learn (FCPS 24/7)

- Vendor is addressing the performance issues
  - Software patches are being installed today
- System updates and testing will continue for the rest of this week

## Blackboard Collaborate Ultra and FCPS 24/7

- Effective April 14, 2020, a new feature was implemented to link Blackboard Learn with Blackboard Collaborate Ultra to mitigate digital citizenship concerns
  - Students must log into FCPS 24/7 to access sessions
  - Only FCPS students who are enrolled in the class may enter the session
  - Guest access will no longer be permitted
- Additional training is being deployed
  - Session creation
  - Digital classroom management

# Next Steps

- Synchronous learning will be suspended for the rest of the week while Blackboard ensures the performance of its platforms; learning materials are available on our website, cable channels, and the mailed learning packets
- Teacher-student contact is continuing
- Synchronous learning is planned to resume Monday, April 20, 2020
- FCPS remains in constant contact with Blackboard's leadership and engineers
- A back-up plan is being developed using Blackboard Collaborate Ultra
- Blackboard has prepared an apology to our community

*Statement from Tim Tomlinson, Chief Product  
Officer, Blackboard, Inc.*

# Blackboard Statement

“Blackboard has been working hard with Fairfax County Public Schools to move its 189,000 students to fully remote instruction during this unprecedented crisis. We encountered unexpected technical challenges over the past couple of days that caused some users to experience issues when logging into the FCPS 24-7 Learning site, and we are working closely with FCPS to resolve the issues as quickly as possible. In addition, we are working with FCPS to require students to log in to the FCPS 24-7 site and authenticate their identity before they are permitted to join a virtual classroom.

“As a Fairfax County-based company, we are deeply committed to providing Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students.”

# Frequently Asked Questions

Q: Why can't we use Google Classroom?

A: While Google Classroom is currently available as a supplement to Blackboard; fewer than 50% of our teachers have established Google Classroom sites. Therefore, there would be significant teacher training required and additional workload on teachers to create these sites. Additionally, Google Classroom is not linked to the Student Information System and teachers would have to manually create courses.

Teachers who have employed Google Classroom are welcome to continue to use it as a supplement.

Google does not provide viewing rights to parents or administrators. A summary email of student activity is available but does not provide access to courses like Blackboard's Parent Accounts.

Additionally, Blackboard Learn serves as the portal to eCart, online textbooks and other resources. Teachers take advantage of these resources in Blackboard.



# Frequently Asked Questions

Q: Why can't we use Google Meet for videoconferencing?

A: In Google Meet, students have permissions equal to those of teachers. This means that students may override teacher content and presentations. While Google Meet does provide a certain level of accountability where students have to join with their actual name, there is no ability to eliminate guest access. Guest access can be shared. Additionally, Google engineers expressed concern about handling the volume of FCPS users.

# Frequently Asked Questions

Q: Would the system work better if we had a more staggered schedule?

A: Currently, our schedule is staggered by having middle and high school synchronous instruction offered on different days. While we expect the vendor to support our current schedule, we would consider changing the schedule should system issues persist.

Q: Why did we not test the system more during the three weeks leading up to the launch of DLP?

A: In addition to weekly meetings since the inception of our contract with Blackboard, Inc., we have had intensive communication with the vendor prior to the launch of distance learning. We had no indication that these problems would occur.



[www.fcps.edu](http://www.fcps.edu)

**From:** [Ivey, Frances W](#)  
**To:** [Jewell, Tracey D.](#); [Klimenko, Noel C.](#)  
**Cc:** [Hood, Greg](#); [Grimm, Martin E.](#); [Herring, Craig A.](#); [Goodloe, Amy T.](#); [Trout, Lindsay](#); [Basdekis, Paul D.](#); [Bonitatibus, Ann N](#); [Brabrand, Scott S](#); [Smith, Marty K.](#); [Presidio, Sloan](#); [Kneale, Marcy G](#); [Luftglass, Maribeth](#); [Duran, Francisco](#); [Ivey, Frances W](#)  
**Subject:** Work Group to Develop the Plan B for Blackboard  
**Date:** Thursday, April 16, 2020 9:48:17 AM

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Noel and Tracey,

The following principals were on the LT virtual session this morning and would like to be a part of the work group to develop Plan B

Greg Hood  
Martin Grimm  
Craig Herring  
Amy Goodloe  
Lindsay Trout  
Paul Basdekis  
Ann Bonitatibus

Thanks ALL

*Frances W. Ivey, PhD*  
Deputy Superintendent  
8115 Gatehouse Road  
Falls Church, VA 22042  
Phone: 571 423 1020

**From:** [Ivey, Frances W](#)  
**To:** [Jewell, Tracey D.](#); [Klimenko, Noel C.](#)  
**Cc:** [Hood, Greg](#); [Grimm, Martin E.](#); [Herring, Craig A.](#); [Goodloe, Amy T.](#); [Trout, Lindsay](#); [Basdekis, Paul D.](#); [Bonitatibus, Ann N](#); [Brabrand, Scott S](#); [Smith, Marty K.](#); [Presidio, Sloan](#); [Kneale, Marcy G](#); [Luftglass, Maribeth](#); [Duran, Francisco](#); [Ivey, Frances W](#)  
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Paul Basdekis  
Ann Bonitatibus

Thanks ALL

*Frances W. Ivey, PhD*  
Deputy Superintendent  
8115 Gatehouse Road  
Falls Church, VA 22042  
Phone: 571 423 1020

**From:** [Jewell, Tracey D.](#)  
**To:** [Hood, Greg](#); [Goodloe, Amy T.](#); [Trout, Lindsay](#)  
**Cc:** [Klimenko, Noel C.](#); [Luftglass, Maribeth](#)  
**Subject:** Plan B  
**Date:** Thursday, April 16, 2020 9:45:26 AM

---

Hi Greg, Amy and Lindsay...

We're waiting for an update this morning from Blackboard on what's possible with provisioning our scheduler accounts. The goal is to allow this to be done quickly, efficiently and with the least burden on FCPS staff. As soon as we hear what's possible, we can reach out and discuss the best option to get us going on Plan B.

Appreciate all of your patience and support,  
Tracey

---

**Tracey Jewell**

Director, IT Support Services

703.503.7737

 @FCPS\_IT

**From:** [Jewell, Tracey D.](#)  
**To:** [Hood, Greg](#); [Goodloe, Amy T.](#); [Trout, Lindsay](#)  
**Cc:** [Klimenko, Noel C.](#); [Luftglass, Maribeth](#)  
**Subject:** Plan B  
**Date:** Thursday, April 16, 2020 9:45:26 AM

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Appreciate all of your patience and support,  
Tracey

---

**Tracey Jewell**

Director, IT Support Services

703.503.7737

 @FCPS\_IT

**From:** [Jewell, Tracey D.](#)  
**To:** [Scott Persky](#)  
**Cc:** [Luftglass, Maribeth](#); [Jeannine Richardson](#); [Michelle Simon](#); [Tim Tomlinson](#); [Klimenko, Noel C.](#); [Kelley, Derek](#); [Martin, Ken](#); [Downey, Paul J.](#)  
**Subject:** RE: [External] Collab Invitee  
**Date:** Thursday, April 16, 2020 9:21:49 AM

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Thanks, Scott. Just FYI that the expectation for us is that we are ready to very quickly cut over to our Plan B on Monday, not delay for a couple of days. That means that we will need to get schedules built in the next few days as a backup. If we can't find a way to automate the creation of those schedules, we have to put a plan in place to get those scheduler accounts out and get going. Getting lots of inquiries about what this will actually look like and appreciate any info you can share.

---

**From:** Scott Persky [REDACTED]  
**Sent:** Thursday, April 16, 2020 1:24 AM  
**To:** Jewell, Tracey D. <TDJewell@fcps.edu>  
**Cc:** Luftglass, Maribeth <meluftglass@fcps.edu>; Jeannine Richardson <[REDACTED]>; Michelle Simon <[REDACTED]>; Tim Tomlinson <[REDACTED]>  
**Subject:** [External] Collab Invitee

Tracey,

I wanted to let you know we made some progress on the Collaborate Ultra stand-alone Plan B, but we are still not at a point where we have a solution that would be manageable within normal business processes for several of the reasons we discussed on the call several hours ago. We had some discussion on APIs we could possibly leverage but aren't there yet, so this definitely isn't a qualified viable option.

We'll continue to pursue this and run it to ground, with of course the equal determination to not have to resort to a Plan B at all. Will catch up with the team today/Thursday later.

Regards,  
Scott

**Scott Persky**  
Vice President  
Blackboard Inc  
[REDACTED]

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immediately notify the sender and delete this transmission if you received this email in error.

**From:** [Sandy Rice](#)  
**To:** [Luftglass, Maribeth](#)  
**Subject:** [External] Hi Maribeth,  
**Date:** Thursday, April 16, 2020 9:19:47 AM

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Hi Maribeth,

I hope you are having a great week - will having our services for free help?

We also added Audio/Video to our Teacher Dashboard to assist with remote learning.

Free Remote/Distance Learning Tools till the end of the school year:

- [Out of school filtering & Student Safety/Alerts](#)
- [Parent dashboard](#) to manage screen time
- Anti-theft and device tracking
- [Classroom Screen Management](#) with audio-video capabilities

[Watch a video to learn more](#)

Looking forward to hearing how I can help.

Take care and stay safe,

Sandy Rice  
*Regional Account Manager*  
[sandy.rice@blocksi.net](mailto:sandy.rice@blocksi.net)  
Direct Line: 312-879-9443



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**From:** [Calderon, Allison H.](#)  
**To:** [Cole, Kevin](#); [Kretzer, Sandy](#); [Luftglass, Maribeth](#)  
**Cc:** [Downey, Paul J.](#); [Jewell, Tracey D.](#); [Siegl, Jim F.](#)  
**Subject:** RE: Message for Parents  
**Date:** Thursday, April 16, 2020 9:14:27 AM

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We are still confirming some pieces. Here is a table.

TITLE	Week 3/30	13-Apr	4/20	27-Apr	Total
PreK Packet	1796	4271	3158	95	9320
Kindergarten Packet	1796	4275	3158	89	9318
Grade 1 Packet	1795	4271	3156	88	9310
Grade 2 Packet	1795	4271	3153	87	9306
Grade 3 Packet	1795	4271	3154	86	9306
Grade 4 Packet	1795	4271	3152	85	9303
Grade 5 Packet	1795	4271	3146	84	9296
Grade 6 Packet	1796	4271	3144	83	9294
Special Education Packets	1795	3	8		1806
Word Version (All Grades)	1796	4272	3130		9198
Answer Guides (All Grade Levels)	1800	2485			4285
					89742

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**From:** Cole, Kevin <kdcole@fcps.edu>  
**Sent:** Thursday, April 16, 2020 9:11 AM  
**To:** Calderon, Allison H. <AHCalderson@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>  
**Cc:** Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>  
**Subject:** RE: Message for Parents

Below are the numbers from Blackboard.

Packet (week of 3/30/2020)

TITLE	COUNT(AA.PK1)
PreK Packet	1796
Kindergarten Packet	1796
Grade 1 Packet	1795
Grade 2 Packet	1795
Grade 3 Packet	1795

Grade 4 Packet	1795
Grade 5 Packet	1795
Grade 6 Packet	1796
Special Education Packets	1795
Word Version (All Grades)	1796
Answer Guides (All Grade Levels)	1800

Packet (week of 4/13/2020)

TITLE	COUNT(AA.PK1)
PreK Packet	4271
Kindergarten Packet	4275
Grade 1 Packet	4271
Grade 2 Packet	4271
Grade 3 Packet	4271
Grade 4 Packet	4271
Grade 5 Packet	4271
Grade 6 Packet	4271
ES Answer Guides (All Grades)	2485
Special Education Packets	3
Word Version (All Grades)	4272

Packet (week of 4/20/2020)

TITLE	COUNT(AA.PK1)
PreK Packet	3158
Kindergarten Packet	3158
Grade 1 Packet	3156
Grade 2 Packet	3153
Grade 3 Packet	3154
Grade 4 Packet	3152
Grade 5 Packet	3146
Grade 6 Packet	3144
ES Word Version - All Grades	3130
Special Education Packets	8

Packet (week of 4/27/2020)

TITLE	COUNT(AA.PK1)
PreK Packet	95
Kindergarten Packet	89
Grade 1 Packet	88
Grade 2 Packet	87
Grade 3 Packet	86
Grade 4 Packet	85

Grade 5 Packet	84
Grade 6 Packet	83

Kevin D. Cole, IT Project Manager

Office: ☎ 703.503.7406 | Mobile: ☎ 703.380.8261 | FAX: ☎ 703.503.7502

---

**From:** Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 8:07 AM  
**To:** Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>; Cole, Kevin <[kdcole@fcps.edu](mailto:kdcole@fcps.edu)>  
**Subject:** RE: Message for Parents

We have sent the request to Bb.

---

**From:** Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 8:06 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>  
**Subject:** Re: Message for Parents

I am sure Paul has this one but including Jim for continuity and team effort. Everything is related and today is going to (again) be challenging.

Sandy

On Apr 16, 2020, at 8:02 AM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Thanks. I also need a current number of how many times the Distance Learning Plan curriculum resources have been accessed on Blackboard.

Thanks,  
Maribeth

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**From:** Kretzer, Sandy  
**Sent:** Thursday, April 16, 2020 7:49 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** Re: Message for Parents

I asked Jim this AM,

He is still digging but please see below

Sandy

How fortunate I spend last night running that query and am cleaning up the data right now ;-)

This is a heavily qualified answer because of what "active classroom" means

There are 8069 teacher that have create one or more courses since July 1 of 2019

We need to dive more into the data to weed out

- Teachers that only have 1 course (are named test course)
- Course where last update is greater than 45 days ago

I am digging into this right now, but about half is a good guess  
Available for a call if needed 703-474-5772

Sandy Kretzer  
Director IT/EISA  
Fairfax County Public Schools  
703.329.7444

On Apr 15, 2020, at 11:13 PM, Luftglass, Maribeth  
<[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

I need the percentage of teachers who have active Classroom sites

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

Begin forwarded message:

**From:** "Brabrand, Scott S" <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>  
**Date:** April 15, 2020 at 11:09:26 PM EDT  
**To:** "Meren, Melanie K (School Board Member)" <[mkmeren@fcps.edu](mailto:mkmeren@fcps.edu)>, "Sizemore Heizer, Rachna (School Board Member)" <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>, "Torre, John" <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>, "Frisch, Karl V (School Board Member)" <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>, "Cohen,

Laura Jane H (School Board Member)"  
<[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>, School Board Members  
<[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>, Leadership Team  
<[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>,  
Leadership Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject: Re: Message for Parents**

[REDACTED]

Sent from my iPhone

---

**From:** Meren, Melanie K (School Board Member)  
<[mkmmeren@fcps.edu](mailto:mkmmeren@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 7:23:20 PM  
**To:** Sizemore Heizer, Rachna (School Board Member)  
<[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>;  
Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>;  
Cohen, Laura Jane H (School Board Member)  
<[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members  
<[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team  
<[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

I agree - why can't we use Google Classroom, which they are already on? Has that been explored? Can we please receive an answer to "why not Google"?

Also, the message needs to go via text, too.

Thanks.  
Melanie

Melanie Meren  
Hunter Mill District Representative  
Fairfax County School Board  
571-423-1082

(Note that correspondence with School Board members is subject to the Virginia Freedom Of Information Act.)

---

**From:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:56:47 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Phone call. And contacting via phone call. NOT just via email.

And why can't we use google classroom? Google hangout? Why can't we at least have the teachers and students connect that way this week until BB issues can be resolved. Everything I'm hearing points the value of that connection and the deep need for that connection. We need to be creative and agile.

This email reads as way too defensive and not understanding enough. of the frustration of these problems coming up after four weeks of preparation. We need to own this more in this email.

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as



information about identifiable students, and personnel information about individual employees.

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**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:36:53 PM  
**To:** Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** RE: Message for Parents

Made a few more changes. Will send back around a revised version

---

**From:** Frisch, Karl V (School Board Member)  
**Sent:** Wednesday, April 15, 2020 6:35 PM  
**To:** Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

The defensive posture/language makes me squirm — “there was no indication that the system would be unable to handle the volume,” ... “despite the extensive preparation” etc.

So many questions. I guess we’ll get into this tomorrow.

Karl

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KARL FRISCH  
Providence District Representative  
Fairfax County School Board  
(571) 423-1084

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act (FOIA). This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it. Only a few topics are exempt from disclosure such as information about identifiable students and personnel information about individual employees.

---

**From:** Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:19:52 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Wow. Just wow.  
I just cannot believe this.

Laura Jane Cohen  
FCPS School Board Member  
Springfield District

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

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**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:07:52 PM  
**To:** School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Message for Parents

Good evening, the message below will be sent to parents by 7 p.m. Thanks

Dear Families,

FCPS sincerely appreciates your patience and shares in your frustration related to our distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users.

Unfortunately, despite the extensive preparation, it is necessary to pause this week's distance learning schedule.

**Teacher-led instruction through Blackboard 24/7 scheduled for tomorrow, April 16, and Friday, April 17, has been canceled.**

Teachers will be contacting students over the next two days through email and Google Classroom to ensure that third quarter work assigned prior to March 13 is completed and submitted.

Technical teams for FCPS and Blackboard believe they have identified the root cause of the connectivity problems and that they involve a software issue. In order to work properly, staff must make necessary updates and patches to the system. On a system as large as FCPS', these critical updates take time. Additionally, there will be a staff training component attached to them. Updates will begin tonight (April 15), run through tomorrow, and staff training will

take place on Friday.

**Teacher-led instruction for students is expected to resume on Monday, April 20.** We will reassess the situation and provide an update Friday.

Blackboard has shared the following statement with Fairfax County Public Schools:

*“Blackboard has been working hard with Fairfax County Public Schools to move its 189,000 students to fully remote instruction during this unprecedented crisis. We encountered unexpected technical challenges over the past couple of days that caused some users to experience issues when logging into the FCPS 24-7 Learning site, and we are working closely with FCPS to resolve the issues as quickly as possible. In addition, we are working with FCPS to require students to log in to the FCPS 24-7 site and authenticate their identity before they are permitted to join a virtual classroom.*”

*“As a Fairfax County-based company, we are deeply committed to providing Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students.”*

Please continue to access learning resources and live streaming of instructional programming for elementary, middle and high school students available on [local cable channels](#). Additional distance learning resources by grade level are available on the FCPS website: [Distance Learning](#).

Fairfax County Public Schools

**From:** [Cole, Kevin](#)  
**To:** [Calderon, Allison H.](#); [Kretzer, Sandy](#); [Luftglass, Maribeth](#)  
**Cc:** [Downey, Paul J.](#); [Jewell, Tracey D.](#); [Siegl, Jim F.](#)  
**Subject:** RE: Message for Parents  
**Date:** Thursday, April 16, 2020 9:10:33 AM

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Below are the numbers from Blackboard.

Packet (week of 3/30/2020)

TITLE	COUNT(AA.PK1)
PreK Packet	1796
Kindergarten Packet	1796
Grade 1 Packet	1795
Grade 2 Packet	1795
Grade 3 Packet	1795
Grade 4 Packet	1795
Grade 5 Packet	1795
Grade 6 Packet	1796
Special Education Packets	1795
Word Version (All Grades)	1796
Answer Guides (All Grade Levels)	1800

Packet (week of 4/13/2020)

TITLE	COUNT(AA.PK1)
PreK Packet	4271
Kindergarten Packet	4275
Grade 1 Packet	4271
Grade 2 Packet	4271
Grade 3 Packet	4271
Grade 4 Packet	4271
Grade 5 Packet	4271
Grade 6 Packet	4271
ES Answer Guides (All Grades)	2485
Special Education Packets	3
Word Version (All Grades)	4272

Packet (week of 4/20/2020)

TITLE	COUNT(AA.PK1)
PreK Packet	3158
Kindergarten Packet	3158
Grade 1 Packet	3156
Grade 2 Packet	3153
Grade 3 Packet	3154

Grade 4 Packet	3152
Grade 5 Packet	3146
Grade 6 Packet	3144
ES Word Version - All Grades	3130
Special Education Packets	8

Packet (week of 4/27/2020)

TITLE	COUNT(AA.PK1)
PreK Packet	95
Kindergarten Packet	89
Grade 1 Packet	88
Grade 2 Packet	87
Grade 3 Packet	86
Grade 4 Packet	85
Grade 5 Packet	84
Grade 6 Packet	83

**Kevin D. Cole**, IT Project Manager

**Office:** ☎ 703.503.7406 | **Mobile:** ☎ 703.380.8261 | **FAX:** ☎ 703.503.7502

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**From:** Calderon, Allison H. <AHCalderson@fcps.edu>

**Sent:** Thursday, April 16, 2020 8:07 AM

**To:** Kretzer, Sandy <sakretzer@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

**Cc:** Downey, Paul J. <pjdowney@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>; Cole, Kevin <kdcole@fcps.edu>

**Subject:** RE: Message for Parents

We have sent the request to Bb.

---

**From:** Kretzer, Sandy <sakretzer@fcps.edu>

**Sent:** Thursday, April 16, 2020 8:06 AM

**To:** Luftglass, Maribeth <meluftglass@fcps.edu>

**Cc:** Downey, Paul J. <pjdowney@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>

**Subject:** Re: Message for Parents

I am sure Paul has this one but including Jim for continuity and team effort. Everything is related and today is going to (again) be challenging.

Sandy

On Apr 16, 2020, at 8:02 AM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Thanks. I also need a current number of how many times the Distance Learning Plan curriculum resources have been accessed on Blackboard.

Thanks,  
Maribeth

---

**From:** Kretzer, Sandy  
**Sent:** Thursday, April 16, 2020 7:49 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** Re: Message for Parents

I asked Jim this AM,

He is still digging but please see below

Sandy

How fortunate I spend last night running that query and am cleaning up the data right now ;-)

This is a heavily qualified answer because of what “active classroom” means

There are 8069 teacher that have create one or more courses since July 1 of 2019

We need to dive more into the data to weed out

- Teachers that only have 1 course (are named test course)
- Course where last update is greater than 45 days ago

I am digging into this right now, but about half is a good guess  
Available for a call if needed 703-474-5772

**Sandy Kretzer**  
Director IT/EISA  
Fairfax County Public Schools  
703.329.7444



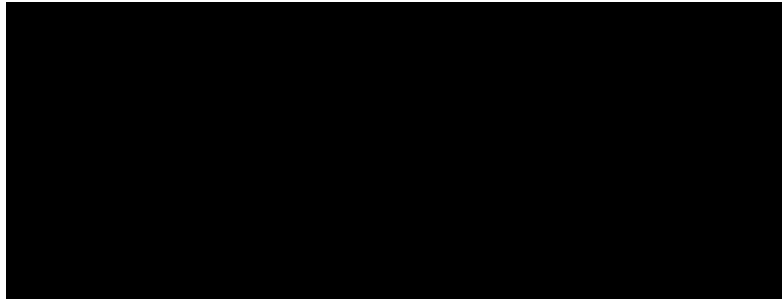
On Apr 15, 2020, at 11:13 PM, Luftglass, Maribeth  
<[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

I need the percentage of teachers who have active Classroom sites

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

Begin forwarded message:

**From:** "Brabrand, Scott S" <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>  
**Date:** April 15, 2020 at 11:09:26 PM EDT  
**To:** "Meren, Melanie K (School Board Member)" <[mkmeren@fcps.edu](mailto:mkmeren@fcps.edu)>, "Sizemore Heizer, Rachna (School Board Member)" <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>, "Torre, John" <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>, "Frisch, Karl V (School Board Member)" <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>, "Cohen, Laura Jane H (School Board Member)" <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>, School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>, Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>, Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject: Re: Message for Parents**



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**From:** Meren, Melanie K (School Board Member) <[mkmeren@fcps.edu](mailto:mkmeren@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 7:23:20 PM  
**To:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership

Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>

**Subject:** Re: Message for Parents

I agree - why can't we use Google Classroom, which they are already on? Has that been explored? Can we please receive an answer to "why not Google"?

Also, the message needs to go via text, too.

Thanks.  
Melanie

Melanie Meren  
Hunter Mill District Representative  
Fairfax County School Board  
571-423-1082

(Note that correspondence with School Board members is subject to the Virginia Freedom Of Information Act.)

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**From:** Sizemore Heizer, Rachna (School Board Member)  
<[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:56:47 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Phone call. And contacting via phone call. NOT just via email.

And why can't we use google classroom? Google hangout? Why can't we at least have the teachers and students connect that way this week until BB issues can be resolved. Everything I'm hearing points the value of that connection and the deep need for that connection. We need to be creative and agile.

This email reads as way too defensive and not understanding enough. of the frustration of these problems coming up after four weeks of preparation. We need to own this more in this email.

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

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**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:36:53 PM  
**To:** Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** RE: Message for Parents

Made a few more changes. Will send back around a revised version

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**From:** Frisch, Karl V (School Board Member)  
**Sent:** Wednesday, April 15, 2020 6:35 PM  
**To:** Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

The defensive posture/language makes me squirm —  
“there was no indication that the system would be unable  
to handle the volume,” ... “despite the extensive  
preparation” etc.

So many questions. I guess we’ll get into this tomorrow.

Karl

—

KARL FRISCH  
Providence District Representative  
Fairfax County School Board  
(571) 423-1084

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**From:** Cohen, Laura Jane H (School Board Member)  
<[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:19:52 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members  
<[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team  
<[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Wow. Just wow.  
I just cannot believe this.

Laura Jane Cohen  
FCPS School Board Member  
Springfield District

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members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

---

**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>

**Sent:** Wednesday, April 15, 2020 6:07:52 PM

**To:** School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>;  
Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>

**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>

**Subject:** Message for Parents

Good evening, the message below will be sent to parents by 7 p.m. Thanks

Dear Families,

FCPS sincerely appreciates your patience and shares in your frustration related to our distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users.

Unfortunately, despite the extensive preparation, it is necessary to pause this week's distance learning schedule.

**Teacher-led instruction through Blackboard 24/7 scheduled for tomorrow, April 16, and Friday, April 17, has been canceled.**

Teachers will be contacting students over the next two days through email and Google Classroom to ensure that third quarter work

assigned prior to March 13 is completed and submitted.

Technical teams for FCPS and Blackboard believe they have identified the root cause of the connectivity problems and that they involve a software issue. In order to work properly, staff must make necessary updates and patches to the system. On a system as large as FCPS', these critical updates take time. Additionally, there will be a staff training component attached to them. Updates will begin tonight (April 15), run through tomorrow, and staff training will take place on Friday.

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*in to the FCPS 24-7 site and authenticate their identity before they are permitted to join a virtual classroom.*

*“As a Fairfax County-based company, we are deeply committed to providing Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students.”*

Please continue to access learning resources and live streaming of instructional programming for elementary, middle and high school students available on [local cable channels](#). Additional distance learning resources by grade level are available on the FCPS website: [Distance Learning](#).

Fairfax County Public Schools

**From:** [Fowler, Julie P.](#)  
**To:** [Smith, Marty K.](#); [Luftglass, Maribeth](#); [Ivey, Frances W](#)  
**Subject:** Presentation  
**Date:** Thursday, April 16, 2020 9:07:50 AM  
**Attachments:** [Distance Learning Update April 16, 2020 v4.pptx](#)

---

Please check side 4 especially.

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047



**From:** [Johnson, Teresa L](#)  
**To:** [Sizemore Heizer, Rachna \(School Board Member\)](#)  
**Cc:** [Brabrand, Scott S](#); [Presidio, Sloan](#); [Luftglass, Maribeth](#); [Torre, John](#)  
**Subject:** Re: [External] Distance Learning  
**Date:** Thursday, April 16, 2020 9:06:29 AM

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No, that is not true at all.

Sent from my iPhone

On Apr 16, 2020, at 9:05 AM, Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)> wrote:

I'm getting many emails such as these.  
Thoughts on how to respond?

I'm also getting many angry messages from parents of special education children who've received nothing from case managers and teachers.  
I'm also being told by special ed case managers and teachers they were told not to reach out to families for weeks. Not even to check in. Not to say hi. Some call it being "forbidden" to make any contact til they were given their "script"  
Is this true?

Thanks  
Rachna  
Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

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**From:** Diane [REDACTED]  
**Sent:** Thursday, April 16, 2020 8:55:31 AM  
**To:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** [External] Distance Learning

Dear Ms. Sizemore-Heizer,

I am the parent of a sophomore at West Springfield High School. We have been patiently waiting for FCPS to get their distance learning launched. We are a military family and have seen friends in other districts get launched with their distance learning within days! I have given the county grace as I know this is a big county that is concerned with the inequities of their student population. We have been long awaiting the reveal of the distance learning plan which has been proven to provide our high school students with very little content. [REDACTED]

[REDACTED] Again, I understand that you are thinking about the students in the community that don't have the resources. However, you are harming the students who are high achieving and capable students. They are left floundering for an entire month while the county figures out how to go to distance learning. [REDACTED]

[REDACTED]

What has happened to our country is unprecedented but the way Fairfax County has reacted has been a big disappointment! Why has the county insisted on using Blackboard when the rest of the country is seamlessly using Zoom or Google Classroom? Clearly Blackboard can't handle the load placed on it. Why can't the teachers use Zoom to meet with their students? Instead the county has made the process much more difficult for students to log on. What about those kindergartners who have to use the cumbersome Blackboard system to meet virtually.

[REDACTED]

Other friends of mine with younger children have decided to home-school their children because it's taken the county so long to get their act together. And now that distance learning was supposed to begin this week, those parents found the format an interruption in their home-school scheduling.

As for the packets, who in their right mind thought that spending the money on those resources was a good thing? Other school districts I know made those packets locally and the parents came in small groups to pick them up and saved the county tons of money. Parents that I know that have received those packets have gotten multiple copies when they tried to opt-out. Other parents say that it takes their students only one hour to do the entire packet. Other parents with students in different grades say there is a lot of the same content in each packet. Can we please reexamine the worth of the those packets and save our county money? Can we please look into using Zoom or Google Classroom? Both those sites have proven themselves to be easy to use and valuable to the learning experience. Can we please look into how we are going to cover the missed content from this gap in learning?

Our students are deep in summer mode because the county took too long to implement the distance learning plan and then when it finally launched it was an epic fail.

Please, I know we can do better.

Thank you for your time.

Sincerely,

Diane Dickerson

Sent from [Outlook](#)





<b>Page visits by Teachers, and Administrators</b>	26,110	27,892	28,202	13,972	15,426	51,464	49,630	32,438	860,141
<b>Elementary Specific Resources</b>	5.30%	6.05%	6.63%	6.26%	6.09%	3.71%	5.09%	6.07%	
<b>Help / Support</b>	81.46%	80.10%	78.61%	80.39%	80.83%	82.56%	84.14%	84.43%	
<b>Middle and High School Specific Resources</b>	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	
<b>Online Teaching Tools</b>	11.35%	11.91%	12.31%	10.97%	10.55%	12.32%	9.26%	8.21%	
<b>School Counseling Professionals</b>	0.10%	0.12%	0.12%	0.15%	0.23%	0.14%	0.14%	0.13%	
<b>Start Here-General Considerations</b>	1.01%	1.09%	1.36%	1.39%	1.55%	0.81%	0.82%	0.74%	
<b>Student Support Resources</b>	0.79%	0.72%	0.96%	0.84%	0.75%	0.45%	0.55%	0.42%	

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Derek Kelley  
Coordinator, Instructional Technology Integration

(571)-423-4573--phone  
Fairfax County Public Schools  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031







<b>Page visits by Teachers, and Administrators</b>	26,110	27,892	28,202	13,972	15,426	51,464	49,630	32,438	860,141
<b>Elementary Specific Resources</b>	5.30%	6.05%	6.63%	6.26%	6.09%	3.71%	5.09%	6.07%	
<b>Help / Support</b>	81.46%	80.10%	78.61%	80.39%	80.83%	82.56%	84.14%	84.43%	
<b>Middle and High School Specific Resources</b>	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	
<b>Online Teaching Tools</b>	11.35%	11.91%	12.31%	10.97%	10.55%	12.32%	9.26%	8.21%	
<b>School Counseling Professionals</b>	0.10%	0.12%	0.12%	0.15%	0.23%	0.14%	0.14%	0.13%	
<b>Start Here-General Considerations</b>	1.01%	1.09%	1.36%	1.39%	1.55%	0.81%	0.82%	0.74%	
<b>Student Support Resources</b>	0.79%	0.72%	0.96%	0.84%	0.75%	0.45%	0.55%	0.42%	

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Derek Kelley  
Coordinator, Instructional Technology Integration

(571)-423-4573--phone  
Fairfax County Public Schools  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031

**From:** [Fowler, Julie P.](#)  
**To:** [Luftglass, Maribeth](#)  
**Subject:** RE: Updated Blackboard Resource Course Usage- April 14 and 15  
**Date:** Thursday, April 16, 2020 8:29:46 AM

Maribeth – I will need you to translate this into a bullet. I'm not getting it.

Julie Fowler  
 Manager of Business Operations  
 Chief Operating Office  
 Fairfax County Public Schools  
 Telephone: 571-423-1047

**From:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Sent:** Thursday, April 16, 2020 8:29 AM  
**To:** Fowler, Julie P. <JPFowler1@fcps.edu>; Smith, Marty K. <mksmith@fcps.edu>  
**Subject:** FW: Updated Blackboard Resource Course Usage- April 14 and 15

**From:** Presidio, Sloan  
**Sent:** Thursday, April 16, 2020 8:27 AM  
**To:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Subject:** FW: Updated Blackboard Resource Course Usage- April 14 and 15

**From:** Kelley, Derek <dkelley@fcps.edu>  
**Sent:** Thursday, April 16, 2020 8:20 AM  
**To:** Presidio, Sloan <sjpresidio@fcps.edu>; Torre, John <jitorre@fcps.edu>  
**Cc:** Klimenko, Noel C. <ncklimenko@fcps.edu>  
**Subject:** Updated Blackboard Resource Course Usage- April 14 and 15

I have updated the resource course usage information below to include 4/14 and 4/15. We are still seeing a lot of traffic to these sites, even with the blackboard issues the past three days. This shows me that there is a lot of demand for these resources and give me the impression that the system demand on Blackboard is going to continue to be very high.

Derek

### Elementary School Resource Site

Date	4/8/2020	4/9/2020	4/10/2020	4/11/2020	4/12/2020	4/13/2020	4/14/2020	4/15/2020	Total number of Views
<b>Page visits by Students, Parents, Teachers, and Administrators</b>	31,312	36,890	40,076	18,030	30,028	85,948	146,372	60,608	2,202,349
<b>CCT @ Home</b>	n/a	n/a	n/a	n/a	n/a	n/a	0.03%	0.11%	
<b>Career Connections</b>	0.08%	0.10%	0.06%	0.12%	0.16%	0.10%	0.09%	0.12%	
<b>CompSci &amp; Engr (STEAM)</b>	0.20%	0.20%	0.25%	0.26%	0.23%	0.14%	0.19%	0.24%	
<b>Digital Citizenship</b>	0.32%	0.40%	0.61%	0.58%	0.61%	0.33%	0.44%	0.46%	
<b>ESOL</b>	0.96%	0.79%	0.97%	0.93%	0.77%	0.54%	0.65%	0.65%	
<b>FCPS Get2Green</b>	0.13%	0.15%	0.15%	0.17%	0.15%	0.10%	0.12%	0.15%	
<b>Global Classroom Project</b>	0.13%	0.18%	0.20%	0.23%	0.25%	0.16%	0.17%	0.25%	
<b>Grade 1</b>	10.51%	13.10%	12.71%	14.83%	14.63%	14.03%	14.05%	14.29%	
<b>Grade 2</b>	13.98%	12.05%	12.36%	12.78%	13.26%	14.29%	14.13%	13.44%	
<b>Grade 3</b>	13.00%	14.81%	14.35%	12.84%	12.60%	12.95%	13.90%	12.43%	
<b>Grade 4</b>	13.17%	12.28%	11.24%	11.58%	11.80%	12.45%	11.94%	12.10%	
<b>Grade 5</b>	13.34%	12.00%	12.21%	11.68%	11.55%	11.89%	11.68%	10.74%	
<b>Grade 6</b>	13.31%	11.96%	11.13%	11.20%	11.78%	9.84%	10.96%	10.90%	
<b>Library</b>	1.09%	0.85%	0.79%	0.72%	0.66%	0.62%	1.01%	1.10%	
<b>PreK &amp; Kindergarten</b>	11.54%	12.85%	14.39%	12.65%	12.01%	13.53%	11.89%	13.04%	
<b>Prekindergarten</b>	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.01%	0.00%	
<b>Project-Based Learning</b>	0.82%	0.68%	0.84%	0.87%	0.78%	0.55%	0.59%	0.85%	



<b>Resources</b>									
<b>Online Teaching Tools</b>	11.35%	11.91%	12.31%	10.97%	10.55%	12.32%	9.26%	8.21%	
<b>School Counseling Professionals</b>	0.10%	0.12%	0.12%	0.15%	0.23%	0.14%	0.14%	0.13%	
<b>Start Here-General Considerations</b>	1.01%	1.09%	1.36%	1.39%	1.55%	0.81%	0.82%	0.74%	
<b>Student Support Resources</b>	0.79%	0.72%	0.96%	0.84%	0.75%	0.45%	0.55%	0.42%	

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Derek Kelley  
Coordinator, Instructional Technology Integration

(571)-423-4573--phone  
Fairfax County Public Schools  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031

**From:** [Fowler, Julie P.](#)  
**To:** [Luftglass, Maribeth](#)  
**Subject:** RE: Updated Blackboard Resource Course Usage- April 14 and 15  
**Date:** Thursday, April 16, 2020 8:29:46 AM

Maribeth – I will need you to translate this into a bullet. I'm not getting it.

Julie Fowler  
 Manager of Business Operations  
 Chief Operating Office  
 Fairfax County Public Schools  
 Telephone: 571-423-1047

**From:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Sent:** Thursday, April 16, 2020 8:29 AM  
**To:** Fowler, Julie P. <JPFowler1@fcps.edu>; Smith, Marty K. <mksmith@fcps.edu>  
**Subject:** FW: Updated Blackboard Resource Course Usage- April 14 and 15

**From:** Presidio, Sloan  
**Sent:** Thursday, April 16, 2020 8:27 AM  
**To:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Subject:** FW: Updated Blackboard Resource Course Usage- April 14 and 15

**From:** Kelley, Derek <dkelley@fcps.edu>  
**Sent:** Thursday, April 16, 2020 8:20 AM  
**To:** Presidio, Sloan <sjpresidio@fcps.edu>; Torre, John <jitorre@fcps.edu>  
**Cc:** Klimenko, Noel C. <ncklimenko@fcps.edu>  
**Subject:** Updated Blackboard Resource Course Usage- April 14 and 15

I have updated the resource course usage information below to include 4/14 and 4/15. We are still seeing a lot of traffic to these sites, even with the blackboard issues the past three days. This shows me that there is a lot of demand for these resources and give me the impression that the system demand on Blackboard is going to continue to be very high.

Derek

### Elementary School Resource Site

Date	4/8/2020	4/9/2020	4/10/2020	4/11/2020	4/12/2020	4/13/2020	4/14/2020	4/15/2020	Total number of Views
<b>Page visits by Students, Parents, Teachers, and Administrators</b>	31,312	36,890	40,076	18,030	30,028	85,948	146,372	60,608	2,202,349
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<b>Career Connections</b>	0.08%	0.10%	0.06%	0.12%	0.16%	0.10%	0.09%	0.12%	
<b>CompSci &amp; Engr (STEAM)</b>	0.20%	0.20%	0.25%	0.26%	0.23%	0.14%	0.19%	0.24%	
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<b>Global Classroom Project</b>	0.13%	0.18%	0.20%	0.23%	0.25%	0.16%	0.17%	0.25%	
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<b>Project-Based Learning</b>	0.82%	0.68%	0.84%	0.87%	0.78%	0.55%	0.59%	0.85%	



<b>Resources</b>									
<b>Online Teaching Tools</b>	11.35%	11.91%	12.31%	10.97%	10.55%	12.32%	9.26%	8.21%	
<b>School Counseling Professionals</b>	0.10%	0.12%	0.12%	0.15%	0.23%	0.14%	0.14%	0.13%	
<b>Start Here-General Considerations</b>	1.01%	1.09%	1.36%	1.39%	1.55%	0.81%	0.82%	0.74%	
<b>Student Support Resources</b>	0.79%	0.72%	0.96%	0.84%	0.75%	0.45%	0.55%	0.42%	

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Derek Kelley  
Coordinator, Instructional Technology Integration

(571)-423-4573--phone  
Fairfax County Public Schools  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031

**From:** [Siegl, Jim F.](#)  
**To:** [Luftglass, Maribeth](#); [Kretzer, Sandy](#)  
**Cc:** [Downey, Paul J.](#); [Calderon, Allison H.](#); [Jewell, Tracey D.](#)  
**Subject:** RE: Message for Parents  
**Date:** Thursday, April 16, 2020 8:29:09 AM

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**Google Classroom courses updated in last 30 days(includes teachers with multiple courses): 12,827**

**Distinct Teacher Count with Google Classroom courses updated in last 30 days: 6461**

In google all staff have ability to create courses so I don't have a ready count for # of teachers for percentage, if one assumes 15k the % would be 43%, it would be 51% if you use the ~12.5k number from NCES

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 8:07 AM  
**To:** Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>  
**Subject:** RE: Message for Parents

LT meeting starts at 8:30 and School Board meeting starts at 10.

---

**From:** Kretzer, Sandy  
**Sent:** Thursday, April 16, 2020 8:06 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>  
**Subject:** Re: Message for Parents

I am sure Paul has this one but including Jim for continuity and team effort. Everything is related and today is going to (again) be challenging.

Sandy

On Apr 16, 2020, at 8:02 AM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Thanks. I also need a current number of how many times the Distance Learning Plan curriculum resources have been accessed on Blackboard.

Thanks,  
Maribeth

---



**From:** Kretzer, Sandy  
**Sent:** Thursday, April 16, 2020 7:49 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** Re: Message for Parents

I asked Jim this AM,

He is still digging but please see below

Sandy

How fortunate I spend last night running that query and am cleaning up the data right now ;-)

This is a heavily qualified answer because of what “active classroom” means

There are 8069 teacher that have create one or more courses since July 1 of 2019

We need to dive more into the data to weed out

- Teachers that only have 1 course (are named test course)
- Course where last update is greater than 45 days ago

I am digging into this right now, but about half is a good guess  
Available for a call if needed 703-474-5772

Sandy Kretzer  
Director IT/EISA  
Fairfax County Public Schools  
703.329.7444

On Apr 15, 2020, at 11:13 PM, Luftglass, Maribeth  
<[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

I need the percentage of teachers who have active Classroom sites

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

Begin forwarded message:

**From:** "Brabrand, Scott S" <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>  
**Date:** April 15, 2020 at 11:09:26 PM EDT  
**To:** "Meren, Melanie K (School Board Member)" <[mkmmeren@fcps.edu](mailto:mkmmeren@fcps.edu)>, "Sizemore Heizer, Rachna (School Board Member)" <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>, "Torre, John" <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>, "Frisch, Karl V (School Board Member)" <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>, "Cohen, Laura Jane H (School Board Member)" <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>, School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>, Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>, Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** Meren, Melanie K (School Board Member) <[mkmmeren@fcps.edu](mailto:mkmmeren@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 7:23:20 PM  
**To:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

I agree - why can't we use Google Classroom, which they are already on? Has that been explored? Can we please receive an answer to "why not Google"?

Also, the message needs to go via text, too.

Thanks.  
Melanie

Melanie Meren  
Hunter Mill District Representative  
Fairfax County School Board  
571-423-1082

(Note that correspondence with School Board members is subject to the Virginia Freedom Of Information Act.)

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**From:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:56:47 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Phone call. And contacting via phone call. NOT just via email.

And why can't we use google classroom? Google hangout? Why can't we at least have the teachers and students connect that way this week until BB issues can be resolved. Everything I'm hearing points the value of that connection and the deep need for that connection. We need to be creative and agile.

This email reads as way too defensive and not understanding enough. of the frustration of these problems coming up after four weeks of preparation. We need to own this more in this email.

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

---

**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:36:53 PM  
**To:** Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** RE: Message for Parents

Made a few more changes. Will send back around a revised version

---

**From:** Frisch, Karl V (School Board Member)  
**Sent:** Wednesday, April 15, 2020 6:35 PM  
**To:** Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

The defensive posture/language makes me squirm — “there was no indication that the system would be unable to handle the volume,” ... “despite the extensive preparation” etc.

So many questions. I guess we’ll get into this tomorrow.

Karl

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KARL FRISCH  
Providence District Representative  
Fairfax County School Board  
(571) 423-1084

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act (FOIA). This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it. Only a few topics are exempt from disclosure such as information about identifiable students and personnel information about individual employees.

---

**From:** Cohen, Laura Jane H (School Board Member)  
<[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:19:52 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Wow. Just wow.  
I just cannot believe this.

Laura Jane Cohen  
FCPS School Board Member  
Springfield District

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

---

**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:07:52 PM  
**To:** School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>;  
Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Message for Parents

Good evening, the message below will be sent to parents by  
7 p.m. Thanks

Dear Families,

FCPS sincerely appreciates your patience and shares in your frustration related to our distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users.

Unfortunately, despite the extensive preparation, it is necessary to pause this week's distance learning schedule.

**Teacher-led instruction through Blackboard 24/7 scheduled for tomorrow, April 16, and Friday, April 17, has been canceled.**

Teachers will be contacting students over the next two days through email and Google Classroom to ensure that third quarter work assigned prior to March 13 is completed and submitted.

Technical teams for FCPS and Blackboard believe they have identified the root cause of the connectivity problems and that they

involve a software issue. In order to work properly, staff must make necessary updates and patches to the system. On a system as large as FCPS', these critical updates take time. Additionally, there will be a staff training component attached to them. Updates will begin tonight (April 15), run through tomorrow, and staff training will take place on Friday.

**Teacher-led instruction for students is expected to resume on Monday, April 20.** We will reassess the situation and provide an update Friday.

Blackboard has shared the following statement with Fairfax County Public Schools:

*"Blackboard has been working hard with Fairfax County Public Schools to move its 189,000 students to fully remote instruction during this unprecedented crisis. We encountered unexpected technical challenges over the past couple of days that caused some users to experience issues when logging into the FCPS 24-7 Learning site, and we are working closely with FCPS to resolve the issues as quickly as possible. In addition, we are working with FCPS to require students to log in to the FCPS 24-7 site and authenticate their identity before they are permitted to join a virtual classroom.*

*"As a Fairfax County-based company, we are deeply committed to providing Fairfax*

*students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students.”*

Please continue to access learning resources and live streaming of instructional programming for elementary, middle and high school students available on local cable channels. Additional distance learning resources by grade level are available on the FCPS website: [Distance Learning](#).

Fairfax County Public Schools



**From:** [Luftglass, Maribeth](#)  
**To:** [Fowler, Julie P.](#); [Smith, Marty K. \(mksmith@fcps.edu\)](#)  
**Subject:** FW: Updated Blackboard Resource Course Usage- April 14 and 15  
**Date:** Thursday, April 16, 2020 8:29:00 AM

**From:** Presidio, Sloan  
**Sent:** Thursday, April 16, 2020 8:27 AM  
**To:** Luftglass, Maribeth <mluftglass@fcps.edu>  
**Subject:** FW: Updated Blackboard Resource Course Usage- April 14 and 15

**From:** Kelley, Derek <dlkelley@fcps.edu>  
**Sent:** Thursday, April 16, 2020 8:20 AM  
**To:** Presidio, Sloan <sjpresidio@fcps.edu>; Torre, John <jjtorre@fcps.edu>  
**Cc:** Klimenko, Noel C. <ncklimenko@fcps.edu>  
**Subject:** Updated Blackboard Resource Course Usage- April 14 and 15

I have updated the resource course usage information below to include 4/14 and 4/15. We are still seeing a lot of traffic to these sites, even with the blackboard issues the past three days. This shows me that there is a lot of demand for these resources and give me the impression that the system demand on Blackboard is going to continue to be very high.

Derek

### Elementary School Resource Site

Date	4/8/2020	4/9/2020	4/10/2020	4/11/2020	4/12/2020	4/13/2020	4/14/2020	4/15/2020	Total number of Views
Page visits by Students, Parents, Teachers, and Administrators	31,312	36,890	40,076	18,030	30,028	85,948	146,372	60,608	2,202,349
CCT @ Home	n/a	n/a	n/a	n/a	n/a	n/a	0.03%	0.11%	
Career Connections	0.08%	0.10%	0.06%	0.12%	0.16%	0.10%	0.09%	0.12%	
CompSci & Engr (STEAM)	0.20%	0.20%	0.25%	0.26%	0.23%	0.14%	0.19%	0.24%	
Digital Citizenship	0.32%	0.40%	0.61%	0.58%	0.61%	0.33%	0.44%	0.46%	
ESOL	0.96%	0.79%	0.97%	0.93%	0.77%	0.54%	0.65%	0.65%	
FCPS Get2Green	0.13%	0.15%	0.15%	0.17%	0.15%	0.10%	0.12%	0.15%	
Global Classroom Project	0.13%	0.18%	0.20%	0.23%	0.25%	0.16%	0.17%	0.25%	
Grade 1	10.51%	13.10%	12.71%	14.83%	14.63%	14.03%	14.05%	14.29%	
Grade 2	13.98%	12.05%	12.36%	12.78%	13.26%	14.29%	14.13%	13.44%	
Grade 3	13.00%	14.81%	14.35%	12.84%	12.60%	12.95%	13.90%	12.43%	
Grade 4	13.17%	12.28%	11.24%	11.58%	11.80%	12.45%	11.94%	12.10%	
Grade 5	13.34%	12.00%	12.21%	11.68%	11.55%	11.89%	11.68%	10.74%	
Grade 6	13.31%	11.96%	11.13%	11.20%	11.78%	9.84%	10.96%	10.90%	
Library	1.09%	0.85%	0.79%	0.72%	0.66%	0.62%	1.01%	1.10%	
PreK & Kindergarten	11.54%	12.85%	14.39%	12.65%	12.01%	13.53%	11.89%	13.04%	
Prekindergarten	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.01%	0.00%	
Project-Based Learning	0.82%	0.68%	0.84%	0.87%	0.78%	0.55%	0.59%	0.85%	
School Counseling	0.11%	0.17%	0.18%	0.27%	0.26%	0.11%	0.13%	0.15%	
Special Education	2.89%	3.53%	2.88%	2.42%	2.41%	1.68%	1.77%	2.34%	
Support Resources	0.80%	0.76%	0.86%	1.16%	1.17%	1.02%	1.00%	0.99%	
Video Learning	3.63%	3.15%	3.81%	4.70%	4.93%	5.66%	5.25%	5.64%	

### Middle and High School Resources

Date	4/8/2020	4/9/2020	4/10/2020	4/11/2020	4/12/2020	4/13/2020	4/14/2020	4/15/2020	Total number of Views
Page visits by Students, Parents, Teachers, and	6,734	7,596	7,910	4,884	7,910	18,486	17,752	7,238	693,774

<b>Administrators</b>									
<b>AP &amp; IBDP</b>	1.47%	1.18%	1.58%	1.52%	1.57%	1.32%	1.27%	1.72%	
<b>AVID</b>	0.46%	0.69%	0.56%	0.53%	0.58%	0.66%	0.54%	0.39%	
<b>Career and Technical Education</b>	1.97%	1.89%	0.84%	1.10%	0.83%	1.33%	0.91%	1.03%	
<b>Counseling, College and Career Readiness</b>	0.20%	0.25%	0.07%	0.06%	0.07%	0.39%	0.41%	0.70%	
<b>Digital Citizenship</b>	0.40%	0.32%	0.23%	0.23%	0.23%	0.12%	0.15%	0.25%	
<b>English Language Development (ESOL)</b>	1.71%	1.50%	1.81%	1.78%	1.80%	1.11%	1.30%	1.47%	
<b>FCPS Get2Green</b>	0.03%	0.00%	0.05%	0.03%	0.05%	0.00%	0.06%	0.03%	
<b>Fine Arts</b>	2.49%	2.01%	2.28%	1.91%	2.31%	2.03%	1.87%	2.09%	
<b>Global Classroom Project</b>	0.09%	0.22%	0.02%	0.05%	0.02%	0.12%	0.20%	0.19%	
<b>Health &amp; Physical Education</b>	1.39%	1.84%	1.70%	1.97%	1.69%	1.64%	2.86%	3.31%	
<b>Language Arts-English</b>	4.51%	6.27%	6.06%	5.77%	6.02%	4.79%	5.44%	5.03%	
<b>Library Resources</b>	0.92%	0.59%	0.49%	0.42%	0.51%	0.26%	0.52%	0.56%	
<b>Literacy Intervention</b>	0.66%	0.22%	0.14%	0.11%	0.14%	0.14%	0.22%	0.19%	
<b>Mathematics</b>	17.46%	15.56%	10.80%	11.50%	10.76%	13.42%	13.30%	14.18%	
<b>Middle School Distance Learning Packets</b>	36.59%	42.72%	49.00%	48.99%	49.12%	44.05%	44.21%	40.76%	
<b>Optional Computer Science Self-Directed Learning</b>	0.12%	0.39%	0.14%	0.23%	0.16%	0.19%	0.15%	0.08%	
<b>Project-based Learning (PBL)</b>	0.29%	0.12%	0.42%	0.11%	0.42%	0.27%	0.33%	0.36%	
<b>Science</b>	7.17%	5.37%	6.13%	5.66%	6.09%	4.78%	5.21%	6.81%	
<b>Social Studies</b>	7.92%	5.42%	4.62%	3.95%	4.64%	3.91%	4.74%	4.70%	
<b>Special Education</b>	5.90%	4.44%	2.32%	3.65%	2.31%	2.73%	4.42%	3.95%	
<b>Support Resources</b>	0.66%	0.69%	0.74%	0.65%	0.74%	0.63%	0.66%	0.72%	
<b>Video Learning</b>	5.35%	5.98%	8.46%	8.15%	8.40%	9.50%	9.22%	9.09%	
<b>World Languages</b>	2.25%	2.35%	1.53%	1.63%	1.55%	6.62%	2.03%	2.39%	

### Teacher Continuity of Learning Resource Site

Date	4/8/2020	4/9/2020	4/10/2020	4/11/2020	4/12/2020	4/13/2020	4/14/2020	4/15/2020	Total number of Views
<b>Page visits by Teachers, and Administrators</b>	26,110	27,892	28,202	13,972	15,426	51,464	49,630	32,438	860,141
<b>Elementary Specific Resources</b>	5.30%	6.05%	6.63%	6.26%	6.09%	3.71%	5.09%	6.07%	
<b>Help / Support</b>	81.46%	80.10%	78.61%	80.39%	80.83%	82.56%	84.14%	84.43%	
<b>Middle and High School Specific Resources</b>	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	
<b>Online Teaching Tools</b>	11.35%	11.91%	12.31%	10.97%	10.55%	12.32%	9.26%	8.21%	
<b>School Counseling Professionals</b>	0.10%	0.12%	0.12%	0.15%	0.23%	0.14%	0.14%	0.13%	
<b>Start Here-General Considerations</b>	1.01%	1.09%	1.36%	1.39%	1.55%	0.81%	0.82%	0.74%	
<b>Student Support Resources</b>	0.79%	0.72%	0.96%	0.84%	0.75%	0.45%	0.55%	0.42%	

Derek Kelley  
Coordinator, Instructional Technology Integration

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8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031

**From:** [Luftglass, Maribeth](#)  
**To:** [Fowler, Julie P.](#); [Smith, Marty K. \(mksmith@fcps.edu\)](#)  
**Subject:** FW: Updated Blackboard Resource Course Usage- April 14 and 15  
**Date:** Thursday, April 16, 2020 8:29:00 AM

**From:** Presidio, Sloan  
**Sent:** Thursday, April 16, 2020 8:27 AM  
**To:** Luftglass, Maribeth <mluftglass@fcps.edu>  
**Subject:** FW: Updated Blackboard Resource Course Usage- April 14 and 15

**From:** Kelley, Derek <dlkelley@fcps.edu>  
**Sent:** Thursday, April 16, 2020 8:20 AM  
**To:** Presidio, Sloan <sjpresidio@fcps.edu>; Torre, John <jjtorre@fcps.edu>  
**Cc:** Klimenko, Noel C. <ncklimenko@fcps.edu>  
**Subject:** Updated Blackboard Resource Course Usage- April 14 and 15

I have updated the resource course usage information below to include 4/14 and 4/15. We are still seeing a lot of traffic to these sites, even with the blackboard issues the past three days. This shows me that there is a lot of demand for these resources and give me the impression that the system demand on Blackboard is going to continue to be very high.

Derek

### Elementary School Resource Site

Date	4/8/2020	4/9/2020	4/10/2020	4/11/2020	4/12/2020	4/13/2020	4/14/2020	4/15/2020	Total number of Views
Page visits by Students, Parents, Teachers, and Administrators	31,312	36,890	40,076	18,030	30,028	85,948	146,372	60,608	2,202,349
CCT @ Home	n/a	n/a	n/a	n/a	n/a	n/a	0.03%	0.11%	
Career Connections	0.08%	0.10%	0.06%	0.12%	0.16%	0.10%	0.09%	0.12%	
CompSci & Engr (STEAM)	0.20%	0.20%	0.25%	0.26%	0.23%	0.14%	0.19%	0.24%	
Digital Citizenship	0.32%	0.40%	0.61%	0.58%	0.61%	0.33%	0.44%	0.46%	
ESOL	0.96%	0.79%	0.97%	0.93%	0.77%	0.54%	0.65%	0.65%	
FCPS Get2Green	0.13%	0.15%	0.15%	0.17%	0.15%	0.10%	0.12%	0.15%	
Global Classroom Project	0.13%	0.18%	0.20%	0.23%	0.25%	0.16%	0.17%	0.25%	
Grade 1	10.51%	13.10%	12.71%	14.83%	14.63%	14.03%	14.05%	14.29%	
Grade 2	13.98%	12.05%	12.36%	12.78%	13.26%	14.29%	14.13%	13.44%	
Grade 3	13.00%	14.81%	14.35%	12.84%	12.60%	12.95%	13.90%	12.43%	
Grade 4	13.17%	12.28%	11.24%	11.58%	11.80%	12.45%	11.94%	12.10%	
Grade 5	13.34%	12.00%	12.21%	11.68%	11.55%	11.89%	11.68%	10.74%	
Grade 6	13.31%	11.96%	11.13%	11.20%	11.78%	9.84%	10.96%	10.90%	
Library	1.09%	0.85%	0.79%	0.72%	0.66%	0.62%	1.01%	1.10%	
PreK & Kindergarten	11.54%	12.85%	14.39%	12.65%	12.01%	13.53%	11.89%	13.04%	
Prekindergarten	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.01%	0.00%	
Project-Based Learning	0.82%	0.68%	0.84%	0.87%	0.78%	0.55%	0.59%	0.85%	
School Counseling	0.11%	0.17%	0.18%	0.27%	0.26%	0.11%	0.13%	0.15%	
Special Education	2.89%	3.53%	2.88%	2.42%	2.41%	1.68%	1.77%	2.34%	
Support Resources	0.80%	0.76%	0.86%	1.16%	1.17%	1.02%	1.00%	0.99%	
Video Learning	3.63%	3.15%	3.81%	4.70%	4.93%	5.66%	5.25%	5.64%	

### Middle and High School Resources

Date	4/8/2020	4/9/2020	4/10/2020	4/11/2020	4/12/2020	4/13/2020	4/14/2020	4/15/2020	Total number of Views
Page visits by Students, Parents, Teachers, and	6,734	7,596	7,910	4,884	7,910	18,486	17,752	7,238	693,774

<b>Administrators</b>									
<b>AP &amp; IBDP</b>	1.47%	1.18%	1.58%	1.52%	1.57%	1.32%	1.27%	1.72%	
<b>AVID</b>	0.46%	0.69%	0.56%	0.53%	0.58%	0.66%	0.54%	0.39%	
<b>Career and Technical Education</b>	1.97%	1.89%	0.84%	1.10%	0.83%	1.33%	0.91%	1.03%	
<b>Counseling, College and Career Readiness</b>	0.20%	0.25%	0.07%	0.06%	0.07%	0.39%	0.41%	0.70%	
<b>Digital Citizenship</b>	0.40%	0.32%	0.23%	0.23%	0.23%	0.12%	0.15%	0.25%	
<b>English Language Development (ESOL)</b>	1.71%	1.50%	1.81%	1.78%	1.80%	1.11%	1.30%	1.47%	
<b>FCPS Get2Green</b>	0.03%	0.00%	0.05%	0.03%	0.05%	0.00%	0.06%	0.03%	
<b>Fine Arts</b>	2.49%	2.01%	2.28%	1.91%	2.31%	2.03%	1.87%	2.09%	
<b>Global Classroom Project</b>	0.09%	0.22%	0.02%	0.05%	0.02%	0.12%	0.20%	0.19%	
<b>Health &amp; Physical Education</b>	1.39%	1.84%	1.70%	1.97%	1.69%	1.64%	2.86%	3.31%	
<b>Language Arts-English</b>	4.51%	6.27%	6.06%	5.77%	6.02%	4.79%	5.44%	5.03%	
<b>Library Resources</b>	0.92%	0.59%	0.49%	0.42%	0.51%	0.26%	0.52%	0.56%	
<b>Literacy Intervention</b>	0.66%	0.22%	0.14%	0.11%	0.14%	0.14%	0.22%	0.19%	
<b>Mathematics</b>	17.46%	15.56%	10.80%	11.50%	10.76%	13.42%	13.30%	14.18%	
<b>Middle School Distance Learning Packets</b>	36.59%	42.72%	49.00%	48.99%	49.12%	44.05%	44.21%	40.76%	
<b>Optional Computer Science Self-Directed Learning</b>	0.12%	0.39%	0.14%	0.23%	0.16%	0.19%	0.15%	0.08%	
<b>Project-based Learning (PBL)</b>	0.29%	0.12%	0.42%	0.11%	0.42%	0.27%	0.33%	0.36%	
<b>Science</b>	7.17%	5.37%	6.13%	5.66%	6.09%	4.78%	5.21%	6.81%	
<b>Social Studies</b>	7.92%	5.42%	4.62%	3.95%	4.64%	3.91%	4.74%	4.70%	
<b>Special Education</b>	5.90%	4.44%	2.32%	3.65%	2.31%	2.73%	4.42%	3.95%	
<b>Support Resources</b>	0.66%	0.69%	0.74%	0.65%	0.74%	0.63%	0.66%	0.72%	
<b>Video Learning</b>	5.35%	5.98%	8.46%	8.15%	8.40%	9.50%	9.22%	9.09%	
<b>World Languages</b>	2.25%	2.35%	1.53%	1.63%	1.55%	6.62%	2.03%	2.39%	

### Teacher Continuity of Learning Resource Site

Date	4/8/2020	4/9/2020	4/10/2020	4/11/2020	4/12/2020	4/13/2020	4/14/2020	4/15/2020	Total number of Views
<b>Page visits by Teachers, and Administrators</b>	26,110	27,892	28,202	13,972	15,426	51,464	49,630	32,438	860,141
<b>Elementary Specific Resources</b>	5.30%	6.05%	6.63%	6.26%	6.09%	3.71%	5.09%	6.07%	
<b>Help / Support</b>	81.46%	80.10%	78.61%	80.39%	80.83%	82.56%	84.14%	84.43%	
<b>Middle and High School Specific Resources</b>	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	
<b>Online Teaching Tools</b>	11.35%	11.91%	12.31%	10.97%	10.55%	12.32%	9.26%	8.21%	
<b>School Counseling Professionals</b>	0.10%	0.12%	0.12%	0.15%	0.23%	0.14%	0.14%	0.13%	
<b>Start Here-General Considerations</b>	1.01%	1.09%	1.36%	1.39%	1.55%	0.81%	0.82%	0.74%	
<b>Student Support Resources</b>	0.79%	0.72%	0.96%	0.84%	0.75%	0.45%	0.55%	0.42%	

Derek Kelley  
Coordinator, Instructional Technology Integration

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Fairfax County Public Schools  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031

**From:** [Luftglass, Maribeth](#)  
**To:** [Fowler, Julie P.](#)  
**Subject:** Update  
**Date:** Thursday, April 16, 2020 8:28:00 AM

---

Slide 2,

Please change

- Collaborate Ultra is our virtual learning tool, which is used to support Online Campus

To

- Blackboard Collaborate is our virtual learning tool, which is used to support Online Campus

**From:** [Luftglass, Maribeth](#)  
**To:** [Fowler, Julie P.](#)  
**Subject:** Update  
**Date:** Thursday, April 16, 2020 8:28:00 AM

---

Slide 2,

Please change

- Collaborate Ultra is our virtual learning tool, which is used to support Online Campus

To

- Blackboard Collaborate is our virtual learning tool, which is used to support Online Campus



**From:** [Presidio\\_Sloan](#)  
**To:** [Luftglass\\_Maribeth](#)  
**Subject:** FW: Updated Blackboard Resource Course Usage- April 14 and 15  
**Date:** Thursday, April 16, 2020 8:27:16 AM

**From:** Kelley, Derek <dlkelley@fcps.edu>  
**Sent:** Thursday, April 16, 2020 8:20 AM  
**To:** Presidio, Sloan <sjpresidio@fcps.edu>; Torre, John <jjtorre@fcps.edu>  
**Cc:** Klimenko, Noel C. <ncklimenko@fcps.edu>  
**Subject:** Updated Blackboard Resource Course Usage- April 14 and 15

I have updated the resource course usage information below to include 4/14 and 4/15. We are still seeing a lot of traffic to these sites, even with the blackboard issues the past three days. This shows me that there is a lot of demand for these resources and give me the impression that the system demand on Blackboard is going to continue to be very high.

Derek

### Elementary School Resource Site

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Career Connections	0.08%	0.10%	0.06%	0.12%	0.16%	0.10%	0.09%	0.12%	
CompSci & Engr (STEAM)	0.20%	0.20%	0.25%	0.26%	0.23%	0.14%	0.19%	0.24%	
Digital Citizenship	0.32%	0.40%	0.61%	0.58%	0.61%	0.33%	0.44%	0.46%	
ESOL	0.96%	0.79%	0.97%	0.93%	0.77%	0.54%	0.65%	0.65%	
FCPS Get2Green	0.13%	0.15%	0.15%	0.17%	0.15%	0.10%	0.12%	0.15%	
Global Classroom Project	0.13%	0.18%	0.20%	0.23%	0.25%	0.16%	0.17%	0.25%	
Grade 1	10.51%	13.10%	12.71%	14.83%	14.63%	14.03%	14.05%	14.29%	
Grade 2	13.98%	12.05%	12.36%	12.78%	13.26%	14.29%	14.13%	13.44%	
Grade 3	13.00%	14.81%	14.35%	12.84%	12.60%	12.95%	13.90%	12.43%	
Grade 4	13.17%	12.28%	11.24%	11.58%	11.80%	12.45%	11.94%	12.10%	
Grade 5	13.34%	12.00%	12.21%	11.68%	11.55%	11.89%	11.68%	10.74%	
Grade 6	13.31%	11.96%	11.13%	11.20%	11.78%	9.84%	10.96%	10.90%	
Library	1.09%	0.85%	0.79%	0.72%	0.66%	0.62%	1.01%	1.10%	
PreK & Kindergarten	11.54%	12.85%	14.39%	12.65%	12.01%	13.53%	11.89%	13.04%	
Prekindergarten	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.01%	0.00%	
Project-Based Learning	0.82%	0.68%	0.84%	0.87%	0.78%	0.55%	0.59%	0.85%	
School Counseling	0.11%	0.17%	0.18%	0.27%	0.26%	0.11%	0.13%	0.15%	
Special Education	2.89%	3.53%	2.88%	2.42%	2.41%	1.68%	1.77%	2.34%	
Support Resources	0.80%	0.76%	0.86%	1.16%	1.17%	1.02%	1.00%	0.99%	
Video Learning	3.63%	3.15%	3.81%	4.70%	4.93%	5.66%	5.25%	5.64%	

### Middle and High School Resources

Date	4/8/2020	4/9/2020	4/10/2020	4/11/2020	4/12/2020	4/13/2020	4/14/2020	4/15/2020	Total number of Views
Page visits by Students, Parents, Teachers, and Administrators	6,734	7,596	7,910	4,884	7,910	18,486	17,752	7,238	693,774
AP & IB DP	1.47%	1.18%	1.58%	1.52%	1.57%	1.32%	1.27%	1.72%	
AVID	0.46%	0.69%	0.56%	0.53%	0.58%	0.66%	0.54%	0.39%	
Career and Technical Education	1.97%	1.89%	0.84%	1.10%	0.83%	1.33%	0.91%	1.03%	
Counseling,	0.20%	0.25%	0.07%	0.06%	0.07%	0.39%	0.41%	0.70%	

College and Career Readiness									
Digital Citizenship	0.40%	0.32%	0.23%	0.23%	0.23%	0.12%	0.15%	0.25%	
English Language Development (ESOL)	1.71%	1.50%	1.81%	1.78%	1.80%	1.11%	1.30%	1.47%	
FCPS Get2Green	0.03%	0.00%	0.05%	0.03%	0.05%	0.00%	0.06%	0.03%	
Fine Arts	2.49%	2.01%	2.28%	1.91%	2.31%	2.03%	1.87%	2.09%	
Global Classroom Project	0.09%	0.22%	0.02%	0.05%	0.02%	0.12%	0.20%	0.19%	
Health & Physical Education	1.39%	1.84%	1.70%	1.97%	1.69%	1.64%	2.86%	3.31%	
Language Arts-English	4.51%	6.27%	6.06%	5.77%	6.02%	4.79%	5.44%	5.03%	
Library Resources	0.92%	0.59%	0.49%	0.42%	0.51%	0.26%	0.52%	0.56%	
Literacy Intervention	0.66%	0.22%	0.14%	0.11%	0.14%	0.14%	0.22%	0.19%	
Mathematics	17.46%	15.56%	10.80%	11.50%	10.76%	13.42%	13.30%	14.18%	
Middle School Distance Learning Packets	36.59%	42.72%	49.00%	48.99%	49.12%	44.05%	44.21%	40.76%	
Optional Computer Science Self-Directed Learning	0.12%	0.39%	0.14%	0.23%	0.16%	0.19%	0.15%	0.08%	
Project-based Learning (PBL)	0.29%	0.12%	0.42%	0.11%	0.42%	0.27%	0.33%	0.36%	
Science	7.17%	5.37%	6.13%	5.66%	6.09%	4.78%	5.21%	6.81%	
Social Studies	7.92%	5.42%	4.62%	3.95%	4.64%	3.91%	4.74%	4.70%	
Special Education	5.90%	4.44%	2.32%	3.65%	2.31%	2.73%	4.42%	3.95%	
Support Resources	0.66%	0.69%	0.74%	0.65%	0.74%	0.63%	0.66%	0.72%	
Video Learning	5.35%	5.98%	8.46%	8.15%	8.40%	9.50%	9.22%	9.09%	
World Languages	2.25%	2.35%	1.53%	1.63%	1.55%	6.62%	2.03%	2.39%	

### Teacher Continuity of Learning Resource Site

Date	4/8/2020	4/9/2020	4/10/2020	4/11/2020	4/12/2020	4/13/2020	4/14/2020	4/15/2020	Total number of Views
Page visits by Teachers, and Administrators	26,110	27,892	28,202	13,972	15,426	51,464	49,630	32,438	860,141
Elementary Specific Resources	5.30%	6.05%	6.63%	6.26%	6.09%	3.71%	5.09%	6.07%	
Help / Support	81.46%	80.10%	78.61%	80.39%	80.83%	82.56%	84.14%	84.43%	
Middle and High School Specific Resources	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	
Online Teaching Tools	11.35%	11.91%	12.31%	10.97%	10.55%	12.32%	9.26%	8.21%	
School Counseling Professionals	0.10%	0.12%	0.12%	0.15%	0.23%	0.14%	0.14%	0.13%	
Start Here-General Considerations	1.01%	1.09%	1.36%	1.39%	1.55%	0.81%	0.82%	0.74%	
Student Support Resources	0.79%	0.72%	0.96%	0.84%	0.75%	0.45%	0.55%	0.42%	

Derek Kelley  
Coordinator, Instructional Technology Integration

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8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031



**From:** [Presidio\\_Sloan](#)  
**To:** [Luftglass\\_Maribeth](#)  
**Subject:** FW: Updated Blackboard Resource Course Usage- April 14 and 15  
**Date:** Thursday, April 16, 2020 8:27:16 AM

**From:** Kelley, Derek <dlkelley@fcps.edu>  
**Sent:** Thursday, April 16, 2020 8:20 AM  
**To:** Presidio, Sloan <sjpresidio@fcps.edu>; Torre, John <jjtorre@fcps.edu>  
**Cc:** Klimenko, Noel C. <ncklimenko@fcps.edu>  
**Subject:** Updated Blackboard Resource Course Usage- April 14 and 15

I have updated the resource course usage information below to include 4/14 and 4/15. We are still seeing a lot of traffic to these sites, even with the blackboard issues the past three days. This shows me that there is a lot of demand for these resources and give me the impression that the system demand on Blackboard is going to continue to be very high.

Derek

### Elementary School Resource Site

Date	4/8/2020	4/9/2020	4/10/2020	4/11/2020	4/12/2020	4/13/2020	4/14/2020	4/15/2020	Total number of Views
Page visits by Students, Parents, Teachers, and Administrators	31,312	36,890	40,076	18,030	30,028	85,948	146,372	60,608	2,202,349
CCT @ Home	n/a	n/a	n/a	n/a	n/a	n/a	0.03%	0.11%	
Career Connections	0.08%	0.10%	0.06%	0.12%	0.16%	0.10%	0.09%	0.12%	
CompSci & Engr (STEAM)	0.20%	0.20%	0.25%	0.26%	0.23%	0.14%	0.19%	0.24%	
Digital Citizenship	0.32%	0.40%	0.61%	0.58%	0.61%	0.33%	0.44%	0.46%	
ESOL	0.96%	0.79%	0.97%	0.93%	0.77%	0.54%	0.65%	0.65%	
FCPS Get2Green	0.13%	0.15%	0.15%	0.17%	0.15%	0.10%	0.12%	0.15%	
Global Classroom Project	0.13%	0.18%	0.20%	0.23%	0.25%	0.16%	0.17%	0.25%	
Grade 1	10.51%	13.10%	12.71%	14.83%	14.63%	14.03%	14.05%	14.29%	
Grade 2	13.98%	12.05%	12.36%	12.78%	13.26%	14.29%	14.13%	13.44%	
Grade 3	13.00%	14.81%	14.35%	12.84%	12.60%	12.95%	13.90%	12.43%	
Grade 4	13.17%	12.28%	11.24%	11.58%	11.80%	12.45%	11.94%	12.10%	
Grade 5	13.34%	12.00%	12.21%	11.68%	11.55%	11.89%	11.68%	10.74%	
Grade 6	13.31%	11.96%	11.13%	11.20%	11.78%	9.84%	10.96%	10.90%	
Library	1.09%	0.85%	0.79%	0.72%	0.66%	0.62%	1.01%	1.10%	
PreK & Kindergarten	11.54%	12.85%	14.39%	12.65%	12.01%	13.53%	11.89%	13.04%	
Prekindergarten	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.01%	0.00%	
Project-Based Learning	0.82%	0.68%	0.84%	0.87%	0.78%	0.55%	0.59%	0.85%	
School Counseling	0.11%	0.17%	0.18%	0.27%	0.26%	0.11%	0.13%	0.15%	
Special Education	2.89%	3.53%	2.88%	2.42%	2.41%	1.68%	1.77%	2.34%	
Support Resources	0.80%	0.76%	0.86%	1.16%	1.17%	1.02%	1.00%	0.99%	
Video Learning	3.63%	3.15%	3.81%	4.70%	4.93%	5.66%	5.25%	5.64%	

### Middle and High School Resources

Date	4/8/2020	4/9/2020	4/10/2020	4/11/2020	4/12/2020	4/13/2020	4/14/2020	4/15/2020	Total number of Views
Page visits by Students, Parents, Teachers, and Administrators	6,734	7,596	7,910	4,884	7,910	18,486	17,752	7,238	693,774
AP & IB DP	1.47%	1.18%	1.58%	1.52%	1.57%	1.32%	1.27%	1.72%	
AVID	0.46%	0.69%	0.56%	0.53%	0.58%	0.66%	0.54%	0.39%	
Career and Technical Education	1.97%	1.89%	0.84%	1.10%	0.83%	1.33%	0.91%	1.03%	
Counseling,	0.20%	0.25%	0.07%	0.06%	0.07%	0.39%	0.41%	0.70%	

College and Career Readiness									
Digital Citizenship	0.40%	0.32%	0.23%	0.23%	0.23%	0.12%	0.15%	0.25%	
English Language Development (ESOL)	1.71%	1.50%	1.81%	1.78%	1.80%	1.11%	1.30%	1.47%	
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### Teacher Continuity of Learning Resource Site

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Derek Kelley  
Coordinator, Instructional Technology Integration

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8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031



**From:** [Downey, Paul J.](#)  
**To:** [VanDenburg, Tom](#); [Luftglass, Maribeth](#); [DIT SMT](#); [Calderon, Allison H.](#)  
**Subject:** RE: Distance Learning Presentation and Attachments  
**Date:** Thursday, April 16, 2020 8:20:35 AM

---

Slide # 2 – Should remove Ultra since Online Campus uses Collaborate version 12.6 and not Collaborate Ultra:

- Collaborate Ultra is our virtual learning tool, which is used to support Online Campus

Slide # 12 – Suggested rewrite of the Answer:

Multiple departments had responsibility for oversight in ensuring distance learning would be ready to launch on day one. The Blackboard platform is used throughout the year but was not able to meet the increased access and usage. Our plan ensured the safety of student accounts and we have learned that we need to strengthen oversight and training of virtual tools as we know many of our teachers and students are adapting to distance learning.

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** VanDenburg, Tom <[tvandenburg@fcps.edu](mailto:tvandenburg@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 8:10 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; DIT SMT <[DIT\\_SMT@fcps.edu](mailto:DIT_SMT@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

Slide 5, *Students must log into FCPS 24/7 to access sessions*

Please remove 1 's' from sessions

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 8:07 AM  
**To:** DIT SMT <[DIT\\_SMT@fcps.edu](mailto:DIT_SMT@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Subject:** FW: Distance Learning Presentation and Attachments

Please review. Thanks.  
Maribeth

---

**From:** Fowler, Julie P.  
**Sent:** Thursday, April 16, 2020 7:43 AM

**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

Here is the edited one.

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 7:27 AM  
**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

One additional item, on slide 10, Google engineers expressed to our team last week that they would be concerned about handling our volume.

---

**From:** Fowler, Julie P.  
**Sent:** Wednesday, April 15, 2020 11:39 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** Re: Distance Learning Presentation and Attachments

We aren't posting it until the morning. I'll make these edits before LT.

On Apr 15, 2020, at 11:37 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Slide 5

- Students must log into FCPS 24/7 to access ~~classes~~ sessions

Slide 9

While Google Classroom is ~~ready~~ currently available as a supplement to Blackboard, fewer than 50% of our teachers have established Google Classroom sites. Therefore, there would be significant teacher training required and additional workload on teachers to create these sites.

Google does not provide viewing rights to parents or administrators. A summary email of student activity is available but does not provide full access to courses like Blackboard's ParentVue. Accounts.



Slide 10

Second question is missing the question mark at the end.

Slide 12

Unfortunately, due to systemwide failure to provide adequate oversight, some safety protocols were not followed.

---

**From:** Luftglass, Maribeth

**Sent:** Wednesday, April 15, 2020 11:22 PM

**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Smith, Marty K. ([mksmith@fcps.edu](mailto:mksmith@fcps.edu)) <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>

**Subject:** RE: Distance Learning Presentation and Attachments

Thanks for pulling this together. Assume this won't be posted to Boarddocs tonight?  
See some typos.

---

**From:** Fowler, Julie P.

**Sent:** Wednesday, April 15, 2020 10:52 PM

**To:** Baenig, Rebecca G <[RGBaenig@fcps.edu](mailto:RGBaenig@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>; Duran, Francisco <[fdduran@fcps.edu](mailto:fdduran@fcps.edu)>; Foster, John <[jefoster@fcps.edu](mailto:jefoster@fcps.edu)>; Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Greve, Lisa <[llgreve@fcps.edu](mailto:llgreve@fcps.edu)>; Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Kneale, Marcy G <[mgkneale@fcps.edu](mailto:mgkneale@fcps.edu)>; Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>; Rhodes, Yvette P. <[YPRhodes@fcps.edu](mailto:YPRhodes@fcps.edu)>; Skahen, Tracey <[tlskahen@fcps.edu](mailto:tlskahen@fcps.edu)>; Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Thomas, Kathleen <[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Tyler, Deborah L <[dltyler@fcps.edu](mailto:dltyler@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Hruda, Ludmila (Lidi) <[LZHruda@fcps.edu](mailto:LZHruda@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>

**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>

**Subject:** Distance Learning Presentation and Attachments

[REDACTED]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Downey, Paul J.](#)  
**To:** [VanDenburg, Tom](#); [Luftglass, Maribeth](#); [DIT SMT](#); [Calderon, Allison H.](#)  
**Subject:** RE: Distance Learning Presentation and Attachments  
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Multiple departments had responsibility for oversight in ensuring distance learning would be ready to launch on day one. The Blackboard platform is used throughout the year but was not able to meet the increased access and usage. Our plan ensured the safety of student accounts and we have learned that we need to strengthen oversight and training of virtual tools as we know many of our teachers and students are adapting to distance learning.

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**Subject:** FW: Distance Learning Presentation and Attachments

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**From:** Fowler, Julie P.  
**Sent:** Thursday, April 16, 2020 7:43 AM

**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
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**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

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**Sent:** Wednesday, April 15, 2020 11:39 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
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Slide 5

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Slide 9

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**Sent:** Wednesday, April 15, 2020 11:22 PM

**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Smith, Marty K. ([mksmith@fcps.edu](mailto:mksmith@fcps.edu)) <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>

**Subject:** RE: Distance Learning Presentation and Attachments

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See some typos.

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**From:** Fowler, Julie P.

**Sent:** Wednesday, April 15, 2020 10:52 PM

**To:** Baenig, Rebecca G <[RGBaenig@fcps.edu](mailto:RGBaenig@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>; Duran, Francisco <[fdduran@fcps.edu](mailto:fdduran@fcps.edu)>; Foster, John <[jefoster@fcps.edu](mailto:jefoster@fcps.edu)>; Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Greve, Lisa <[llgreve@fcps.edu](mailto:llgreve@fcps.edu)>; Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Kneale, Marcy G <[mgkneale@fcps.edu](mailto:mgkneale@fcps.edu)>; Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>; Rhodes, Yvette P. <[YPRhodes@fcps.edu](mailto:YPRhodes@fcps.edu)>; Skahen, Tracey <[tlskahen@fcps.edu](mailto:tlskahen@fcps.edu)>; Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Thomas, Kathleen <[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Tyler, Deborah L <[dlttyler@fcps.edu](mailto:dlttyler@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Hruda, Ludmila (Lidi) <[LZHruda@fcps.edu](mailto:LZHruda@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>

**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>

**Subject:** Distance Learning Presentation and Attachments

[REDACTED]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Kretzer, Sandy](#)  
**To:** [Jewell, Tracey D.](#)  
**Cc:** [Calderon, Allison H.](#); [Luftglass, Maribeth](#); [DIT SMT](#); [Downey, Paul J.](#)  
**Subject:** Re: Distance Learning Presentation and Attachments  
**Date:** Thursday, April 16, 2020 8:19:51 AM

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Sandy

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Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

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Please review. Thanks.

Maribeth

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Slide 5

- Students must log into FCPS 24/7 to access ~~classes~~ sessions

Slide 9

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Google does not provide viewing rights to parents or administrators. A summary email of student activity is available but does not provide full access to courses like Blackboard's ParentVue. Accounts.

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**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>  
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[REDACTED]

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**Subject:** Distance Learning Presentation and Attachments

[REDACTED]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Johnson, Teresa L](#)  
**To:** [Sizemore Heizer, Rachna \(School Board Member\)](#)  
**Cc:** [Brabrand, Scott S](#); [Presidio, Sloan](#); [Duran, Francisco](#); [Ivey, Frances W](#)  
**Subject:** Re: [External] Distance Learning for kids with IEP's  
**Date:** Thursday, April 16, 2020 8:17:21 AM  
**Attachments:** [image001.png](#)

---

Rachna,

All the training that has been completed - for principals, special ed admin, lead teachers/chairs, special ed teachers- has indicated teachers and related service providers must reach out to families and students.

We will work with RAS to follow up with principals to ensure this is happening.

Teresa

Sent from my iPhone

On Apr 15, 2020, at 8:51 PM, Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)> wrote:

I've had many emails from this gentleman about concerns re our distance learning and especially services for students with disabilities.

Frankly I don't understand either why we haven't been doing more outreach for those students.

Would someone be able to help me answer his concerns?

Thank you

Rachna

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it-- even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

---

**From:** [REDACTED] <[REDACTED]>

**Sent:** Wednesday, April 15, 2020 8:46:03 PM

**To:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>

**Subject:** RE: [External] Distance Learning for kids with IEP's

FYI my autistic nephew in Massachusetts has been receiving distance learning for his 2<sup>nd</sup> grade class for the last 3 weeks.

He has assignments. He has Speech. He has OT. They have a Google group where the teacher can give him ASSIGNMENTS! Imagine that.

I want to know and I hope the FCPS relationship with Blackboard is investigated because clearly someone is getting paid at the expense of OUR kids.

Many thanks,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** wgriffith79@gmail.com <wgriffith79@gmail.com>

**Sent:** Wednesday, April 15, 2020 7:42 PM

**To:** 'Sizemore Heizer, Rachna (School Board Member)' <rsizemorehei@fcps.edu>

**Subject:** RE: [External] Distance Learning for kids with IEP's

Way to go FCPS. Another week. Another failure. This is an absolute joke.

---

**From:** [REDACTED]

**Sent:** Wednesday, April 15, 2020 11:53 AM

**To:** 'Sizemore Heizer, Rachna (School Board Member)' <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>

**Subject:** RE: [External] Distance Learning for kids with IEP's

I respectfully disagree that this was tested over the last four weeks. I work in IT installing large software instances and this is a clear example of a lack of QA and load testing.

Given the misinformation coming from FCPS over that past month this is actually not a surprise. I have heard from multiple teachers around the county that FCPS is more scared of being sued than actually providing for the students. It would be nice if SOMEONE from FCPS was actually honest with the public for once.

It's very difficult explaining the constant changing schedule to my son, either provide services or don't, stop jerking us around.

---

**From:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 11:44 AM  
**To:** [REDACTED]  
**Subject:** RE: [External] Distance Learning for kids with IEP's

Hi Mr. [REDACTED]

This was tested over the last four weeks – the issues started Monday. We are working very hard with Blackboard to resolve the connectivity issues. Other counties have been having issues also.

I understand the frustration – we are working as hard as we can with our vendor to fix the issues

Thanks

Rachna

---

**From:** [REDACTED]  
**Sent:** Wednesday, April 15, 2020 11:41 AM  
**To:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** RE: [External] Distance Learning for kids with IEP's

1 day and you have already cancelled sessions?

How was this not tested? You had over 4 WEEKS.

No other counties are having these issues.

How is FCPS SO FAR BEHIND EVERYONE ELSE?!?!?

What are my tax dollars really being used for?

---

**From:** [REDACTED]  
**Sent:** Tuesday, April 14, 2020 11:05 PM  
**To:** 'Sizemore Heizer, Rachna (School Board Member)' <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** RE: [External] Distance Learning for kids with IEP's

We are once again very disappointed in FCPS.

Out of sympathy a Prince William County Public School official has provided us access to their materials because of a lack of support from FCPS.

Once again the contrast between counties is stark.

Many thanks,

[Redacted]

---

**From:** [Redacted]  
**Sent:** Tuesday, April 14, 2020 10:57 PM  
**To:** 'Sizemore Heizer, Rachna (School Board Member)' <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** RE: [External] Distance Learning for kids with IEP's

Nice job FCPS. You DO UNDERSTAND that some of us are still working and “delaying” this by 2 hours completely disrupts our schedule. Again not that you care as long as FCPS does not get sued as that is your ONLY concern. You clearly do not care about the students let alone the parents.

<image001.png>

Many thanks,

[Redacted]

---

**From:** [Redacted]  
**Sent:** Wednesday, April 8, 2020 8:31 AM  
**To:** 'Sizemore Heizer, Rachna (School Board Member)' <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** RE: [External] Distance Learning for kids with IEP's

All of FCPS including the board should be ashamed at how you have handled this. It’s astonishing the lack of leadership and thought that exists in this school system.

It’s as though you are so afraid of being sued you can’t make a single decision that benefits the kids.

Especially those with disabilities.

Many thanks,

[Redacted]

[REDACTED]

---

**From:** [REDACTED]

**Sent:** Tuesday, April 7, 2020 11:24 PM

**To:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>

**Subject:** Re: [External] Distance Learning for kids with IEP's

We've yet to receive any packages in the mail for My sons "1 hour" a day "distance learning" that is supposed to start next week? Which is a joke, so many other counties are doing so much more for kids. FCPS is the worst.

Many thanks,

[REDACTED]  
[REDACTED]  
[REDACTED]

On Mar 25, 2020, at 9:03 PM, Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)> wrote:

We as a board haven't discussed pushing back on the decision so I can't say what we will do as a board but I always encourage citizens who wish for a different outcome to reach out to the Governor directly. The long closure is hard on everyone but in particular many vulnerable populations.

Hang in there

Rachna

Rachna Sizemore Heizer  
At Large Representative

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**From:** [REDACTED]  
**Sent:** Wednesday, March 25, 2020 8:18:38 PM  
**To:** Sizemore Heizer, Rachna (School Board Member)  
<[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** RE: [External] Distance Learning for kids with IEP's

Thanks Rachna! It seems like a long time but at least there is some plan.

Is FCPS going to push back on the VA Governor and put the kids back in school if this thing dies down? It was a very bad move on his part cancelling for the remainder of the year.

Some of us will need to go back to work soon and need our kids to go back to school. Especially those with kids with special needs.

Many thanks,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** Sizemore Heizer, Rachna (School Board Member)  
<[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Sent:** Wednesday, March 25, 2020 6:11 PM  
**To:** [REDACTED]  
**Subject:** RE: [External] Distance Learning for kids with IEP's

Hi [REDACTED]  
That is not true. We are working on distance learning plans for all students, including those with IEPs. Those plans will be announced this week. Distance Learning is currently planned to start April 14<sup>th</sup>



I hope that helps  
Stay safe  
Rachna

---

**From:** [REDACTED]

**Sent:** Wednesday, March 25, 2020 5:27 PM

**To:** Sizemore Heizer, Rachna (School Board Member)

[<rsizemorehei@fcps.edu>](mailto:rsizemorehei@fcps.edu)

**Subject:** [External] Distance Learning for kids with IEP's

I am hearing that FCPS is considering not doing distance learning for kids with IEP's because they are too difficult to teach virtually.

Is this true?

Many thanks,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[]

[]

[]

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**To:** [Calderon, Allison H.](#); [Luftglass, Maribeth](#); [DIT SMT](#); [Downey, Paul J.](#)  
**Subject:** RE: Distance Learning Presentation and Attachments  
**Date:** Thursday, April 16, 2020 8:16:18 AM

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Telephone: 571-423-1047

**From:** [Superintendent Brabrand](#)  
**To:** [Luftglass, Maribeth](#)  
**Cc:** [Yocom, Julie A](#); [Superintendent Brabrand](#)  
**Subject:** FW: [External] Blackboard  
**Date:** Thursday, April 16, 2020 8:11:04 AM

---

Hi Maribeth,

Can staff answer this parent's questions about Blackboard?

Thanks,

Lori St. Cyr  
Executive Administrative Assistant  
to the Division Superintendent  
Fairfax County Public Schools  
8115 Gatehouse Road  
Falls Church, VA 22042  
Phone: 571-423-1010  
Fax: 571-423-1007

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**From:** [VanDenburg, Tom](#)  
**To:** [Luftglass, Maribeth](#); [DIT SMT](#); [Calderon, Allison H.](#); [Downey, Paul J.](#)  
**Subject:** RE: Distance Learning Presentation and Attachments  
**Date:** Thursday, April 16, 2020 8:10:05 AM

---

Slide 5, *Students must log into FCPS 24/7 to access sessions*

Please remove 1 's' from sessions

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 8:07 AM  
**To:** [DIT SMT <DIT\\_SMT@fcps.edu>](#); [Calderon, Allison H. <AHCalderson@fcps.edu>](#); [Downey, Paul J. <pjdowney@fcps.edu>](#)  
**Subject:** FW: Distance Learning Presentation and Attachments

Please review. Thanks.  
Maribeth

---

**From:** Fowler, Julie P.  
**Sent:** Thursday, April 16, 2020 7:43 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

Here is the edited one.

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 7:27 AM  
**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

One additional item, on slide 10, Google engineers expressed to our team last week that they would be concerned about handling our volume.

---

**From:** Fowler, Julie P.  
**Sent:** Wednesday, April 15, 2020 11:39 PM

**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** Re: Distance Learning Presentation and Attachments

We aren't posting it until the morning. I'll make these edits before LT.

On Apr 15, 2020, at 11:37 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Slide 5

- Students must log into FCPS 24/7 to access ~~classes~~ sessions

Slide 9

While Google Classroom is readily currently available as a supplement to Blackboard, fewer than 50% of our teachers have established Google Classroom sites. Therefore, there would be significant teacher training required and additional workload on teachers to create these sites.

Google does not provide viewing rights to parents or administrators. A summary email of student activity is available but does not provide full access to courses like Blackboard's ParentView. Accounts.

Slide 10

Second question is missing the question mark at the end.

Slide 12

Unfortunately, due to systemwide failure to provide adequate oversight, some safety protocols were not followed.

---

**From:** Luftglass, Maribeth

**Sent:** Wednesday, April 15, 2020 11:22 PM

**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Smith, Marty K. ([mksmith@fcps.edu](mailto:mksmith@fcps.edu)) <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>

**Subject:** RE: Distance Learning Presentation and Attachments

Thanks for pulling this together. Assume this won't be posted to Boarddocs tonight?  
See some typos.

---

**From:** Fowler, Julie P.

**Sent:** Wednesday, April 15, 2020 10:52 PM

**To:** Baenig, Rebecca G <[RGBaenig@fcps.edu](mailto:RGBaenig@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>; Duran, Francisco <[fdduran@fcps.edu](mailto:fdduran@fcps.edu)>; Foster, John <[jefoster@fcps.edu](mailto:jefoster@fcps.edu)>; Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Greve, Lisa <[llgreve@fcps.edu](mailto:llgreve@fcps.edu)>; Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Kneale, Marcy G <[mgkneale@fcps.edu](mailto:mgkneale@fcps.edu)>; Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>; Rhodes, Yvette P.



<[YPRhodes@fcps.edu](mailto:YPRhodes@fcps.edu)>; Skahen, Tracey <[tlskahen@fcps.edu](mailto:tlskahen@fcps.edu)>; Smith, Marty K.  
<[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Thomas, Kathleen  
<[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Tyler, Deborah L  
<[dltyler@fcps.edu](mailto:dltyler@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Presidio, Sloan  
<[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Hruda, Ludmila  
(Lidi) <[LZHruda@fcps.edu](mailto:LZHruda@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>

**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>

**Subject:** Distance Learning Presentation and Attachments

[REDACTED]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Luftglass, Maribeth](#)  
**To:** [Kretzer, Sandy](#)  
**Cc:** [Downey, Paul J.](#); [Calderon, Allison H.](#); [Jewell, Tracey D.](#); [Siegl, Jim F.](#)  
**Subject:** RE: Message for Parents  
**Date:** Thursday, April 16, 2020 8:08:00 AM

---

LT meeting starts at 8:30 and School Board meeting starts at 10.

---

**From:** Kretzer, Sandy  
**Sent:** Thursday, April 16, 2020 8:06 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>; Siegl, Jim F. <[jfsiegl1@fcps.edu](mailto:jfsiegl1@fcps.edu)>  
**Subject:** Re: Message for Parents

I am sure Paul has this one but including Jim for continuity and team effort. Everything is related and today is going to (again) be challenging.

Sandy

On Apr 16, 2020, at 8:02 AM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Thanks. I also need a current number of how many times the Distance Learning Plan curriculum resources have been accessed on Blackboard.

Thanks,  
Maribeth

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**From:** Kretzer, Sandy  
**Sent:** Thursday, April 16, 2020 7:49 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** Re: Message for Parents

I asked Jim this AM,

He is still digging but please see below

Sandy

How fortunate I spend last night running that query and am cleaning up the data right now ;-)

This is a heavily qualified answer because of what "active classroom" means

There are 8069 teacher that have create one or more courses since July 1 of 2019

We need to dive more into the data to weed out

- Teachers that only have 1 course (are named test course)
- Course where last update is greater than 45 days ago

I am digging into this right now, but about half is a good guess  
Available for a call if needed 703-474-5772

Sandy Kretzer  
Director IT/EISA  
Fairfax County Public Schools  
703.329.7444

On Apr 15, 2020, at 11:13 PM, Luftglass, Maribeth  
<[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

I need the percentage of teachers who have active Classroom sites

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

Begin forwarded message:

**From:** "Brabrand, Scott S" <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>  
**Date:** April 15, 2020 at 11:09:26 PM EDT  
**To:** "Meren, Melanie K (School Board Member)" <[mkmeren@fcps.edu](mailto:mkmeren@fcps.edu)>, "Sizemore Heizer, Rachna (School Board Member)" <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>, "Torre, John" <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>, "Frisch, Karl V (School Board Member)" <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>, "Cohen, Laura Jane H (School Board Member)" <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>, School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>, Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>, Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>

**Subject: Re: Message for Parents**

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** Meren, Melanie K (School Board Member)  
<[mkmeren@fcps.edu](mailto:mkmeren@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 7:23:20 PM  
**To:** Sizemore Heizer, Rachna (School Board Member)  
<[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>;  
Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>;  
Cohen, Laura Jane H (School Board Member)  
<[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members  
<[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team  
<[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

I agree - why can't we use Google Classroom, which they are already on? Has that been explored? Can we please receive an answer to "why not Google"?

Also, the message needs to go via text, too.

Thanks.  
Melanie

Melanie Meren  
Hunter Mill District Representative  
Fairfax County School Board  
571-423-1082

(Note that correspondence with School Board members is subject to the Virginia Freedom Of Information Act.)

---

**From:** Sizemore Heizer, Rachna (School Board Member)  
<[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:56:47 PM

**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Phone call. And contacting via phone call. NOT just via email.

And why can't we use google classroom? Google hangout? Why can't we at least have the teachers and students connect that way this week until BB issues can be resolved. Everything I'm hearing points the value of that connection and the deep need for that connection. We need to be creative and agile.

This email reads as way too defensive and not understanding enough. of the frustration of these problems coming up after four weeks of preparation. We need to own this more in this email.

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

---

**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:36:53 PM  
**To:** Frisch, Karl V (School Board Member)

<[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** RE: Message for Parents

Made a few more changes. Will send back around a revised version

---

**From:** Frisch, Karl V (School Board Member)  
**Sent:** Wednesday, April 15, 2020 6:35 PM  
**To:** Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

The defensive posture/language makes me squirm — “there was no indication that the system would be unable to handle the volume,” ... “despite the extensive preparation” etc.

So many questions. I guess we’ll get into this tomorrow.

Karl

—

KARL FRISCH  
Providence District Representative  
Fairfax County School Board  
(571) 423-1084

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act (FOIA). This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it. Only a few topics are exempt from disclosure such as information about identifiable students and personnel information

about individual employees.

---

**From:** Cohen, Laura Jane H (School Board Member)  
<[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:19:52 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members  
<[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team  
<[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Wow. Just wow.  
I just cannot believe this.

Laura Jane Cohen  
FCPS School Board Member  
Springfield District

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

---

**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:07:52 PM  
**To:** School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>;  
Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Message for Parents

Good evening, the message below will be sent to parents by 7 p.m. Thanks

Dear Families,  
FCPS sincerely appreciates your patience and shares in your frustration related to our

distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users.

Unfortunately, despite the extensive preparation, it is necessary to pause this week's distance learning schedule.

**Teacher-led instruction through Blackboard 24/7 scheduled for tomorrow, April 16, and Friday, April 17, has been canceled.**

Teachers will be contacting students over the next two days through email and Google Classroom to ensure that third quarter work assigned prior to March 13 is completed and submitted.

Technical teams for FCPS and Blackboard believe they have identified the root cause of the connectivity problems and that they involve a software issue. In order to work properly, staff must make necessary updates and patches to the system. On a system as large as FCPS', these critical updates take time. Additionally, there will be a staff training component attached to them. Updates will begin tonight (April 15), run through tomorrow, and staff training will take place on Friday.

**Teacher-led instruction for students is expected to resume on Monday, April 20.** We will reassess the situation and



provide an update Friday.

Blackboard has shared the following statement with Fairfax County Public Schools:

*“Blackboard has been working hard with Fairfax County Public Schools to move its 189,000 students to fully remote instruction during this unprecedented crisis. We encountered unexpected technical challenges over the past couple of days that caused some users to experience issues when logging into the FCPS 24-7 Learning site, and we are working closely with FCPS to resolve the issues as quickly as possible. In addition, we are working with FCPS to require students to log in to the FCPS 24-7 site and authenticate their identity before they are permitted to join a virtual classroom.*”

*“As a Fairfax County-based company, we are deeply committed to providing Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students.”*

Please continue to access learning resources and live streaming of instructional programming for elementary, middle and high school students available on [local cable channels](#). Additional distance learning

resources by grade level are available on the  
FCPS website: [Distance Learning](#).

Fairfax County Public Schools

**From:** [Calderon, Allison H.](#)  
**To:** [Kretzer, Sandy](#); [Luftglass, Maribeth](#)  
**Cc:** [Downey, Paul J.](#); [Jewell, Tracey D.](#); [Siegl, Jim F.](#); [Cole, Kevin](#)  
**Subject:** RE: Message for Parents  
**Date:** Thursday, April 16, 2020 8:07:31 AM

---

We have sent the request to Bb.

---

**From:** Kretzer, Sandy <sakretzer@fcps.edu>  
**Sent:** Thursday, April 16, 2020 8:06 AM  
**To:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Cc:** Downey, Paul J. <pjdowney@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>  
**Subject:** Re: Message for Parents

I am sure Paul has this one but including Jim for continuity and team effort. Everything is related and today is going to (again) be challenging.

Sandy

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Thanks. I also need a current number of how many times the Distance Learning Plan curriculum resources have been accessed on Blackboard.

Thanks,  
Maribeth

---

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**Sent:** Thursday, April 16, 2020 7:49 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** Re: Message for Parents

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Available for a call if needed 703-474-5772

Sandy Kretzer  
Director IT/EISA  
Fairfax County Public Schools  
703.329.7444

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<[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

I need the percentage of teachers who have active Classroom sites

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

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**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>, Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>

**Subject: Re: Message for Parents**

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** Meren, Melanie K (School Board Member)  
<[mkmeren@fcps.edu](mailto:mkmeren@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 7:23:20 PM  
**To:** Sizemore Heizer, Rachna (School Board Member)  
<[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>;  
Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>;  
Cohen, Laura Jane H (School Board Member)  
<[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members  
<[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team  
<[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
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Melanie

Melanie Meren  
Hunter Mill District Representative  
Fairfax County School Board  
571-423-1082

(Note that correspondence with School Board members is subject to the Virginia Freedom Of Information Act.)

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<[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:56:47 PM

**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Phone call. And contacting via phone call. NOT just via email.

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This email reads as way too defensive and not understanding enough. of the frustration of these problems coming up after four weeks of preparation. We need to own this more in this email.

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

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**Sent:** Wednesday, April 15, 2020 6:36:53 PM  
**To:** Frisch, Karl V (School Board Member)

<[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
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**Subject:** RE: Message for Parents

Made a few more changes. Will send back around a revised version

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**To:** Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
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So many questions. I guess we’ll get into this tomorrow.

Karl

—

KARL FRISCH  
Providence District Representative  
Fairfax County School Board  
(571) 423-1084

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about individual employees.

---

**From:** Cohen, Laura Jane H (School Board Member)  
<[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:19:52 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members  
<[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team  
<[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Wow. Just wow.  
I just cannot believe this.

Laura Jane Cohen  
FCPS School Board Member  
Springfield District

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---

**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:07:52 PM  
**To:** School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>;  
Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Message for Parents

Good evening, the message below will be sent to parents by 7 p.m. Thanks

Dear Families,  
FCPS sincerely appreciates your patience and shares in your frustration related to our



distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users.

Unfortunately, despite the extensive preparation, it is necessary to pause this week's distance learning schedule.

**Teacher-led instruction through Blackboard 24/7 scheduled for tomorrow, April 16, and Friday, April 17, has been canceled.**

Teachers will be contacting students over the next two days through email and Google Classroom to ensure that third quarter work assigned prior to March 13 is completed and submitted.

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**Teacher-led instruction for students is expected to resume on Monday, April 20.** We will reassess the situation and

provide an update Friday.

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*“Blackboard has been working hard with Fairfax County Public Schools to move its 189,000 students to fully remote instruction during this unprecedented crisis. We encountered unexpected technical challenges over the past couple of days that caused some users to experience issues when logging into the FCPS 24-7 Learning site, and we are working closely with FCPS to resolve the issues as quickly as possible. In addition, we are working with FCPS to require students to log in to the FCPS 24-7 site and authenticate their identity before they are permitted to join a virtual classroom.*”

*“As a Fairfax County-based company, we are deeply committed to providing Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students.”*

Please continue to access learning resources and live streaming of instructional programming for elementary, middle and high school students available on [local cable channels](#). Additional distance learning

resources by grade level are available on the  
FCPS website: [Distance Learning](#).

Fairfax County Public Schools

**From:** [Calderon, Allison H.](#)  
**To:** [Kretzer, Sandy](#); [Luftglass, Maribeth](#)  
**Cc:** [Downey, Paul J.](#); [Jewell, Tracey D.](#); [Siegl, Jim F.](#); [Cole, Kevin](#)  
**Subject:** RE: Message for Parents  
**Date:** Thursday, April 16, 2020 8:07:31 AM

---

We have sent the request to Bb.

---

**From:** Kretzer, Sandy <sakretzer@fcps.edu>  
**Sent:** Thursday, April 16, 2020 8:06 AM  
**To:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Cc:** Downey, Paul J. <pjdowney@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Siegl, Jim F. <jfsiegl1@fcps.edu>  
**Subject:** Re: Message for Parents

I am sure Paul has this one but including Jim for continuity and team effort. Everything is related and today is going to (again) be challenging.

Sandy

On Apr 16, 2020, at 8:02 AM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Thanks. I also need a current number of how many times the Distance Learning Plan curriculum resources have been accessed on Blackboard.

Thanks,  
Maribeth

---

**From:** Kretzer, Sandy  
**Sent:** Thursday, April 16, 2020 7:49 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** Re: Message for Parents

I asked Jim this AM,

He is still digging but please see below

Sandy

How fortunate I spend last night running that query and am cleaning up the data right now ;-)

This is a heavily qualified answer because of what "active classroom" means

There are 8069 teacher that have create one or more courses since July 1 of 2019

We need to dive more into the data to weed out

- Teachers that only have 1 course (are named test course)
- Course where last update is greater than 45 days ago

I am digging into this right now, but about half is a good guess  
Available for a call if needed 703-474-5772

Sandy Kretzer  
Director IT/EISA  
Fairfax County Public Schools  
703.329.7444

On Apr 15, 2020, at 11:13 PM, Luftglass, Maribeth  
<[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

I need the percentage of teachers who have active Classroom sites

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

Begin forwarded message:

**From:** "Brabrand, Scott S" <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>  
**Date:** April 15, 2020 at 11:09:26 PM EDT  
**To:** "Meren, Melanie K (School Board Member)" <[mkmeren@fcps.edu](mailto:mkmeren@fcps.edu)>, "Sizemore Heizer, Rachna (School Board Member)" <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>, "Torre, John" <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>, "Frisch, Karl V (School Board Member)" <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>, "Cohen, Laura Jane H (School Board Member)" <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>, School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>, Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
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**Subject: Re: Message for Parents**

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** Meren, Melanie K (School Board Member)  
<[mkmeren@fcps.edu](mailto:mkmeren@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 7:23:20 PM  
**To:** Sizemore Heizer, Rachna (School Board Member)  
<[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>;  
Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>;  
Cohen, Laura Jane H (School Board Member)  
<[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members  
<[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team  
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**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

I agree - why can't we use Google Classroom, which they are already on? Has that been explored? Can we please receive an answer to "why not Google"?

Also, the message needs to go via text, too.

Thanks.  
Melanie

Melanie Meren  
Hunter Mill District Representative  
Fairfax County School Board  
571-423-1082

(Note that correspondence with School Board members is subject to the Virginia Freedom Of Information Act.)

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**From:** Sizemore Heizer, Rachna (School Board Member)  
<[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:56:47 PM

**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
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**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
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resources by grade level are available on the  
FCPS website: [Distance Learning](#).

Fairfax County Public Schools

**From:** [Luftglass, Maribeth](#)  
**To:** [DIT SMT](#); [Calderon, Allison H.](#); [Downey, Paul J.](#)  
**Subject:** FW: Distance Learning Presentation and Attachments  
**Date:** Thursday, April 16, 2020 8:06:40 AM  
**Attachments:** [Distance Learning Update April 16, 2020 v2.pptx](#)

---

Please review. Thanks.  
Maribeth

---

**From:** Fowler, Julie P.  
**Sent:** Thursday, April 16, 2020 7:43 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

Here is the edited one.

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 7:27 AM  
**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

One additional item, on slide 10, Google engineers expressed to our team last week that they would be concerned about handling our volume.

---

**From:** Fowler, Julie P.  
**Sent:** Wednesday, April 15, 2020 11:39 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** Re: Distance Learning Presentation and Attachments

We aren't posting it until the morning. I'll make these edits before LT.

On Apr 15, 2020, at 11:37 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Slide 5

- Students must log into FCPS 24/7 to access ~~classes~~ sessions

Slide 9

While Google Classroom is readily currently available as a supplement to Blackboard, fewer than 50% of our teachers have established Google Classroom sites. Therefore, there would be significant teacher training required and additional workload on teachers to create these sites.

Google does not provide viewing rights to parents or administrators. A summary email of student activity is available but does not provide full access to courses like Blackboard's ParentVue. Accounts.

Slide 10

Second question is missing the question mark at the end.

Slide 12

Unfortunately, due to systemwide failure to provide adequate oversight, some safety protocols were not followed.

---

**From:** Luftglass, Maribeth

**Sent:** Wednesday, April 15, 2020 11:22 PM

**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Smith, Marty K. ([mksmith@fcps.edu](mailto:mksmith@fcps.edu)) <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>

**Subject:** RE: Distance Learning Presentation and Attachments

Thanks for pulling this together. Assume this won't be posted to Boarddocs tonight? See some typos.

---

**From:** Fowler, Julie P.

**Sent:** Wednesday, April 15, 2020 10:52 PM

**To:** Baenig, Rebecca G <[RGBaenig@fcps.edu](mailto:RGBaenig@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>; Duran, Francisco <[fdduran@fcps.edu](mailto:fdduran@fcps.edu)>; Foster, John <[jefoster@fcps.edu](mailto:jefoster@fcps.edu)>; Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Greve, Lisa <[llgreve@fcps.edu](mailto:llgreve@fcps.edu)>; Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Kneale, Marcy G <[mgkneale@fcps.edu](mailto:mgkneale@fcps.edu)>; Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>; Rhodes, Yvette P. <[YPRhodes@fcps.edu](mailto:YPRhodes@fcps.edu)>; Skahen, Tracey <[tlskahen@fcps.edu](mailto:tlskahen@fcps.edu)>; Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Thomas, Kathleen <[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Tyler, Deborah L <[dltyler@fcps.edu](mailto:dltyler@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Hruda, Ludmila (Lidi) <[LZHruda@fcps.edu](mailto:LZHruda@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>

**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>

**Subject:** Distance Learning Presentation and Attachments

All, attached are the revised presentation and additional information from ORSI on large and local school districts' distance learning plan. We will discuss these at 8:00 tomorrow. Thanks!

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

# DISTANCE LEARNING UPDATE: BLACKBOARD

School Board Work Session

April 16, 2020



**Fairfax County**  
PUBLIC SCHOOLS  
ENGAGE • INSPIRE • THRIVE



# Background

FCPS uses two products from Blackboard, Inc.: Blackboard Learn (FCPS 24/7) and Blackboard Collaborate Ultra

- FCPS 24/7 is used systemwide as our learning management system and plays an integral role in how we deliver instruction
  - Serves as a curriculum repository that integrates with multiple systems, including eCart and SIS
- Collaborate Ultra is our virtual learning tool, which is used to support Online Campus

FCPS is the largest K-12 user of Blackboard Learn (FCPS 24/7) in the country

# Background, continued

FCPS has used Blackboard for more than 20 years

- FCPS and Blackboard have had weekly meetings throughout the contract

Given our longstanding relationship, Blackboard has a full understanding of FCPS enrollment size and scope

FCPS worked with Blackboard for the three weeks prior to implementing distance learning

Blackboard gave no indication that the system would be incapable of handling our distance learning plan needs

# How We Got Here

## Blackboard Learn (FCPS 24/7)

- Server issues were identified Monday, April 13, 2020, which led to system failures
- System issues continued through April 15, 2020
- Parents, students, and teachers had difficulty logging in

## Blackboard Collaborate Ultra

- FCPS inconsistency in how Collaborate Ultra sessions were created
  - FCPS provided guidance in creating sessions with the highest level of security; fidelity of implementation was not adequately monitored by IS and IT
  - Guest access – which can be shared – has been used historically without an issue; past practice may have influenced allowing guest access
- Classroom management difficulties
  - Some students did not respect digital citizenship practices and, where necessary, were held accountable using the SR&R process

# Current State

## Blackboard Learn (FCPS 24/7)

- Vendor is addressing the performance issues
  - Software patches are being installed today
- System updates and testing will continue for the rest of this week

## Blackboard Collaborate Ultra and FCPS 24/7

- Effective April 14, 2020, a new feature was implemented to link Blackboard Learn with Blackboard Collaborate Ultra to mitigate digital citizenship concerns
  - Students must log into FCPS 24/7 to access sessions
  - Only FCPS students who are enrolled in the class may enter the session
  - Guest access will no longer be permitted
- Additional training is being deployed
  - Session creation
  - Digital classroom management

# Next Steps

- Distance learning will be suspended for the rest of the week while Blackboard ensures the performance of its platforms
- Distance learning is scheduled to resume Monday, April 20, 2020
- FCPS remains in constant contact with Blackboard's leadership and engineers
- A back-up plan has been developed using Blackboard Collaborate Ultra
- Blackboard has prepared an apology to our community

*Statement from Tim Tomlinson, Chief Product  
Officer, Blackboard, Inc.*



[www.fcps.edu](http://www.fcps.edu)

# Frequently Asked Questions

Q: Why can't we use Google Classroom?

A: While Google Classroom is currently available as a supplement to Blackboard, fewer than 50% of our teachers have established Google Classroom sites. Therefore, there would be significant teacher training required and additional workload on teachers to create these sites. Additionally, Google Classroom is not linked to the Student Information System and teachers would have to manually create courses.

Google does not provide viewing rights to parents or administrators. A summary email of student activity is available but does not provide access to courses like Blackboard's Parent Accounts.

Additionally, Blackboard Learn serves as the portal to eCart, online textbooks and other resources. Teachers take advantage of these resources in Blackboard.



# Frequently Asked Questions

Q: Why can't we use Google Meet for videoconferencing?

A: In Google Meet, students have permissions equal to those of teachers. This means that students may override teacher content and presentations. While Google Meet does provide a certain level of accountability where students have to join with their actual name, there is no ability to eliminate guest access. Guest access can be shared. Additionally, Google engineers expressed concern about handling the volume of FCPS users.

Q: Why are teachers combining classes and teaching in large groups ( i.e. Elementary School with 120 in one class; HS with 60 students)?

A: This may be a way for teachers to collaborate and co-teach in this new environment. RAS will follow up with principals to monitor how this practice is being implemented.

# Frequently Asked Questions

Q: Would the system work better if we had a more staggered schedule?

A: Currently, our schedule is staggered by having middle and high school synchronous instruction offered on different days. While we expect the vendor to support our current schedule, we may consider changing the schedule should system issues persist.

Q: Why did we not test the system more during the three weeks leading up to the launch of DLP?

A: In addition to weekly meetings since the inception of our contract with Blackboard, Inc., we have had intensive communication with the vendor prior to the launch of distance learning. We had no indication that these problems would occur.

# Frequently Asked Questions

Q: Who was responsible for oversight in making sure the system was ready to go, could support our large numbers and most importantly would be safe for our students?

A: Multiple departments had responsibility for oversight in ensuring distance learning would be ready to launch on day one. Unfortunately, the Blackboard platform was unable to support our needs. As designed, our plan ensured the safety of student accounts. Unfortunately, due to systemwide failure to provide adequate oversight, some safety protocols were not followed.

**From:** [Luftglass, Maribeth](#)  
**To:** [DIT SMT](#); [Calderon, Allison H.](#); [Downey, Paul J.](#)  
**Subject:** FW: Distance Learning Presentation and Attachments  
**Date:** Thursday, April 16, 2020 8:06:40 AM  
**Attachments:** [Distance Learning Update April 16, 2020 v2.pptx](#)

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Please review. Thanks.  
Maribeth

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**From:** Fowler, Julie P.  
**Sent:** Thursday, April 16, 2020 7:43 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

Here is the edited one.

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 7:27 AM  
**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

One additional item, on slide 10, Google engineers expressed to our team last week that they would be concerned about handling our volume.

---

**From:** Fowler, Julie P.  
**Sent:** Wednesday, April 15, 2020 11:39 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** Re: Distance Learning Presentation and Attachments

We aren't posting it until the morning. I'll make these edits before LT.

On Apr 15, 2020, at 11:37 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Slide 5

- Students must log into FCPS 24/7 to access ~~classes~~ **sessions**

Slide 9

While Google Classroom is readily currently available as a supplement to Blackboard, fewer than 50% of our teachers have established Google Classroom sites. Therefore, there would be significant teacher training required and additional workload on teachers to create these sites.

Google does not provide viewing rights to parents or administrators. A summary email of student activity is available but does not provide full access to courses like Blackboard's ParentVue Accounts.

Slide 10

Second question is missing the question mark at the end.

Slide 12

Unfortunately, due to systemwide failure to provide adequate oversight, some safety protocols were not followed.

---

**From:** Luftglass, Maribeth

**Sent:** Wednesday, April 15, 2020 11:22 PM

**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Smith, Marty K. ([mksmith@fcps.edu](mailto:mksmith@fcps.edu)) <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>

**Subject:** RE: Distance Learning Presentation and Attachments

Thanks for pulling this together. Assume this won't be posted to Boarddocs tonight? See some typos.

---


**From:** Fowler, Julie P.

**Sent:** Wednesday, April 15, 2020 10:52 PM

**To:** Baenig, Rebecca G <[RGBaenig@fcps.edu](mailto:RGBaenig@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>; Duran, Francisco <[fdduran@fcps.edu](mailto:fdduran@fcps.edu)>; Foster, John <[jefoster@fcps.edu](mailto:jefoster@fcps.edu)>; Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Greve, Lisa <[llgreve@fcps.edu](mailto:llgreve@fcps.edu)>; Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Kneale, Marcy G <[mgkneale@fcps.edu](mailto:mgkneale@fcps.edu)>; Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>; Rhodes, Yvette P. <[YPRhodes@fcps.edu](mailto:YPRhodes@fcps.edu)>; Skahen, Tracey <[tlskahen@fcps.edu](mailto:tlskahen@fcps.edu)>; Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Thomas, Kathleen <[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Tyler, Deborah L <[dlt Tyler@fcps.edu](mailto:dlt Tyler@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Hruda, Ludmila (Lidi) <[LZHruda@fcps.edu](mailto:LZHruda@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>

**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>

**Subject:** Distance Learning Presentation and Attachments

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Kretzer, Sandy](#)  
**To:** [Luftglass, Maribeth](#)  
**Cc:** [Downey, Paul J.](#); [Calderon, Allison H.](#); [Jewell, Tracey D.](#); [Siegl, Jim F.](#)  
**Subject:** Re: Message for Parents  
**Date:** Thursday, April 16, 2020 8:06:28 AM

---

I am sure Paul has this one but including Jim for continuity and team effort. Everything is related and today is going to (again) be challenging.

Sandy

On Apr 16, 2020, at 8:02 AM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Thanks. I also need a current number of how many times the Distance Learning Plan curriculum resources have been accessed on Blackboard.

Thanks,  
Maribeth

---

**From:** Kretzer, Sandy  
**Sent:** Thursday, April 16, 2020 7:49 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** Re: Message for Parents

I asked Jim this AM,

He is still digging but please see below

Sandy

How fortunate I spend last night running that query and am cleaning up the data right now ;-)

This is a heavily qualified answer because of what “active classroom” means

There are 8069 teacher that have create one or more courses since July 1 of 2019

We need to dive more into the data to weed out

- Teachers that only have 1 course (are named test course)

- Course where last update is greater than 45 days ago

I am digging into this right now, but about half is a good guess  
Available for a call if needed 703-474-5772

Sandy Kretzer  
Director IT/EISA  
Fairfax County Public Schools  
703.329.7444

On Apr 15, 2020, at 11:13 PM, Luftglass, Maribeth  
<[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

I need the percentage of teachers who have active Classroom sites

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

Begin forwarded message:

**From:** "Brabrand, Scott S" <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>  
**Date:** April 15, 2020 at 11:09:26 PM EDT  
**To:** "Meren, Melanie K (School Board Member)" <[mkmeren@fcps.edu](mailto:mkmeren@fcps.edu)>, "Sizemore Heizer, Rachna (School Board Member)" <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>, "Torre, John" <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>, "Frisch, Karl V (School Board Member)" <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>, "Cohen, Laura Jane H (School Board Member)" <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>, School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>, Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>, Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject: Re: Message for Parents**

[REDACTED]

[REDACTED]

[REDACTED]

---



**From:** Meren, Melanie K (School Board Member)  
<[mkmeren@fcps.edu](mailto:mkmeren@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 7:23:20 PM  
**To:** Sizemore Heizer, Rachna (School Board Member)  
<[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>;  
Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>;  
Cohen, Laura Jane H (School Board Member)  
<[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members  
<[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team  
<[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

I agree - why can't we use Google Classroom, which they are already on? Has that been explored? Can we please receive an answer to "why not Google"?

Also, the message needs to go via text, too.

Thanks.  
Melanie

Melanie Meren  
Hunter Mill District Representative  
Fairfax County School Board  
571-423-1082

(Note that correspondence with School Board members is subject to the Virginia Freedom Of Information Act.)

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**From:** Sizemore Heizer, Rachna (School Board Member)  
<[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:56:47 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Frisch, Karl V (School  
Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H  
(School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board  
Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team  
<[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Phone call. And contacting via phone call. NOT just via

email.

And why can't we use google classroom? Google hangout? Why can't we at least have the teachers and students connect that way this week until BB issues can be resolved. Everything I'm hearing points the value of that connection and the deep need for that connection. We need to be creative and agile.

This email reads as way too defensive and not understanding enough. of the frustration of these problems coming up after four weeks of preparation. We need to own this more in this email.

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

---

**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:36:53 PM  
**To:** Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** RE: Message for Parents

Made a few more changes. Will send back around a revised version

---

**From:** Frisch, Karl V (School Board Member)  
**Sent:** Wednesday, April 15, 2020 6:35 PM  
**To:** Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

The defensive posture/language makes me squirm — “there was no indication that the system would be unable to handle the volume,” ... “despite the extensive preparation” etc.

So many questions. I guess we’ll get into this tomorrow.

Karl

—

KARL FRISCH  
Providence District Representative  
Fairfax County School Board  
(571) 423-1084

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act (FOIA). This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it. Only a few topics are exempt from disclosure such as information about identifiable students and personnel information about individual employees.

---

**From:** Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:19:52 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>

**Subject:** Re: Message for Parents

Wow. Just wow.  
I just cannot believe this.

Laura Jane Cohen  
FCPS School Board Member  
Springfield District

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

---

**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:07:52 PM  
**To:** School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>;  
Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership  
Team Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Message for Parents

Good evening, the message below will be sent to parents by 7 p.m. Thanks

Dear Families,  
FCPS sincerely appreciates your patience and shares in your frustration related to our distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users.

Unfortunately, despite the extensive preparation, it is necessary to pause this week's distance learning schedule.

**Teacher-led instruction through Blackboard 24/7 scheduled for tomorrow, April 16, and Friday, April 17, has been canceled.**

Teachers will be contacting students over the next two days through email and Google Classroom to ensure that third quarter work assigned prior to March 13 is completed and submitted.

Technical teams for FCPS and Blackboard believe they have identified the root cause of the connectivity problems and that they involve a software issue. In order to work properly, staff must make necessary updates and patches to the system. On a system as large as FCPS', these critical updates take time. Additionally, there will be a staff training component attached to them. Updates will begin tonight (April 15), run through tomorrow, and staff training will take place on Friday.

**Teacher-led instruction for students is expected to resume on Monday, April 20.** We will reassess the situation and provide an update Friday.

Blackboard has shared the following statement with Fairfax County Public Schools:

*"Blackboard has been working hard with Fairfax County Public Schools to move its*

*189,000 students to fully remote instruction during this unprecedented crisis. We encountered unexpected technical challenges over the past couple of days that caused some users to experience issues when logging into the FCPS 24-7 Learning site, and we are working closely with FCPS to resolve the issues as quickly as possible. In addition, we are working with FCPS to require students to log in to the FCPS 24-7 site and authenticate their identity before they are permitted to join a virtual classroom.*

*“As a Fairfax County-based company, we are deeply committed to providing Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students.”*

Please continue to access learning resources and live streaming of instructional programming for elementary, middle and high school students available [on local cable channels](#). Additional distance learning resources by grade level are available on the FCPS website: [Distance Learning](#).

Fairfax County Public Schools



**From:** [Luftglass, Maribeth](#)  
**To:** [Kretzer, Sandy](#); [Calderon, Allison H.](#)  
**Cc:** [DIT SMT](#); [Cole, Kevin](#); [Downey, Paul J.](#); [Mooney, Nicole](#)  
**Subject:** RE: Blackboard CU update  
**Date:** Thursday, April 16, 2020 8:04:11 AM

---

Agree. Thank you all!

---

**From:** Kretzer, Sandy  
**Sent:** Thursday, April 16, 2020 8:02 AM  
**To:** Calderon, Allison H. <AHCalderson@fcps.edu>  
**Cc:** DIT SMT <DIT\_SMT@fcps.edu>; Cole, Kevin <kdcole@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mooney, Nicole <jnmooney@fcps.edu>  
**Subject:** Re: Blackboard CU update

Thanks Allison, it is helpful to have a clear list of events. So appreciative of ITFAST!

Sandy

On Apr 16, 2020, at 7:58 AM, Calderon, Allison H. <[AHCalderson@fcps.edu](mailto:AHCalderson@fcps.edu)> wrote:

At 7 AM this morning the ITFasteam began to test the upgraded Test environment. We will set up a testing status call later today.

Key milestones

4/16

7 am ITTasteam begin testing in test site  
3pm ITFasteam complete testing in test site  
4pm go/no go decision  
5pm kick off of upgrade in prod

4/17

5 AM ICM receive site  
9 AM loadtesting begins  
3pm ITFasteam receives prod to test  
10pm decision on site release to users

Allison Calderón  
Coordinator, IT Project Management  
Fairfax County Public Schools  
Office: 703.503.7417  
Mobile: 571.205.9634



<FCPS\_Q42017CU9\_ProjectPlan\_v3.xlsx>

**From:** [StCyr, Lori L](#)  
**To:** [Brabrand, Scott S](#)  
**Subject:** FW: [External] Why is FCPS failing at Distance Ed  
**Date:** Thursday, April 16, 2020 8:04:08 AM

---

Lori St. Cyr  
Executive Administrative Assistant  
to the Division Superintendent  
Fairfax County Public Schools  
8115 Gatehouse Road  
Falls Church, VA 22042  
Phone: 571-423-1010  
Fax: 571-423-1007

---

**From:** Tyson, Douglas  
**Sent:** Wednesday, April 15, 2020 11:39 PM  
**To:** Turpin, Melanie <[maturpin@fcps.edu](mailto:maturpin@fcps.edu)>; Oishi, Pilar R. <[PROishi@fcps.edu](mailto:PROishi@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Kneale, Marcy G <[mkgkneale@fcps.edu](mailto:mkgkneale@fcps.edu)>  
**Subject:** Fwd: [External] Why is FCPS failing at Distance Ed

Sent from my iPad

Begin forwarded message:

**From:** "Tyson, Douglas" <[DATyson@fcps.edu](mailto:DATyson@fcps.edu)>  
**Date:** April 15, 2020 at 11:36:30 PM EDT  
**To:** "Tholen, Elaine V (School Board Member)" <[evtholen@fcps.edu](mailto:evtholen@fcps.edu)>  
**Subject:** Re: [External] Why is FCPS failing at Distance Ed

This is a more than sufficient response Elaine. Thank you!  
I will update Client communications with this. Lori will assure Scott that this parent has been responded to.

Thank you.  
Douglas

Sent from my iPad

On Apr 15, 2020, at 11:29 PM, Tholen, Elaine V (School Board Member) <[evtholen@fcps.edu](mailto:evtholen@fcps.edu)> wrote:

FYI--wanted you to see what I sent--I saw you on here too--do I need to send to Scott? I never know quite how to handle all of this.

**Elaine Tholen**  
**School Board Member, Dranesville**

*Empowering Our Students for Tomorrow*

571-423-1075

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act (FOIA). This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it. Only a few topics are exempt from disclosure such as information about identifiable students and personnel information about individual employees.

---

**From:** Tholen, Elaine V (School Board Member) <[evtholen@fcps.edu](mailto:evtholen@fcps.edu)>

**Sent:** Wednesday, April 15, 2020 11:28 PM

**To:** [REDACTED]

**Subject:** Re: [External] Why is FCPS failing at Distance Ed

Dear [REDACTED] --thank you for your note earlier today and the one you sent this evening. By now I am sure you have heard that our distance learning will be compromised for the remainder of the week.

All I can tell you is that I am so disappointed. I had heard some wonderful stories about how happy our students were to be engaging again with their teachers and classmates. I know how important those connections are for all of our students.

We will be discussing the issues with Blackboard and distance learning plans about our school board meeting tomorrow and you can listen in. Here is the information to do that.

You are welcome to listen in to the school board meeting tomorrow. Here is the information on that.

**[April 16 School Board Meeting](#)**

**THURSDAY, APRIL 16 at 10:00 AM:** The School Board will hold a virtual public meeting with Board members participating remotely by video conference. Members of the public are welcome to attend virtually by [watching online](#) or on [channel 21](#).

In addition, I am holding some upcoming Town Hall sessions with some of the at-large school board members. Here is the information for those meetings.

## Upcoming Town Halls

**April 16 -- Town Hall with Karen Keys-Gamarra and Elaine Tholen, 7:30 pm to 9:00pm**

[Join session here](#)

**Session dial-in:** Call in anonymously. Attendees using this PIN appear as anonymous callers in the session.

- **Dial-in:** +1-571-392-7650
- **PIN:** 7886693710

**April 20 -- Town Hall with Rachna Sizemore Heizer and Elaine Tholen, 7:00 pm to 8:00 pm**

[Join session here](#)

**Session dial-in:** Call in anonymously. Attendees using this PIN appear as anonymous callers in the session.

- **Dial-in:** +1-571-392-7650
- **PIN:** 5061607274

Please know our entire board is very concerned with the turn of events this week and will be working hard to make sure we provide a learning experience moving forward that our students and families deserve. We know that distance learning will never replace our in-school face to face instruction but we need to have our students, staff and administration properly engaged as soon as possible.

Thanks again for your note.

**Elaine Tholen**  
**School Board Member, Dranesville**

*Empowering Our Students for Tomorrow*

571-423-1075

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act (FOIA). This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it. Only a few topics are exempt from disclosure such as information about identifiable students and personnel information about individual employees.

---

**From:** [REDACTED]  
**Sent:** Wednesday, April 15, 2020 10:55 AM  
**To:** Tholen, Elaine V (School Board Member) <[evtholen@fcps.edu](mailto:evtholen@fcps.edu)>  
**Cc:** Tyson, Douglas <[DATyson@fcps.edu](mailto:DATyson@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>  
**Subject:** [External] Why is FCPS failing at Distance Ed

Mrs. Tholen

Thank you for your public service. I'm writing as a frustrated parent of 2 FCPS students. While I fully understand the challenges facing the school system due to the COVID-19 pandemic, FCPS's distance learning attempts is a DISASTER. I have two other children in the catholic school system- and they have been doing on-line learning without a single issue for 3 weeks. I understand that FCPS has a lot more student but they also have A LOT MORE resources.

Let's wake up and get FCPS on the right track.

For weeks, FCPS was off from school and allegedly preparing for the Distance Learning experience. The roll out date was yesterday, April 14th and the system crashed and blackboard was off-line. Today, day 2, schools were delayed for 2 hours because of another issue and just now I got an email saying that blackboard crashed again. Blackboard has been part of FCPS for years - no reason why it has not been perfected. Let's dedicate the resources to get this right.

What is going on with one of the premier public school systems in the country. Why can't FCPS get their act together on this?

We need someone at FCPS to take charge and make on-line learning a priority. This must become serious for everyone. The system has lots of dedicated teachers who want to do what is right for the students and the school system but it seems that the system is failing them at every level. I spent 2 hours yesterday (during my work hours) to help my 8 year old with his class. The teachers are present and want to teach but their hands appear tied because of the lack of technology.

Please let's put the combined resources of the FCPS infrastructure behind our dedicated teachers so that we can start to return to some level of education. What is being done is not fair to the students or teachers.

Please intervene to make sure that my tax dollars are not being wasted on delays and lack of resources. We need better leadership, responsibility and accountability.

I look forward to your positive response.



**From:** [Luftglass, Maribeth](#)  
**To:** [Kretzer, Sandy](#); [Downey, Paul J. \(pjdowney@fcps.edu\)](#); [Calderon, Allison H. \(AHCalderson@fcps.edu\)](#)  
**Cc:** [Jewell, Tracey D.](#)  
**Subject:** RE: Message for Parents  
**Date:** Thursday, April 16, 2020 8:03:00 AM

---

Thanks. I also need a current number of how many times the Distance Learning Plan curriculum resources have been accessed on Blackboard.

Thanks,  
Maribeth

---

**From:** Kretzer, Sandy  
**Sent:** Thursday, April 16, 2020 7:49 AM  
**To:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Cc:** Jewell, Tracey D. <TDJewell@fcps.edu>  
**Subject:** Re: Message for Parents

I asked Jim this AM,

He is still digging but please see below

Sandy

How fortunate I spend last night running that query and am cleaning up the data right now ;-)

This is a heavily qualified answer because of what “active classroom” means

There are 8069 teacher that have create one or more courses since July 1 of 2019  
We need to dive more into the data to weed out

- Teachers that only have 1 course (are named test course)
- Course where last update is greater than 45 days ago

I am digging into this right now, but about half is a good guess  
Available for a call if needed 703-474-5772

Sandy Kretzer  
Director IT/EISA  
Fairfax County Public Schools  
703.329.7444

On Apr 15, 2020, at 11:13 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

I need the percentage of teachers who have active Classroom sites

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

Begin forwarded message:

**From:** "Brabrand, Scott S" <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>  
**Date:** April 15, 2020 at 11:09:26 PM EDT  
**To:** "Meren, Melanie K (School Board Member)" <[mkmeren@fcps.edu](mailto:mkmeren@fcps.edu)>, "Sizemore Heizer, Rachna (School Board Member)" <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>, "Torre, John" <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>, "Frisch, Karl V (School Board Member)" <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>, "Cohen, Laura Jane H (School Board Member)" <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>, School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>, Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>, Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

[REDACTED]

[REDACTED]

[REDACTED]

---

**From:** Meren, Melanie K (School Board Member) <[mkmeren@fcps.edu](mailto:mkmeren@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 7:23:20 PM  
**To:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

I agree - why can't we use Google Classroom, which they are already on? Has that been explored? Can we please receive an answer to



“why not Google”?

Also, the message needs to go via text, too.

Thanks.  
Melanie

Melanie Meren  
Hunter Mill District Representative  
Fairfax County School Board  
571-423-1082

(Note that correspondence with School Board members is subject to the Virginia Freedom Of Information Act.)

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**From:** Sizemore Heizer, Rachna (School Board Member)  
<[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:56:47 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Frisch, Karl V (School Board Member)  
<[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member)  
<[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>;  
Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team  
Executive Administrative Assistants  
<[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Phone call. And contacting via phone call. NOT just via email.

And why can't we use google classroom? Google hangout? Why can't we at least have the teachers and students connect that way this week until BB issues can be resolved. Everything I'm hearing points the value of that connection and the deep need for that connection. We need to be creative and agile.

This email reads as way too defensive and not understanding enough. of the frustration of these problems coming up after four weeks of preparation. We need to own this more in this email.

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

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---

**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:36:53 PM  
**To:** Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** RE: Message for Parents

Made a few more changes. Will send back around a revised version

---

**From:** Frisch, Karl V (School Board Member)  
**Sent:** Wednesday, April 15, 2020 6:35 PM  
**To:** Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

The defensive posture/language makes me squirm — “there was no indication that the system would be unable to handle the volume,” ... “despite the extensive preparation” etc.

So many questions. I guess we’ll get into this tomorrow.

Karl

—

KARL FRISCH  
Providence District Representative

Fairfax County School Board  
(571) 423-1084

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---

**From:** Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:19:52 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Wow. Just wow.  
I just cannot believe this.

Laura Jane Cohen  
FCPS School Board Member  
Springfield District

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

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**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:07:52 PM  
**To:** School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Message for Parents

Good evening, the message below will be sent to parents by 7 p.m.  
Thanks

Dear Families,

FCPS sincerely appreciates your patience and shares in your frustration related to our distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users.

Unfortunately, despite the extensive preparation, it is necessary to pause this week's distance learning schedule.

**Teacher-led instruction through Blackboard 24/7 scheduled for tomorrow, April 16, and Friday, April 17, has been canceled.**

Teachers will be contacting students over the next two days through email and Google Classroom to ensure that third quarter work assigned prior to March 13 is completed and submitted.

Technical teams for FCPS and Blackboard believe they have identified the root cause of the connectivity problems and that they involve a software issue. In order to work properly, staff must make necessary updates and patches to the system. On a system as large as FCPS', these critical updates take time. Additionally, there will be a staff training component attached to them. Updates will begin tonight (April 15), run through tomorrow, and staff training will take place on Friday.

**Teacher-led instruction for students is expected to resume on Monday, April 20.** We will reassess the situation and provide an update Friday.

Blackboard has shared the following statement with Fairfax County Public Schools:

*“Blackboard has been working hard with Fairfax County Public Schools to move its 189,000 students to fully remote instruction during this unprecedented crisis. We encountered unexpected technical challenges over the past couple of days that caused some users to experience issues when logging into the FCPS 24-7 Learning site, and we are working closely with FCPS to resolve the issues as quickly as possible. In addition, we are working with FCPS to require students to log in to the FCPS 24-7 site and authenticate their identity before they are permitted to join a virtual classroom.*

*“As a Fairfax County-based company, we are deeply committed to providing Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students.”*

Please continue to access learning resources and live streaming of instructional programming for elementary, middle and high school students available [on local cable channels](#). Additional distance learning resources by grade level are available on the FCPS website: [Distance Learning](#).

Fairfax County Public Schools

**From:** [Kretzer, Sandy](#)  
**To:** [Calderon, Allison H.](#)  
**Cc:** [DIT SMT](#); [Cole, Kevin](#); [Downey, Paul J.](#); [Mooney, Nicole](#)  
**Subject:** Re: Blackboard CU update  
**Date:** Thursday, April 16, 2020 8:01:58 AM

---

Thanks Allison, it is helpful to have a clear list of events. So appreciative of ITFAST!

Sandy

On Apr 16, 2020, at 7:58 AM, Calderon, Allison H. <AHCalderson@fcps.edu> wrote:

At 7 AM this morning the ITFasteam began to test the upgraded Test environment. We will set up a testing status call later today.

Key milestones

4/16

7 am ITTasteam begin testing in test site  
3pm ITFasteam complete testing in test site  
4pm go/no go decision  
5pm kick off of upgrade in prod

4/17

5 AM ICM receive site  
9 AM loadtesting begins  
3pm ITFasteam receives prod to test  
10pm decision on site release to users

Allison Calderón  
Coordinator, IT Project Management  
Fairfax County Public Schools  
Office: 703.503.7417  
Mobile: 571.205.9634

<FCPS\_Q42017CU9\_ProjectPlan\_v3.xlsx>

**From:** [Calderon, Allison H.](#)  
**To:** [DIT SMT](#)  
**Cc:** [Cole, Kevin](#); [Downey, Paul J.](#); [Mooney, Nicole](#)  
**Subject:** Blackboard CU update  
**Date:** Thursday, April 16, 2020 7:58:54 AM  
**Attachments:** [FCPS\\_Q42017CU9\\_ProjectPlan\\_v3.xlsx](#)

---

At 7 AM this morning the ITFasteam began to test the upgraded Test environment. We will set up a testing status call later today.

Key milestones

4/16

7 am ITTasteam begin testing in test site  
3pm ITFasteam complete testing in test site  
4pm go/no go decision  
5pm kick off of upgrade in prod

4/17

5 AM ICM receive site  
9 AM loadtesting begins  
3pm ITFasteam receives prod to test  
10pm decision on site release to users

Allison Calderón  
Coordinator, IT Project Management  
Fairfax County Public Schools  
Office: 703.503.7417  
Mobile: 571.205.9634

**From:** [Luftglass, Maribeth](#)  
**To:** [Calderon, Allison H.](#)  
**Cc:** [DIT SMT](#)  
**Subject:** FW: Message from CARTER LINDA (7035609252)  
**Date:** Thursday, April 16, 2020 7:50:39 AM  
**Attachments:** [VoiceMessage.wav](#)

---

Suggest asking Blackboard who we can refer her to call at Blackboard.  
Maribeth

---

**From:** Yocom, Julie A  
**Sent:** Thursday, April 16, 2020 7:47 AM  
**To:** DIT SMT <[DIT\\_SMT@fcps.edu](mailto:DIT_SMT@fcps.edu)>  
**Subject:** Fw: Message from CARTER LINDA (7035609252)

Good morning,

A phone message from a Longfellow MS parent and IT Systems Engineer, is attached. She is offering IT assistance, "I can fix this."

There are 15 CC's in our shared Google drive (as of right now) and 15 more for me to add/respond to the "Distance Learning feedback" compilation,  
[https://docs.google.com/document/d/11mytfhriES3jdmW9IMIPmkUIVfCIImxjwL\\_AoHP-DS4/edit?usp=sharing](https://docs.google.com/document/d/11mytfhriES3jdmW9IMIPmkUIVfCIImxjwL_AoHP-DS4/edit?usp=sharing)

Let me know what you need help with today,  
Julie

---

**From:** Claude, Michelle M. <[MMClaude@fcps.edu](mailto:MMClaude@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 9:09 PM  
**To:** Yocom, Julie A <[jayocom@fcps.edu](mailto:jayocom@fcps.edu)>  
**Subject:** FW: Message from CARTER LINDA (7035609252)

Hi Julie,

This message came in to the Region 2 line. It is someone offering their expertise with our technology issues. I am sure you all have received many emails from folks offering to help. Do you have a standard response for this type of correspondence? This is not something that is appropriate for the school to handle and it is definitely out of my comfort zone ☺

**From:** Cisco Unity Connection Messaging System [<mailto:unityconnection@voicemail2.fcps>]  
**Sent:** Wednesday, April 15, 2020 5:57 PM  
**To:** [gateh\\_region\\_2@voicemail2.fcps](mailto:gateh_region_2@voicemail2.fcps)



**Subject:** Message from CARTER LINDA (7035609252)

**From:** [Fowler, Julie P.](#)  
**To:** [Luftglass, Maribeth](#)  
**Cc:** [Smith, Marty K.](#)  
**Subject:** RE: Distance Learning Presentation and Attachments  
**Date:** Thursday, April 16, 2020 7:50:02 AM

---

Let's talk that through in the meeting so Sloan can weigh in. Thanks.

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 7:46 AM  
**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

Thank you. Another possible addition to slide 3: Distance Learning Plan curriculum resources have been accessed on Blackboard hundreds of thousands of times.  
(Sloan may have more specific volume update)

---

**From:** Fowler, Julie P.  
**Sent:** Thursday, April 16, 2020 7:43 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

Here is the edited one.

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 7:27 AM  
**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

One additional item, on slide 10, Google engineers expressed to our team last week that they would

be concerned about handling our volume.

---

**From:** Fowler, Julie P.  
**Sent:** Wednesday, April 15, 2020 11:39 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** Re: Distance Learning Presentation and Attachments

We aren't posting it until the morning. I'll make these edits before LT.

On Apr 15, 2020, at 11:37 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Slide 5

- Students must log into FCPS 24/7 to access ~~classes~~ sessions

Slide 9

While Google Classroom is readily currently available as a supplement to Blackboard, fewer than 50% of our teachers have established Google Classroom sites. Therefore, there would be significant teacher training required and additional workload on teachers to create these sites.

Google does not provide viewing rights to parents or administrators. A summary email of student activity is available but does not provide full access to courses like Blackboard's ParentVue. Accounts.

Slide 10

Second question is missing the question mark at the end.

Slide 12

Unfortunately, due to systemwide failure to provide adequate oversight, some safety protocols were not followed.

---

**From:** Luftglass, Maribeth  
**Sent:** Wednesday, April 15, 2020 11:22 PM  
**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Smith, Marty K. (<[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
<[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

Thanks for pulling this together. Assume this won't be posted to Boarddocs tonight?  
See some typos.

---

**From:** Fowler, Julie P.  
**Sent:** Wednesday, April 15, 2020 10:52 PM  
**To:** Baenig, Rebecca G <[RGBaenig@fcps.edu](mailto:RGBaenig@fcps.edu)>; Brabrand, Scott S

<[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>; Duran, Francisco <[fdduran@fcps.edu](mailto:fdduran@fcps.edu)>; Foster, John <[jefoster@fcps.edu](mailto:jefoster@fcps.edu)>; Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Greve, Lisa <[llgreve@fcps.edu](mailto:llgreve@fcps.edu)>; Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Kneale, Marcy G <[mgkneale@fcps.edu](mailto:mgkneale@fcps.edu)>; Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>; Rhodes, Yvette P. <[YPRhodes@fcps.edu](mailto:YPRhodes@fcps.edu)>; Skahen, Tracey <[tlskahen@fcps.edu](mailto:tlskahen@fcps.edu)>; Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Thomas, Kathleen <[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Tyler, Deborah L <[dlt Tyler@fcps.edu](mailto:dlt Tyler@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Hruda, Ludmila (Lidi) <[LZHruda@fcps.edu](mailto:LZHruda@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>

**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>

**Subject:** Distance Learning Presentation and Attachments

[Redacted]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Kretzer, Sandy](#)  
**To:** [Luftglass, Maribeth](#)  
**Cc:** [Jewell, Tracey D.](#)  
**Subject:** Re: Message for Parents  
**Date:** Thursday, April 16, 2020 7:49:29 AM

---

I asked Jim this AM,

He is still digging but please see below

Sandy

How fortunate I spend last night running that query and am cleaning up the data right now ;-)

This is a heavily qualified answer because of what "active classroom" means

There are 8069 teacher that have create one or more courses since July 1 of 2019

We need to dive more into the data to weed out

- Teachers that only have 1 course (are named test course)
- Course where last update is greater than 45 days ago

I am digging into this right now, but about half is a good guess  
Available for a call if needed 703-474-5772

Sandy Kretzer  
Director IT/EISA  
Fairfax County Public Schools  
703.329.7444

On Apr 15, 2020, at 11:13 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

I need the percentage of teachers who have active Classroom sites

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

Begin forwarded message:

**From:** "Brabrand, Scott S" <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>  
**Date:** April 15, 2020 at 11:09:26 PM EDT

**To:** "Meren, Melanie K (School Board Member)" <mkmeren@fcps.edu>, "Sizemore Heizer, Rachna (School Board Member)" <rsizemorehei@fcps.edu>, "Torre, John" <jjtorre@fcps.edu>, "Frisch, Karl V (School Board Member)" <kvfrisch@fcps.edu>, "Cohen, Laura Jane H (School Board Member)" <lhcohen@fcps.edu>, School Board Members <SchBoard@fcps.edu>, Leadership Team <Leadership\_Team@fcps.edu>  
**Cc:** School Board Office <SchBdOff@fcps.edu>, Leadership Team Executive Administrative Assistants <LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>  
**Subject: Re: Message for Parents**

[REDACTED]

---

**From:** Meren, Melanie K (School Board Member) <mkmeren@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 7:23:20 PM  
**To:** Sizemore Heizer, Rachna (School Board Member) <rsizemorehei@fcps.edu>; Torre, John <jjtorre@fcps.edu>; Frisch, Karl V (School Board Member) <kvfrisch@fcps.edu>; Cohen, Laura Jane H (School Board Member) <lhcohen@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>  
**Cc:** School Board Office <SchBdOff@fcps.edu>; Leadership Team Executive Administrative Assistants <LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>  
**Subject:** Re: Message for Parents

I agree - why can't we use Google Classroom, which they are already on? Has that been explored? Can we please receive an answer to "why not Google"?

Also, the message needs to go via text, too.

Thanks.  
Melanie

Melanie Meren  
Hunter Mill District Representative  
Fairfax County School Board

571-423-1082

(Note that correspondence with School Board members is subject to the Virginia Freedom Of Information Act.)

---

**From:** Sizemore Heizer, Rachna (School Board Member)

<rsizemorehei@fcps.edu>

**Sent:** Wednesday, April 15, 2020 6:56:47 PM

**To:** Torre, John <jjtorre@fcps.edu>; Frisch, Karl V (School Board Member)

<kvfrisch@fcps.edu>; Cohen, Laura Jane H (School Board Member)

<lhcohen@fcps.edu>; School Board Members <SchBoard@fcps.edu>;

Leadership Team <Leadership\_Team@fcps.edu>

**Cc:** School Board Office <SchBdOff@fcps.edu>; Leadership Team

Executive Administrative Assistants

<LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>

**Subject:** Re: Message for Parents

Phone call. And contacting via phone call. NOT just via email.

And why can't we use google classroom? Google hangout? Why can't we at least have the teachers and students connect that way this week until BB issues can be resolved. Everything I'm hearing points the value of that connection and the deep need for that connection. We need to be creative and agile.

This email reads as way too defensive and not understanding enough. of the frustration of these problems coming up after four weeks of preparation. We need to own this more in this email.

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

---

**From:** Torre, John <jjtorre@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 6:36:53 PM  
**To:** Frisch, Karl V (School Board Member) <kvfrisch@fcps.edu>; Cohen, Laura Jane H (School Board Member) <lhcohen@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>  
**Cc:** School Board Office <SchBdOff@fcps.edu>; Leadership Team Executive Administrative Assistants <LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>  
**Subject:** RE: Message for Parents

Made a few more changes. Will send back around a revised version

---

**From:** Frisch, Karl V (School Board Member)  
**Sent:** Wednesday, April 15, 2020 6:35 PM  
**To:** Cohen, Laura Jane H (School Board Member) <lhcohen@fcps.edu>; Torre, John <jjtorre@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>  
**Cc:** School Board Office <SchBdOff@fcps.edu>; Leadership Team Executive Administrative Assistants <LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>  
**Subject:** Re: Message for Parents

The defensive posture/language makes me squirm — “there was no indication that the system would be unable to handle the volume,” ... “despite the extensive preparation” etc.

So many questions. I guess we’ll get into this tomorrow.

Karl

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KARL FRISCH  
Providence District Representative  
Fairfax County School Board  
(571) 423-1084

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act (FOIA). This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it. Only a few topics are exempt from disclosure such as information about identifiable students and personnel information about individual employees.

---

**From:** Cohen, Laura Jane H (School Board Member) <lhcohen@fcps.edu>



**Sent:** Wednesday, April 15, 2020 6:19:52 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Re: Message for Parents

Wow. Just wow.  
I just cannot believe this.

Laura Jane Cohen  
FCPS School Board Member  
Springfield District

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

---

**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:07:52 PM  
**To:** School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>  
**Subject:** Message for Parents

Good evening, the message below will be sent to parents by 7 p.m.  
Thanks

Dear Families,  
FCPS sincerely appreciates your patience and shares in your frustration related to our distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users.

Unfortunately, despite the extensive preparation, it is necessary to pause this week's distance learning schedule.

**Teacher-led instruction through Blackboard 24/7 scheduled for tomorrow, April 16, and Friday, April 17, has been canceled.**

Teachers will be contacting students over the next two days through email and Google Classroom to ensure that third quarter work assigned prior to March 13 is completed and submitted.

Technical teams for FCPS and Blackboard believe they have identified the root cause of the connectivity problems and that they involve a software issue. In order to work properly, staff must make necessary updates and patches to the system. On a system as large as FCPS', these critical updates take time. Additionally, there will be a staff training component attached to them. Updates will begin tonight (April 15), run through tomorrow, and staff training will take place on Friday.

**Teacher-led instruction for students is expected to resume on Monday, April 20.** We will reassess the situation and provide an update Friday.

Blackboard has shared the following statement with Fairfax County Public Schools:

*"Blackboard has been working hard with Fairfax County Public Schools to move its 189,000 students to fully remote instruction during this unprecedented crisis. We encountered unexpected technical challenges over the past couple of days that caused some users to experience issues when logging into the FCPS 24-7 Learning site,*

*and we are working closely with FCPS to resolve the issues as quickly as possible. In addition, we are working with FCPS to require students to log in to the FCPS 24-7 site and authenticate their identity before they are permitted to join a virtual classroom.*

*“As a Fairfax County-based company, we are deeply committed to providing Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students.”*

Please continue to access learning resources and live streaming of instructional programming for elementary, middle and high school students available on [local cable channels](#). Additional distance learning resources by grade level are available on the FCPS website: [Distance Learning](#).

Fairfax County Public Schools

**To:** [Fowler, Julie P.](#)  
**Cc:** [Smith, Marty K.](#)  
**Subject:** RE: Distance Learning Presentation and Attachments  
**Date:** Thursday, April 16, 2020 7:46:59 AM

---

Another possible addition to slide

---

**From:** Luftglass, Maribeth  
**Sent:** Thursday, April 16, 2020 7:27 AM  
**To:** Fowler, Julie P. <JPFowler1@fcps.edu>  
**Cc:** Smith, Marty K. <mksmith@fcps.edu>  
**Subject:** RE: Distance Learning Presentation and Attachments

One additional item, on slide 10, Google engineers expressed to our team last week that they would be concerned about handling our volume.

---

**From:** Fowler, Julie P.  
**Sent:** Wednesday, April 15, 2020 11:39 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** Re: Distance Learning Presentation and Attachments

We aren't posting it until the morning. I'll make these edits before LT.

On Apr 15, 2020, at 11:37 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Slide 5

- Students must log into FCPS 24/7 to access ~~classes~~ sessions

Slide 9

While Google Classroom is readily currently available as a supplement to Blackboard, fewer than 50% of our teachers have established Google Classroom sites. Therefore, there would be significant teacher training required and additional workload on teachers to create these sites.

Google does not provide viewing rights to parents or administrators. A summary email of student activity is available but does not provide full access to courses like Blackboard's ParentView Accounts.

Slide 10

Second question is missing the question mark at the end.

Slide 12

Unfortunately, due to systemwide failure to provide adequate oversight, some safety protocols were not followed.

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**From:** Luftglass, Maribeth  
**Sent:** Wednesday, April 15, 2020 11:22 PM  
**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Smith, Marty K. ([mksmith@fcps.edu](mailto:mksmith@fcps.edu)) <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

Thanks for pulling this together. Assume this won't be posted to Boarddocs tonight?  
See some typos.

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**From:** Fowler, Julie P.  
**Sent:** Wednesday, April 15, 2020 10:52 PM  
**To:** Baenig, Rebecca G <[RGBaenig@fcps.edu](mailto:RGBaenig@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>; Duran, Francisco <[fdduran@fcps.edu](mailto:fdduran@fcps.edu)>; Foster, John <[jefoster@fcps.edu](mailto:jefoster@fcps.edu)>; Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Greve, Lisa <[llgreve@fcps.edu](mailto:llgreve@fcps.edu)>; Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Kneale, Marcy G <[mgkneale@fcps.edu](mailto:mgkneale@fcps.edu)>; Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>; Rhodes, Yvette P. <[YPRhodes@fcps.edu](mailto:YPRhodes@fcps.edu)>; Skahen, Tracey <[tlskahen@fcps.edu](mailto:tlskahen@fcps.edu)>; Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Thomas, Kathleen <[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Tyler, Deborah L <[dlt Tyler@fcps.edu](mailto:dlt Tyler@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Hruda, Ludmila (Lidi) <[LZHruda@fcps.edu](mailto:LZHruda@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>  
**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>  
**Subject:** Distance Learning Presentation and Attachments

[REDACTED]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Yocom, Julie A](#)  
**To:** [DIT SMT](#)  
**Subject:** Fw: Message from [REDACTED]  
**Date:** Thursday, April 16, 2020 7:46:43 AM  
**Attachments:** [VoiceMessage.wav](#)

---

Good morning,

A phone message from a Longfellow MS parent and IT Systems Engineer, is attached. She is offering IT assistance, "I can fix this."

There are 15 CC's in our shared Google drive (as of right now) and 15 more for me to add/respond to the "Distance Learning feedback" compilation,  
[https://docs.google.com/document/d/11mytfhriES3jdmW9IMIPmkUIVfCIIImxjwL\\_AoHP-DS4/edit?usp=sharing](https://docs.google.com/document/d/11mytfhriES3jdmW9IMIPmkUIVfCIIImxjwL_AoHP-DS4/edit?usp=sharing)

Let me know what you need help with today,  
Julie

---

**From:** Claude, Michelle M. <MMClaude@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 9:09 PM  
**To:** Yocom, Julie A <jayocom@fcps.edu>  
**Subject:** FW: Message from [REDACTED]

Hi Julie,

This message came in to the Region 2 line. It is someone offering their expertise with our technology issues. I am sure you all have received many emails from folks offering to help. Do you have a standard response for this type of correspondence? This is not something that is appropriate for the school to handle and it is definitely out of my comfort zone 😊

**From:** Cisco Unity Connection Messaging System [mailto:unityconnection@voicemail2.fcps]  
**Sent:** Wednesday, April 15, 2020 5:57 PM  
**To:** gateh\_region\_2@voicemail2.fcps  
**Subject:** Message from [REDACTED]

**From:** [Luftglass, Maribeth](#)  
**To:** [Fowler, Julie P.](#)  
**Cc:** [Smith, Marty K.](#)  
**Subject:** RE: Distance Learning Presentation and Attachments  
**Date:** Thursday, April 16, 2020 7:46:00 AM

---

Thank you. Another possible addition to slide 3: Distance Learning Plan curriculum resources have been accessed on Blackboard hundreds of thousands of times.  
(Sloan may have more specific volume update)

---

**From:** Fowler, Julie P.  
**Sent:** Thursday, April 16, 2020 7:43 AM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

Here is the edited one.

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

---

**From:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Sent:** Thursday, April 16, 2020 7:27 AM  
**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** RE: Distance Learning Presentation and Attachments

One additional item, on slide 10, Google engineers expressed to our team last week that they would be concerned about handling our volume.

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**From:** Fowler, Julie P.  
**Sent:** Wednesday, April 15, 2020 11:39 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
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**Subject:** Re: Distance Learning Presentation and Attachments

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- o Students must log into FCPS 24/7 to access ~~classes~~ sessions

Slide 9

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Second question is missing the question mark at the end.

Slide 12

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**From:** Luftglass, Maribeth

**Sent:** Wednesday, April 15, 2020 11:22 PM

**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Smith, Marty K. ([mksmith@fcps.edu](mailto:mksmith@fcps.edu)) <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>

**Subject:** RE: Distance Learning Presentation and Attachments

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See some typos.

---

**From:** Fowler, Julie P.

**Sent:** Wednesday, April 15, 2020 10:52 PM


**To:** Baenig, Rebecca G <[RGBaenig@fcps.edu](mailto:RGBaenig@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>; Duran, Francisco < [added@fcps.edu](mailto: added@fcps.edu)>; Foster, John <[jefoster@fcps.edu](mailto:jefoster@fcps.edu)>; Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Greve, Lisa <[llgreve@fcps.edu](mailto:llgreve@fcps.edu)>; Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Kneale, Marcy G <[mgkneale@fcps.edu](mailto:mgkneale@fcps.edu)>; Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>; Rhodes, Yvette P. <[YPRhodes@fcps.edu](mailto:YPRhodes@fcps.edu)>; Skahen, Tracey <[tlskahen@fcps.edu](mailto:tlskahen@fcps.edu)>; Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Thomas, Kathleen <[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Tyler, Deborah L <[dlt Tyler@fcps.edu](mailto:dlt Tyler@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Hruda, Ludmila (Lidi) <[LZHruda@fcps.edu](mailto:LZHruda@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>

**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>

**Subject:** Distance Learning Presentation and Attachments



Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Fowler, Julie P.](#)  
**To:** [Luftglass, Maribeth](#)  
**Cc:** [Smith, Marty K.](#)  
**Subject:** RE: Distance Learning Presentation and Attachments  
**Date:** Thursday, April 16, 2020 7:42:59 AM  
**Attachments:** [Distance Learning Update April 16, 2020 v2.pptx](#)

---

Here is the edited one.

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

---

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**Sent:** Wednesday, April 15, 2020 11:39 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
**Subject:** Re: Distance Learning Presentation and Attachments

We aren't posting it until the morning. I'll make these edits before LT.

On Apr 15, 2020, at 11:37 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Slide 5

- Students must log into FCPS 24/7 to access ~~classes~~ sessions

Slide 9

While Google Classroom is readily currently available as a supplement to Blackboard, fewer than 50% of our teachers have established Google Classroom sites. Therefore, there would be significant teacher training required and additional workload on teachers to create these sites.

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Blackboard's ParentVue Accounts.

Slide 10

Second question is missing the question mark at the end.

Slide 12

Unfortunately, due to systemwide failure to provide adequate oversight, some safety protocols were not followed.

---

**From:** Luftglass, Maribeth

**Sent:** Wednesday, April 15, 2020 11:22 PM

**To:** Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Smith, Marty K. ([mksmith@fcps.edu](mailto:mksmith@fcps.edu)) <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>

**Subject:** RE: Distance Learning Presentation and Attachments

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See some typos.

---

**From:** Fowler, Julie P.

**Sent:** Wednesday, April 15, 2020 10:52 PM

**To:** Baenig, Rebecca G <[RGBaenig@fcps.edu](mailto:RGBaenig@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>; Duran, Francisco <[fdduran@fcps.edu](mailto:fdduran@fcps.edu)>; Foster, John <[jefoster@fcps.edu](mailto:jefoster@fcps.edu)>; Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Greve, Lisa <[llgreve@fcps.edu](mailto:llgreve@fcps.edu)>; Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Kneale, Marcy G <[mgkneale@fcps.edu](mailto:mgkneale@fcps.edu)>; Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>; Rhodes, Yvette P. <[YPRhodes@fcps.edu](mailto:YPRhodes@fcps.edu)>; Skahen, Tracey <[tlskahen@fcps.edu](mailto:tlskahen@fcps.edu)>; Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Thomas, Kathleen <[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Tyler, Deborah L <[dlt Tyler@fcps.edu](mailto:dlt Tyler@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Hruda, Ludmila (Lidi) <[LZHruda@fcps.edu](mailto:LZHruda@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>

**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>

**Subject:** Distance Learning Presentation and Attachments

[REDACTED]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Luftglass, Maribeth](#)  
**To:** [Fowler, Julie P.](#)  
**Cc:** [Smith, Marty K.](#)  
**Subject:** RE: Distance Learning Presentation and Attachments  
**Date:** Thursday, April 16, 2020 7:27:00 AM

---

One additional item, on slide 10, Google engineers expressed to our team last week that they would be concerned about handling our volume.

---

**From:** Fowler, Julie P.  
**Sent:** Wednesday, April 15, 2020 11:39 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>  
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**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>

**Subject:** Distance Learning Presentation and Attachments

[REDACTED]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Blackboard Collaborate Support](#)  
**To:** [Luftglass, Maribeth](#)  
**Subject:** [External] Blackboard Collaborate Invitee  
**Date:** Thursday, April 16, 2020 7:05:18 AM

---

Maribeth Luftglass:

You are invited to attend the following Blackboard Collaborate session:

**Name:** LT 4-16-20  
**Starts:** April 15, 2020 11:00:00 PM EDT  
**Ends:** April 16, 2020 10:00:00 AM EDT

**Join Session:**

Join your session up to 15 minutes before it starts.

• **Your link:** [Join the Blackboard Collaborate session](#) (This link is associated with your account. Don't share with anyone else.)

**Invite others to join:**

Send this guest link to your attendees:

• **Guest link:** <https://us.bbcollab.com/guest/092b464ac6774b5591bfdd6667aae635>

**Session dial-in:**

Call in anonymously. Attendees using this PIN appear as anonymous callers in the session.

• **Dial-in:** +1-571-392-7650  
• **PIN:** 8893851408

**From:** [Madeja, Beverly](#)  
**To:** [Luftglass, Maribeth](#)  
**Cc:** [Muhlberg, Ilene](#); [Brabrand, Scott S](#); [Smith, Marty K.](#); [REDACTED]; [Presidio, Sloan](#)  
**Subject:** Re: Blackboard Contact for School Board Meeting Tomorrow - Please send invite.  
**Date:** Thursday, April 16, 2020 6:12:54 AM

---

Done

Sent from my iPhone

On Apr 15, 2020, at 9:58 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Hi Bev,

Please invite Tim Tomlinson from Blackboard, Inc., [REDACTED] to tomorrow's Bb Collaborate Session for the school board meeting. He will be part of the 1<sup>st</sup> agenda item re: Distance Learning Plan update. He will be speaking to the Blackboard apology letter and answering questions as needed, including any related to their system performance testing.

Thanks,  
Maribeth

**From:** [Scott Persky](#)  
**To:** [Jewell, Tracey D.](#)  
**Cc:** [Luftglass, Maribeth](#); [Jeannine Richardson](#); [Michelle Simon](#); [Tim Tomlinson](#)  
**Subject:** [External] Collab Invitee  
**Date:** Thursday, April 16, 2020 1:23:53 AM

---

Tracey,

I wanted to let you know we made some progress on the Collaborate Ultra stand-alone Plan B, but we are still not at a point where we have a solution that would be manageable within normal business processes for several of the reasons we discussed on the call several hours ago. We had some discussion on APIs we could possibly leverage but aren't there yet, so this definitely isn't a qualified viable option.

We'll continue to pursue this and run it to ground, with of course the equal determination to not have to resort to a Plan B at all. Will catch up with the team today/Thursday later.

Regards,  
Scott

**Scott Persky**

Vice President  
Blackboard Inc



This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.



**From:** [Fowler, Julie P.](#)  
**To:** [Luftglass, Maribeth](#)  
**Cc:** [Smith, Marty K.](#)  
**Subject:** Re: Distance Learning Presentation and Attachments  
**Date:** Wednesday, April 15, 2020 11:39:20 PM

---

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On Apr 15, 2020, at 11:37 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Slide 5

<!--[if !supportLists]-->○ <!--[endif]-->Students must log into FCPS 24/7 to access ~~classes~~ **sessions**

Slide 9

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**To:** Baenig, Rebecca G <[RGBaenig@fcps.edu](mailto:RGBaenig@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>; Duran, Francisco <[fdduran@fcps.edu](mailto:fdduran@fcps.edu)>; Foster, John

<[jefoster@fcps.edu](mailto:jefoster@fcps.edu)>; Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Greve, Lisa <[llgreve@fcps.edu](mailto:llgreve@fcps.edu)>; Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Kneale, Marcy G <[mgkneale@fcps.edu](mailto:mgkneale@fcps.edu)>; Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>; Rhodes, Yvette P. <[YPRhodes@fcps.edu](mailto:YPRhodes@fcps.edu)>; Skahen, Tracey <[tiskahen@fcps.edu](mailto:tiskahen@fcps.edu)>; Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Thomas, Kathleen <[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Tyler, Deborah L <[dlt Tyler@fcps.edu](mailto:dlt Tyler@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Hruda, Ludmila (Lidi) <[LZHruda@fcps.edu](mailto:LZHruda@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>

**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>

**Subject:** Distance Learning Presentation and Attachments

[REDACTED]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Smith, Marty K.](#)  
**To:** [Luftglass, Maribeth](#)  
**Cc:** [Fowler, Julie P.](#)  
**Subject:** Re: Distance Learning Presentation and Attachments  
**Date:** Wednesday, April 15, 2020 11:39:02 PM

---

We'll fix and send in morning. It was a late :)

Thanks!

Sent from my iPad

On Apr 15, 2020, at 11:37 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

Slide 5

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**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>

**Subject:** Distance Learning Presentation and Attachments

[REDACTED]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Tyson, Douglas](#)  
**To:** [Turpin, Melanie](#); [Oishi, Pilar R.](#); [StCyr, Lori L.](#); [Kneale, Marcy G](#)  
**Subject:** Fwd: [External] Why is FCPS failing at Distance Ed  
**Date:** Wednesday, April 15, 2020 11:38:36 PM

---

Sent from my iPad

Begin forwarded message:

**From:** "Tyson, Douglas" <[DATyson@fcps.edu](mailto:DATyson@fcps.edu)>  
**Date:** April 15, 2020 at 11:36:30 PM EDT  
**To:** "Tholen, Elaine V (School Board Member)" <[evtholen@fcps.edu](mailto:evtholen@fcps.edu)>  
**Subject:** Re: [External] Why is FCPS failing at Distance Ed

This is a more than sufficient response Elaine. Thank you!  
I will update Client communications with this. Lori will assure Scott that this parent has been responded to.

Thank you.  
Douglas

Sent from my iPad

On Apr 15, 2020, at 11:29 PM, Tholen, Elaine V (School Board Member) <[evtholen@fcps.edu](mailto:evtholen@fcps.edu)> wrote:

FYI--wanted you to see what I sent--I saw you on here too--do I need to send to Scott? I never know quite how to handle all of this.

**Elaine Tholen**  
**School Board Member, Dranesville**

*Empowering Our Students for Tomorrow*

571-423-1075

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act (FOIA). This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it. Only a few topics are exempt from disclosure such as information about identifiable students and personnel information about individual employees.

---

**From:** Tholen, Elaine V (School Board Member) <[evtholen@fcps.edu](mailto:evtholen@fcps.edu)>

**Sent:** Wednesday, April 15, 2020 11:28 PM

**To:** [REDACTED]

**Subject:** Re: [External] Why is FCPS failing at Distance Ed

Dear [REDACTED] --thank you for your note earlier today and the one you sent this evening. By now I am sure you have heard that our distance learning will be compromised for the remainder of the week.

All I can tell you is that I am so disappointed. I had heard some wonderful stories about how happy our students were to be engaging again with their teachers and classmates. I know how important those connections are for all of our students.

We will be discussing the issues with Blackboard and distance learning plans about our school board meeting tomorrow and you can listen in. Here is the information to do that.

You are welcome to listen in to the school board meeting tomorrow. Here is the information on that.

## **April 16 School Board Meeting**

**THURSDAY, APRIL 16 at 10:00 AM:** The School Board will hold a virtual public meeting with Board members participating remotely by video conference. Members of the public are welcome to attend virtually by [watching online](#) or on [channel 21](#).

In addition, I am holding some upcoming Town Hall sessions with some of the at-large school board members. Here is the information for those meetings.

## **Upcoming Town Halls**

**April 16 -- Town Hall with Karen Keys-Gamarra and Elaine Tholen, 7:30 pm to 9:00pm**

[Join session here](#)

**Session dial-in:** Call in anonymously. Attendees using this PIN appear as anonymous callers in the session.

• **Dial-in:** +1-571-392-7650

• **PIN:** 7886693710

**April 20 -- Town Hall with Rachna Sizemore Heizer and Elaine Tholen, 7:00 pm to 8:00 pm**

[Join session here](#)

**Session dial-in:** Call in anonymously. Attendees using this PIN appear as anonymous callers in the session.

• **Dial-in:** +1-571-392-7650

• **PIN:** 5061607274

Please know our entire board is very concerned with the turn of events this week and will be working hard to make sure we provide a learning experience moving forward that our students and families deserve. We know that distance learning will never replace our in-school face to face instruction but we need to have our students, staff and administration properly engaged as soon as possible.

Thanks again for your note.

**Elaine Tholen**  
**School Board Member, Dranesville**

*Empowering Our Students for Tomorrow*

571-423-1075

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**From:** [REDACTED]  
**Sent:** Wednesday, April 15, 2020 10:55 AM  
**To:** Tholen, Elaine V (School Board Member) <[evtholen@fcps.edu](mailto:evtholen@fcps.edu)>  
**Cc:** Tyson, Douglas <[DATyson@fcps.edu](mailto:DATyson@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>  
**Subject:** [External] Why is FCPS failing at Distance Ed

Mrs. Tholen

Thank you for your public service. I'm writing as a frustrated parent of 2 FCPS students. While I fully understand the challenges facing the school system due to the COVID-19 pandemic, FCPS's distance learning attempts is a DISASTER. I have two other children in the catholic school system- and they have been doing on-line

learning without a single issue for 3 weeks. I understand that FCPS has a lot more student but they also have A LOT MORE resources.

Let's wake up and get FCPS on the right track.

For weeks, FCPS was off from school and allegedly preparing for the Distance Learning experience. The roll out date was yesterday, April 14th and the system crashed and blackboard was off-line. Today, day 2, schools were delayed for 2 hours because of another issue and just now I got an email saying that blackboard crashed again. Blackboard has been part of FCPS for years - no reason why it has not been perfected. Let's dedicate the resources to get this right.

What is going on with one of the premier public school systems in the country. Why can't FCPS get their act together on this?

We need someone at FCPS to take charge and make on-line learning a priority. This must become serious for everyone. The system has lots of dedicated teachers who want to do what is right for the students and the school system but it seems that the system is failing them at every level. I spent 2 hours yesterday (during my work hours) to help my 8 year old with his class. The teachers are present and want to teach but their hands appear tied because of the lack of technology.

Please let's put the combined resources of the FCPS infrastructure behind our dedicated teachers so that we can start to return to some level of education. What is being done is not fair to the students or teachers.

Please intervene to make sure that my tax dollars are not being wasted on delays and lack of resources. We need better leadership, responsibility and accountability.

I look forward to your positive response.

██████████



**From:** [Luftglass, Maribeth](#)  
**To:** [Fowler, Julie P.](#); [Smith, Marty K. \(mksmith@fcps.edu\)](#)  
**Subject:** RE: Distance Learning Presentation and Attachments  
**Date:** Wednesday, April 15, 2020 11:38:00 PM

---

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Slide 9

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**Sent:** Wednesday, April 15, 2020 11:22 PM  
**To:** Fowler, Julie P. <JPFowler1@fcps.edu>; Smith, Marty K. (mksmith@fcps.edu) <mksmith@fcps.edu>  
**Subject:** RE: Distance Learning Presentation and Attachments

Thanks for pulling this together. Assume this won't be posted to Boarddocs tonight? See some typos.

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**From:** Fowler, Julie P.  
**Sent:** Wednesday, April 15, 2020 10:52 PM  
**To:** Baenig, Rebecca G <RGBaenig@fcps.edu>; Brabrand, Scott S <ssbrabrand@fcps.edu>; Duran, Francisco <fdduran@fcps.edu>; Foster, John <jefoster@fcps.edu>; Fowler, Julie P. <JPFowler1@fcps.edu>; Greve, Lisa <llgreve@fcps.edu>; Ivey, Frances W <FWIvey@fcps.edu>; Kneale, Marcy G <mgkneale@fcps.edu>; Long, Diane <dslong@fcps.edu>; Rhodes, Yvette P. <YPRhodes@fcps.edu>; Skahen, Tracey <tskahen@fcps.edu>; Smith, Marty K. <mksmith@fcps.edu>; StCyr, Lori L <LLStCyr@fcps.edu>; Thomas, Kathleen <knthomas@fcps.edu>; Torre, John <jjtorre@fcps.edu>; Tyler, Deborah L <dltyler@fcps.edu>; Zuluaga, Fabio <fezuluaga@fcps.edu>; Presidio, Sloan <sjpresidio@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Hruda, Ludmila (Lidi) <LZHruda@fcps.edu>; Klimenko, Noel C. <ncklimenko@fcps.edu>  
**Cc:** Long, Diane <dslong@fcps.edu>  
**Subject:** Distance Learning Presentation and Attachments



Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**To:** [Fowler, Julie P.](#); [Smith, Marty K. \(mksmith@fcps.edu\)](#)  
**Subject:** RE: Distance Learning Presentation and Attachments  
**Date:** Wednesday, April 15, 2020 11:36:45 PM

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Slide 5

- Students must log into FCPS 24/7 to access ~~classes~~ sessions

Slide 9

While Google Classroom is readily **currently** available **as a supplement to Blackboard**, fewer than 50% of our teachers have established Google Classroom sites. Therefore, there would be **significant teacher training required** and additional workload on teachers to create these sites.

Google does not provide viewing rights to parents or administrators. A summary email of student activity is available but does **not** provide **full access to courses** like Blackboard's ParentVue Accounts.

Slide 10

Second question is missing the question mark at the end.

Slide 12

Unfortunately, due **to** systemwide failure to provide oversight, some safety protocols were not followed.

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Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

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**To:** [Jewell, Tracey D.](#); [Kretzer, Sandy](#)  
**Subject:** Fwd: Message for Parents  
**Date:** Wednesday, April 15, 2020 11:13:25 PM

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Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

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**Cc:** School Board Office <SchBdOff@fcps.edu>, Leadership Team Executive Administrative Assistants <LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>  
**Subject: Re: Message for Parents**

[REDACTED]

[REDACTED]

[REDACTED]

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**Sent:** Wednesday, April 15, 2020 7:23:20 PM  
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Also, the message needs to go via text, too.

Thanks.  
Melanie

Melanie Meren  
Hunter Mill District Representative  
Fairfax County School Board  
571-423-1082

(Note that correspondence with School Board members is subject to the Virginia Freedom Of Information Act.)

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**Sent:** Wednesday, April 15, 2020 6:56:47 PM  
**To:** Torre, John <jjtorre@fcps.edu>; Frisch, Karl V (School Board Member) <kvfrisch@fcps.edu>; Cohen, Laura Jane H (School Board Member) <lhcohen@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>  
**Cc:** School Board Office <SchBdOff@fcps.edu>; Leadership Team Executive Administrative Assistants <LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>  
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At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

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**Sent:** Wednesday, April 15, 2020 6:36:53 PM

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**Cc:** School Board Office <SchBdOff@fcps.edu>; Leadership Team Executive Administrative Assistants <LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>

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So many questions. I guess we’ll get into this tomorrow.

Karl

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KARL FRISCH  
Providence District Representative  
Fairfax County School Board  
(571) 423-1084

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**Sent:** Wednesday, April 15, 2020 6:19:52 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
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Laura Jane Cohen  
FCPS School Board Member  
Springfield District

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**Sent:** Wednesday, April 15, 2020 6:07:52 PM  
**To:** School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
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Fairfax County Public Schools

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**To:** [Jewell, Tracey D.](#); [Kretzer, Sandy](#)  
**Subject:** Fwd: Message for Parents  
**Date:** Wednesday, April 15, 2020 11:13:24 PM

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I agree - why can't we use Google Classroom, which they are already on? Has that been explored? Can we please receive an answer to "why not Google"?

Also, the message needs to go via text, too.

Thanks.  
Melanie

Melanie Meren  
Hunter Mill District Representative  
Fairfax County School Board  
571-423-1082

(Note that correspondence with School Board members is subject to the Virginia Freedom Of Information Act.)

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**From:** Sizemore Heizer, Rachna (School Board Member) <rsizemorehei@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 6:56:47 PM  
**To:** Torre, John <jjtorre@fcps.edu>; Frisch, Karl V (School Board Member) <kvfrisch@fcps.edu>; Cohen, Laura Jane H (School Board Member) <lhcohen@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>  
**Cc:** School Board Office <SchBdOff@fcps.edu>; Leadership Team Executive Administrative Assistants <LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>

**Subject:** Re: Message for Parents

Phone call. And contacting via phone call. NOT just via email.

And why can't we use google classroom? Google hangout? Why can't we at least have the teachers and students connect that way this week until BB issues can be resolved. Everything I'm hearing points the value of that connection and the deep need for that connection. We need to be creative and agile.

This email reads as way too defensive and not understanding enough. of the frustration of these problems coming up after four weeks of preparation. We need to own this more in this email.

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

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**From:** Torre, John <jjtorre@fcps.edu>

**Sent:** Wednesday, April 15, 2020 6:36:53 PM

**To:** Frisch, Karl V (School Board Member) <kvfrisch@fcps.edu>; Cohen, Laura Jane H (School Board Member) <lhcohen@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>

**Cc:** School Board Office <SchBdOff@fcps.edu>; Leadership Team Executive Administrative Assistants <LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>

**Subject:** RE: Message for Parents

Made a few more changes. Will send back around a revised version

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**From:** Frisch, Karl V (School Board Member)

**Sent:** Wednesday, April 15, 2020 6:35 PM

**To:** Cohen, Laura Jane H (School Board Member) <lhcohen@fcps.edu>; Torre, John <jjtorre@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>

**Cc:** School Board Office <SchBdOff@fcps.edu>; Leadership Team Executive Administrative Assistants

<LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>

**Subject:** Re: Message for Parents

The defensive posture/language makes me squirm — “there was no indication that the system would be unable to handle the volume,” ... “despite the extensive preparation” etc.

So many questions. I guess we’ll get into this tomorrow.

Karl

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KARL FRISCH  
Providence District Representative  
Fairfax County School Board  
(571) 423-1084

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act (FOIA). This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it. Only a few topics are exempt from disclosure such as information about identifiable students and personnel information about individual employees.

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**From:** Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>

**Sent:** Wednesday, April 15, 2020 6:19:52 PM

**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>

**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>

**Subject:** Re: Message for Parents

Wow. Just wow.

I just cannot believe this.

Laura Jane Cohen  
FCPS School Board Member  
Springfield District

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

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**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>

**Sent:** Wednesday, April 15, 2020 6:07:52 PM

**To:** School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>

**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>

**Subject:** Message for Parents

Good evening, the message below will be sent to parents by 7 p.m. Thanks

Dear Families,

FCPS sincerely appreciates your patience and shares in your frustration related to our distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users.

Unfortunately, despite the extensive preparation, it is necessary to pause this week's distance learning schedule.

**Teacher-led instruction through Blackboard 24/7 scheduled for tomorrow, April 16, and Friday, April 17, has been canceled.**

Teachers will be contacting students over the next two days through email and Google Classroom to ensure that third quarter work assigned prior to March 13 is completed and submitted.

Technical teams for FCPS and Blackboard believe they have identified the root cause of the connectivity problems and that they involve a software issue. In order to work properly, staff must make necessary updates and patches to the system. On a system as large as FCPS', these critical updates take time. Additionally, there will be a staff training component attached to them. Updates will begin tonight (April 15), run through tomorrow, and staff training will take place on Friday.

**Teacher-led instruction for students is expected to resume on Monday, April 20.** We will reassess the situation and provide an update Friday.

Blackboard has shared the following statement with Fairfax County Public Schools:

*“Blackboard has been working hard with Fairfax County Public Schools to move its 189,000 students to fully remote instruction during this unprecedented crisis. We encountered unexpected technical challenges over the past couple of days that caused some users to experience issues when logging into the FCPS 24-7 Learning site, and we are working closely with FCPS to resolve the issues as quickly as possible. In addition, we are working with FCPS to require students to log in to the FCPS 24-7 site and authenticate their identity before they are permitted to join a virtual classroom.*

*“As a Fairfax County-based company, we are deeply committed to providing Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students.”*

Please continue to access learning resources and live streaming of instructional programming for elementary, middle and high school students available on [local cable channels](#). Additional distance learning resources by grade level are available on the FCPS website: [Distance Learning](#).

Fairfax County Public Schools

**From:** [Luftglass, Maribeth](#)  
**To:** [REDACTED]; [Scott Persky](#)  
**Subject:** FW: Distance Learning Presentation and Attachments  
**Date:** Wednesday, April 15, 2020 11:08:00 PM  
**Attachments:** [Distance Learning Update April 16, 2020 v2.pptx](#)  
[Comparison School Divisions Distance Learning Approach and Associated Technologyv3.docx](#)

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Here's the draft presentation for the school board meeting from the superintendent's office. May be revised tomorrow morning.

Thanks,  
Maribeth

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**From:** Fowler, Julie P.  
**Sent:** Wednesday, April 15, 2020 10:52 PM  
**To:** Baenig, Rebecca G <[RGBaenig@fcps.edu](mailto:RGBaenig@fcps.edu)>; Brabrand, Scott S <[ssbrabrand@fcps.edu](mailto:ssbrabrand@fcps.edu)>; Duran, Francisco <[fdduran@fcps.edu](mailto:fdduran@fcps.edu)>; Foster, John <[jefoster@fcps.edu](mailto:jefoster@fcps.edu)>; Fowler, Julie P. <[JPFowler1@fcps.edu](mailto:JPFowler1@fcps.edu)>; Greve, Lisa <[llgreve@fcps.edu](mailto:llgreve@fcps.edu)>; Ivey, Frances W <[FWIvey@fcps.edu](mailto:FWIvey@fcps.edu)>; Kneale, Marcy G <[mgkneale@fcps.edu](mailto:mgkneale@fcps.edu)>; Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>; Rhodes, Yvette P. <[YPRhodes@fcps.edu](mailto:YPRhodes@fcps.edu)>; Skahen, Tracey <[tlskahen@fcps.edu](mailto:tlskahen@fcps.edu)>; Smith, Marty K. <[mksmith@fcps.edu](mailto:mksmith@fcps.edu)>; StCyr, Lori L <[LLStCyr@fcps.edu](mailto:LLStCyr@fcps.edu)>; Thomas, Kathleen <[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Tyler, Deborah L <[dltyler@fcps.edu](mailto:dltyler@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Hruda, Ludmila (Lidi) <[LZHruda@fcps.edu](mailto:LZHruda@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>  
**Cc:** Long, Diane <[dslong@fcps.edu](mailto:dslong@fcps.edu)>  
**Subject:** Distance Learning Presentation and Attachments

[REDACTED]

[REDACTED]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047





Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Los Angeles Unified, CA	633,621	<p>LAUSD is working to provide devices, train teachers, and implement fully remote learning in the coming weeks. Expectations for schools and teachers are currently unclear, but the district expects schools to design remote learning plans that work for their school community, using platforms such as Schoology, and resources such as Google Classroom. The district also offers a variety of optional online resources for families to support their children's at-home learning, and schools were directed to provide a learning plan to students in advance of closure, with updated assignments provided weekly.</p> <ul style="list-style-type: none"> <li>- Distance Learning Plan: The district is in the process of rolling out remote learning for all students. Each school is encouraged to find strategies that work for their community, and to share learning across the district as they go. Schools are using Schoology, Google Classroom, Clever, and other resources to provide instruction to their students. Evidence shows that a range of approaches are being used: synchronous instruction, or posting assignments on Schoology for students to complete, or students receiving instruction from online resources such as Khan Academy, SAT, or ACT practice sites, or students watching aligned educational programming on PBS SoCal. Materials, level of instruction, and student monitoring seems to vary from school to school. The district also provides a daily schedule of online lectures by grade level and subject area via Edgenuity. The district is monitoring access and logins to Schoology: as of April 6, 92% of high school students had accessed online content.</li> <li>- Technology and WiFi Access: The district announced a partnership with Verizon on March 23 to provide free internet to all students who currently do not have it. This has been rolled out over recent weeks, starting with high school students. The district also announced a \$100 million investment to provide devices for all students who do not have one, and are prioritizing provision to high school students. As of April 6, the district says that 74% of their students have a device now; nearly all high school students have a device. They expect that all students will have a device by the beginning of May.</li> <li>- Teacher Training: The district will work with schools to provide teacher training in remote learning and online tools and resources as they start remote instruction over the next few weeks. The district has provided a menu of professional development options for teachers.</li> <li>- Parent Support: The district provides parents with guides to access Schoology and the Parent Platform for school assignments and announcements, and plans to provide training for parents in remote learning as this begins.</li> <li>- Special Populations Support: Students with disabilities are provided support by their teachers over phone and video. Some are receiving small-group instruction, and some will get 1:1 support over the phone or video on completing assignments, or through prerecorded video. Students have access to related services over phone or video.</li> </ul>	Asynchronous Only	Schools are using Schoology, Google Classroom, Clever, and other resources to provide instruction to their students

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Chicago, IL	378,199	<p>Chicago Public Schools is closed through at least May 1, and formal distance learning begins April 13. The district has announced its intention to not assign new school quality ratings, pending permission from the state. Each Chicago school has broad autonomy, and the district notes that each school community is different. However, many common expectations have now been set.</p> <ul style="list-style-type: none"> <li>- Distance Learning Plan: Each school was directed to contact families by April 6 with more information about their distance learning program. When distance learning begins, assignments and activities "will only improve" student grades, and hours will not be logged. Not all assignments or activities will require computer/internet access and physical learning packets will be available for pickup or downloading and printing. However, daily activities will be provided and teachers will be available for virtual office hours or conference calls. Teachers will also monitor progress and provide weekly feedback on work students are completing. Some schools may use scheduled learning blocks. Some activities will focus on social-emotional learning. Students will have access to school counselors.</li> <li>- Technology and WiFi Access: The district plans to distribute 100,000 devices to those in need.</li> <li>- Parent Training: The district posted a guide for parents to support learning.</li> <li>- Special Populations Support: Special educators, and service providers when applicable, will collaborate with classroom teachers to modify remote learning assignments. IEP team members will participate in weekly check-in calls with families. The district may provide IEP meetings virtually.</li> </ul>	Both Asynchronous and Synchronous	Google Classroom and other tools

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Miami-Dade, FL	357,249	<p>Miami-Dade County Public Schools provides a comprehensive distance learning plan that includes online learning curricula and teacher support, technology device and WiFi access provision, and supplemental resources for special populations.</p> <ul style="list-style-type: none"> <li>- Distance Learning Plan: Curricula for K-12 core subjects and electives is provided via commercial instructional programs (iReady, Edgenuity, etc.). Forty-five to sixty minutes of instruction per course per day is recommended. Teachers are responsible for assigning online lessons, monitoring daily student usage and lesson performance, grading, providing daily communication to students online and maintaining a daily online presence. They must be available online for "office hours" (online chat, conducting lessons, communicating assignments) at least three hours per day.</li> <li>- Teacher Support: Teachers are given a checklist of expectations and have access to a Help Desk via phone to assist with questions regarding distance learning delivery. Teachers can choose which communication medium to use with students; district recommends Microsoft Teams (district setting up student accounts).</li> <li>- Technology and WiFi Access: The district regularly surveys families to identify those who do not have access to mobile devices (computer, laptop, or tablet) and provides devices to families who indicate need and sign an agreement form. District provides hotspots/smartphones to high school students.</li> <li>- Special Populations Support: The district provides supplemental resources/online curricula for students with learning disabilities, deaf/hard to hear, and blind/visually impaired, through the commercial instructional programs, as well as access to a text-to-speech tool.</li> </ul> <p>CV-19 hotlines are available for parents, students, and educators in areas of distance learning, mental health, emergency operations.</p> <p>Resources to explore: Mobile device communications to families, teacher expectations checklist and PPT training, table of online curricula used, supplemental resource handbooks for Occupational/Physical Therapy and pK-5 students.</p>	Asynchronous Only	iReady, Edgenuity

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Clark County, NV	326,953	<p>On March 18, the Clark County School District closed all schools and currently provides optional instructional materials.</p> <ul style="list-style-type: none"> <li>- Distance Learning Plan: The district creates weekly plans, which are posted on its website and distributed at food sites. The plans provide specific instruction for daily reading and math activities, which integrate science and social studies content, for the grade bands K-2, 3-5, 6-8, and 9-12. The district also posts materials developed by third-party providers, including the Vegas Public Broadcasting Station. All activities are optional. District materials are intended as a baseline; the district provides schools with online and blended learning material via Canvas and Apex that teachers can access to extend student learning.</li> <li>- Parent Support: Parents can use a web-based scheduling system to help them monitor their children's learning. Parents can call a Learning Line during school hours. The district is trying to connect school numbers to staff private phones so students and parents can contact teachers.</li> <li>- Technology and WiFi Access: The district provides a list of addresses that are public WiFi hotspots.</li> <li>- Special Populations Support: The district provides a number to the Special Needs Resource Library, which families can call to request reading material. Special education and English language learner specialists are working with general education teachers to understand how to support students receiving specialized services in a distance learning environment. All learning materials are in English and Spanish.</li> </ul>	Asynchronous but does mention blended learning	Canvas and Apex

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Broward, FL	271,852	<p>Broward County Public Schools began formal distance learning on March 30; schools are physically closed through at least May 1.</p> <ul style="list-style-type: none"> <li>- Distance Learning Plan: Starting March 30, students attend school virtually for around three hours a day, with teachers using video conferencing, prerecorded videos, and assignments posted to the Canvas platform. Daily logins and completion of assignments appear to be required. A detailed FAQ provides guidance on grading and other plans. The district's existing "Learning Never Closes" portal provides additional access to a robust set of online textbooks and other curricular resources. Students will be able to request counselor and other supports from within Canvas.</li> <li>- Teacher Training: Teachers planned for distance learning in the weeks prior to March 30. The district website provides information about delaying the end of the academic term and reporting of grades.</li> <li>- Parent Training: The district provides two online modules - one for elementary and one for secondary - designed to help parents support their children.</li> <li>- Technology and WiFi Access: Laptops were distributed on March 20 and March 28. The district has provided information about free or reduced-price internet service and is negotiating rates with local providers. The district provides up to five copies of Microsoft Office suite per household.</li> <li>- Special Populations Support: Parents already had online access to IEPs. Students with disabilities will receive their supports, with modifications, during distance learning. The Canvas platform also informs classroom teachers of other academic program participation, including Gifted, Bilingual/ESOL, 504, and Response-to-Intervention.</li> </ul> <p>Resources to explore: Detailed FAQ on changes to grading and academic terms.</p>	Both Asynchronous and Synchronous	Canvas

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Houston ISD, TX	216,106	<p>Houston ISD rolled out a new distance learning plan called HISD@H.O.M.E. (Home-based Ongoing Mobile Education). The plan includes curriculum by grade level and subject matter that is designed to maintain productive virtual instruction for students. It mixes downloadable lesson plans, instructional videos, and virtual office hours and check-ins with teachers.</p> <ul style="list-style-type: none"> <li>- Distance Learning Plan: As of March 23 students are able to log in and interact with the digital resources. Student-led learning lesson plans are available to students and parents in core content (English language arts, math, science, social studies, as well as dual language) in addition to enrichment courses (fine arts, health, and PE). These lessons support the state-mandated TEKS (Texas Essential Knowledge and Skills). Curriculum-based lessons and activities started the week of March 30. Campuses can determine the number of paper-based curriculum resources schools need to provide to families. Additionally, Social and Emotional Learning is working to upload online lessons, activities, and videos that students and parents can engage in at home, while HISD Wraparound Services is also working on similar communications and virtual supports.</li> <li>- Technology and WiFi Access: The distance learning plan will be designed for use on computers, laptops, tablets, iPads or smartphones. All district high school students (grades 9-12) have district-issued laptops. Beginning the week of March 23, district teachers reached out to families to establish each student's digital curriculum access needs.</li> <li>- Parent Training: Webinars will be held to assist parents with accessing digital instructional materials. There are upcoming webinars on how to use reading apps.</li> <li>- Teacher Training: Instructional materials for teachers provide guidance on who to check in with and how, and orientation for teaching through Microsoft Teams. There are recommended practices and examples for virtual teaching and learning. Webinars took place the week of March 23 that shared how to use the online tools with kids.</li> <li>- Special Populations Support: A special education section has dedicated resources for supporting students with disabilities, particularly dyslexia. There are answers to FAQs about related services and other instructional needs that will be delivered virtually as needed.</li> </ul>	Asynchronous Only	ITSLearning

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Hillsborough, FL	214,386	<p>Hillsborough County Public Schools are closed from March 16 to May 1. March 23-27 was Set Up for Success week, where students, teachers, and parents could get comfortable with eLearning, finalize lesson plans, and get access to devices and computers. Starting March 30, teachers are using Edsby and Clever to resume normal instructional hours and graded assignments via distance learning.</p> <ul style="list-style-type: none"> <li>- Distance Learning Plan: Teachers will continue to develop all assignments and lessons, as well as provide feedback and support to every student using the online learning tools Edsby and Clever. Teachers are directed to post assignments on Edsby, and post grade-appropriate instructions on Clever so students can get additional educational resources. These assignments are accessible to students online as of March 23. Each grade level has access to specific videos, assignments, and activities to continue the educational momentum for all learners. Classwork during Set Up for Success week will not be graded. Graded work and full eLearning will begin statewide on March 30.</li> <li>- Technology and WiFi Access: The district plans to survey all families to determine need for a mobile device at home. 51,000 devices are usually used in school that may be used as loaner devices. District staff will coordinate transfers between schools where needed. Families of students in grades K-12 will be surveyed by ParentLink telephone call (in English and Spanish) to determine if they have a need for a mobile device at home to access eLearning. The district is purchasing new devices and finalizing the loan plan, at which point details will be sent to families by phone call, text message, and email, and posted on the district website.</li> <li>- Teacher Training: The district distributed step-by-step videos to help teachers become familiar with using and uploading assignments and instruction on Edsby.</li> <li>- Parent Training: The superintendent posted a dedicated parents' guide about expectations, processes, and recommendations for setting up and supporting their children's participation in eLearning. Teachers will set up specific hours when they will be available via Edsby to answer questions. The district has set up hotline phones for eLearning support, technology support, mental health support, and general questions.</li> <li>-Special Populations Support: The Florida Bureau of Exceptional Education and Student Services has given school districts flexibility in how services and supports may be provided. This may include delivering special education and related services through instructional telephone calls, homework packets, internet-based or virtual lessons and/or therapies and other available distance-based learning approaches—this also may identify which special education and related services, if any, could be provided at the child's home. The Bureau will work closely with school staff and families to provide services and supports to students with IEPs through distance learning but are not articulating any on their website right now.</li> </ul>	Both Asynchronous and Synchronous	Edsby and Clever

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Orange, FL	200,674	<p>Orange County Public Schools shared educational activities for independent learning, designed as optional enrichment opportunities during the additional weeks of spring break. Starting March 30, PreK-12 began teacher-facilitated distance learning. Teachers will communicate the specific platform and hours of instruction with families.</p> <ul style="list-style-type: none"> <li>- Distance Learning Plan: Digital resources are available through the online applications LaunchPad and Canvas, which includes recommended material for self-paced daily use by the student, organized by subject area. Elementary, ESE, and ELL students can acquire offline options through packet distribution as well. Teachers are facilitating distance learning and each class varies in specifics as to where lessons are housed, how to contact the teachers, and whether instruction is self-paced or live. Parents and students should plan for 30-45 minutes of instruction per content area or class. The assignments are graded.</li> <li>- Technology and WiFi Access: Students can request a hotspot if the internet connection is poor at home. Hotspots are distributed based on availability for middle and high school students only. These students should also have their devices at home with them. Teachers are responsible for contacting families and processing any requests for devices and/or offline packet distribution (including pre-stamped envelope to return the completed work to school).</li> <li>- Teacher Training: The instructional continuity plan delineates what teachers and students are expected to do by grade level during the weeks of closure to continue with a standards-aligned curriculum during distance learning. Teachers have the flexibility to add supplemental resources and teacher-created materials to all assignments. Teachers should communicate all assignments with due dates to parents and students. The document provided by the district includes guidance on systems for content delivery, attendance, monitoring work, marking grades, and options for communicating with families. They link to resources about instructional delivery as well as curricular items for teachers to draw on.</li> <li>- Parent Training: A parent site on LaunchPad helps caregivers learn more about the available digital resources and detailed instructions for how to use Canvas. The district hosted a virtual lunch and learn for parents on March 27 to support parents in engaging their child appropriately regarding the virus.</li> <li>- Special Populations Support: The district provided specific guidance on implementing IEPs in different circumstances, as well as resources for students based on various personalized needs.</li> </ul>	Both Asynchronous and Synchronous	LaunchPad and Canvas
Palm Beach, FL	192,721	No information available		



Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Gwinnett County, GA	178,214	<p>Gwinnett County Public Schools is providing online instruction to students that is monitored and graded by their teachers. The district had online learning capabilities before COVID, and was able to switch quickly to their "Digital Learning Days" model. There is no mention of teacher training or providing devices on the district website, but these may have been provided in the past.</p> <ul style="list-style-type: none"> <li>- Distance Learning Plan: The district uses an online platform for Digital Learning Days, which are considered online school days. Teachers post assignments daily, students are expected to turn them in, and teachers are available for support. Teachers may use video conferencing for lessons or other strategies for student interaction, such as discussion boards, but this is not required. They have used this program in the past for inclement weather. Starting the week of April 13, Fridays will be a catch-up day, where there will be no new assignments, and instead, students can review or participate in other enrichment activities.</li> <li>- Technology and WiFi Access: Chromebooks are provided for students whose absence from online learning indicates that they do not have a device.</li> <li>- Parent Support: The district has a PDF of tips for parents to support at-home learning success.</li> </ul>	Asynchronous Only	None specified

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Wake County Schools, NC	178,214	<p>Wake County Public School System is closed through at least May 15. The district plans to begin formal remote learning on April 13.</p> <ul style="list-style-type: none"> <li>- Distance Learning Plan: "Continous learning" may include pre-recorded lessons, "real-time," or "live" sessions with teachers and students, and/or printed materials when appropriate. District and schools provide synchronous learning, but do not require participation due to device limitations. Most will use Canvas, Google Classroom, or Seesaw. Teachers are directed to contact students to set up 1:1 conferences via video or phone calls. The district is waiting for guidance from the state of North Carolina on grading; however, all high school seniors have been placed on pass/fail and will recieve a "pass" based on grades in early March.</li> <li>- Technology and WiFi Access: Teachers were directed to call homes to inquire about internet access and will contact parents to distribute Chromebooks and 15,000 WiFi hotspots.</li> <li>- Teacher Training: The district is distributing laptops to teachers as needed and has started remote training for teachers and staff around the delivery of distance learning activities.</li> <li>- Special Populations Support: The remote learning site has specific resources for students with disabilities. Upcoming annual review or transition meetings may be conducted virtually. Teachers are supposed to reach out to families to discuss specific learning activites for students with IEPs, although they caution that these activities and related services will look a lot different than they did prior to school closure.</li> </ul>	Both Asynchronous and Synchronous	Most will use Canvas, Google Classroom, or Seesaw

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Montgomery County, MD	159,010	<p>Montgomery County Public Schools moved to remote learning on March 30. Phase 1, during the week of March 30, included teacher and family training, orientation, and a time for teachers to individually connect with their students. Phase 2 of remote learning began on April 7, which was an introduction to remote learning lessons.</p> <ul style="list-style-type: none"> <li>- Distance Learning Plan: The district has a phased approach to remote learning. Phase 1 consisted of training, teacher check-ins, schedule creation, and catching up on past work. Phase 2, which began April 7, is a combination of live and recorded direct instruction, framing of activities, independent/self-paced work, live teacher support, checks for understanding and reteaching, and submission of graded assignments. For elementary students, remote learning is more packet-based with teacher check-ins.</li> <li>- Technology and WiFi Access: The district provides information on free internet access through Comcast and is distributing hotspots. Devices have been distributed to those who need them.</li> <li>- Parent Support: The district provides a webinar and instructional resources to help families access online resources.</li> <li>- Special Populations Support: The district's website resource pages include resources for English language learners.</li> </ul> <p>Resources to explore: Website has good use of visuals to explain remote learning.</p>	Both Asynchronous and Synchronous	Not specified

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Dallas ISD, TX	157,886	<p>Dallas Independent School District is closed indefinitely. Distance learning is in place as described on the district's "At Home Learning Plans" microsite, which appears more substantial for middle and high school students.</p> <ul style="list-style-type: none"> <li>- Distance Learning Plan: Elementary school students are directed to access programming on public television, existing digital platforms through Clever, or self-directed activities from a list of resources curated by grade level. Classroom teachers also sent home a hard-copy home learning plan with recommended activities for reading, math, science, and social studies. Middle and high school students access required assignments from teachers through Google Classroom or Powerschool platforms. These teachers may start using Zoom for some lessons or activities. Additional resources are listed on the microsite, including virtual field trips. The district reports teachers have used phone calls, email, Microsoft Teams, and Zoom to reach more than 98% of enrolled students.</li> <li>- Technology and WiFi Access: Devices provided upon request for middle and high school students. The district may begin providing hotspots.</li> <li>- Teacher and Parent Training: Help desks are available for technology and learning issues for teachers, students, and parents.</li> <li>- Special Populations Support: The At Home Learning Plans website includes resources. Additionally, the district provides special education services by video conferencing and internet-based lessons based on the information in the student's current IEP/504 plan. The district will provide paper packets available for pickup.</li> </ul>	Both Asynchronous and Synchronous	Clever, Google Classroom, Powerschool, Zoom, Microsoft Teams

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Charlotte-Mecklenburg, NC	147,428	<p>Charlotte-Mecklenburg Schools is closed for two teacher work days and spring break until remote learning resumes on April 20. The district updated its supplementary resources portal and is beginning virtual learning for students in grades 4 and up.</p> <ul style="list-style-type: none"> <li>- Distance Learning Plan: Due to challenges with devices and internet access, the district is implementing a physical resources learning plan for students in grades K-3 with downloadable content and activities for core subjects. Students in grades 4-12 have weekly schedules of assignments and instruction posted by teachers in Canvas. Students are encouraged to participate in synchronous and asynchronous learning opportunities but flexibility is granted and grades will "do no harm." Feedback is provided.</li> <li>- Technology and WiFi Access: The district is rolling out a Chromebook take-home process in which students in grades 4-12 have log-in instructions for connecting to WiFi with their in-school devices and school resources at home. Spectrum Media and Sprint Mobile are providing 60 days of free internet. Ensuring students had internet connectivity to access online learning opportunities was identified as an immediate need; the CMS Foundation received a \$1 million donation for 6,000 mobile hotspots and six months of free internet.</li> <li>- Parent Training: Videos and documents uploaded by the chief school performance officer encouraged parents to maintain routines, limit children's news exposure, and update contact information to receive the latest communications about supplemental learning opportunities. A video is available that orients parents and students to remote learning, including suggestions for participation norms to promote engagement.</li> </ul>	Both Asynchronous and Synchronous	Canvas
Prince William, VA	89,345	<a href="http://www.pwcs.edu/cms/One.aspx?portalId=340225&amp;pageId=41506907">http://www.pwcs.edu/cms/One.aspx?portalId=340225&amp;pageId=41506907</a>	Asynchronous only; working on virtual schoolhouse	Microsoft Teams and Clevel

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Loudoun County, VA	78,348	<p>Continuity of Learning Plan: Teachers received PD on March 18 on developing and delivering lessons in different platforms; teachers launched follow-up lessons and supports for students to address previous content on March 30th; teachers will begin delivering new content on April 15 after two days of additional PD; the SPED and EL Offices have been involved in the planning and delivery of lessons. Chromebooks are being provided to grades 3-12 with packets being provided for K-2. <a href="https://www.lcps.org/ContinuityOfEducation">https://www.lcps.org/ContinuityOfEducation</a></p> <p>We will contact all sponsors of program evaluations via Google Meet in April to discuss changes to data collection methods (e.g., virtual focus groups with principals and teachers, incompleteness of student outcome data). Also considering a one-time survey focused on social-emotional adjustments that stakeholders are making right now. Currently working on a guide for cross-functional teams involved in managing complex initiatives. We have reached out to different stakeholders (MTSS, Equity, etc.) to discuss changes to data applications for 2020-21.</p>	Both Asynchronous and Synchronous	Google Classroom and Edmentum
Virginia Beach, VA	69,085	<p>Working on Continuity of Learning model through April, with new learning launching after that. 1:1 division with Schoology as a learning management system. Department of Technology working to fulfill requests from families for free wireless hot spots. Research and evaluation staff reviewing resources available to inform the division's response and plan.</p>	Both Asynchronous and Synchronous	Schoology
Henrico, VA	51,425	<p>After spring break all K-5 students will be provided with optional opportunities for review and enrichment through a Virtual Learning page. 6th - 12th grade will be provided with continued optional opportunities for review and enrichment through Schoology. All middle and high school students have laptops, working on getting chrome books to elementary school students that need a laptop.</p>	Both Asynchronous and Synchronous	Schoology
District of Columbia	48144	<p>DCPS prepared printed packets of learning materials for every grade level from Pre-K through 8th grade and each graduation requirement course for 9-12th grade. These activities will continue classroom learning at home and engage students during a period of school closure. These instructional materials were designed to meet the needs of all students including English Learners and students with special needs. DCPS families can pick up hard copies of distance learning printed materials at their school on designated days when notified by DCPS via <a href="#">social media</a> and email. Instructional materials are also available at <a href="http://bit.ly/DCPS_ICP">bit.ly/DCPS_ICP</a>.</p>	Asynchronous only	Canvas and Clever
Alexandria, VA	15,301		Asynchronous only	Google Classroom

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Manassas City, VA	7,713	<p><b>Phase 1: Instructional Review</b>                      In the first phase of the school closure, MCPS provided families with paper instructional activities and online activities designed to review key learning concepts. During this time, teachers may have been reaching out to their students, connecting with them and providing digital activities.</p> <p><b>Phase 2: Device Distribution</b>                      Our second phase of distance learning will begin next week (April 6-10) with device distribution for all families who indicated they needed one through our survey. School principals are in the process of communicating to their families how and when they can pick up devices. If you have questions about device distribution, please reach out to your school principal. While we are able to provide devices, families will need to arrange for internet service. Many service providers are providing free or reduced service packages through this pandemic.</p> <p><b>Phase 3: Distance Learning</b>                      While the teachers have already been providing learning opportunities, beginning the week of April 20, all PreK-12 students will begin a more formal distance learning model using our digital resources familiar to students at each grade level. These digital opportunities are available to all students. MCPS recognizes that not all families have digital access so we will also be mailing instructional packets to all students in PreK-8<sup>th</sup> grade. Families should not feel the need to do both the paper packets and distance learning, please choose whatever works for you and your family. Below are the distance learning expectations by level:  <b>Grades 5-12</b> will use Schoology as their primary communication tool for instruction. Students can expect:</p> <ul style="list-style-type: none"> <li>• One (1) 30-minute video lesson per week per class</li> <li>• One (1) 30-minute formative assignment per week per class</li> <li>• Teachers will offer one (1) live touch base opportunity time (30 minutes) per week per class</li> <li>• Students can also email teachers or leave messages on class phones for support, questions, and help.</li> </ul> <p><b>Grades 1-4</b> will use the school website- grade level pages- as their primary communication tool for instruction. Families can expect:</p> <ul style="list-style-type: none"> <li>• Teachers will assign two specific lessons in i-Ready each week (one reading and one math) for each student</li> </ul>	Both Asynchronous and Synchronous	Schoology

Comparison School Divisions' Distance Learning Approach and Associated Technology

District	Total Students (NCES 2019)	Detailed Approach	Asynchronous Only or Both Asynchronous and Synchronous Instruction	Associated Technology
Manassas City, VA, continued		<ul style="list-style-type: none"> <li>• One (1) enrichment lesson or activity in Science and Social Studies per week</li> <li>• Teachers will check in with each student on their roster once a week through email, phone call, and class "Zoom" sessions. If your child is an English learner, you will also have the ESOL teacher check in with your student.</li> </ul> <p><b>Pre-K and Kindergarten</b> will focus on supporting literacy and math skills using the school website- grade level pages. Families can expect:</p> <ul style="list-style-type: none"> <li>• One (1) enrichment lesson or activity in literacy and math per week</li> <li>• Use of Footsteps2Brilliance</li> <li>• Teachers will check in with each student on their roster once a week through email, phone call, class "Zoom" sessions, etc.</li> </ul> <p><b>Special Programs</b> will focus on supporting instruction at all levels by collaborating with general educators to ensure accommodations, modifications, and accessibility are integrated into lessons. Families can expect:</p> <ul style="list-style-type: none"> <li>• Teachers will check in with each student weekly on their roster through email, phone call, class "Zoom" sessions and/or offer one (1) live touch base opportunity as described per grade level above.</li> <li>• For students participating in special class settings, specific video lessons and activities will be posted as described per grade level above.</li> </ul>		

Data Sources: Distance Learning information excerpted from the Center for Reinventing Public Education database [https://docs.google.com/spreadsheets/d/1n\\_5rHMCf2GAiOcgla4pCZD8l9zh5-1NQRKmYEk3qPLg/edit#gid=778813724](https://docs.google.com/spreadsheets/d/1n_5rHMCf2GAiOcgla4pCZD8l9zh5-1NQRKmYEk3qPLg/edit#gid=778813724), EREN Network documentation, and district websites.



**From:** [Luftglass, Maribeth](#)  
**To:** [DIT SMT](#); [Downey, Paul J.](#)  
**Subject:** Fwd: Distance Learning Presentation and Attachments  
**Date:** Wednesday, April 15, 2020 11:02:09 PM  
**Attachments:** [Distance Learning Update April 16, 2020 v2.pptx](#)  
[ATT00001.htm](#)  
[Comparison School Divisions Distance Learning Approach and Associated Technologyv3.docx](#)  
[ATT00002.htm](#)

---

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

Begin forwarded message:

**From:** "Fowler, Julie P." <JPFowler1@fcps.edu>  
**Date:** April 15, 2020 at 10:52:26 PM EDT  
**To:** "Baenig, Rebecca G" <RGBaenig@fcps.edu>, "Brabrand, Scott S" <ssbrabrand@fcps.edu>, "Duran, Francisco" <fdduran@fcps.edu>, "Foster, John" <jefoster@fcps.edu>, "Fowler, Julie P." <JPFowler1@fcps.edu>, "Greve, Lisa" <llgreve@fcps.edu>, "Ivey, Frances W" <FWIvey@fcps.edu>, "Kneale, Marcy G" <mgkneale@fcps.edu>, "Long, Diane" <dslong@fcps.edu>, "Rhodes, Yvette P." <YPRhodes@fcps.edu>, "Skahen, Tracey" <tlskahen@fcps.edu>, "Smith, Marty K." <mksmith@fcps.edu>, "StCyr, Lori L" <LLStCyr@fcps.edu>, "Thomas, Kathleen" <knthomas@fcps.edu>, "Torre, John" <jjtorre@fcps.edu>, "Tyler, Deborah L" <dlyler@fcps.edu>, "Zuluaga, Fabio" <fezuluaga@fcps.edu>, "Presidio, Sloan" <sjpresidio@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Hruda, Ludmila (Lidi)" <LZHruda@fcps.edu>, "Klimenko, Noel C." <ncklimenko@fcps.edu>  
**Cc:** "Long, Diane" <dslong@fcps.edu>  
**Subject:** Distance Learning Presentation and Attachments

[REDACTED]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** meluftglass@fcps.edu  
**To:** [DIT SMT](#); [Downey, Paul J.](#)  
**Subject:** Fwd: Distance Learning Presentation and Attachments  
**Date:** Wednesday, April 15, 2020 11:02:05 PM  
**Attachments:** [Distance Learning Update April 16, 2020 v2.pptx](#)  
[ATT00001.htm](#)  
[Comparison School Divisions Distance Learning Approach and Associated Technologyv3.docx](#)  
[ATT00002.htm](#)

---

Maribeth Luftglass  
Assistant Superintendent, Information Technology  
Fairfax County Public Schools

Begin forwarded message:

**From:** "Fowler, Julie P." <JPFowler1@fcps.edu>  
**Date:** April 15, 2020 at 10:52:26 PM EDT  
**To:** "Baenig, Rebecca G" <RGBaenig@fcps.edu>, "Brabrand, Scott S" <ssbrabrand@fcps.edu>, "Duran, Francisco" <fdduran@fcps.edu>, "Foster, John" <jefoster@fcps.edu>, "Fowler, Julie P." <JPFowler1@fcps.edu>, "Greve, Lisa" <llgreve@fcps.edu>, "Ivey, Frances W" <FWIvey@fcps.edu>, "Kneale, Marcy G" <mgkneale@fcps.edu>, "Long, Diane" <dslong@fcps.edu>, "Rhodes, Yvette P." <YPRhodes@fcps.edu>, "Skahen, Tracey" <tlskahen@fcps.edu>, "Smith, Marty K." <mksmith@fcps.edu>, "StCyr, Lori L" <LLStCyr@fcps.edu>, "Thomas, Kathleen" <knthomas@fcps.edu>, "Torre, John" <jjtorre@fcps.edu>, "Tyler, Deborah L" <dlyler@fcps.edu>, "Zuluaga, Fabio" <fezuluaga@fcps.edu>, "Presidio, Sloan" <sjpresidio@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Hruda, Ludmila (Lidi)" <LZHruda@fcps.edu>, "Klimenko, Noel C." <ncklimenko@fcps.edu>  
**Cc:** "Long, Diane" <dslong@fcps.edu>  
**Subject:** Distance Learning Presentation and Attachments

[REDACTED]

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047



**From:** [Fowler, Julie P.](#)  
**To:** [Baenig, Rebecca G](#); [Brabrand, Scott S](#); [Duran, Francisco](#); [Foster, John](#); [Fowler, Julie P.](#); [Greve, Lisa](#); [Ivey, Frances W](#); [Kneale, Marcy G](#); [Long, Diane](#); [Rhodes, Yvette P.](#); [Skahen, Tracey](#); [Smith, Marty K.](#); [StCyr, Lori L](#); [Thomas, Kathleen](#); [Torre, John](#); [Tyler, Deborah L](#); [Zuluaga, Fabio](#); [Presidio, Sloan](#); [Luftglass, Maribeth](#); [Hruda, Ludmila \(Lidi\)](#); [Klimenko, Noel C.](#)  
**Cc:** [Long, Diane](#)  
**Subject:** Distance Learning Presentation and Attachments  
**Date:** Wednesday, April 15, 2020 10:52:27 PM  
**Attachments:** [Distance Learning Update April 16, 2020 v2.pptx](#)  
[Comparison School Divisions Distance Learning Approach and Associated Technologyv3.docx](#)

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Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Luftglass, Maribeth](#)  
**To:** [Jewell, Tracey D.](#); [Kretzer, Sandy](#)  
**Subject:** FW: Work around for dead naming  
**Date:** Wednesday, April 15, 2020 10:13:00 PM

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**From:** Cohen, Laura Jane H (School Board Member)  
**Sent:** Wednesday, April 15, 2020 10:11 PM  
**To:** Brabrand, Scott S <ssbrabrand@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Smith, Marty K. <mksmith@fcps.edu>; Corbett Sanders, Karen (School Board Member) <klcorbettsan@fcps.edu>  
**Subject:** Work around for dead naming

All-

Here is some feedback from a friend. Please let me know when we will be implementing a plan for how to include our trans/non-binary/gender nonconforming students in our distance learning.

“Here is the immediate, free, workable way to welcome and include our transgender students in a safe way, using their names rather than deadnames, in synchronous online learning in Blackboard Collaborate Ultra tomorrow:

Following training and guidance today from SBTS, classroom teacher enables the Blackboard Collaborate Ultra tool in her/his FCPS 24/7 course

Following training and guidance today from SBTS, classroom teacher creates a secure Collaborate session in his/her course, with all of the recommended settings provided today (anonymize chat messages; turn off participant audio, video, chat and whiteboard; and allow private chat only with moderators.)

The only difference from today's guidelines will be the teacher would click the "Guest Access" checkbox to allow guest access.

The teacher would then email that guest link ONLY to the individual who needs to access the class using a name other than their legal name

Appropriate guidance and guidelines would be provided to ensure that the student and/or parent understand that the link is for just that student

No enrolled student would be able to know that guest access was enabled in the course for anyone else.

The student would be advised that they should enter their preferred first and last name as they log in with the guest link, capitalizing the first letter of each in order to appear on the class list just like everyone whose legal name is being fed from SIS.

From a student perspective, everyone listed in the Participant Panel looks the same - there is no difference between the way a guest participant and a Blackboard-authenticated student participant would appear in the participant panel.

Using the session report, the Instructor/Moderator could see the class attendance list.

Blackboard-authenticated students would be listed as Attendee Type "integration". The student who accesses using their preferred name would have the attendee type of "Guest".

This is not visible by students.

This solution can be implemented immediately tomorrow, ensuring that all students will be welcome and safe in synchronous online instruction with their teachers.

**From:** [Cohen, Laura Jane H \(School Board Member\)](#)  
**To:** [Brabrand, Scott S](#); [Luftglass, Maribeth](#); [Smith, Marty K.](#); [Corbett Sanders, Karen \(School Board Member\)](#)  
**Subject:** Work around for dead naming  
**Date:** Wednesday, April 15, 2020 10:10:33 PM

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All-

Here is some feedback from a friend. Please let me know when we will be implementing a plan for how to include our trans/non-binary/gender nonconforming students in our distance learning.

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Blackboard-authenticated students would be listed as Attendee Type "integration". The student who accesses using their preferred name would have the attendee type of "Guest".

This is not visible by students.

This solution can be implemented immediately tomorrow, ensuring that all students will be welcome and safe in synchronous online instruction with their teachers.

Ultimately, a long term solution that would integrate the Nickname field from SIS instead of the First Name field into all platforms in the Digital Ecosystem (gSuite, iReady, Blackboard, Horizon, etc.) is necessary and urgent.”

Laura Jane Cohen  
FCPS School Board Member  
Springfield District

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

**From:** [Luftglass, Maribeth](#)  
**To:** [Ilene Muhlberg \(idmuhlberg@fcps.edu\)](#); [Bev Madeja \(BAMadeja@fcps.edu\)](#)  
**Cc:** [Scott Brabrand \(Debbie\) \(ssbrabrand@fcps.edu\)](#); [Smith, Marty K. \(mksmith@fcps.edu\)](#); [REDACTED] [Presidio, Sloan \(sjpresidio@fcps.edu\)](#)  
**Subject:** Blackboard Contact for School Board Meeting Tomorrow - Please send invite.  
**Date:** Wednesday, April 15, 2020 9:58:00 PM

---

Hi Bev,

Please invite Tim Tomlinson from Blackboard, Inc., [REDACTED] to tomorrow's Bb Collaborate Session for the school board meeting. He will be part of the 1<sup>st</sup> agenda item re: Distance Learning Plan update. He will be speaking to the Blackboard apology letter and answering questions as needed, including any related to their system performance testing.

Thanks,

Maribeth



**From:** [Luftglass, Maribeth](#)  
**To:** [Smith, Marty K. \(mksmith@fcps.edu\)](#)  
**Subject:** FW: Extended School Shutdown Planning  
**Date:** Wednesday, April 15, 2020 9:45:00 PM

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1<sup>st</sup> communication from team to Bb re: Distance Learning Plan, on March 6.

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**From:** Downey, Paul J.  
**Sent:** Wednesday, April 15, 2020 8:16 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Subject:** FW: Extended School Shutdown Planning  
**Importance:** High

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Mooney, Nicole <[jnmooney@fcps.edu](mailto:jnmooney@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 8:15 PM  
**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Cole, Kevin <[kdcole@fcps.edu](mailto:kdcole@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>  
**Subject:** FW: Extended School Shutdown Planning  
**Importance:** High

This is my first communication to Blackboard about the courses for Distance Learning. It was sent on March 6<sup>th</sup>.  
Nicole

---

**From:** Mooney, Nicole  
**Sent:** Friday, March 6, 2020 3:26 PM  
**To:** Michelle Simon [REDACTED]  
**Cc:** Foley, Rebecca <[rmfoley1@fcps.edu](mailto:rmfoley1@fcps.edu)>; Hatchell, Mary <[mfhatchell@fcps.edu](mailto:mfhatchell@fcps.edu)>; Kraus, Rose M. <[RMKraus@fcps.edu](mailto:RMKraus@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Cole, Kevin <[kdcole@fcps.edu](mailto:kdcole@fcps.edu)>  
**Subject:** FW: Extended School Shutdown Planning  
**Importance:** High

Michelle,  
Our Instructional Services department is preparing to use Blackboard incase of a county shutdown due to Coronavirus. They would like us to prepare 3 courses below.

- Continuing Learning Elementary School- all ES students, teachers, & parents enrolled
- Continuing Learning High School- all MS & HS students, teachers, & parents enrolled
- Continuing Learning Support- all FCPS staff enrolled

Enrollment Numbers:

Elementary Students	98927
Middle & High School Students	90193

Total Teachers in FCPS	~16000
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Assumptions:

1. We need to make these courses unlimited sizes if we are going to enroll that many users
2. These courses will be a place that students go to access content (links, worksheets, online textbooks, etc). Announcements will be posted to these courses. There will be no collaborative work or assignments being created.

Questions:

1. What are the implications of enrolling this many users?
2. Would Blackboard have to import the CSV file? Or is this something that FCPS system admin could handle?

Thanks!

---

**From:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>

**Sent:** Friday, March 6, 2020 2:04 PM

**To:** Foley, Rebecca <[rmfoley1@fcps.edu](mailto:rmfoley1@fcps.edu)>; Mooney, Nicole <[jnmooney@fcps.edu](mailto:jnmooney@fcps.edu)>; Kraus, Rose M. <[RMKraus@fcps.edu](mailto:RMKraus@fcps.edu)>; Hatchell, Mary <[mfhatchell@fcps.edu](mailto:mfhatchell@fcps.edu)>

**Cc:** Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Cole, Kevin <[kdcole@fcps.edu](mailto:kdcole@fcps.edu)>; Calderon, Allison H. <[AHCalderson@fcps.edu](mailto:AHCalderson@fcps.edu)>

**Subject:** FW: Extended School Shutdown Planning

Without delay, wanted to share so you can start reviewing.

I will respond to Derek with some questions about how the content will be accessed.

Sharing with Kevin and Allison for awareness.

Paul Downey   Coordinator, Application Support   Fairfax County Public Schools

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**From:** Kelley, Derek <[dlkelley@fcps.edu](mailto:dlkelley@fcps.edu)>

**Sent:** Friday, March 6, 2020 1:59 PM

**To:** Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>

**Subject:** Extended School Shutdown Planning

Paul

Thanks for your help with setting up courses that we can populate with content in the event of an extended school shutdown. Here is a list of the courses that we need to start putting content in:

**Courses Needed**

Course Name (This title might change.)	Instructor (We will need to add additional Instructors)	Level	Purpose	Office Name
Continuing Learning Elementary School	Derek Kelley	Other	The purpose of this site is to provide resources to elementary students (and parents) that will support continued engagement with the curriculum in the event of an extended closure.	Instructional Services
Continuing Learning High School	Derek Kelley	Other	The purpose of this site is to provide resources to middle and high school students (and parents) that will support continued engagement with the curriculum in the event of an extended closure.	Instructional Services
Continuing Learning Support	Derek Kelley	Other	The purpose of this site is to provide teachers support for facilitating student learning online in the event of an extended closure.	Instructional Services

Here is the information on the modules that we will need as well

**Module 1:** The module that is currently in production is called *Community Instructional Resources - Keep on Learning!*. (We may want to change the name of this module as well.) At some point the contents of the module are going to need to be updated to point to the new sites. The links point to the old courses which don't exist any more.

Community Instructional Resources - Keep on Learning!	IS Pandemic Instructional resources	Uncategorized	This module is expressly for activation at the direction of the Director, Instructional Technology Integration as communicated by the Superintendent via the Deputy Superintendent, FCPS, and Assistant Superintendent, Instructional Services to the Director, Instructional Technology Integration. Under not circumstances will this module be activated/made available without such direction.  A supporting module, Community Pandemic Flu Instructional Resources, has been created in the version 7.1 staging environment (VA2) for any demonstration needs.	HTML	No
---	-------------------------------------	---------------	---	------	----

This module would need to be able to be available to Parents, Students, Teachers, Administrators, and central office staff if the decision is made by the Superintendent to turn it on.

**Module 2:** We will also need another Module called Online Learning Support Module that will points to the Continuing Learning Support course listed above.

I also like the idea that you mentioned of creating this same structure in another one of the non-production environments at some point. I think this will help people to understand the concept. I will need the expertise of your team to make this happen. It would also be great if we didn't have to upload content into both systems.

Let me know what questions this creates. Please let me know if you need anything from IS for this. I will make sure to keep you in the loop as I get additional information about this as well.

Derek

---

Derek Kelley  
Coordinator, Instructional Technology Integration

(571)-423-4573--phone  
Fairfax County Public Schools  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031

**From:** [Luftglass, Maribeth](#)  
**To:** [Calderon, Allison H.](#); [Kelley, Derek](#); [Klimenko, Noel C.](#); [Jewell, Tracey D.](#)  
**Cc:** [Martin, Ken](#)  
**Subject:** RE: [IMPORTANT] Plan for Tomorrow \*DRAFT\*  
**Date:** Wednesday, April 15, 2020 9:43:00 PM

---

Just got off the meeting with Dr. Brabrand. Looks OK to me.  
Maribeth

---

**From:** Calderon, Allison H.  
**Sent:** Wednesday, April 15, 2020 8:25 PM  
**To:** Kelley, Derek <[dlkelley@fcps.edu](mailto:dlkelley@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Martin, Ken <[KJMartin@fcps.edu](mailto:KJMartin@fcps.edu)>  
**Subject:** RE: [IMPORTANT] Plan for Tomorrow \*DRAFT\*

I am fine with it.

---

**From:** Kelley, Derek <[dlkelley@fcps.edu](mailto:dlkelley@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 8:24 PM  
**To:** Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Martin, Ken <[KJMartin@fcps.edu](mailto:KJMartin@fcps.edu)>  
**Subject:** Re: [IMPORTANT] Plan for Tomorrow \*DRAFT\*

We are starting to get questions from SBTS. Is this good to send?

Derek

Derek

---

Derek Kelley  
Coordinator, Instructional Technology Integration

(571)-423-4573--phone  
Fairfax County Public Schools  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031

---

**From:** Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 7:06:25 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Jewell, Tracey D. <[TDJewell@fcps.edu](mailto:TDJewell@fcps.edu)>  
**Cc:** Martin, Ken <[KJMartin@fcps.edu](mailto:KJMartin@fcps.edu)>; Kelley, Derek <[dlkelley@fcps.edu](mailto:dlkelley@fcps.edu)>

**Subject:** FW: [IMPORTANT] Plan for Tomorrow \*DRAFT\*

Are you ok with this message before we send?

SBTS,

As I am sure you have heard, teacher-led instruction has been cancelled for the remainder of the week. For those that were unable to wrap up the training of their teachers in Blackboard Collaborate Ultra today, please work with your principals to get everyone up and running tomorrow. We expect maintenance to be happening on Friday and Blackboard might be unavailable at times.

Don't hesitate to reach out with any questions. Thank you all for your quick response to my survey.

Get some rest.

Ken

**From:** [Luftglass, Maribeth](#)  
**To:** [Andie Powell](#)  
**Subject:** RE: [External] Fwd: Distance Learning Update  
**Date:** Wednesday, April 15, 2020 9:43:00 PM

---

Thanks. Bb fails once again. It's been worse than ever before! GMU looks pretty good right about now!

---

**From:** Andie Powell [mailto:andie.powell@yahoo.com]  
**Sent:** Wednesday, April 15, 2020 8:35 PM  
**To:** Luftglass, Maribeth <meluftglass@fcps.edu>  
**Subject:** [External] Fwd: Distance Learning Update

Hey there.

Just want you to know I am thinking of you! Feels like deja vu. Good luck with everything. I have no doubt with your leadership you all will be back in business in no time.

Begin forwarded message:

**From:** "FCPS News You Choose" <[fcps@public.govdelivery.com](mailto:fcps@public.govdelivery.com)>  
**Date:** April 15, 2020 at 7:51:12 PM EDT  
**To:** [andie.powell@yahoo.com](mailto:andie.powell@yahoo.com)  
**Subject:** Distance Learning Update  
**Reply-To:** [fcps@public.govdelivery.com](mailto:fcps@public.govdelivery.com)

Having trouble viewing this email? [View it as a Web page.](#)

[Delayed Opening School Closing banner](#)



Dear Community,

As you know, the start of distance learning has not gone as smoothly as hoped. We sincerely appreciate your patience and share your frustration related to our distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users or would be susceptible to the security issues that many of our schools encountered.

Unfortunately, it is necessary to pause this week's distance learning schedule. Technical teams for FCPS and Blackboard believe they have identified the root cause of the connectivity problems and that they involve a software issue. In order to work properly, staff must make necessary updates and patches to the



system. On a system as large as FCPS', these critical updates take time and we will reassess the situation and provide an update on Friday. Additionally, there will be a staff training component attached to the system upgrades. Updates will begin tonight (April 15), run through tomorrow, and staff training will take place on Friday.

**Teacher-led instruction through Blackboard 24/7 scheduled for tomorrow, April 16, and Friday, April 17, has been canceled.**

Teachers will be contacting students over the next two days through email or phone calls to ensure that third quarter work assigned prior to March 13 is completed and submitted. Students should be checking their FCPS Gmail account (that ends in @fcpschools.net). If your student is not contacted, please reach out to your principal.

**Teacher-led instruction for students is expected to resume on Monday, April 20.** Access to learning resources will continue to be available through live streaming of instructional programming for elementary, middle and high school students on [local cable channels](#). Additional distance learning resources by grade level are also available on the FCPS website: [Distance Learning](#).

**Blackboard has shared the following statement with Fairfax County Public Schools:**

*"Blackboard has been working hard with Fairfax County Public Schools to move its 189,000 students to fully remote instruction during this unprecedented crisis. We encountered unexpected technical challenges over the past couple of days that caused some users to experience issues when logging into the FCPS 24-7 Learning site, and we are working closely with FCPS to resolve the issues as quickly as possible. In addition, we are working with FCPS to require students to log in to the FCPS 24-7 site and authenticate their identity before they are permitted to join a virtual classroom.*

*"As a Fairfax County-based company, we are deeply committed to providing Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students."*

I recognize the events of this week do not meet the expectations of our community. I will work tirelessly to make this right.



Sincerely,

Scott Brabrand, Superintendent

Fairfax County Public Schools

[Web](#) | [Facebook](#) | [Twitter](#)

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Update your subscriptions, modify your password or email address, or stop subscriptions at any time on your [Subscriber Preferences Page](#). You will need to use your email address to log in. If you have questions or problems with the subscription service, please visit [subscriberhelp.govdelivery.com](#).

---

This email was sent to [andie.powell@yahoo.com](mailto:andie.powell@yahoo.com) using GovDelivery Communications Cloud on behalf of: Fairfax County Public Schools 8115 Gatehouse Road Falls Church, VA 22042

**From:** [Calderon, Allison H.](#)  
**To:** [DIT Management Team](#); [NOC Management](#)  
**Cc:** [Cole, Kevin](#); [Mooney, Nicole](#)  
**Subject:** Blackboard Overnight Maintenance - 4/16  
**Date:** Wednesday, April 15, 2020 9:10:42 PM

---

Tonight between 2- 4 AM we will be bringing Blackboard down for maintenance.

Members of the FCPS 24-7 team met this evening at 7:30 to discuss adding additional hardware resources to the FCPS 24-7 Learn system. The team is in agreement that the maintenance is low risk and should have no negative impact to FCPS students or staff. Blackboard would like to increase our memory to 1TB on the database server as a proactive measure. CPU would increase from 12 to 64.

**The downtime will take place during the normal Blackboard maintenance window of 2:00—4:00 AM.** The IT FASTeam has posted a message on the splash page of [fcps.blackboard.com](http://fcps.blackboard.com) to notify users that the system will be unavailable. Again, this maintenance will only involve a change in hardware and no changes to the database or app servers.

Allison Calderón  
Coordinator, IT Project Management  
Fairfax County Public Schools  
Office: 703.503.7417  
Mobile: 571.205.9634

**From:** [Jewell, Tracey D.](#)  
**To:** [Calderon, Allison H.](#); [Kretzer, Sandy](#)  
**Cc:** [DIT SMT](#); [Cole, Kevin](#); [Downey, Paul J.](#); [Mooney, Nicole](#)  
**Subject:** RE: Blackboard Maintenance outage - Early morning 4/16  
**Date:** Wednesday, April 15, 2020 9:07:30 PM

---

I wish that gave me 100% confidence, but okay I get it.

---

**From:** Calderon, Allison H. <AHCalderson@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 9:05 PM  
**To:** Jewell, Tracey D. <TDJewell@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>  
**Cc:** DIT SMT <DIT\_SMT@fcps.edu>; Cole, Kevin <kdcole@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mooney, Nicole <jnmooney@fcps.edu>  
**Subject:** RE: Blackboard Maintenance outage - Early morning 4/16

Yes, there is some buffer in the window and as they said, they have done this thousands of time.

A.

---

**From:** Jewell, Tracey D. <TDJewell@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 8:56 PM  
**To:** Kretzer, Sandy <sakretzer@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>  
**Cc:** DIT SMT <DIT\_SMT@fcps.edu>; Cole, Kevin <kdcole@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mooney, Nicole <jnmooney@fcps.edu>  
**Subject:** RE: Blackboard Maintenance outage - Early morning 4/16

And we're confident this won't interfere with training in the morning?

---

**From:** Kretzer, Sandy <sakretzer@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 8:29 PM  
**To:** Calderon, Allison H. <AHCalderson@fcps.edu>  
**Cc:** DIT SMT <DIT\_SMT@fcps.edu>; Cole, Kevin <kdcole@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mooney, Nicole <jnmooney@fcps.edu>  
**Subject:** Re: Blackboard Maintenance outage - Early morning 4/16

Looks good to me, thanks

Sandy

On Apr 15, 2020, at 8:13 PM, Calderon, Allison H. <AHCalderson@fcps.edu> wrote:

All,

Please see the message below from Kevin regarding agreed upon maintenance on the Blackboard production environment. I am working on cleaning up the project plan for the CU application and will have that shortly. If there are no questions about the overnight work for tonight, we will forward the information to DIT Management Team DL.

Thanks  
Allison

Good Evening,

Members of the FCPS 24-7 team met this evening at 7:30 to discuss adding additional hardware resources to the FCPS 24-7 Learn system. The team is in agreement that the maintenance is low risk and should have no negative impact to FCPS students or staff. Blackboard would like to increase our memory to 1TB on the database server as a proactive measure. CPU would increase from 12 to 64. The downtime would take place during the normal Blackboard maintenance window of 2:00—4:00 AM. The IT FASTeam has posted a message on the splash page of [fcps.blackboard.com](http://fcps.blackboard.com) to notify users that the system will be unavailable. Again, this maintenance will only involve a change in hardware and no changes to the database or app servers.

Kevin

Allison Calderón  
Coordinator, IT Project Management  
Fairfax County Public Schools  
Office: 703.503.7417  
Mobile: 571.205.9634

**From:** [Calderon, Allison H.](#)  
**To:** [Jewell, Tracey D.](#); [Kretzer, Sandy](#)  
**Cc:** [DIT SMT](#); [Cole, Kevin](#); [Downey, Paul J.](#); [Mooney, Nicole](#)  
**Subject:** RE: Blackboard Maintenance outage - Early morning 4/16  
**Date:** Wednesday, April 15, 2020 9:04:55 PM

---

Yes, there is some buffer in the window and as they said, they have done this thousands of time.

A.

---

**From:** Jewell, Tracey D. <TDJewell@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 8:56 PM  
**To:** Kretzer, Sandy <sakretzer@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>  
**Cc:** DIT SMT <DIT\_SMT@fcps.edu>; Cole, Kevin <kdcole@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mooney, Nicole <jnmooney@fcps.edu>  
**Subject:** RE: Blackboard Maintenance outage - Early morning 4/16

And we're confident this won't interfere with training in the morning?

---

**From:** Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 8:29 PM  
**To:** Calderon, Allison H. <[AHCalderson@fcps.edu](mailto:AHCalderson@fcps.edu)>  
**Cc:** DIT SMT <[DIT\\_SMT@fcps.edu](mailto:DIT_SMT@fcps.edu)>; Cole, Kevin <[kdcole@fcps.edu](mailto:kdcole@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Mooney, Nicole <[jnmooney@fcps.edu](mailto:jnmooney@fcps.edu)>  
**Subject:** Re: Blackboard Maintenance outage - Early morning 4/16

Looks good to me, thanks

Sandy

On Apr 15, 2020, at 8:13 PM, Calderon, Allison H. <[AHCalderson@fcps.edu](mailto:AHCalderson@fcps.edu)> wrote:

All,

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Kevin

Allison Calderón  
Coordinator, IT Project Management  
Fairfax County Public Schools  
Office: 703.503.7417  
Mobile: 571.205.9634

**From:** [Jewell, Tracey D.](#)  
**To:** [Kretzer, Sandy](#); [Calderon, Allison H.](#)  
**Cc:** [DIT SMT](#); [Cole, Kevin](#); [Downey, Paul J.](#); [Mooney, Nicole](#)  
**Subject:** RE: Blackboard Maintenance outage - Early morning 4/16  
**Date:** Wednesday, April 15, 2020 8:56:20 PM

---

And we're confident this won't interfere with training in the morning?

---

**From:** Kretzer, Sandy <sakretzer@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 8:29 PM  
**To:** Calderon, Allison H. <AHCalderson@fcps.edu>  
**Cc:** DIT SMT <DIT\_SMT@fcps.edu>; Cole, Kevin <kdcole@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Mooney, Nicole <jnmooney@fcps.edu>  
**Subject:** Re: Blackboard Maintenance outage - Early morning 4/16

Looks good to me, thanks

Sandy

On Apr 15, 2020, at 8:13 PM, Calderon, Allison H. <[AHCalderson@fcps.edu](mailto:AHCalderson@fcps.edu)> wrote:

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Allison

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Kevin

Allison Calderón  
Coordinator, IT Project Management  
Fairfax County Public Schools  
Office: 703.503.7417  
Mobile: 571.205.9634



**From:** [Jewell, Tracey D.](#)  
**To:** [Cole, Kevin](#); [Calderon, Allison H.](#); [Kretzer, Sandy](#); [Downey, Paul J.](#); [Kelley, Derek](#); [Klimenko, Noel C.](#); [Martin, Ken](#); [Sterling, Aron M](#); [Luftglass, Maribeth](#)  
**Subject:** RE: [External] Re: Collaborate options  
**Date:** Wednesday, April 15, 2020 8:55:01 PM

---

Scott confirmed touch base tomorrow not tonight.

---

**From:** Jewell, Tracey D.  
**Sent:** Wednesday, April 15, 2020 8:44 PM  
**To:** Cole, Kevin <[kdcole@fcps.edu](mailto:kdcole@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Kelley, Derek <[dlkelley@fcps.edu](mailto:dlkelley@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>; Martin, Ken <[KJMartin@fcps.edu](mailto:KJMartin@fcps.edu)>; Sterling, Aron M <[AMSterling@fcps.edu](mailto:AMSterling@fcps.edu)>  
**Subject:** RE: [External] Re: Collaborate options

Just FYI, we're on another call and I have not heard back from Scott. Thinking check-in will be tomorrow.

---

**From:** Scott Persky [REDACTED]  
**Sent:** Wednesday, April 15, 2020 4:55 PM  
**To:** Jewell, Tracey D. <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>; Michelle Simon [REDACTED]  
**Cc:** Cole, Kevin <[kdcole@fcps.edu](mailto:kdcole@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Kelley, Derek <[dlkelley@fcps.edu](mailto:dlkelley@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>  
**Subject:** [External] Re: Collaborate options

Working with PD and PM on this now to evaluate options. At 5:15 I will call you. Thanks

Get [Outlook for iOS](#)

---

**From:** Jewell, Tracey D. <[TJewell@fcps.edu](mailto:TJewell@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 4:32:59 PM  
**To:** Scott Persky [REDACTED] Michelle Simon [REDACTED]  
**Cc:** Cole, Kevin <[kdcole@fcps.edu](mailto:kdcole@fcps.edu)>; Calderon, Allison H. <[AHCalderon@fcps.edu](mailto:AHCalderon@fcps.edu)>; Kretzer, Sandy <[sakretzer@fcps.edu](mailto:sakretzer@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Downey, Paul J. <[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)>; Kelley, Derek <[dlkelley@fcps.edu](mailto:dlkelley@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>  
**Subject:** Collaborate options

Hi Scott... Kevin shared your message with me, and we are looking for out-of-the-box solutions. So, can we do one of the following to allow us to continue to use Collaborate outside of the Learn platform:

1. Either have Blackboard pull, from the backend, our structure of courses and kids enrolled in those courses and create the secure customized links for each of those courses (perhaps this could be done via spreadsheet upload of kids/emails),
2. Or, give all teachers (12,000) a Scheduler license to create the specific links for students for their own courses,
3. Or create another option that assists with the manual task of creating secure links for all students in all courses without using the Learn platform.

Can we schedule a call in the next hour or so to talk through some options for moving forward?  
Appreciate your help and assume you will include others at Bb as needed.

---

**Tracey Jewell**

Director, IT Support Services

[]

This email and any attachments may contain confidential and proprietary information of Blackboard that is for the sole use of the intended recipient. If you are not the intended recipient, disclosure, copying, re-distribution or other use of any of this information is strictly prohibited. Please immediately notify the sender and delete this transmission if you received this email in error.

**From:** [Sizemore Heizer, Rachna \(School Board Member\)](#)  
**To:** [Johnson, Teresa L](#); [Brabrand, Scott S](#)  
**Cc:** [Presidio, Sloan](#); [Duran, Francisco](#); [Ivey, Frances W](#)  
**Subject:** Fwd: [External] Distance Learning for kids with IEP's  
**Date:** Wednesday, April 15, 2020 8:51:36 PM  
**Attachments:** [image001.png](#)

---

I've had many emails from this gentleman about concerns re our distance learning and especially services for students with disabilities.  
Frankly I don't understand either why we haven't been doing more outreach for those students.  
Would someone be able to help me answer his concerns?  
Thank you  
Rachna

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

---

**From:** [REDACTED]  
**Sent:** Wednesday, April 15, 2020 8:46:03 PM  
**To:** Sizemore Heizer, Rachna (School Board Member) <rsizemorehei@fcps.edu>  
**Subject:** RE: [External] Distance Learning for kids with IEP's

FYI my autistic nephew in Massachusetts has been receiving distance learning for his 2<sup>nd</sup> grade class for the last 3 weeks.

He has assignments. He has Speech. He has OT. They have a Google group where the teacher can give him ASSIGNMENTS! Imagine that.

I want to know and I hope the FCPS relationship with Blackboard is investigated because clearly someone is getting paid at the expense of OUR kids.

Many thanks,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Wednesday, April 15, 2020 7:42 PM  
**To:** 'Sizemore Heizer, Rachna (School Board Member)' <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** RE: [External] Distance Learning for kids with IEP's

Way to go FCPS. Another week. Another failure. This is an absolute joke.

---

**From:** [REDACTED]  
**Sent:** Wednesday, April 15, 2020 11:53 AM  
**To:** 'Sizemore Heizer, Rachna (School Board Member)' <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** RE: [External] Distance Learning for kids with IEP's

I respectfully disagree that this was tested over the last four weeks. I work in IT installing large software instances and this is a clear example of a lack of QA and load testing.

Given the misinformation coming from FCPS over that past month this is actually not a surprise. I have heard from multiple teachers around the county that FCPS is more scared of being sued then actually providing for the students. It would be nice if SOMEONE from FCPS was actually honest with the public for once.

It's very difficult explaining the constant changing schedule to my son, either provide services or don't, stop jerking us around.

---

**From:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 11:44 AM  
**To:** [REDACTED]  
**Subject:** RE: [External] Distance Learning for kids with IEP's

Hi Mr. [REDACTED]  
This was tested over the last four weeks – the issues started Monday. We are working very hard with Blackboard to resolve the connectivity issues. Other counties have been having issues also. I understand the frustration – we are working as hard as we can with our vendor to fix the issues  
Thanks  
Rachna

---

**From:** [REDACTED]  
**Sent:** Wednesday, April 15, 2020 11:41 AM  
**To:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** RE: [External] Distance Learning for kids with IEP's

1 day and you have already cancelled sessions?

How was this not tested? You had over 4 WEEKS.

No other counties are having these issues.

How is FCPS SO FAR BEHIND EVERYONE ELSE?!?!

What are my tax dollars really being used for?

---

**From:** [REDACTED]  
**Sent:** Tuesday, April 14, 2020 11:05 PM  
**To:** 'Sizemore Heizer, Rachna (School Board Member)' <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** RE: [External] Distance Learning for kids with IEP's

We are once again very disappointed in FCPS.

Out of sympathy a Prince William County Public School official has provided us access to their materials because of a lack of support from FCPS.

Once again the contrast between counties is stark.

Many thanks,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]


---

**From:** [REDACTED]  
**Sent:** Tuesday, April 14, 2020 10:57 PM  
**To:** 'Sizemore Heizer, Rachna (School Board Member)' <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** RE: [External] Distance Learning for kids with IEP's

Nice job FCPS. You DO UNDERSTAND that some of us are still working and “delaying” this by 2 hours completely disrupts our schedule. Again not that you care as long as FCPS does not get sued as that is your ONLY concern. You clearly do not care about the students let alone the parents.

Having trouble viewing this email? [View it as a Web page.](#)



 SHARE

Dear Community,

Thank you to all of the parents and students who joined us for our first day of distance learning. As you know, there were a few technical issues with the Blackboard learning system. We are hopeful that the issues encountered today have been resolved.

The vast majority of classroom experiences were favorable and positive today. We are now in the process of enhancing security in the Blackboard system to prevent any disruptions during teacher-led instruction. As a result, tomorrow's teacher-led instruction at the middle school and elementary school levels will be delayed two hours to allow for teachers to activate the security upgrades. High school office hours will begin no earlier than 10 a.m. Students will receive a message from their teachers explaining how they can join the virtual learning sessions.

Parents, please take a moment to share with your children the importance of respecting the space all of our students and teachers are in right now due to the pandemic. We want distance learning to be an enjoyable experience for all. We apologize for any disruptive behavior your students may have witnessed today.

Thank you for your understanding and patience.

Fairfax County Public Schools

[Web](#) | [Facebook](#) | [Twitter](#)

Many thanks,



[Redacted]

---

**From:** [Redacted]  
**Sent:** Wednesday, April 8, 2020 8:31 AM  
**To:** 'Sizemore Heizer, Rachna (School Board Member)' <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** RE: [External] Distance Learning for kids with IEP's

All of FCPS including the board should be ashamed at how you have handled this. It's astonishing the lack of leadership and thought that exists in this school system.

It's as though you are so afraid of being sued you can't make a single decision that benefits the kids.

Especially those with disabilities.

Many thanks,

[Redacted]

---

**From:** [Redacted]  
**Sent:** Tuesday, April 7, 2020 11:24 PM  
**To:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** Re: [External] Distance Learning for kids with IEP's

We've yet to receive any packages in the mail for My sons "1 hour" a day "distance learning" that is supposed to start next week? Which is a joke, so many other counties are doing so much more for kids. FCPS is the worst.

Many thanks,

[Redacted]

[REDACTED]  
[REDACTED]

On Mar 25, 2020, at 9:03 PM, Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)> wrote:

We as a board haven't discussed pushing back on the decision so I can't say what we will do as a board but I always encourage citizens who wish for a different outcome to reach out to the Governor directly. The long closure is hard on everyone but in particular many vulnerable populations.

Hang in there

Rachna

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

Please be aware that correspondence with School Board members is subject to the Virginia Freedom of Information Act. This means that your correspondence may be made public if (1) it deals with FCPS business and (2) someone requests it--even if you have asked that your message be kept confidential. Only a few topics are exempt from the disclosure requirement, such as information about identifiable students, and personnel information about individual employees.

---

**From:** [REDACTED]  
**Sent:** Wednesday, March 25, 2020 8:18:38 PM  
**To:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** RE: [External] Distance Learning for kids with IEP's

Thanks Rachna! It seems like a long time but at least there is some plan.

Is FCPS going to push back on the VA Governor and put the kids back in school if this thing dies down? It was a very bad move on his part cancelling for the remainder of the year.

Some of us will need to go back to work soon and need our kids to go back to school. Especially those with kids with special needs.

Many thanks,

[REDACTED]  
[REDACTED]



[REDACTED]  
[REDACTED]

---

**From:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Sent:** Wednesday, March 25, 2020 6:11 PM  
**To:** [REDACTED]  
**Subject:** RE: [External] Distance Learning for kids with IEP's

Hi [REDACTED]  
That is not true. We are working on distance learning plans for all students, including those with IEPs. Those plans will be announced this week. Distance Learning is currently planned to start April 14<sup>th</sup>  
I hope that helps  
Stay safe  
Rachna

---

**From:** [REDACTED]  
**Sent:** Wednesday, March 25, 2020 5:27 PM  
**To:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Subject:** [External] Distance Learning for kids with IEP's

I am hearing that FCPS is considering not doing distance learning for kids with IEP's because they are too difficult to teach virtually.

Is this true?

Many thanks,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

[]  
[]

[]

**From:** [Andie Powell](#)  
**To:** [Luftglass, Maribeth](#)  
**Subject:** [External] Fwd: Distance Learning Update  
**Date:** Wednesday, April 15, 2020 8:34:57 PM

---

Hey there.

Just want you to know I am thinking of you! Feels like deja vu. Good luck with everything. I have no doubt with your leadership you all will be back in business in no time.

Begin forwarded message:

**From:** "FCPS News You Choose" <[fcps@public.govdelivery.com](mailto:fcps@public.govdelivery.com)>  
**Date:** April 15, 2020 at 7:51:12 PM EDT  
**To:** [andie.powell@yahoo.com](mailto:andie.powell@yahoo.com)  
**Subject:** Distance Learning Update  
**Reply-To:** [fcps@public.govdelivery.com](mailto:fcps@public.govdelivery.com)

Having trouble viewing this email? [View it as a Web page.](#)

Delayed Opening School Closing banner



Dear Community,

As you know, the start of distance learning has not gone as smoothly as hoped. We sincerely appreciate your patience and share your frustration related to our distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users or would be susceptible to the security issues that many of our schools encountered.

Unfortunately, it is necessary to pause this week's distance learning schedule. Technical teams for FCPS and Blackboard believe they have identified the root cause of the connectivity problems and that they involve a software issue. In order to work properly, staff must make necessary updates and patches to the system. On a system as large as FCPS', these critical updates take time and we will reassess the situation and provide an update on Friday. Additionally, there will be a staff training component attached to the system upgrades. Updates will begin tonight (April 15), run through tomorrow, and staff training will take place on Friday.

**Teacher-led instruction through Blackboard 24/7 scheduled for tomorrow, April 16, and Friday, April 17, has been canceled.**

Teachers will be contacting students over the next two days through email or phone calls to ensure that third quarter work assigned prior to March 13 is completed and submitted. Students should be checking their FCPS Gmail account (that ends in @fcpschools.net). If your student is not contacted, please reach out to your principal.

**Teacher-led instruction for students is expected to resume on Monday, April 20.** Access to learning resources will continue to be available through live streaming of instructional programming for elementary, middle and high school students on [local cable channels](#). Additional distance learning resources by grade level are also available on the FCPS website: [Distance Learning](#).

**Blackboard has shared the following statement with Fairfax County Public Schools:**

*"Blackboard has been working hard with Fairfax County Public Schools to move its 189,000 students to fully remote instruction during this unprecedented crisis. We encountered unexpected technical challenges over the past couple of days that caused some users to experience issues when logging into the FCPS 24-7 Learning site, and we are working closely with FCPS to resolve the issues as quickly as possible. In addition, we are working with FCPS to require students to log in to the FCPS 24-7 site and authenticate their identity before they are permitted to join a virtual classroom.*

*"As a Fairfax County-based company, we are deeply committed to providing*

*Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students.”*

I recognize the events of this week do not meet the expectations of our community. I will work tirelessly to make this right.

Sincerely,

Scott Brabrand, Superintendent

Fairfax County Public Schools

[Web](#) | [Facebook](#) | [Twitter](#)

Update your subscriptions, modify your password or email address, or stop subscriptions at any time on your [Subscriber Preferences Page](#). You will need to use your email address to log in. If you have questions or problems with the subscription service, please visit [subscriberhelp.govdelivery.com](#).

This email was sent to [andie.powell@yahoo.com](mailto:andie.powell@yahoo.com) using GovDelivery Communications Cloud on behalf of: Fairfax County Public Schools 8115 Gatehouse Road Falls Church, VA 22042



**From:** [Calderon, Allison H.](#)  
**To:** [Kelley, Derek](#); [Klimenko, Noel C.](#); [Luftglass, Maribeth](#); [Jewell, Tracey D.](#)  
**Cc:** [Martin, Ken](#)  
**Subject:** RE: [IMPORTANT] Plan for Tomorrow \*DRAFT\*  
**Date:** Wednesday, April 15, 2020 8:24:51 PM

---

I am fine with it.

---

**From:** Kelley, Derek <dlkelley@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 8:24 PM  
**To:** Klimenko, Noel C. <ncklimenko@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>  
**Cc:** Martin, Ken <KJMartin@fcps.edu>  
**Subject:** Re: [IMPORTANT] Plan for Tomorrow \*DRAFT\*

We are starting to get questions from SBTS. Is this good to send?

Derek

Derek

---

Derek Kelley  
Coordinator, Instructional Technology Integration

(571)-423-4573--phone  
Fairfax County Public Schools  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031

---

**From:** Klimenko, Noel C. <ncklimenko@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 7:06:25 PM  
**To:** Luftglass, Maribeth <meluftglass@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>  
**Cc:** Martin, Ken <KJMartin@fcps.edu>; Kelley, Derek <dlkelley@fcps.edu>  
**Subject:** FW: [IMPORTANT] Plan for Tomorrow \*DRAFT\*

Are you ok with this message before we send?

SBTS,

As I am sure you have heard, teacher-led instruction has been cancelled for the remainder of the week. For those that were unable to wrap up the training of their teachers in Blackboard Collaborate Ultra today, please work with your

principals to get everyone up and running tomorrow. We expect maintenance to be happening on Friday and Blackboard might be unavailable at times.

Don't hesitate to reach out with any questions. Thank you all for your quick response to my survey.

Get some rest.

Ken

**From:** [Kelley, Derek](#)  
**To:** [Klimenko, Noel C.](#); [Luftglass, Maribeth](#); [Calderon, Allison H.](#); [Jewell, Tracey D.](#)  
**Cc:** [Martin, Ken](#)  
**Subject:** Re: [IMPORTANT] Plan for Tomorrow \*DRAFT\*  
**Date:** Wednesday, April 15, 2020 8:24:18 PM

---

We are starting to get questions from SBTS. Is this good to send?

Derek

Derek

---

Derek Kelley  
Coordinator, Instructional Technology Integration

(571)-423-4573--phone  
Fairfax County Public Schools  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031

---

**From:** Klimenko, Noel C. <ncklimenko@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 7:06:25 PM  
**To:** Luftglass, Maribeth <meluftglass@fcps.edu>; Calderon, Allison H. <AHCalderson@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>  
**Cc:** Martin, Ken <KJMartin@fcps.edu>; Kelley, Derek <dlkelley@fcps.edu>  
**Subject:** FW: [IMPORTANT] Plan for Tomorrow \*DRAFT\*

Are you ok with this message before we send?

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Don't hesitate to reach out with any questions. Thank you all for your quick response to my survey.

Get some rest.

Ken

**From:** [Downey, Paul J.](#)  
**To:** [Luftglass, Maribeth](#); [Jewell, Tracey D.](#)  
**Subject:** FW: Extended School Shutdown Planning  
**Date:** Wednesday, April 15, 2020 8:15:48 PM

---

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Mooney, Nicole <jnmooney@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 8:15 PM  
**To:** Downey, Paul J. <pjdowney@fcps.edu>; Cole, Kevin <kdcole@fcps.edu>; Boyer, Rebecca R <RRBoyer@fcps.edu>  
**Subject:** FW: Extended School Shutdown Planning  
**Importance:** High

This is my first communication to Blackboard about the courses for Distance Learning. It was sent on March 6<sup>th</sup>.  
Nicole

---

**From:** Mooney, Nicole  
**Sent:** Friday, March 6, 2020 3:26 PM  
**To:** Michelle Simon [REDACTED]  
**Cc:** Foley, Rebecca <[rmfoley1@fcps.edu](mailto:rmfoley1@fcps.edu)>; Hatchell, Mary <[mfhatchell@fcps.edu](mailto:mfhatchell@fcps.edu)>; Kraus, Rose M. <[RMKraus@fcps.edu](mailto:RMKraus@fcps.edu)>; Boyer, Rebecca R <[RRBoyer@fcps.edu](mailto:RRBoyer@fcps.edu)>; Cole, Kevin <[kdcole@fcps.edu](mailto:kdcole@fcps.edu)>  
**Subject:** FW: Extended School Shutdown Planning  
**Importance:** High

Michelle,

Our Instructional Services department is preparing to use Blackboard incase of a county shutdown due to Coronavirus. They would like us to prepare 3 courses below.

- Continuing Learning Elementary School- all ES students, teachers, & parents enrolled
- Continuing Learning High School- all MS & HS students, teachers, & parents enrolled
- Continuing Learning Support- all FCPS staff enrolled

Enrollment Numbers:

Elementary Students	98927
Middle & High School Students	90193
Total Teachers in FCPS	~16000

Assumptions:

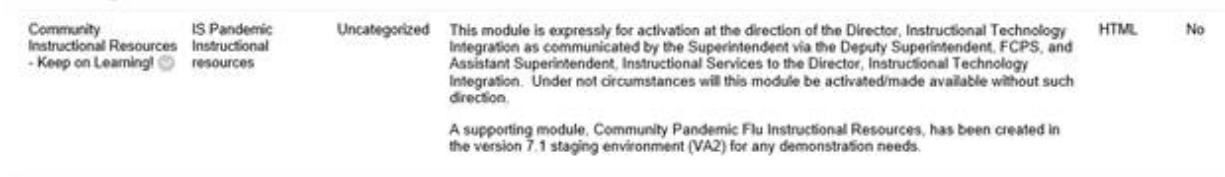
1. We need to make these courses unlimited sizes if we are going to enroll that many users
2. These courses will be a place that students go to access content (links, worksheets, online textbooks, etc). Announcements will be posted to these courses. There will be no collaborative work or assignments being created.



Learning Elementary School			provide resources to elementary students (and parents) that will support continued engagement with the curriculum in the event of an extended closure.	Services
Continuing Learning High School	Derek Kelley	Other	The purpose of this site is to provide resources to middle and high school students (and parents) that will support continued engagement with the curriculum in the event of an extended closure.	Instructional Services
Continuing Learning Support	Derek Kelley	Other	The purpose of this site is to provide teachers support for facilitating student learning online in the event of an extended closure.	Instructional Services

Here is the information on the modules that we will need as well

**Module 1:** The module that is currently in production is called *Community Instructional Resources - Keep on Learning!*. (We may want to change the name of this module as well.) At some point the contents of the module are going to need to be updated to point to the new sites. The links point to the old courses which don't exist any more.



This module would need to be able to be available to Parents, Students, Teachers, Administrators, and central office staff if the decision is made by the Superintendent to turn it on.

**Module 2:** We will also need another Module called Online Learning Support Module that will points to the Continuing Learning Support course listed above.

I also like the idea that you mentioned of creating this same structure in another one of the non-production environments at some point. I think this will help people to understand the concept. I will need the expertise of your team to make this happen. It would also be great if we didn't have to upload content into both systems.

Let me know what questions this creates. Please let me know if you need anything from IS for this. I will make sure to keep you in the loop as I get additional information about this as well.

Derek

---

Derek Kelley  
Coordinator, Instructional Technology Integration

(571)-423-4573--phone  
Fairfax County Public Schools  
8270 Willow Oaks Corporate Drive  
Fairfax, VA 22031

**From:** [Calderon, Allison H.](#)  
**To:** [DIT SMT](#)  
**Cc:** [Cole, Kevin](#); [Downey, Paul J.](#); [Mooney, Nicole](#)  
**Subject:** Blackboard Maintenance outage - Early morning 4/16  
**Date:** Wednesday, April 15, 2020 8:13:38 PM

---

All,

Please see the message below from Kevin regarding agreed upon maintenance on the Blackboard production environment. I am working on cleaning up the project plan for the CU application and will have that shortly. If there are no questions about the overnight work for tonight, we will forward the information to DIT Management Team DL.

Thanks  
Allison

Good Evening,

Members of the FCPS 24-7 team met this evening at 7:30 to discuss adding additional hardware resources to the FCPS 24-7 Learn system. The team is in agreement that the maintenance is low risk and should have no negative impact to FCPS students or staff. Blackboard would like to increase our memory to 1TB on the database server as a proactive measure. CPU would increase from 12 to 64. The downtime would take place during the normal Blackboard maintenance window of 2:00—4:00 AM. The IT FASTeam has posted a message on the splash page of [fcps.blackboard.com](http://fcps.blackboard.com) to notify users that the system will be unavailable. Again, this maintenance will only involve a change in hardware and no changes to the database or app servers.

Kevin

Allison Calderón  
Coordinator, IT Project Management  
Fairfax County Public Schools  
Office: 703.503.7417  
Mobile: 571.205.9634

**From:** [Downey, Paul J.](#)  
**To:** [Fowler, Julie P.](#); [Luftglass, Maribeth](#)  
**Subject:** RE: Is this an accurate statement?  
**Date:** Wednesday, April 15, 2020 8:12:36 PM

---

Yes. Thanks Julie

Paul Downey Coordinator, Application Support Fairfax County Public Schools  
[pjdowney@fcps.edu](mailto:pjdowney@fcps.edu)

---

**From:** Fowler, Julie P. <JPFowler1@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 8:05 PM  
**To:** Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>  
**Subject:** Is this an accurate statement?

## FCPS has used Blackboard for more than 20 years

- Blackboard and FCPS have had weekly meetings throughout the contract

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Fowler, Julie P.](#)  
**To:** [Downey, Paul J.](#); [Luftglass, Maribeth](#)  
**Subject:** Is this an accurate statement?  
**Date:** Wednesday, April 15, 2020 8:04:46 PM

---

## FCPS has used Blackboard for more than 20 years

- Blackboard and FCPS have had weekly meetings throughout the contract

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Smith, Marty K.](#)  
**To:** [Fowler, Julie P.](#)  
**Cc:** [Luftglass, Maribeth](#)  
**Subject:** Re: agenda item  
**Date:** Wednesday, April 15, 2020 8:03:44 PM

---

Sure.

Sent from my iPad

On Apr 15, 2020, at 7:58 PM, Fowler, Julie P. <JPFowler1@fcps.edu> wrote:

Marcy says we need an agenda item. Can it be this short? "The School Board will receive an update on the current distance learning plan, to include the issues with Blackboard, Inc."

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Fowler, Julie P.](#)  
**To:** [Smith, Marty K.](#); [Luftglass, Maribeth](#)  
**Subject:** agenda item  
**Date:** Wednesday, April 15, 2020 7:58:21 PM

---

Marcy says we need an agenda item. Can it be this short? "The School Board will receive an update on the current distance learning plan, to include the issues with Blackboard, Inc."

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Fairfax County Public Schools](#)  
**To:** [Luftglass, Maribeth](#)  
**Subject:** Distance Learning Update  
**Date:** Wednesday, April 15, 2020 7:47:27 PM  
**Attachments:** [ATT00001.png](#)

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April 15, 2020

Dear FCPS Families,

As you know, the start of distance learning has not gone as smoothly as hoped. We sincerely appreciate your patience and share your frustration related to our distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users or would be susceptible to the security issues that many of our schools encountered.

Unfortunately, it is necessary to pause this week's distance learning schedule. Technical teams for FCPS and Blackboard believe they have identified the root cause of the connectivity problems and that they involve a software issue. In order to work properly, staff must make necessary updates and patches to the system. On a system as large as FCPS', these critical updates take time and we will reassess the situation and provide an update on Friday. Additionally, there will be a staff training component attached to the system upgrades. Updates will begin tonight (April 15), run through tomorrow, and staff training will take place on Friday.

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**Teacher-led instruction for students is expected to resume on Monday, April 20.** Access to learning resources will continue to be available through live streaming of instructional programming for elementary, middle and high school students on [local cable channels](#). Additional distance learning resources by grade level are also available on the FCPS website: [Distance Learning](#).

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*"As a Fairfax County-based company, we are deeply committed to providing Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students."*

I recognize the events of this week do not meet the expectations of our community. I will work tirelessly to make this right.

Sincerely,

Scott Brabrand, Superintendent

Fairfax County Public Schools

---



Parents of FCPS students may update contact information online through [weCare@School](#) a feature of [FCPS 24-7 Learning: Parent View](#) (Blackboard) or by contacting the student information officer at their child(ren)'s school to have the contact information updated in the student information system

FCPS employees may update contact information through [UConnect](#)

Individuals with no affiliation to the school system must fill out the [Removal Request](#) to have their contact information removed from eNotify

**From:** [Fairfax County Public Schools](#)  
**To:** [StCyr\\_Lori\\_L](#)  
**Subject:** Distance Learning Update  
**Date:** Wednesday, April 15, 2020 7:47:11 PM  
**Attachments:** [ATT00001.png](#)

---



---

April 15, 2020

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Scott Brabrand, Superintendent

Fairfax County Public Schools

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Parents of FCPS students may update contact information online through [weCare@School](#) a feature of [FCPS 24-7 Learning: Parent View](#) (Blackboard) or by contacting the student information officer at their child(ren)'s school to have the contact information updated in the student information system

FCPS employees may update contact information through [UConnect](#)

Individuals with no affiliation to the school system must fill out the [Removal Request](#) to have their contact information removed from eNotify

**From:** [Tholen, Elaine V \(School Board Member\)](#)  
**To:** [Brabrand, Scott S](#); [Sizemore Heizer, Rachna \(School Board Member\)](#); [Torre, John](#); [Frisch, Karl V \(School Board Member\)](#); [Cohen, Laura Jane H \(School Board Member\)](#); [School Board Members](#); [Leadership Team School Board Office](#); [Leadership Team Executive Administrative Assistants](#)  
**Subject:** RE: Message for Parents  
**Date:** Wednesday, April 15, 2020 7:44:30 PM

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Hi—I just got out of a PTA meeting at Clearview ES. The parents there were for the most part happy with what happened yesterday and really want that to continue for their children. I agree, it would be nice to allow teachers to be creative in how to work with kids over the next few days. Google Classroom, phone, etc. I hate to see everything just cancelled. The parents I talked to get how hard this start up is and will be ok to be flexible.

**Elaine Tholen**  
**School Board Member, Dranesville**

### **Empowering Our Students for Tomorrow**

Voicemail 571-423-1087  
8115 Gatehouse Road  
Suite 5400  
Falls Church, VA 22042

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---

**From:** Brabrand, Scott S <ssbrabrand@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 7:13 PM  
**To:** Sizemore Heizer, Rachna (School Board Member) <rsizemorehei@fcps.edu>; Torre, John <jjtorre@fcps.edu>; Frisch, Karl V (School Board Member) <kvfrisch@fcps.edu>; Cohen, Laura Jane H (School Board Member) <lhcohen@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>  
**Cc:** School Board Office <SchBdOff@fcps.edu>; Leadership Team Executive Administrative Assistants <LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>  
**Subject:** Re: Message for Parents

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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**From:** Sizemore Heizer, Rachna (School Board Member) <[rsizemorehei@fcps.edu](mailto:rsizemorehei@fcps.edu)>  
**Sent:** Wednesday, April 15, 2020 6:56:47 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>  
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Phone call. And contacting via phone call. NOT just via email.

And why can't we use google classroom? Google hangout? Why can't we at least have the teachers and students connect that way this week until BB issues can be resolved. Everything I'm hearing points the value of that connection and the deep need for that connection. We need to be creative and agile.

This email reads as way too defensive and not understanding enough. of the frustration of these problems coming up after four weeks of preparation. We need to own this more in this email.

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

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**Sent:** Wednesday, April 15, 2020 6:36:53 PM  
**To:** Frisch, Karl V (School Board Member) <[kvfrisch@fcps.edu](mailto:kvfrisch@fcps.edu)>; Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>

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**Subject:** RE: Message for Parents

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**Subject:** Re: Message for Parents

The defensive posture/language makes me squirm — “there was no indication that the system would be unable to handle the volume,” ... “despite the extensive preparation” etc.

So many questions. I guess we’ll get into this tomorrow.

Karl

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KARL FRISCH  
Providence District Representative  
Fairfax County School Board  
(571) 423-1084

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**From:** Cohen, Laura Jane H (School Board Member) <[lhcohen@fcps.edu](mailto:lhcohen@fcps.edu)>

**Sent:** Wednesday, April 15, 2020 6:19:52 PM

**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>

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**Subject:** Re: Message for Parents

Wow. Just wow.

I just cannot believe this.

Laura Jane Cohen  
FCPS School Board Member  
Springfield District

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**Subject:** Message for Parents

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Dear Families,

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Please continue to access learning resources and live streaming of instructional programming for elementary, middle and high school students available on local cable channels. Additional distance learning resources by grade level are available on the FCPS website: [Distance Learning](#).

Fairfax County Public Schools





**From:** [Meren, Melanie K \(School Board Member\)](#)  
**To:** [Sizemore Heizer, Rachna \(School Board Member\)](#); [Torre, John](#); [Frisch, Karl V \(School Board Member\)](#); [Cohen, Laura Jane H \(School Board Member\)](#); [School Board Members](#); [Leadership Team](#)  
**Cc:** [School Board Office](#); [Leadership Team Executive Administrative Assistants](#)  
**Subject:** Re: Message for Parents  
**Date:** Wednesday, April 15, 2020 7:23:22 PM

---

I agree - why can't we use Google Classroom, which they are already on? Has that been explored? Can we please receive an answer to "why not Google"?

Also, the message needs to go via text, too.

Thanks.  
Melanie

Melanie Meren  
Hunter Mill District Representative  
Fairfax County School Board  
571-423-1082

(Note that correspondence with School Board members is subject to the Virginia Freedom Of Information Act.)

---

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**To:** Torre, John <jjtorre@fcps.edu>; Frisch, Karl V (School Board Member) <kvfrisch@fcps.edu>; Cohen, Laura Jane H (School Board Member) <lhcohen@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>  
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Fairfax County Public Schools

**From:** [Jewell, Tracey D.](#)  
**To:** [Luftglass, Maribeth](#)  
**Subject:** Automatic reply: BB Collaborate presentation review  
**Date:** Wednesday, April 15, 2020 7:23:15 PM

---

Thank you for your message. I am away from my technology until 8:15pm. I am reachable by phone for urgent matters.

**From:** [Kretzer, Sandy](#)  
**To:** [Luftglass, Maribeth](#)  
**Cc:** [DIT SMT](#)  
**Subject:** Re: Load Testing Concerns  
**Date:** Wednesday, April 15, 2020 7:11:25 PM

---

I will start the preparation. Tracey, your team will be doing functional testing but we will need a POC to work with on use scenarios. Kathie Higham's will start working on 800 additional accounts since we have 200.

We need to script against the updated environment pending release.

Sandy Kretzer  
Director IT/EISA  
Fairfax County Public Schools  
703.329.7444

> On Apr 15, 2020, at 7:06 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

>

> I think we need to try to do some load testing, even if it only tests portions of the system. I don't trust Blackboard to do their own testing.

>

> -----Original Message-----

> From: Kretzer, Sandy

> Sent: Wednesday, April 15, 2020 6:54 PM

> To: Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; DIT SMT <[DIT\\_SMT@fcps.edu](mailto:DIT_SMT@fcps.edu)>

> Subject: Load Testing Concerns

>

> I have concerns about the topic of performance testing and what may come up at the board meeting tomorrow.

>

> Performance testing was performed for authentication as part of the troubleshooting with Blackboard. We ran a test for authentication, log on, log off repeat. This allowed us to tune our FCPS authentication servers for maximum efficiency.

>

> It was Blackboard's assertion that application performance issues were associated with slow authentication on the FCPS side. Once authentication volume from FCPS increased, Blackboard realized that they had issues.

>

> We did not load test the Blackboard application platform. If this is a need, it is a much more complicated testing scenario. We have 1,000 licenses and would need to script scenarios to stress the system. These scripts usually take days to construct. If the board insists then hopefully Blackboard can produce test results or scripts.

>

> Sandy Kretzer

> Director IT/EISA

> Fairfax County Public Schools

> 703.329.7444

>



**From:** [Fowler, Julie P.](#)  
**To:** [Smith, Marty K.](#); [Luftglass, Maribeth](#); [Hruda, Ludmila \(Lidi\)](#); [Ferrer, Michelle](#)  
**Cc:** [Skahen, Tracey](#)  
**Subject:** Distance learning document  
**Date:** Wednesday, April 15, 2020 7:11:04 PM  
**Attachments:** [Comparison School Divisions Distance Learning Approach and Associated Technologyv2.docx](#)

---

All, I duplicated the changes in the last column Marty and Maribeth made this afternoon in the attached. I deleted the date collected column and made some cosmetic changes. Michelle had added in the school size (thank you!).

Julie Fowler  
Manager of Business Operations  
Chief Operating Office  
Fairfax County Public Schools  
Telephone: 571-423-1047

**From:** [Torre, John](#)  
**To:** [Principals All](#)  
**Cc:** [Cabinet \(Superintendent\)](#)  
**Subject:** Message for Parents  
**Date:** Wednesday, April 15, 2020 7:06:57 PM

---

Message being sent to parents this evening.

Dear FCPS Families,

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Unfortunately, it is necessary to pause this week's distance learning schedule. Technical teams for FCPS and Blackboard believe they have identified the root cause of the connectivity problems and that they involve a software issue. In order to work properly, staff must make necessary updates and patches to the system. On a system as large as FCPS', these critical updates take time and we will reassess the situation and provide an update on Friday. Additionally, there will be a staff training component attached to the system upgrades. Updates will begin tonight (April 15), run through tomorrow, and staff training will take place on Friday.

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I recognize the events of this week do not meet the expectations of our community. I will work tirelessly to make this right.

Sincerely,  
Scott Brabrand, Superintendent  
Fairfax County Public Schools



**From:** [Klimenko, Noel C.](#)  
**To:** [Luftglass, Maribeth](#); [Calderon, Allison H.](#); [Jewell, Tracey D.](#)  
**Cc:** [Martin, Ken](#); [Kelley, Derek](#)  
**Subject:** FW: [IMPORTANT] Plan for Tomorrow \*DRAFT\*  
**Date:** Wednesday, April 15, 2020 7:06:28 PM

---

Are you ok with this message before we send?

SBTS,

As I am sure you have heard, teacher-led instruction has been cancelled for the remainder of the week. For those that were unable to wrap up the training of their teachers in Blackboard Collaborate Ultra today, please work with your principals to get everyone up and running tomorrow. We expect maintenance to be happening on Friday and Blackboard might be unavailable at times.

Don't hesitate to reach out with any questions. Thank you all for your quick response to my survey.

Get some rest.

Ken

**From:** [Luftglass, Maribeth](#)  
**To:** [Kretzer, Sandy](#); [DIT SMT](#)  
**Subject:** RE: Load Testing Concerns  
**Date:** Wednesday, April 15, 2020 7:06:24 PM

---

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Sent: Wednesday, April 15, 2020 6:54 PM  
To: Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; DIT SMT <[DIT\\_SMT@fcps.edu](mailto:DIT_SMT@fcps.edu)>  
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Director IT/EISA  
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**To:** [School Board Members](#); [Leadership Team](#)  
**Cc:** [School Board Office](#); [Leadership Team Executive Administrative Assistants](#)  
**Subject:** RE: Message for Parents  
**Date:** Wednesday, April 15, 2020 7:03:24 PM

---

REVISED

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**Teacher-led instruction for students is expected to resume on Monday, April 20.** Access to learning resources will continue to be

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*“Blackboard has been working hard with Fairfax County Public Schools to move its 189,000 students to fully remote instruction during this unprecedented crisis. We encountered unexpected technical challenges over the past couple of days that caused some users to experience issues when logging into the FCPS 24-7 Learning site, and we are working closely with FCPS to resolve the issues as quickly as possible. In addition, we are working with FCPS to require students to log in to the FCPS 24-7 site and authenticate their identity before they are permitted to join a virtual classroom.*

*“As a Fairfax County-based company, we are deeply committed to providing Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an education community to ensure continuity of learning for students.”*

I recognize the events of this week do not meet the expectations of our community. I will work tirelessly to make this right.

Sincerely,  
Scott Brabrand, Superintendent  
Fairfax County Public Schools





**From:** [Sizemore Heizer, Rachna \(School Board Member\)](#)  
**To:** [Torre, John](#); [Frisch, Karl V \(School Board Member\)](#); [Cohen, Laura Jane H \(School Board Member\)](#); [School Board Members](#); [Leadership Team](#)  
**Cc:** [School Board Office](#); [Leadership Team Executive Administrative Assistants](#)  
**Subject:** Re: Message for Parents  
**Date:** Wednesday, April 15, 2020 6:56:49 PM

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Phone call. And contacting via phone call. NOT just via email.

And why can't we use google classroom? Google hangout? Why can't we at least have the teachers and students connect that way this week until BB issues can be resolved. Everything I'm hearing points the value of that connection and the deep need for that connection. We need to be creative and agile.

This email reads as way too defensive and not understanding enough. of the frustration of these problems coming up after four weeks of preparation. We need to own this more in this email.

Rachna Sizemore Heizer  
At Large Representative  
Fairfax County School Board  
Tel.: 571-265-0742

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**From:** Torre, John <jjtorre@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 6:36:53 PM  
**To:** Frisch, Karl V (School Board Member) <kvfrisch@fcps.edu>; Cohen, Laura Jane H (School Board Member) <lhcohen@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>  
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So many questions. I guess we’ll get into this tomorrow.

Karl

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KARL FRISCH  
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Fairfax County School Board  
(571) 423-1084

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Wow. Just wow.

I just cannot believe this.

Laura Jane Cohen  
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Springfield District

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**Sent:** Wednesday, April 15, 2020 6:07:52 PM

**To:** School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>

**Cc:** School Board Office <[SchBdOff@fcps.edu](mailto:SchBdOff@fcps.edu)>; Leadership Team Executive Administrative Assistants <[LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu](mailto:LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu)>

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Fairfax County Public Schools

**From:** [Kretzer, Sandy](#)  
**To:** [Luftglass, Maribeth](#); [DIT SMT](#)  
**Subject:** Load Testing Concerns  
**Date:** Wednesday, April 15, 2020 6:54:30 PM

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I have concerns about the topic of performance testing and what may come up at the board meeting tomorrow.

Performance testing was performed for authentication as part of the troubleshooting with Blackboard. We ran a test for authentication, log on, log off repeat. This allowed us to tune our FCPS authentication servers for maximum efficiency.

It was Blackboard's assertion that application performance issues were associated with slow authentication on the FCPS side. Once authentication volume from FCPS increased, Blackboard realized that they had issues.

We did not load test the Blackboard application platform. If this is a need, it is a much more complicated testing scenario. We have 1,000 licenses and would need to script scenarios to stress the system. These scripts usually take days to construct. If the board insists then hopefully Blackboard can produce test results or scripts.

Sandy Kretzer  
Director IT/EISA  
Fairfax County Public Schools  
703.329.7444

**From:** [Cohen, Laura Jane H \(School Board Member\)](#)  
**To:** [Torre, John](#); [Frisch, Karl V \(School Board Member\)](#); [School Board Members](#); [Leadership Team](#)  
**Cc:** [School Board Office](#); [Leadership Team Executive Administrative Assistants](#)  
**Subject:** Re: Message for Parents  
**Date:** Wednesday, April 15, 2020 6:53:21 PM

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I still don't get why we can't use google to navigate this while we fix Bb. This is such a mess. People are going to be furious.

Laura Jane Cohen  
FCPS School Board Member  
Springfield District

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Fairfax County Public Schools

**From:** [Torre, John](#)  
**To:** [Smith, Marty K.](#); [Luftglass, Maribeth](#)  
**Cc:** [Thomas, Kathleen](#); [Klimenko, Noel C.](#)  
**Subject:** RE: DRAFT message/Weds. p.m.  
**Date:** Wednesday, April 15, 2020 6:42:58 PM

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It's removed, I just spoke with Maribeth

---

**From:** Smith, Marty K.  
**Sent:** Wednesday, April 15, 2020 6:42 PM  
**To:** Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>  
**Cc:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Thomas, Kathleen <[knthomas@fcps.edu](mailto:knthomas@fcps.edu)>; Klimenko, Noel C. <[ncklimenko@fcps.edu](mailto:ncklimenko@fcps.edu)>  
**Subject:** Re: DRAFT message/Weds. p.m.

John

All of our teachers are not using Google Classroom. Do we have to say how we will contact?

Sent from my iPhone

On Apr 15, 2020, at 6:30 PM, Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)> wrote:

We need to get Google Classroom removed from this message before it goes to staff and families. Help!

---

**From:** Luftglass, Maribeth  
**Sent:** Wednesday, April 15, 2020 6:17 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Cabinet (Superintendent) <[CabinetSuperintendent@fcps.edu](mailto:CabinetSuperintendent@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Johnson, Teresa L <[TJohnson4@fcps.edu](mailto:TJohnson4@fcps.edu)>  
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I'm concerned about using Google Classroom reference as more than ½ of FCPS teachers do not have Google **Classroom**.  
Maribeth

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School Board, then principals

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**Sent:** Wednesday, April 15, 2020 6:35 PM  
**To:** Cohen, Laura Jane H (School Board Member) <lhcohen@fcps.edu>; Torre, John <jjtorre@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>  
**Cc:** School Board Office <SchBdOff@fcps.edu>; Leadership Team Executive Administrative Assistants <LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>  
**Subject:** Re: Message for Parents

The defensive posture/language makes me squirm — “there was no indication that the system would be unable to handle the volume,” ... “despite the extensive preparation” etc.

So many questions. I guess we’ll get into this tomorrow.

Karl

—  
  
KARL FRISCH  
Providence District Representative  
Fairfax County School Board  
(571) 423-1084

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**Sent:** Wednesday, April 15, 2020 6:19:52 PM  
**To:** Torre, John <jjtorre@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>  
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I just cannot believe this.

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**From:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>

**Sent:** Wednesday, April 15, 2020 6:07:52 PM

**To:** School Board Members <[SchBoard@fcps.edu](mailto:SchBoard@fcps.edu)>; Leadership Team <[Leadership\\_Team@fcps.edu](mailto:Leadership_Team@fcps.edu)>

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Fairfax County Public Schools



**From:** [Frisch, Karl V \(School Board Member\)](#)  
**To:** [Cohen, Laura Jane H \(School Board Member\)](#); [Torre, John](#); [School Board Members](#); [Leadership Team](#)  
**Cc:** [School Board Office](#); [Leadership Team Executive Administrative Assistants](#)  
**Subject:** Re: Message for Parents  
**Date:** Wednesday, April 15, 2020 6:34:48 PM

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Fairfax County Public Schools



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**To:** [Cohen, Laura Jane H \(School Board Member\)](#); [Torre, John](#); [School Board Members](#); [Leadership Team](#)  
**Cc:** [School Board Office](#); [Leadership Team Executive Administrative Assistants](#)  
**Subject:** Re: Message for Parents  
**Date:** Wednesday, April 15, 2020 6:33:17 PM

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Can we please notify staff immediately so that they know before students and families? I have heard complaints about our communications excluding their roles. I would especially recommend, at minimum, contacting Tina Williams and Kimberly Adams. Thank you.

Get [Outlook for iOS](#)

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**Sent:** Wednesday, April 15, 2020 6:19:52 PM  
**To:** Torre, John <jjtorre@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>  
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Fairfax County Public Schools

**From:** [Luftglass, Maribeth](#)  
**To:** [Torre, John](#); [Thomas, Kathleen](#)  
**Cc:** [Klimenko, Noel C.](#); [Smith, Marty K. \(mksmith@fcps.edu\)](#)  
**Subject:** FW: DRAFT message/Weds. p.m.  
**Date:** Wednesday, April 15, 2020 6:31:00 PM

---

We need to get Google Classroom removed from this message before it goes to staff and families.  
Help!

---

**From:** Luftglass, Maribeth  
**Sent:** Wednesday, April 15, 2020 6:17 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Cabinet (Superintendent) <[CabinetSuperintendent@fcps.edu](mailto:CabinetSuperintendent@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Johnson, Teresa L <[TJohnson4@fcps.edu](mailto:TJohnson4@fcps.edu)>  
**Subject:** RE: DRAFT message/Weds. p.m.

I'm concerned about using Google Classroom reference as more than ½ of FCPS teachers do not have Google **Classroom**.  
Maribeth

---

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**Sent:** Wednesday, April 15, 2020 6:03 PM  
**To:** Zuluaga, Fabio <[fezuluaga@fcps.edu](mailto:fezuluaga@fcps.edu)>; Cabinet (Superintendent) <[CabinetSuperintendent@fcps.edu](mailto:CabinetSuperintendent@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Johnson, Teresa L <[TJohnson4@fcps.edu](mailto:TJohnson4@fcps.edu)>  
**Subject:** RE: DRAFT message/Weds. p.m.

School Board, then principals

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**From:** Zuluaga, Fabio  
**Sent:** Wednesday, April 15, 2020 6:02 PM  
**To:** Torre, John <[jjtorre@fcps.edu](mailto:jjtorre@fcps.edu)>; Cabinet (Superintendent) <[CabinetSuperintendent@fcps.edu](mailto:CabinetSuperintendent@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Johnson, Teresa L <[TJohnson4@fcps.edu](mailto:TJohnson4@fcps.edu)>  
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Looks good – Thank you John – Are we notifying the Principals first? Thanks for all you do -- Fabio

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**To:** Cabinet (Superintendent) <[CabinetSuperintendent@fcps.edu](mailto:CabinetSuperintendent@fcps.edu)>; Presidio, Sloan <[sjpresidio@fcps.edu](mailto:sjpresidio@fcps.edu)>; Luftglass, Maribeth <[meluftglass@fcps.edu](mailto:meluftglass@fcps.edu)>; Johnson, Teresa L <[TJohnson4@fcps.edu](mailto:TJohnson4@fcps.edu)>  
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**From:** [Zuluaga, Fabio](#)  
**To:** [Luftglass, Maribeth](#)  
**Subject:** FW: [External] RE: Ongoing Blackboard Technical Issues  
**Date:** Wednesday, April 15, 2020 6:28:16 PM

---

Is this a possibility as an option C?

---

**From:** Lindinger, Michael L. <MLindinger@mayerbrown.com>  
**Sent:** Wednesday, April 15, 2020 5:00 PM  
**To:** Zuluaga, Fabio <fezuluaga@fcps.edu>  
**Subject:** [External] RE: Ongoing Blackboard Technical Issues

Also, WebEx, which I use in the course of my job, has a free option. Even the \$13.50/month option, for 14,000 teachers for 3 months is less than \$600,000. And my understanding is WebEx is far more secure than Zoom.

**Michael L. Lindinger**

*Counsel*

Mayer Brown LLP

1999 K St. N.W.

Washington, D.C. 20006-1101

T +1 202 263 3423 | F +1 202 263 5323

[LinkedIn](#) | [Twitter](#)  
[mayerbrown.com](http://mayerbrown.com)

Information about how we handle personal information is available in our [Privacy Notice](#).

**From:** [Luftglass, Maribeth](#)  
**To:** [Klimenko, Noel C.](#); [Martin, Ken](#); [Calderon, Allison H.](#); [DIT SMT](#); [Sterling, Aron M](#); [Kelley, Derek](#)  
**Subject:** FW: Message for Parents  
**Date:** Wednesday, April 15, 2020 6:23:42 PM

---

**From:** Torre, John  
**Sent:** Wednesday, April 15, 2020 6:08 PM  
**To:** School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership\_Team@fcps.edu>  
**Cc:** School Board Office <SchBdOff@fcps.edu>; Leadership Team Executive Administrative Assistants <LeadershipTeamExecutiveAdministrativeAssistants@fcps.edu>  
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Fairfax County Public Schools

**From:** [Cohen, Laura Jane H \(School Board Member\)](#)  
**To:** [Torre, John](#); [School Board Members](#); [Leadership Team](#)  
**Cc:** [School Board Office](#); [Leadership Team Executive Administrative Assistants](#)  
**Subject:** Re: Message for Parents  
**Date:** Wednesday, April 15, 2020 6:19:55 PM

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[Learning.](#)

Fairfax County Public Schools

**From:** [Luftglass, Maribeth](#)  
**To:** [Torre, John](#); [Zuluaga, Fabio](#); [Cabinet \(Superintendent\)](#); [Presidio, Sloan](#); [Johnson, Teresa L](#)  
**Subject:** RE: DRAFT message/Weds. p.m.  
**Date:** Wednesday, April 15, 2020 6:18:00 PM

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*"As a Fairfax County-based company, we are deeply committed to providing Fairfax students and parents the robust and secure learning environment that they want and need. We apologize for the disruption this has caused to instruction and we appreciate patience as we all work together as an*

*education community to ensure continuity of learning for students.”*

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**From:** [Torre, John](#)  
**To:** [School Board Members](#); [Leadership Team](#)  
**Cc:** [School Board Office](#); [Leadership Team Executive Administrative Assistants](#)  
**Subject:** Message for Parents  
**Date:** Wednesday, April 15, 2020 6:07:56 PM

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Good evening, the message below will be sent to parents by 7 p.m. Thanks

Dear Families,

FCPS sincerely appreciates your patience and shares in your frustration related to our distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users.

Unfortunately, despite the extensive preparation, it is necessary to pause this week's distance learning schedule.

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Fairfax County Public Schools

**From:** [Torre, John](#)  
**To:** [Zuluaga, Fabio](#); [Cabinet \(Superintendent\)](#); [Presidio, Sloan](#); [Luftglass, Maribeth](#); [Johnson, Teresa L](#)  
**Subject:** RE: DRAFT message/Weds. p.m.  
**Date:** Wednesday, April 15, 2020 6:02:40 PM

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School Board, then principals

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**From:** Zuluaga, Fabio  
**Sent:** Wednesday, April 15, 2020 6:02 PM  
**To:** Torre, John <jjtorre@fcps.edu>; Cabinet (Superintendent) <CabinetSuperintendent@fcps.edu>; Presidio, Sloan <sjpresidio@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Johnson, Teresa L <TLJohnson4@fcps.edu>  
**Subject:** RE: DRAFT message/Weds. p.m.

Looks good – Thank you John – Are we notifying the Principals first? Thanks for all you do -- Fabio

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**From:** Torre, John <jjtorre@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 5:39 PM  
**To:** Cabinet (Superintendent) <CabinetSuperintendent@fcps.edu>; Presidio, Sloan <sjpresidio@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Johnson, Teresa L <TLJohnson4@fcps.edu>  
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**From:** [Zuluaga, Fabio](#)  
**To:** [Torre, John](#); [Cabinet \(Superintendent\)](#); [Presidio, Sloan](#); [Luftglass, Maribeth](#); [Johnson, Teresa L](#)  
**Subject:** RE: DRAFT message/Weds. p.m.  
**Date:** Wednesday, April 15, 2020 6:01:41 PM

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**From:** Torre, John <jjtorre@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 5:39 PM  
**To:** Cabinet (Superintendent) <CabinetSuperintendent@fcps.edu>; Presidio, Sloan <sjpresidio@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Johnson, Teresa L <TLJohnson4@fcps.edu>  
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**From:** [Presidio, Sloan](#)  
**To:** [Torre, John](#); [Cabinet \(Superintendent\)](#); [Luftglass, Maribeth](#); [Johnson, Teresa L](#)  
**Subject:** RE: DRAFT message/Weds. p.m.  
**Date:** Wednesday, April 15, 2020 5:56:53 PM

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I think this is fine.

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**From:** Torre, John <jjtorre@fcps.edu>  
**Sent:** Wednesday, April 15, 2020 5:39 PM  
**To:** Cabinet (Superintendent) <CabinetSuperintendent@fcps.edu>; Presidio, Sloan <sjpresidio@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Johnson, Teresa L <TLJohnson4@fcps.edu>  
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