

From: [Luftglass, Maribeth](#)
To: [DIT SMT](#)
Subject: FW: [External] Links
Date: Tuesday, April 14, 2020 10:50:09 AM
Attachments: [image2.jpeg](#)

From: Corbett Sanders, Karen (School Board Member)
Sent: Tuesday, April 14, 2020 10:45 AM
To: Brabrand, Scott S <ssbrabrand@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Presidio, Sloan <sjpresidio@fcps.edu>; King, Nardos E <neking@fcps.edu>; Millard, Tangy <THMillard@fcps.edu>
Cc: Muhlberg, Ilene <idmuhlberg@fcps.edu>; Derenak Kaufax, Tamara (School Board Member) <tderenakkauf@fcps.edu>; Muhlberg, Ilene <idmuhlberg@fcps.edu>
Subject: FW: [External] Links

Folks,

[REDACTED] We need to ensure that our SR&R requirements for a respectful learning environment are enforced on-line as well. [REDACTED]

[REDACTED] There does not seem to be any password obligation for students to participate and it is not clear that the students are members of the classes that are being conducted.

Please let me know how we can redress this situation expediently.

Thanks

Karen

Karen Corbett Sanders
Chair and Mt. Vernon District Representative
Fairfax County School Board
Tel.: 571-279-7923

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: Tuesday, April 14, 2020 10:19 AM
To: Corbett Sanders, Karen (School Board Member) <klcorbettsan@fcps.edu>
Subject: [External] Links

--

[Redacted]

[Redacted]

[Redacted]



From: [Luftglass, Maribeth](#)
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Folks,

[REDACTED] We need to ensure that our SR&R requirements for a respectful learning environment are enforced on-line as well. [REDACTED]

[REDACTED] There does not seem to be any password obligation for students to participate and it is not clear that the students are members of the classes that are being conducted.

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Sent: Tuesday, April 14, 2020 10:19 AM

To: Corbett Sanders, Karen (School Board Member) <klcorbettsan@fcps.edu>

Subject: [External] Links

--

[Redacted]

[Redacted]

[Redacted]



From: [Luftglass, Maribeth](#)
To: [Kretzer, Sandy](#); [Jewell, Tracey D.](#); [DIT SMT](#)
Subject: RE: principal message draft
Date: Tuesday, April 14, 2020 10:38:21 AM

What's the new path? I'm on the LT meeting.

From: Kretzer, Sandy
Sent: Tuesday, April 14, 2020 10:25 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: RE: principal message draft

Message looks good, they are following a new path now, fingers crossed.

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Tuesday, April 14, 2020 10:08 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: principal message draft

Dear Principals...

We continue to experience Blackboard Learn issues at the vendor application level. We believe that, at best, users will experience intermittent access and navigation issues within FCPS 24-7 Blackboard throughout the day, while we continue to troubleshoot. Meanwhile, Blackboard Collaborate Ultra, which operates outside of the Blackboard Learn environment, appears to be functioning without issue. As a result, we recommend that schools email students their Blackboard collaborate links for their classes. Students could receive a chart listing their classes, times, and Bb collaborate link for each class. This strategy will allow students to continue to participate in learning, even if they have issues logging into FCPS 24-7. We ask that you assist us with letting parents know that we are well aware of the issues and are working to restore service. It is not necessary to submit additional inquiries, as this is a known issue.

We appreciate your patience as we work through the issues with Blackboard, and we want to assure you that our teams are working around the clock to impress upon Blackboard the criticality of restoring full service to FCPS 24-7. We will provide additional information when we believe the problems are resolved.

Thank you again for your patience and your assistance.

From: Jewell, Tracey D. <TDJewell@fcps.edu>

Sent: Tuesday, April 14, 2020 9:46 AM

To: Luftglass, Maribeth <meluftglass@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>

Subject: RE: Blackboard technical issues

I actually think both of her suggestions are good ones. They are likely to yield the least frustration. If you agree, I will craft a message for principals and for the web banner for your approval.

From: Luftglass, Maribeth <meluftglass@fcps.edu>

Sent: Tuesday, April 14, 2020 9:42 AM

To: DIT SMT <DIT_SMT@fcps.edu>

Subject: FW: Blackboard technical issues

From: Sizemore Heizer, Rachna (School Board Member)

Sent: Tuesday, April 14, 2020 9:38 AM

To: Torre, John <jjtorre@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership_Team@fcps.edu>; Brabrand, Scott S <ssbrabrand@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: Re: Blackboard technical issues

Yes I've had several angry emails this morning about Blackboard. May I suggest two things:

1. Have the principals/counselors email students their Blackboard collaborate links for their classes. [REDACTED]
2. Have a banner up on the FCPS.edu page letting people know we are aware of the issue with Blackboard and working with them to resolve it.

Thanks

Rachna

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

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From: Torre, John <jjtorre@fcps.edu>

Sent: Tuesday, April 14, 2020 9:32:40 AM

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>

Subject: Blackboard technical issues

FCPS Blackboard 24-7 Learning is currently experiencing login issues across the system. Blackboard is working to correct the problem. There are no reported issues with Blackboard Collaborate.

From: [Luftglass, Maribeth](#)
To: [Leadership Team](#)
Cc: [Leadership Team Executive Administrative Assistants](#)
Subject: FW: FCPS 24-7 Blackboard Update
Date: Tuesday, April 14, 2020 10:37:05 AM

Here s what was sent to SBTS and TSSpecs

From: IT Service Desk
Sent: Tuesday, April 14, 2020 10:22 AM
To: TSSC All <TSSC_All@fcps.edu>; SBTS All <SBTS_All@fcps.edu>
Subject: FCPS 24-7 Blackboard Update

We continue to experience Blackboard Learn issues at the vendor application level. We believe that, at best, users will experience intermittent access and navigation issues within FCPS 24-7 Blackboard throughout the day, while we continue to troubleshoot. You do not need to enter any additional tickets for Blackboard, as it is a known issue. Meanwhile, Blackboard Collaborate Ultra, which operates outside of the Blackboard Learn environment, appears to be functioning without issue. As a result, we recommend that schools email students their Blackboard collaborate links for their classes. Students could receive a chart listing their classes, times, and Bb collaborate link for each class. This strategy will allow students to continue to participate in learning, even if they have issues logging into FCPS 24-7. Below is an example that one school sent to students:

Schedule

Tuesday (Odd Days)

Pd	Time	Class	Teacher	BBCU Link
1	9:15-10:00	LiteracyEssentials	Jones, M.	https://us.bbcollab.com/guest/somealphanumericcode
3	10:30-11:15	Guitar Ensemble 2	Smith, T.	https://us.bbcollab.com/guest/somealphanumericcode
Lunch 11:15-12:15				
5	12:15-1:00	Geometry	Smith, R.	https://us.bbcollab.com/guest/somealphanumericcode
7	1:30-2:15	English 11	McDonald, B.	https://us.bbcollab.com/guest/somealphanumericcode

Time	Departments
9:00-11:00	CTE, English, ESOL, Special Education, Health and PE
11:00-1:00	Math, Social Studies
1:00-3:00	Science, World Languages, Visual and Performing Arts

Thursday (Even Days)

Pd	Time	Class	Teacher	BBCU Link
2	9:15-10:00	Basso Chorus	Jones, M.	https://us.bbcollab.com/guest/somealphanumericcode
4	10:30-11:15	Jazz Ensemble	Smith, T.	https://us.bbcollab.com/guest/somealphanumericcode
Lunch 11:15-12:15				
6	12:15-1:00	US VA History	Smith, R.	https://us.bbcollab.com/guest/somealphanumericcode
	1:30-2:15	Optional	McDonald, B.	Scheduled by Teacher/Club Sponsor

We ask that, if you get inquiries from parents, you assist us with letting parents know that we are well aware of the issues and are working to restore service. It is not necessary to submit additional inquiries.

We appreciate your patience as we work through the issues with Blackboard, and we want to assure you that our teams are working around the clock to impress upon Blackboard the criticality of restoring full service to FCPS 24-7. We will provide additional information when we believe the problems are resolved. Thank you again for your patience and your assistance.

Thank You,

IT Service Desk
itservicedesk@fcps.edu

From: [Jewell, Tracey D.](#)
To: [Caldwell, Lucy H.](#); [Luftglass, Maribeth](#)
Cc: [Torre, John](#); [Thomas, Kathleen](#)
Subject: RE: WTOP call
Date: Tuesday, April 14, 2020 10:36:44 AM

Lucy, I just emailed Ellen Mukai, AP at Saratoga, and she said she would be happy to talk to you if you want to hear more about how their classes have gone this morning.

From: Caldwell, Lucy H <lhcaldwell@fcps.edu>
Sent: Tuesday, April 14, 2020 10:30 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Torre, John <jjtorre@fcps.edu>; Thomas, Kathleen <knthomas@fcps.edu>
Subject: WTOP call
Importance: High

Hi; returning a call from WTOP and they've asked me to respond to the # of calls they're receiving from parents; here's a draft; any edits? Is there anything we can add about the process underway to resolve the issues?

- FCPS has worked with our vendor for weeks to prepare to for distance learning. The system had been working, with some exceptions yesterday, smoothly. Last night, we received word that issues had been resolved.
- This morning however, our vendor reports that there have been connectivity issues and they are working to resolve the issues.
- We sincerely apologize to our students, and their parents, who are experiencing frustrations as they try to log on.
- Our teachers had been very excited to re-connect with their students and engage with them, even though we acknowledge that this is not a substitute for daily in-person instruction.

Lucy H. Caldwell

Director News & Information
Fairfax County Public Schools
Office- 571-423-1218
Cell- 571-294-9184

Lucy.caldwell@FCPS.edu

Follow FCPS on [YouTube](#), [Facebook](#), [Twitter](#), and [Instagram](#)

From: [Jewell, Tracey D.](#)
To: [Caldwell, Lucy H](#); [Luftglass, Maribeth](#)
Cc: [Torre, John](#); [Thomas, Kathleen](#)
Subject: RE: WTOP call
Date: Tuesday, April 14, 2020 10:33:59 AM

This may be too much detail, but from all that we can tell, teachers have been able to connect with their students this morning as planned via Collaborate video conferencing. I have heard from a couple of elementary friends that their Collaborate sessions have gone on very well. Students are able to directly access these sessions via links from their teachers, without having to log into Blackboard.

From: Caldwell, Lucy H <lhcaldwell@fcps.edu>
Sent: Tuesday, April 14, 2020 10:30 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Torre, John <jjtorre@fcps.edu>; Thomas, Kathleen <knthomas@fcps.edu>
Subject: WTOP call
Importance: High

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From: [Caldwell, Lucy H](#)
To: [Jewell, Tracey D.](#); [Luftglass, Maribeth](#)
Cc: [Torre, John](#); [Thomas, Kathleen](#)
Subject: WTOP call
Date: Tuesday, April 14, 2020 10:29:38 AM

Hi; returning a call from WTOP and they've asked me to respond to the # of calls they're receiving from parents; here's a draft; any edits? Is there anything we can add about the process underway to resolve the issues?

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From: [Kretzer, Sandy](#)
To: [Jewell, Tracey D.](#); [Luftglass, Maribeth](#); [DIT SMT](#)
Subject: RE: principal message draft
Date: Tuesday, April 14, 2020 10:25:05 AM

Message looks good, they are following a new path now, fingers crossed.

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Tuesday, April 14, 2020 10:08 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: principal message draft

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We appreciate your patience as we work through the issues with Blackboard, and we want to assure you that our teams are working around the clock to impress upon Blackboard the criticality of restoring full service to FCPS 24-7. We will provide additional information when we believe the problems are resolved.

Thank you again for your patience and your assistance.

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Tuesday, April 14, 2020 9:46 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: RE: Blackboard technical issues

I actually think both of her suggestions are good ones. They are likely to yield the least frustration. If you agree, I will craft a message for principals and for the web banner for your approval.

From: Luftglass, Maribeth <meluftglass@fcps.edu>

Sent: Tuesday, April 14, 2020 9:42 AM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: FW: Blackboard technical issues

From: Sizemore Heizer, Rachna (School Board Member)
Sent: Tuesday, April 14, 2020 9:38 AM
To: Torre, John <jjtorre@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership_Team@fcps.edu>; Brabrand, Scott S <ssbrabrand@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
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1. Have the principals/counselors email students their Blackboard collaborate links for their classes. [REDACTED]
2. Have a banner up on the FCPS.edu page letting people know we are aware of the issue with Blackboard and working with them to resolve it.

Thanks
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Tel.: 571-265-0742

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From: Torre, John <jjtorre@fcps.edu>
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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>
Subject: Blackboard technical issues

FCPS Blackboard 24-7 Learning is currently experiencing login issues across the system. Blackboard is working to correct the problem. There are no reported issues with Blackboard Collaborate.

From: [Jewell, Tracey D.](#)
To: [Luftglass, Maribeth](#); [DIT SMT](#)
Subject: RE: Blackboard Issues - 4/14
Date: Tuesday, April 14, 2020 10:21:53 AM

FYI, just got a voicemail from Lucy Caldwell. She's got media inquiries about the Blackboard issue and wants to confirm with me what we did to prepare. I am happy to contact her, but wonder if you want any specific talking points shared. From my perspective, we have done everything possible, including notifying Blackboard weeks ago that we were going to do distance learning.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 10:07 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: RE: Blackboard Issues - 4/14

Ok for SBTS and TSSpecs. Suggest asking them to recommend to their teachers to email their students with the direct links to their Collaborate Sessions. See attached.

Thanks,
Maribeth

From: Jewell, Tracey D.
Sent: Tuesday, April 14, 2020 10:01 AM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: FW: Blackboard Issues - 4/14

Any objection to sending the message below to TSSpecs and SBTS right now?

FCPS 24-7 Blackboard Learn is currently experiencing intermittent issues. Blackboard Collaborate appears to be functioning normally. We have been engaged with Blackboard staff throughout the morning to determine the problem, and will continue to work with them to fix access to FCPS 24-7. In the meantime, we do anticipate that you may experience periodic access issues logging in or navigating within FCPS 24-7 Blackboard Learn throughout the day. You do not need to enter a RequestIT ticket, as this is a known issue. We will provide an update as soon as we have more information.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:13 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: DIT SMT <DIT_SMT@fcps.edu>
Subject: Re: Blackboard Issues - 4/14

Can someone let me into the Skype meeting?

Maribeth Luftglass

Assistant Superintendent, Information Technology
Fairfax County Public Schools

On Apr 14, 2020, at 9:12 AM, Jewell, Tracey D. <TDJewell@fcps.edu> wrote:

I know the team is working hard to trouble shoot, and it does not sound like we are close to a solution to me. I think we need to send something out. Sandy?

From: Luftglass, Maribeth <meluftglass@fcps.edu>

Sent: Tuesday, April 14, 2020 9:11 AM

To: DIT SMT <DIT_SMT@fcps.edu>

Subject: FW: Blackboard Issues - 4/14

From: Gros, Penny

Sent: Tuesday, April 14, 2020 9:09 AM

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

Subject: RE: Blackboard Issues - 4/14

Will we send an email to parents centrally when we know a little more? I'm on a principal meeting now and they are getting emails from parents.

Penny Gros

Executive Principal | Region 2

From: Luftglass, Maribeth <meluftglass@fcps.edu>

Sent: Tuesday, April 14, 2020 9:04 AM

To: Leadership Team <Leadership_Team@fcps.edu>

Subject: Fwd: Blackboard Issues - 4/14

Blackboard is actively working on reported issues. I'll update as I know more.

Maribeth Luftglass

Assistant Superintendent, Information Technology
Fairfax County Public Schools

Begin forwarded message:

From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: April 14, 2020 at 8:56:35 AM EDT

To: Adam Dolan [REDACTED], Amy Kolsky

[REDACTED], "Boyer, Rebecca R"

<RRBoyer@fcps.edu>, "Calderon, Allison H." <AHCalderson@fcps.edu>,

"Cole, Kevin" <kdcole@fcps.edu>, "DeBoeser, Tom" <tdeboeser@fcps.edu>, DIT SMT <DIT_SMT@fcps.edu>, "Foley, Rebecca" <rmfoley1@fcps.edu>, "Ho, Dean" <dtho@fcps.edu>, "Hudson (VPN), Keith" <HUDSONVPN@fcps.edu>, Michelle Simon [REDACTED], "Mooney, Nicole" <jmooney@fcps.edu>, "Murray, Kevin" <kmurray@fcps.edu>, "Nasir, Sher Tariq" <stnasir@fcps.edu>, Nikki Greaux [REDACTED], "Parry, Colton" <cparry1@fcps.edu>, Persky [REDACTED] Rich Driscoll [REDACTED], Sateesh Biruduraju [REDACTED], "Shelton, Neal" <NShelton@fcps.edu>, "Wong, Billy" <ckwong@fcps.edu>
Cc: "Belyea, John E" <JBelyea@fcps.edu>
Subject: Blackboard Issues - 4/14

We are starting to get reports of slowness and inaccessibility.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: [Fairfax County Public Schools](#)
To: [Luftglass, Maribeth](#)
Subject: Blackboard Login Issues
Date: Tuesday, April 14, 2020 10:17:14 AM
Attachments: [ATT00001.png](#)



Dear Parents,

As you may be aware, FCPS Blackboard 24-7 Learning is currently experiencing login issues across the system. Blackboard is working to correct the problem. Please continue to try to log in. Many are reporting that they are able to log in after retrying.

Students, remember to check your email regularly for messages from your teachers.

We apologize for the inconvenience and will provide you an update as soon as we can.

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: [Jenkins, Gordon](#)
To: [Jewell, Tracey D.](#)
Cc: [Luftglass, Maribeth](#)
Subject: Re: Laptops
Date: Tuesday, April 14, 2020 10:13:10 AM

Yes...they are one of the “non-FCPSOn” 1:1 schools...

When we were making our daily emphasis to TSSpecs that the laptops that were checked out to students needed to be reflected in RequestIT Asset...the Navy TSSpec entered the laptops already checked out to students to show that the Navy ES students were in fact using FCPS laptops for the Distance Learning Plan.

Thanks...
Gordon

Gordon Jenkins

On Apr 14, 2020, at 7:17 AM, Jewell, Tracey D. <TDJewell@fcps.edu> wrote:

It is odd to me, as they have previously (2 years ago) reported they were 1:1 take home in grades 3-6. Gordon, I think we have to check with the TSSpec on this one. It could be that the students don't take home every day, and needed to come back and pick up. Principals were very proud of saying 1:1 take home, and they meant different things by it.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 7:07 AM
To: Jenkins, Gordon <gbjenkins@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>
Subject: FW: Laptops

Please see question below. Is this one of the previously non-FCPSOn 1:1 schools who had not previously assigned their laptops to students in the system?

From: Pekarsky, Stella G (School Board Member)
Sent: Tuesday, April 14, 2020 1:06 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Laptops

Maribeth-

The document sent out today shows Navy ES has distributed 644 laptops. Can you please confirm if this is a typo?

Thank you,

Stella Pekarsky
Sully District Representative
Fairfax County School Board

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From: [Luftglass, Maribeth](#)
To: [DIT Management Team](#)
Subject: FW: News Clips 4-14-20
Date: Tuesday, April 14, 2020 10:12:49 AM

From: Shaw, Mary W
Sent: Tuesday, April 14, 2020 10:12:40 AM (UTC-05:00) Eastern Time (US & Canada)
To: News Clips Daily
Cc: Pajardo, Phyllis (Superintendent, City of Fairfax)
Subject: News Clips 4-14-20

Date	Source	Title
FCPS News		
4/13/20 11:53 pm	Fox 5	Homework takes on new meaning as school districts in Virginia, Maryland try distance learning for first time
4/13/20 11:45 pm	Connection Newspapers	Back to School Through Distance Learning in Fairfax County
Local and Regional Education News		
4/13/20	WJLA	Loudoun Co. Public Schools superintendent promises eventual in-person graduation ceremony
National Education News		
4/13/20 1:29 pm	Washington Post	What teachers miss most about school: toilet paper, the general 'chaos' ... and more
4/13/20 12:51 pm	Washington Post	When will schools reopen? It depends on where you live, who's in charge and whether they believe Anthony Fauci.
4/13/20	The Lily	Zoom classes will never replicate the nuances and joys of teaching
4/14/20 9:25 am	New York Times	'I Can't Believe I Am Going to Say This, but I Would Rather Be at School'
4/14/20	eSchool News	7 strategies to boost SEL skills in students
4/13/20	Education Dive	Ed, tech coalition launches resource for remotely serving special needs students
4/13/20	The 74	'In the Crosshairs': As School Closures Extend, States Face Complex — and Often Localized — Decisions About How to Help Seniors Graduate

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: [Jewell, Tracey D.](#)
To: [Luftglass, Maribeth](#); [DIT SMT](#)
Subject: principal message draft
Date: Tuesday, April 14, 2020 10:08:04 AM

Dear Principals...

We continue to experience Blackboard Learn issues at the vendor application level. We believe that, at best, users will experience intermittent access and navigation issues within FCPS 24-7 Blackboard throughout the day, while we continue to troubleshoot. Meanwhile, Blackboard Collaborate Ultra, which operates outside of the Blackboard Learn environment, appears to be functioning without issue. As a result, we recommend that schools email students their Blackboard collaborate links for their classes. Students could receive a chart listing their classes, times, and Bb collaborate link for each class. This strategy will allow students to continue to participate in learning, even if they have issues logging into FCPS 24-7. We ask that you assist us with letting parents know that we are well aware of the issues and are working to restore service. It is not necessary to submit additional inquiries, as this is a known issue.

We appreciate your patience as we work through the issues with Blackboard, and we want to assure you that our teams are working around the clock to impress upon Blackboard the criticality of restoring full service to FCPS 24-7. We will provide additional information when we believe the problems are resolved.

Thank you again for your patience and your assistance.

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Tuesday, April 14, 2020 9:46 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Subject: RE: Blackboard technical issues

I actually think both of her suggestions are good ones. They are likely to yield the least frustration. If you agree, I will craft a message for principals and for the web banner for your approval.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:42 AM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: FW: Blackboard technical issues

From: Sizemore Heizer, Rachna (School Board Member)

Sent: Tuesday, April 14, 2020 9:38 AM

To: Torre, John <jjtorre@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership_Team@fcps.edu>; Brabrand, Scott S <ssbrabrand@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: Re: Blackboard technical issues

Yes I've had several angry emails this morning about Blackboard. May I suggest two things:

1. Have the principals/counselors email students their Blackboard collaborate links for their classes. [REDACTED]
2. Have a banner up on the FCPS.edu page letting people know we are aware of the issue with Blackboard and working with them to resolve it.

Thanks

Rachna

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: Tuesday, April 14, 2020 9:32:40 AM

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>

Subject: Blackboard technical issues

FCPS Blackboard 24-7 Learning is currently experiencing login issues across the system. Blackboard is working to correct the problem. There are no reported issues with Blackboard Collaborate.

From: [Luftglass, Maribeth](#)
To: [Jewell, Tracey D.](#); [DIT SMT](#)
Subject: RE: Blackboard Issues - 4/14
Date: Tuesday, April 14, 2020 10:07:11 AM
Attachments: [An example of a concise learning schedule .msg](#)

Ok for SBTS and TSSpecs. Suggest asking them to recommend to their teachers to email their students with the direct links to their Collaborate Sessions. See attached.

Thanks,
Maribeth

From: Jewell, Tracey D.
Sent: Tuesday, April 14, 2020 10:01 AM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: FW: Blackboard Issues - 4/14

Any objection to sending the message below to TSSpecs and SBTS right now?

FCPS 24-7 Blackboard Learn is currently experiencing intermittent issues. Blackboard Collaborate appears to be functioning normally. We have been engaged with Blackboard staff throughout the morning to determine the problem, and will continue to work with them to fix access to FCPS 24-7. In the meantime, we do anticipate that you may experience periodic access issues logging in or navigating within FCPS 24-7 Blackboard Learn throughout the day. You do not need to enter a RequestIT ticket, as this is a known issue. We will provide an update as soon as we have more information.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:13 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: DIT SMT <DIT_SMT@fcps.edu>
Subject: Re: Blackboard Issues - 4/14

Can someone let me into the Skype meeting?

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

On Apr 14, 2020, at 9:12 AM, Jewell, Tracey D. <TDJewell@fcps.edu> wrote:

I know the team is working hard to trouble shoot, and it does not sound like we are close to a solution to me. I think we need to send something out. Sandy?

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:11 AM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: FW: Blackboard Issues - 4/14

From: Gros, Penny
Sent: Tuesday, April 14, 2020 9:09 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Issues - 4/14

Will we send an email to parents centrally when we know a little more? I'm on a principal meeting now and they are getting emails from parents.

Penny Gros
Executive Principal | Region 2

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:04 AM
To: Leadership Team <Leadership_Team@fcps.edu>
Subject: Fwd: Blackboard Issues - 4/14

Blackboard is actively working on reported issues. I'll update as I know more.

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

Begin forwarded message:

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: April 14, 2020 at 8:56:35 AM EDT
To: Adam Dolan [REDACTED], Amy Kolsky [REDACTED], "Boyer, Rebecca R" <RRBoyer@fcps.edu>, "Calderon, Allison H." <AHCalderson@fcps.edu>, "Cole, Kevin" <kdcole@fcps.edu>, "DeBoeser, Tom" <tdeboeser@fcps.edu>, DIT SMT <DIT_SMT@fcps.edu>, "Foley, Rebecca" <rmfoley1@fcps.edu>, "Ho, Dean" <dtho@fcps.edu>, "Hudson (VPN), Keith" <HUDSONVPN@fcps.edu>, Michelle Simon [REDACTED], "Mooney, Nicole" <jnmooney@fcps.edu>, "Murray, Kevin" <kmurray@fcps.edu>, "Nasir, Sher Tariq" <stnasir@fcps.edu>, Nikki Greaux [REDACTED], "Parry, Colton" <cparry1@fcps.edu>, Persky [REDACTED], Rich Driscoll

[REDACTED], Sateesh Biruduraju
[REDACTED], "Shelton, Neal"
<NShelton@fcps.edu>, "Wong, Billy" <ckwong@fcps.edu>
Cc: "Belyea, John E" <JBelyea@fcps.edu>
Subject: Blackboard Issues - 4/14

We are starting to get reports of slowness and inaccessibility.

Paul Downey Coordinator, Application Support Fairfax County Public
Schools

From: [Kretzer, Sandy](#)
To: [VanDenburg, Tom](#)
Cc: [Jewell, Tracey D.](#); [Luftglass, Maribeth](#); [DIT SMT](#)
Subject: Re: Blackboard Issues - 4/14
Date: Tuesday, April 14, 2020 9:58:53 AM

Agree

Sandy

On Apr 14, 2020, at 9:47 AM, VanDenburg, Tom <tvandenburg@fcps.edu> wrote:

I agree with your assessment. At this time, I think this is the best that can be offered to our users, and to manage expectations.

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Tuesday, April 14, 2020 9:45 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: DIT SMT <DIT_SMT@fcps.edu>
Subject: RE: Blackboard Issues - 4/14

It appears that Collaborate is functioning pretty normally. If we do this IDM reset strategy every hour, which I'm not convinced is a great idea, here is a recommended staff message:

FCPS 24-7 Blackboard Learn is currently experiencing intermittent issues. Blackboard Collaborate appears to be functioning normally. We have been engaged with Blackboard staff throughout the morning to determine the problem, and will continue to work with them to fix access to FCPS 24-7. In the meantime, we do anticipate that you may experience periodic access issues logging in or navigating within FCPS 24-7 Blackboard Learn throughout the day. You do not need to enter a RequestIT ticket, as this is a known issue. We will provide an update as soon as we have more information.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:13 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: DIT SMT <DIT_SMT@fcps.edu>
Subject: Re: Blackboard Issues - 4/14

Can someone let me into the Skype meeting?

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

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To: DIT SMT <DIT_SMT@fcps.edu>
Subject: FW: Blackboard Issues - 4/14

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To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Issues - 4/14

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Penny Gros
Executive Principal | Region 2

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:04 AM
To: Leadership Team <Leadership_Team@fcps.edu>
Subject: Fwd: Blackboard Issues - 4/14

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Fairfax County Public Schools

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Cc: "Belyea, John E" <JBelyea@fcps.edu>
Subject: Blackboard Issues - 4/14

We are starting to get reports of slowness and inaccessibility.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: [Torre, John](#)
To: [Cabinet \(Superintendent\)](#); [Luftglass, Maribeth](#); [Presidio, Sloan](#)
Subject: E notify Message to parents?
Date: Tuesday, April 14, 2020 9:51:03 AM

[Redacted]

[Redacted]

[Redacted]

From: [VanDenburg, Tom](#)
To: [Jewell, Tracey D.](#); [Luftglass, Maribeth](#)
Cc: [DIT SMT](#)
Subject: RE: Blackboard Issues - 4/14
Date: Tuesday, April 14, 2020 9:47:03 AM

I agree with your assessment. At this time, I think this is the best that can be offered to our users, and to manage expectations.

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Tuesday, April 14, 2020 9:45 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: DIT SMT <DIT_SMT@fcps.edu>
Subject: RE: Blackboard Issues - 4/14

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Assistant Superintendent, Information Technology
Fairfax County Public Schools

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Penny Gros
Executive Principal | Region 2

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:04 AM
To: Leadership Team <Leadership_Team@fcps.edu>
Subject: Fwd: Blackboard Issues - 4/14

Blackboard is actively working on reported issues. I'll update as I know more.

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Fairfax County Public Schools

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Paul Downey Coordinator, Application Support Fairfax County Public
Schools


From: [Jewell, Tracey D.](#)
To: [Luftglass, Maribeth](#); [DIT SMT](#)
Subject: RE: Blackboard technical issues
Date: Tuesday, April 14, 2020 9:46:16 AM

I actually think both of her suggestions are good ones. They are likely to yield the least frustration. If you agree, I will craft a message for principals and for the web banner for your approval.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:42 AM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: FW: Blackboard technical issues

From: Sizemore Heizer, Rachna (School Board Member)
Sent: Tuesday, April 14, 2020 9:38 AM
To: Torre, John <jjtorre@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership_Team@fcps.edu>; Brabrand, Scott S <ssbrabrand@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: Blackboard technical issues

Yes I've had several angry emails this morning about Blackboard. May I suggest two things:

1. Have the principals/counselors email students their Blackboard collaborate links for their classes. 
2. Have a banner up on the FCPS.edu page letting people know we are aware of the issue with Blackboard and working with them to resolve it.

Thanks
Rachna

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

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Subject: Blackboard technical issues

FCPS Blackboard 24-7 Learning is currently experiencing login issues across the system. Blackboard is working to correct the problem. There are no reported issues with Blackboard Collaborate.

From: [Jewell, Tracey D.](#)
To: [Luftglass, Maribeth](#)
Cc: [DIT SMT](#)
Subject: RE: Blackboard Issues - 4/14
Date: Tuesday, April 14, 2020 9:45:10 AM

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Assistant Superintendent, Information Technology
Fairfax County Public Schools

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Subject: FW: Blackboard Issues - 4/14

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

Subject: RE: Blackboard Issues - 4/14

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Executive Principal | Region 2

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Subject: Blackboard Issues - 4/14

We are starting to get reports of slowness and inaccessibility.

Paul Downey Coordinator, Application Support Fairfax County Public

Schools

From: [Luftglass, Maribeth](#)
To: [DIT SMT](#)
Subject: FW: Blackboard technical issues
Date: Tuesday, April 14, 2020 9:42:18 AM

From: Sizemore Heizer, Rachna (School Board Member)
Sent: Tuesday, April 14, 2020 9:38 AM
To: Torre, John <jjtorre@fcps.edu>; School Board Members <SchBoard@fcps.edu>; Leadership Team <Leadership_Team@fcps.edu>; Brabrand, Scott S <ssbrabrand@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: Blackboard technical issues

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To: [Torre, John](#); [School Board Members](#); [Leadership Team](#); [Brabrand, Scott S](#); [Luftglass, Maribeth](#)
Subject: Re: Blackboard technical issues
Date: Tuesday, April 14, 2020 9:38:19 AM

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Subject: Blackboard technical issues

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From: [Brabrand, Scott S](#)
To: [Torre, John](#); [Cabinet \(Superintendent\)](#); [Luftglass, Maribeth](#)
Subject: Re: Blackboard
Date: Tuesday, April 14, 2020 9:25:01 AM

[Redacted]

[Redacted]

[Redacted]

From: Torre, John <jjtorre@fcps.edu>
Sent: Tuesday, April 14, 2020 9:23:07 AM
To: Cabinet (Superintendent) <CabinetSuperintendent@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Blackboard

[Redacted]

[Redacted]

[Redacted]

From: [Torre, John](#)
To: [Cabinet \(Superintendent\); Luftglass, Maribeth](#)
Subject: Blackboard
Date: Tuesday, April 14, 2020 9:23:09 AM

[REDACTED]

[REDACTED]

[REDACTED]

From: [Luftglass, Maribeth](#)
To: [Jewell, Tracey D.](#)
Cc: [DIT SMT](#)
Subject: Re: Blackboard Issues - 4/14
Date: Tuesday, April 14, 2020 9:12:52 AM

Can someone let me into the Skype meeting?

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

On Apr 14, 2020, at 9:12 AM, Jewell, Tracey D. <TDJewell@fcps.edu> wrote:

I know the team is working hard to trouble shoot, and it does not sound like we are close to a solution to me. I think we need to send something out. Sandy?

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:11 AM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: FW: Blackboard Issues - 4/14

From: Gros, Penny
Sent: Tuesday, April 14, 2020 9:09 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Issues - 4/14

Will we send an email to parents centrally when we know a little more? I'm on a principal meeting now and they are getting emails from parents.

Penny Gros
Executive Principal | Region 2

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:04 AM
To: Leadership Team <Leadership_Team@fcps.edu>
Subject: Fwd: Blackboard Issues - 4/14

Blackboard is actively working on reported issues. I'll update as I know more.

Maribeth Luftglass
Assistant Superintendent, Information Technology

Fairfax County Public Schools

Begin forwarded message:

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: April 14, 2020 at 8:56:35 AM EDT
To: Adam Dolan [REDACTED], Amy Kolsky [REDACTED], "Boyer, Rebecca R" <RRBoyer@fcps.edu>, "Calderon, Allison H." <AHCalderon@fcps.edu>, "Cole, Kevin" <kdcollection@fcps.edu>, "DeBoeser, Tom" <tdeboeser@fcps.edu>, DIT SMT <DIT_SMT@fcps.edu>, "Foley, Rebecca" <rmfoley1@fcps.edu>, "Ho, Dean" <dtho@fcps.edu>, "Hudson (VPN), Keith" <HUDSONVPN@fcps.edu>, Michelle Simon [REDACTED], "Mooney, Nicole" <jmooney@fcps.edu>, "Murray, Kevin" <kmurray@fcps.edu>, "Nasir, Sher Tariq" <stnasir@fcps.edu>, Nikki Greaux [REDACTED], "Parry, Colton" <cparry1@fcps.edu>, Persky [REDACTED], Rich Driscoll [REDACTED], Sateesh Biruduraju [REDACTED], "Shelton, Neal" <NShelton@fcps.edu>, "Wong, Billy" <ckwong@fcps.edu>
Cc: "Belyea, John E" <JBelyea@fcps.edu>
Subject: Blackboard Issues - 4/14

We are starting to get reports of slowness and inaccessibility.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: [Jewell, Tracey D.](#)
To: [Luftglass, Maribeth](#); [DIT SMT](#)
Subject: RE: Blackboard Issues - 4/14
Date: Tuesday, April 14, 2020 9:12:10 AM

I know the team is working hard to trouble shoot, and it does not sound like we are close to a solution to me. I think we need to send something out. Sandy?

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:11 AM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: FW: Blackboard Issues - 4/14

From: Gros, Penny
Sent: Tuesday, April 14, 2020 9:09 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Issues - 4/14

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Assistant Superintendent, Information Technology
Fairfax County Public Schools

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To: Adam Dolan <[REDACTED]>, Amy Kolsky
[REDACTED], "Boyer, Rebecca R" <RRBoyer@fcps.edu>, "Calderon, Allison H." <AHCalderon@fcps.edu>, "Cole, Kevin" <kdcole@fcps.edu>, "DeBoeser, Tom" <tdeboeser@fcps.edu>, DIT SMT <DIT_SMT@fcps.edu>, "Foley, Rebecca" <rmfoley1@fcps.edu>, "Ho, Dean" <dtho@fcps.edu>, "Hudson (VPN), Keith"

<HUDSONVPN@FCPS.EDU>, Michelle Simon [REDACTED]
"Mooney, Nicole" <JNMOONEY@FCPS.EDU>, "Murray, Kevin" <KMURRAY@FCPS.EDU>,
"Nasir, Sher Tariq" <STNASIR@FCPS.EDU>, Nikki Greaux [REDACTED],
"Parry, Colton" <CPARRY1@FCPS.EDU>, Persky [REDACTED] Rich
Driscoll [REDACTED] Sateesh Biruduraju
[REDACTED], "Shelton, Neal" <NSHELTON@FCPS.EDU>, "Wong,
Billy" <CKWONG@FCPS.EDU>
Cc: "Belyea, John E" <JBELYEA@FCPS.EDU>
Subject: Blackboard Issues - 4/14

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Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: [Luftglass, Maribeth](#)
To: [Gros, Penny](#)
Subject: RE: Blackboard Issues - 4/14
Date: Tuesday, April 14, 2020 9:11:00 AM

Yes.

From: Gros, Penny
Sent: Tuesday, April 14, 2020 9:09 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Issues - 4/14

Will we send an email to parents centrally when we know a little more? I'm on a principal meeting now and they are getting emails from parents.

Penny Gros
Executive Principal | Region 2

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Fairfax County Public Schools

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[REDACTED] "Boyer, Rebecca R" <RRBoyer@fcps.edu>, "Calderon, Allison H." <AHCalderon@fcps.edu>, "Cole, Kevin" <kdcole@fcps.edu>, "DeBoeser, Tom" <tdeboeser@fcps.edu>, DIT SMT <DIT_SMT@fcps.edu>, "Foley, Rebecca" <rmfoley1@fcps.edu>, "Ho, Dean" <dtho@fcps.edu>, "Hudson (VPN), Keith" <hudsonvpn@fcps.edu>, Michelle Simon <[REDACTED]>, "Mooney, Nicole" <jnmooney@fcps.edu>, "Murray, Kevin" <kmurray@fcps.edu>, "Nasir, Sher Tariq" <stnasir@fcps.edu>, Nikki Greaux [REDACTED], "Parry, Colton" <cparry1@fcps.edu>, Persky [REDACTED] Rich Driscoll [REDACTED], Sateesh Biruduraju [REDACTED], "Shelton, Neal" <NShelton@fcps.edu>, "Wong, Billy" <ckwong@fcps.edu>
Cc: "Belyea, John E" <JBelyea@fcps.edu>

Subject: Blackboard Issues - 4/14

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Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: [Luftglass, Maribeth](#)
To: [DIT SMT](#)
Subject: FW: Blackboard Issues - 4/14
Date: Tuesday, April 14, 2020 9:10:47 AM

From: Gros, Penny
Sent: Tuesday, April 14, 2020 9:09 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Issues - 4/14

Will we send an email to parents centrally when we know a little more? I'm on a principal meeting now and they are getting emails from parents.

Penny Gros
Executive Principal | Region 2

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:04 AM
To: Leadership Team <Leadership_Team@fcps.edu>
Subject: Fwd: Blackboard Issues - 4/14

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Assistant Superintendent, Information Technology
Fairfax County Public Schools

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Date: April 14, 2020 at 8:56:35 AM EDT
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Cc: "Belyea, John E" <JBelyea@fcps.edu>

Subject: Blackboard Issues - 4/14

We are starting to get reports of slowness and inaccessibility.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: [Gros, Penny](#)
To: [Luftglass, Maribeth](#)
Subject: RE: Blackboard Issues - 4/14
Date: Tuesday, April 14, 2020 9:08:38 AM

Will we send an email to parents centrally when we know a little more? I'm on a principal meeting now and they are getting emails from parents.

Penny Gros
Executive Principal | Region 2

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 9:04 AM
To: Leadership Team <Leadership_Team@fcps.edu>
Subject: Fwd: Blackboard Issues - 4/14

Blackboard is actively working on reported issues. I'll update as I know more.

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

Begin forwarded message:

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: April 14, 2020 at 8:56:35 AM EDT
To: Adam Dolan <[REDACTED]>, Amy Kolsky <[REDACTED]>, "Boyer, Rebecca R" <RRBoyer@fcps.edu>, "Calderon, Allison H." <AHCalderon@fcps.edu>, "Cole, Kevin" <kdcole@fcps.edu>, "DeBoeser, Tom" <tdeboeser@fcps.edu>, DIT SMT <DIT_SMT@fcps.edu>, "Foley, Rebecca" <rmfoley1@fcps.edu>, "Ho, Dean" <dtho@fcps.edu>, "Hudson (VPN), Keith" <HUDSONVPN@fcps.edu>, Michelle Simon <[REDACTED]>, "Mooney, Nicole" <jnmooney@fcps.edu>, "Murray, Kevin" <kmurray@fcps.edu>, "Nasir, Sher Tariq" <stnasir@fcps.edu>, Nikki Greaux <[REDACTED]>, "Parry, Colton" <cparry1@fcps.edu>, Persky <[REDACTED]>, Rich Driscoll <[REDACTED]>, Sateesh Biruduraju <[REDACTED]>, "Shelton, Neal" <NShelton@fcps.edu>, "Wong, Billy" <ckwong@fcps.edu>
Cc: "Belyea, John E" <JBelyea@fcps.edu>
Subject: Blackboard Issues - 4/14

We are starting to get reports of slowness and inaccessibility.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: [Luftglass, Maribeth](#)
To: [Leadership Team](#)
Subject: Fwd: Blackboard Issues - 4/14
Date: Tuesday, April 14, 2020 9:04:12 AM

Blackboard is actively working on reported issues. I'll update as I know more.

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

Begin forwarded message:


From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: April 14, 2020 at 8:56:35 AM EDT
To: Adam Dolan [REDACTED], Amy Kolsky [REDACTED], "Boyer, Rebecca R" <RRBoyer@fcps.edu>, "Calderon, Allison H." <AHCalderson@fcps.edu>, "Cole, Kevin" <kdcole@fcps.edu>, "DeBoeser, Tom" <tdeboeser@fcps.edu>, DIT SMT <DIT_SMT@fcps.edu>, "Foley, Rebecca" <rmfoley1@fcps.edu>, "Ho, Dean" <dtho@fcps.edu>, "Hudson (VPN), Keith" <hudsonvpn@fcps.edu>, Michelle Simon [REDACTED], "Mooney, Nicole" <jnmooney@fcps.edu>, "Murray, Kevin" <kmurray@fcps.edu>, "Nasir, Sher Tariq" <stnasir@fcps.edu>, Nikki Greaux [REDACTED], "Parry, Colton" <cparry1@fcps.edu>, Persky [REDACTED], Rich Driscoll [REDACTED], Sateesh Biruduraju [REDACTED], "Shelton, Neal" <NShelton@fcps.edu>, "Wong, Billy" <ckwong@fcps.edu>
Cc: "Belyea, John E" <JBelyea@fcps.edu>
Subject: Blackboard Issues - 4/14

We are starting to get reports of slowness and inaccessibility.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: [Gros, Penny](#)
To: [Luftglass, Maribeth](#)
Subject: BB
Date: Tuesday, April 14, 2020 9:02:40 AM
Attachments: [image001.png](#)

Are you hearing it's down again today?

Penny Gros
Executive Principal | Region 2
Fairfax County Public Schools
ph: 571-423-1120
 [@PennyGros](#) [@FCPSR2](#)

From: [Luftglass, Maribeth](#)
To: [Ivey, Frances W](#); [Kneale, Marcy G](#); [Brabrand, Scott S](#); [Presidio, Sloan](#); [Smith, Marty K](#); [Torre, John](#); [Duran, Francisco](#)
Subject: Fwd: Blackboard Issues - 4/14
Date: Tuesday, April 14, 2020 9:00:16 AM

See below. Will update as soon as I know more.

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

Begin forwarded message:

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: April 14, 2020 at 8:56:35 AM EDT
To: Adam Dolan [REDACTED], Amy Kolsky [REDACTED], "Boyer, Rebecca R" <RRBoyer@fcps.edu>, "Calderon, Allison H." <AHCalderson@fcps.edu>, "Cole, Kevin" <kdcole@fcps.edu>, "DeBoeser, Tom" <tdeboeser@fcps.edu>, DIT SMT <DIT_SMT@fcps.edu>, "Foley, Rebecca" <rmfoley1@fcps.edu>, "Ho, Dean" <dtho@fcps.edu>, "Hudson (VPN), Keith" <hudsonvpn@fcps.edu>, Michelle Simon [REDACTED], "Mooney, Nicole" <jnmooney@fcps.edu>, "Murray, Kevin" <kmurray@fcps.edu>, "Nasir, Sher Tariq" <stnasir@fcps.edu>, Nikki Greaux [REDACTED], "Parry, Colton" <cparry1@fcps.edu>, Persky [REDACTED], Rich Driscoll [REDACTED], Sateesh Biruduraju [REDACTED], "Shelton, Neal" <NShelton@fcps.edu>, "Wong, Billy" <ckwong@fcps.edu>
Cc: "Belyea, John E" <JBelyea@fcps.edu>
Subject: Blackboard Issues - 4/14

We are starting to get reports of slowness and inaccessibility.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: [Downey, Paul J.](#)
To: [Jewell, Tracey D.](#); [VanDenburg, Tom](#); [DIT SMT](#)
Cc: [Calderon, Allison H.](#)
Subject: RE: Bb
Date: Tuesday, April 14, 2020 8:58:19 AM

I just emailed all the contacts. We are seeing the same. We had just resolved the tickets from yesterday to let the staff whom reported know they can work in BB.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Tuesday, April 14, 2020 8:48 AM
To: VanDenburg, Tom <tvandenburg@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Cc: Calderon, Allison H. <AHCalderson@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>
Subject: RE: Bb

Including Paul. I have been kicked out of Bb.

From: VanDenburg, Tom <tvandenburg@fcps.edu>
Sent: Tuesday, April 14, 2020 8:47 AM
To: DIT SMT <DIT_SMT@fcps.edu>
Cc: Calderon, Allison H. <AHCalderson@fcps.edu>
Subject: Bb

Issues are occurring again this morning. Team is troubleshooting.

Thomas VanDenburg
Director, IT Operations
Fairfax County Public Schools
703-329-7510

From: [Downey, Paul J.](#)
To: [Adam Dolan](#); [Amy Kolsky](#); [Boyer, Rebecca R](#); [Calderon, Allison H.](#); [Cole, Kevin](#); [DeBoeser, Tom](#); [DIT SMT](#); [Foley, Rebecca](#); [Ho, Dean](#); [Hudson \(VPN\), Keith](#); [Michelle Simon](#); [Mooney, Nicole](#); [Murray, Kevin](#); [Nasir, Sher Tariq](#); [Nikki Greaux](#); [Parry, Colton](#); [Persky](#); [Rich Driscoll](#); [Sateesh Biruduraju](#); [Shelton, Neal](#); [Wong, Billy](#)
Cc: [Belyea, John E](#)
Subject: Blackboard Issues - 4/14
Date: Tuesday, April 14, 2020 8:56:36 AM

We are starting to get reports of slowness and inaccessibility.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: [Jewell, Tracey D.](#)
To: [VanDenburg, Tom](#); [DIT SMT](#)
Cc: [Calderon, Allison H.](#); [Downey, Paul J.](#)
Subject: RE: Bb
Date: Tuesday, April 14, 2020 8:47:59 AM

Including Paul. I have been kicked out of Bb.

From: VanDenburg, Tom <tvandenburg@fcps.edu>
Sent: Tuesday, April 14, 2020 8:47 AM
To: DIT SMT <DIT_SMT@fcps.edu>
Cc: Calderon, Allison H. <AHCalderson@fcps.edu>
Subject: Bb

Issues are occurring again this morning. Team is troubleshooting.

Thomas VanDenburg
Director, IT Operations
Fairfax County Public Schools
703-329-7510

From: [Fairfax County Public Schools](#)
To: [Luftglass, Maribeth](#)
Subject: Message from the Superintendent
Date: Tuesday, April 14, 2020 8:36:13 AM
Attachments: [ATT00001.png](#)



Dear FCPS Families,

Good morning, I hope that you and your loved ones are healthy and maintaining a positive outlook during this challenging time.

Our distance learning journey begins today. We recognize that it will not replace in-person instruction. However, all of us at FCPS are excited about engaging our students in a new way of learning, while ensuring they have the necessary supports to help maximize their efforts.

As we begin, please see the following about the FCPS distance learning plan and grading.

Distance Learning Plan

Beginning today, April 14, teachers will work with students using a variety of methods including:

- Blackboard Collaborate Ultra (link provided from teacher to student).
- Google Meet for individual student meetings.
- Weekly learning packets. They will be mailed to preK-8 students/families from FCPS's Instructional Services Department.
- Email and phone calls.

Students should be checking their FCPS Gmail account (that ends in @fcpschools.net) regularly. Teachers will also hold virtual office hours for students throughout the week. Please [review the Distance Learning Plan](#) at your convenience. You may also want to [visit our new Learning at Home webpage](#), which offers simple strategies to support families during the transition to distance learning. If you plan to access the learning packets online by logging into FCPS 24-7 Blackboard, you can choose to **go paperless** and [opt out](#) of receiving the mailed copies.

[FCPS Blackboard 24-7 Learning](#) is where teachers post messages for students and parents. Blackboard and Google Classroom are the two FCPS-approved digital platforms for instructional delivery and where students will be able to video conference, collaborate, and complete assignments.

Grading Guidelines

- Third quarter is still open for students to complete work that was assigned or scheduled before March 13. Students will have until April 24 to complete missing or outstanding work that will help them improve their third quarter grades.
- No student work assigned after March 13 will be graded, at the recommendation of the Virginia Department of Education (VDOE).
- Learning activities will be assigned to students for 4th quarter, and teachers will provide students with feedback on this work. All high school and middle school students will receive a "No Mark" for 4th quarter, due to the unique nature of these circumstances.

FCPS will use maximum flexibility in assessing and evaluating student learning for the remainder of the school year. To that end, assignments submitted in the 4th quarter can positively influence students' overall grade for the year, based on their understanding of the content for the whole year or "demonstration of proficiency," in accordance with the FCPS grading policy. In other words, any work done through distance learning may only benefit the student by positively contributing to the final grade. Only final grades will be shown on transcripts; the "No Mark" for 4th quarter *will not* show on a student's final transcript.

No 4th quarter grades will be assigned to elementary students due to equity issues of access to technology and limited student ability to submit work during distance learning. Elementary students will engage in teacher-led and independent learning. As mentioned above, the distribution of learning packets to PK-8 students started March 30. Literacy and math content is also available on FCPS Cable Channel 21.

As we transition to this distance learning model, we remain focused on the social and emotional needs of our students. Again, please do not hesitate to reach out to your student's school counselor for support, if needed.

In Conclusion

As I have said, these are extraordinary times we are living in. To be a student, a parent, or a teacher—and some of you play several roles—during a worldwide health emergency such as COVID-19, is not something any of us have ever experienced. We know it is stressful and difficult.

Please remember that FCPS remains committed to creating learning environments that foster creative thinking, a culture of caring, and personal connections. Our school buildings may be closed, but I am confident that the passion for learning in all of us will thrive.

Be safe, be healthy, and know that we are here to support you in the days ahead.

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: [Luftglass, Maribeth](#)
To: [Keys-Gamarra, Karen A \(School Board Member\)](#)
Subject: RE: FCPS All Message Going out Tonight
Date: Tuesday, April 14, 2020 8:22:00 AM

The system was up, but apparently they exceeded the maximum number of simultaneous users allowed. They may need to split it up by grade level or something going forward. We'll check with them and strategize on alternatives.

Thanks,
Maribeth

From: Keys-Gamarra, Karen A (School Board Member)
Sent: Tuesday, April 14, 2020 8:10 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: FCPS All Message Going out Tonight

Thanks Maribeth. Last night Chantilly High School had a virtual meeting for parents and apparently a number of parents were not able to get into the meeting. Did you receive any information on this?
Karen Keys-Gamarra

Sent from my iPhone

On Apr 13, 2020, at 9:47 PM, Luftglass, Maribeth <meluftglass@fcps.edu> wrote:

The following message will be sent shortly to FCPS All by the IT Service Desk:

Thank you for your patience during our issues with FCPS 24-7 Blackboard today. We have worked together with Blackboard staff all day to resolve the problem, which appears to have been a communication issue at the Blackboard servers. We believe the system is now accessible and stable, and we will continue to monitor the system activity throughout the evening and early morning. Thank you again for your patience, and please continue to enter RequestIT tickets if you experience issues logging in or accessing resources within the system.

Thanks,
Maribeth

From: [Luftglass, Maribeth](#)
To: [Poole, Scott F](#)
Cc: [Jewell, Tracey D.](#)
Subject: RE: FCPS All Message Going out Tonight
Date: Tuesday, April 14, 2020 8:20:00 AM

We'll check. Normally the max is 250 simultaneously users. Perhaps split it up by grade level?

From: Poole, Scott F
Sent: Tuesday, April 14, 2020 8:17 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Jewell, Tracey D. <TDJewell@fcps.edu>
Subject: RE: FCPS All Message Going out Tonight

Yes—I had a virtual meeting with parents last night. I asked our SBTS to research the best way to do this and she recommended BBCU. We set things up and received permission from IT/Blackboard to host up to 500. It still was not enough. We recorded the session and I'm sending it to the community this morning. If you have any suggestions as how we can host larger numbers in the future, I'm all ears.

Scott

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 8:13 AM
To: Poole, Scott F <sfpoole@fcps.edu>
Cc: Jewell, Tracey D. <TDJewell@fcps.edu>
Subject: FW: FCPS All Message Going out Tonight

See inquiry below. Do you have any information?
Thanks,
Maribeth

From: Keys-Gamarra, Karen A (School Board Member)
Sent: Tuesday, April 14, 2020 8:10 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: FCPS All Message Going out Tonight

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Thanks,
Maribeth

From: [Poole, Scott F](#)
To: [Luftglass, Maribeth](#)
Cc: [Jewell, Tracey D.](#)
Subject: RE: FCPS All Message Going out Tonight
Date: Tuesday, April 14, 2020 8:17:01 AM

Yes—I had a virtual meeting with parents last night. I asked our SBTS to research the best way to do this and she recommended BBCU. We set things up and received permission from IT/Blackboard to host up to 500. It still was not enough. We recorded the session and I'm sending it to the community this morning. If you have any suggestions as how we can host larger numbers in the future, I'm all ears.

Scott

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Tuesday, April 14, 2020 8:13 AM
To: Poole, Scott F <sfpoole@fcps.edu>
Cc: Jewell, Tracey D. <TDJewell@fcps.edu>
Subject: FW: FCPS All Message Going out Tonight

See inquiry below. Do you have any information?
Thanks,
Maribeth

From: Keys-Gamarra, Karen A (School Board Member)
Sent: Tuesday, April 14, 2020 8:10 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: FCPS All Message Going out Tonight

Thanks Maribeth. Last night Chantilly High School had a virtual meeting for parents and apparently a number of parents were not able to get into the meeting. Did you receive any information on this?
Karen Keys-Gamarra

Sent from my iPhone

On Apr 13, 2020, at 9:47 PM, Luftglass, Maribeth <meluftglass@fcps.edu> wrote:

The following message will be sent shortly to FCPS All by the IT Service Desk:

Thank you for your patience during our issues with FCPS 24-7 Blackboard today. We have worked together with Blackboard staff all day to resolve the problem, which appears to have been a communication issue at the Blackboard servers. We believe the system is now accessible and stable, and we will continue to monitor the system activity throughout the evening and early

morning. Thank you again for your patience, and please continue to enter RequestIT tickets if you experience issues logging in or accessing resources within the system.

Thanks,
Maribeth

From: [Luftglass, Maribeth](#)
To: [Poole, Scott F](#)
Cc: [Jewell, Tracey D.](#)
Subject: FW: FCPS All Message Going out Tonight
Date: Tuesday, April 14, 2020 8:14:00 AM

See inquiry below. Do you have any information?

Thanks,
Maribeth

From: Keys-Gamarra, Karen A (School Board Member)
Sent: Tuesday, April 14, 2020 8:10 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: FCPS All Message Going out Tonight

Thanks Maribeth. Last night Chantilly High School had a virtual meeting for parents and apparently a number of parents were not able to get into the meeting. Did you receive any information on this?
Karen Keys-Gamarra

Sent from my iPhone

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Thanks,
Maribeth

From: [Keys-Gamarra, Karen A \(School Board Member\)](#)
To: [Luftglass, Maribeth](#)
Subject: Re: FCPS All Message Going out Tonight
Date: Tuesday, April 14, 2020 8:09:39 AM

Thanks Maribeth. Last night Chantilly High School had a virtual meeting for parents and apparently a number of parents were not able to get into the meeting. Did you receive any information on this? Karen Keys-Gamarra

Sent from my iPhone

On Apr 13, 2020, at 9:47 PM, Luftglass, Maribeth <meluftglass@fcps.edu> wrote:

The following message will be sent shortly to FCPS All by the IT Service Desk:

Thank you for your patience during our issues with FCPS 24-7 Blackboard today. We have worked together with Blackboard staff all day to resolve the problem, which appears to have been a communication issue at the Blackboard servers. We believe the system is now accessible and stable, and we will continue to monitor the system activity throughout the evening and early morning. Thank you again for your patience, and please continue to enter RequestIT tickets if you experience issues logging in or accessing resources within the system.

Thanks,
Maribeth

From: [Calderon, Allison H.](#)
To: DIT SMT; Cole, Kevin; [Downey, Paul J.](#); [Scott Persky](#); [Lawrence Eng](#); [Adam Dolan](#)
[Michelle Simon](#); [Luftglass, Maribeth](#); [Shelton, Neal](#); [Hudson, Keith](#); [Kretzer, Sandy](#); [Mooney, Nicole](#); [Rich Driscoll](#)
Subject: FCPS/Blackboard check in
Date: Monday, April 13, 2020 11:50:38 PM

Contact list –

https://docs.google.com/spreadsheets/d/1qf0QZgUPfxuPlzMiwTaKGMwv_McfiMN4B-aHu1QYc7c/edit#gid=0

good night,
Allison

COVID Crisis Contact List--April 2020	
Name	Email
FCPS Contacts	
Project Management-Tracey	
Allison Calderon-Coordinator	AHCalderon@fcps.edu
Kevin Cole	kdcole@fcps.edu
Senior Management Team-IT Leadership Team	
DIT SMT	dit_smt@fcps.edu
Maribeth Luftglass-CIO/Assistant Superintendent	meluftglass@fcps.edu
Tracey Jewell	TDJewell@fcps.edu
Tom VanDenburg	tvandenburg@fcps.edu
Sandy Kretzer	sakretzer@fcps.edu
IT Operations-Tom V.	
Neal Shelton-Coordinator	nshelton@fcps.edu
Keith Hudson	kahudson@fcps.edu
Dean Ho	dtho@fcps.edu
Sher Nasir	stnasir@fcps.edu
Tom DeBoeser	tdeboeser@fcps.edu
Steve Simons	ssimons@fcps.edu
Kevin Murray	kmurray@fcps.edu
IT FASTeam-Tracey	
Paul Downey-Coordinator	pjdowney@fcps.edu
Nicole Mooney	jnmooney@fcps.edu
Rebecca Foley	rmfoley1@fcps.edu
Rebecca Boyer	rrboyer@fcps.edu
Aradia Bath	adbath@fcps.edu
Nitin Bhatia	nbhatia@fcps.edu

Student Systems-Sandy		
Mike Foland-Coordinator	jmfoland@fcps.edu	
John Kim	jkim81@fcps.edu	
Susan Nazario	sjnazario@fcps.edu	
Business Systems-Sandy		
Kathie Higham-Coordinator	mkhigham@fcps.edu	
Brunda Arepalli	BArepalli@fcps.edu	
Susan Armbruster	sarmbruster@fcps.edu	
Colton Parry-TriVir	cparry@trivir.com	
Smeeta poudyal Acharya	spoudyalacha@fcps.edu	
Billy Wong	ckwong@fcps.edu	
Huston Franklin		
Glen Knutti		
Technology Architecture and Assessment (TAA)-Sandy		
Dave Watson-Coordinator	DAWatson@fcps.edu	
Jim Siegl	jfsiegl1@fcps.edu	2
Lisa Nguyen	lnguyen@fcps.edu	2
Network-Tom V.		
John Kidwell		
Keith Hudson		
Blackboard Contacts		
Michelle		
Lawrence		
Adam		
Sateesh		
Amy		
Nikki		

Scott	[REDACTED]
Rich	[REDACTED]
Tim	[REDACTED]
Marcus	[REDACTED]
Kelly	[REDACTED]
Paul	[REDACTED]
Todd	[REDACTED]
Derrick	[REDACTED]

From: [Rich \[REDACTED\]](#)
To: [Calderon, Allison H.](#); [DIT SMT](#); [Cole, Kevin](#); [Downey, Paul J.](#); [Scott Persky](#); [Lawrence Eng](#); [Adam Dolan](#); [Michelle Simon](#); [Luftglass, Maribeth](#); [Shelton, Neal](#); [Hudson, Keith](#); [Kretzer, Sandy](#); [Mooney, Nicole](#)
Subject: [External] RE: FCPS/Blackboard check in
Date: Monday, April 13, 2020 10:14:34 PM
Attachments: [image \(11\).png](#)

Per our discussion, here is a view from our monitoring showing login action throughout the day.

-Rich

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

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

Sent: Monday, April 13, 2020 8:07 PM

To: Calderon, Allison H.; DIT SMT; Cole, Kevin; Downey, Paul J.; Scott Persky; Lawrence Eng; Adam [REDACTED] Michelle Simon; Luftglass, Maribeth; Shelton, Neal; Hudson, Keith; Kretzer, Sandy; Mooney, Nicole; Rich Driscoll

Subject: FCPS/Blackboard check in

When: Monday, April 13, 2020 9:30 PM-10:00 PM (UTC-05:00) Eastern Time (US & Canada).

Where: conference line (866) 434-5269 PC 3472220

[]

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.

- MONITORING
- Overview
- Distributed tracing
- Service maps
- Transactions**
- Databases
- External services
- JVMs
- EVENTS
- Error analytics
- Errors
- Logs New
- Violations
- Deployments
- Thread profiler
- REPORTS
- SLA
- Scalability

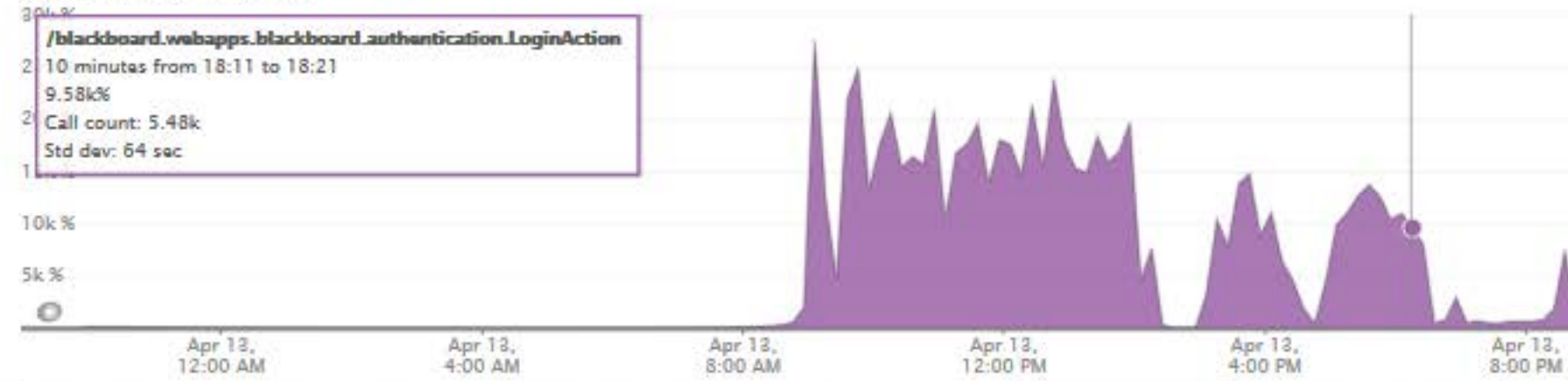
Early symptoms of memory exhaustion have been detected in this time window. This means that the data shown may be incomplete. More details are available [here](#).

Type Web

Most time consuming

/blackboard.webapps.blackboard.authentication.LoginAction	27.7%
/blackboard.webapps.portal.struts.TabAction	15.3%
/dwr-invoker-open	7.27%
/RequestClassParamFilter	5.06%
/AchievementController/checkAchievementsForm	4.96%
/blackboard.coursemenu.struts.CourseMenuDisplayAction	3.96%
/blackboard.announcement.struts.AnnouncementAction	3.85%
/handleException.jsp	3.29%
/api	2.54%
/blackboard.webapps.portal.struts.TabGroupAction	2.48%
/ContentsRestServicePubV1/getChildren	1.63%
/images/*	1.56%
/blackboard.webapps.blackboard.course.struts.CourseAction	1.44%
/blackboard.coursemenu.struts.CourseMenuDynamicMenuGeneratorAction	1.14%

Top 5 web transactions by percent of wall clock time

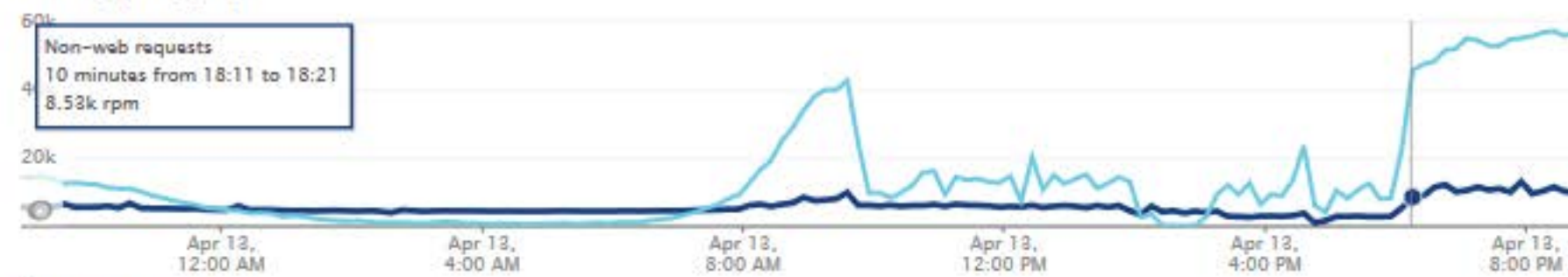


/blackboard.webapps.blackboard.authentication.LoginAction
 10 minutes from 18:11 to 18:21
 9.58k%
 Call count: 5.48k
 Std dev: 64 sec

- /blackboard.webapps.blackboard.authentication.LoginAction
- /blackboard.webapps.portal.struts.TabAction
- /dwr-invoker-open
- /RequestClassParamFilter
- /AchievementController/checkAchievementsForm

Add to an Insights dashboard More...

Throughput (rpm)



Non-web requests
 10 minutes from 18:11 to 18:21
 8.53k rpm

Non-Web Web

From: [Luftglass, Maribeth](#)
To: [Jewell, Tracey D.](#)
Subject: RE: FCPS All Message Going out Tonight
Date: Monday, April 13, 2020 9:53:00 PM

Yes.

From: Jewell, Tracey D.
Sent: Monday, April 13, 2020 9:52 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: FCPS All Message Going out Tonight

Okay to have John send now?

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 9:47 PM
To: School Board Members <SchBoard@fcps.edu>; Cabinet (Superintendent) <CabinetSuperintendent@fcps.edu>
Cc: Jewell, Tracey D. <TJewell@fcps.edu>
Subject: FCPS All Message Going out Tonight

[Redacted]

[Redacted]

[Redacted]

From: [Luftglass, Maribeth](#)
To: [Presidio, Sloan](#)
Subject: RE: Mailing Estimates for Secondary Report Cards and ES Progress Reports
Date: Monday, April 13, 2020 8:47:00 PM

No worries, that was an easy one. You're right, it's not been a fun day! At least Blackboard is back up. Hope it stays up! Ugh!!

Maribeth

From: Presidio, Sloan
Sent: Monday, April 13, 2020 8:41 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Mailing Estimates for Secondary Report Cards and ES Progress Reports

Thanks, I didn't mean to add one more thing to your plate with the BB issues you're dealing with – BTW, you were much more patient on that call than I could have been...

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 8:36 PM
To: Cabinet (Superintendent) <CabinetSuperintendent@fcps.edu>
Cc: Klimenko, Noel C. <ncklimenko@fcps.edu>; Glaser, Jennifer T. <JTGlaser@fcps.edu>; Presidio, Sloan <sjpresidio@fcps.edu>; Church, Betsy <mechurch@fcps.edu>; Jewell, Tracey D. <TJewell@fcps.edu>; Burden, Leigh L <elburden@fcps.edu>
Subject: FW: Mailing Estimates for Secondary Report Cards and ES Progress Reports

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From: Church, Betsy
Sent: Monday, April 13, 2020 3:55 PM
To: Klimenko, Noel C. <ncklimenko@fcps.edu>; Glaser, Jennifer T. <JTGlaser@fcps.edu>; Brademan, LouEllen <lpbrademan@fcps.edu>
Cc: Luftglass, Maribeth <meluftglass@fcps.edu>; Foland, Mike <jmfoland@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Calderon, Allison H.

<AHCalderon@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>

Subject: FW: Mailing Estimates for Secondary Report Cards and ES Progress Reports

Good Afternoon,

The report card mailing estimates for both Secondary and ES are in the attached spreadsheet. An estimate to mail to all students and a 2nd estimate to mail only to those students who do not have an active PVUE account associated to them.

We need a decision on whether we are mailing to all or to the subset as soon as possible.

Please let us know if you have any questions.

Thanks,

Betsy Church
IT Project Manager
Dept. of Information Technology
Fairfax County Public Schools
Office: 703-503-7407 | Cell: 571-363-1142 | mechurch@fcps.edu

From: Foland, Mike <jmfoland@fcps.edu>

Sent: Monday, April 13, 2020 3:41 PM

To: Church, Betsy <mechurch@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>

Cc: Tyler, Nancy <netyler@fcps.edu>

Subject: RE: Mailing Estimates for Secondary Report Cards and ES Progress Reports

From: [Presidio, Sloan](#)
To: [Luftglass, Maribeth](#)
Subject: RE: Mailing Estimates for Secondary Report Cards and ES Progress Reports
Date: Monday, April 13, 2020 8:41:13 PM

Thanks, I didn't mean to add one more thing to your plate with the BB issues you're dealing with – BTW, you were much more patient on that call than I could have been...

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 8:36 PM
To: Cabinet (Superintendent) <CabinetSuperintendent@fcps.edu>
Cc: Klimenko, Noel C. <ncklimenko@fcps.edu>; Glaser, Jennifer T. <JTGlaser@fcps.edu>; Presidio, Sloan <sjpresidio@fcps.edu>; Church, Betsy <mchurch@fcps.edu>; Jewell, Tracey D. <TJjewell@fcps.edu>; Burden, Leigh L <elburden@fcps.edu>
Subject: FW: Mailing Estimates for Secondary Report Cards and ES Progress Reports

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From: Church, Betsy
Sent: Monday, April 13, 2020 3:55 PM
To: Klimenko, Noel C. <ncklimenko@fcps.edu>; Glaser, Jennifer T. <JTGlaser@fcps.edu>; Brademan, LouEllen <lbrademan@fcps.edu>
Cc: Luftglass, Maribeth <meluftglass@fcps.edu>; Foland, Mike <jmfoland@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>; Jewell, Tracey D. <TJjewell@fcps.edu>
Subject: FW: Mailing Estimates for Secondary Report Cards and ES Progress Reports

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Betsy Church
IT Project Manager
Dept. of Information Technology
Fairfax County Public Schools
Office: 703-503-7407 | Cell: 571-363-1142 | mechurch@fcps.edu

From: Foland, Mike <jmfoland@fcps.edu>

Sent: Monday, April 13, 2020 3:41 PM

To: Church, Betsy <mechurch@fcps.edu>; Kretzer, Sandy <sakretzer@fcps.edu>

Cc: Tyler, Nancy <netyler@fcps.edu>

Subject: RE: Mailing Estimates for Secondary Report Cards and ES Progress Reports

From: [Smith, Marty K.](#)
To: [Luftglass, Maribeth](#)
Cc: [Jewell, Tracey D.](#)
Subject: RE: draft FCPS All message
Date: Monday, April 13, 2020 8:25:21 PM

It looks good. I'm informing Scott via another email so he is aware.

He just got back to me and asked you to send to the SB first on his behalf and then send to FCPS All.

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 8:19 PM
To: Smith, Marty K. <mksmith@fcps.edu>
Cc: Jewell, Tracey D. <TDJewell@fcps.edu>
Subject: RE: draft FCPS All message
Importance: High

Marty, for your approval: suggested FCPS All Message from the IT Service Desk to let people know it's back up and we're still monitoring. Suggest sending after the 9:30 Bb call if all is still up and running:

Thank you for your patience during our issues with FCPS 24-7 Blackboard today. We have worked together with Blackboard staff all day to resolve the problem, which appears to have been a communication issue at the Blackboard servers. We believe the system is now accessible and stable, and we will continue to monitor the system activity throughout the evening and early morning. Thank you again for your patience, and please continue to enter RequestIT tickets if you experience issues logging in or accessing resources within the system.

From: Jewell, Tracey D.
Sent: Monday, April 13, 2020 8:13 PM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: draft FCPS All message

I don't know if we want to send this tonight or just wait, but here's a draft FCPS All Message...

Subject: FCPS 24-7 is operational

Thank you for your patience during our issues with FCPS 24-7 Blackboard. We have worked together with Blackboard all day to resolve the problem, which appears to have been a communication issue at the Blackboard servers. We believe the system is now accessible and stable, and we will continue

to monitor the system activity throughout the evening and early morning. Thank you again for your patience, and please continue to enter RequestIT tickets if you experience issues logging in or accessing resources within the system.

Tracey Jewell

Director, IT Support Services

703.503.7737

 @FCPS_IT

From: [Luftglass, Maribeth](#)
To: [Smith, Marty K. \(mksmith@fcps.edu\)](#)
Cc: [Jewell, Tracey D.](#)
Subject: RE: draft FCPS All message
Date: Monday, April 13, 2020 8:19:00 PM

Marty, for your approval: suggested FCPS All Message from the IT Service Desk to let people know it's back up and we're still monitoring. Suggest sending after the 9:30 Bb call if all is still up and running:

Thank you for your patience during our issues with FCPS 24-7 Blackboard today. We have worked together with Blackboard staff all day to resolve the problem, which appears to have been a communication issue at the Blackboard servers. We believe the system is now accessible and stable, and we will continue to monitor the system activity throughout the evening and early morning. Thank you again for your patience, and please continue to enter RequestIT tickets if you experience issues logging in or accessing resources within the system.

From: Jewell, Tracey D.
Sent: Monday, April 13, 2020 8:13 PM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: draft FCPS All message

I don't know if we want to send this tonight or just wait, but here's a draft FCPS All Message...

Subject: FCPS 24-7 is operational

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Tracey Jewell

Director, IT Support Services

703.503.7737

 @FCPS_IT

From: [Jewell, Tracey D.](#)
To: [DIT SMT](#)
Subject: draft FCPS All message
Date: Monday, April 13, 2020 8:13:26 PM

I don't know if we want to send this tonight or just wait, but here's a draft FCPS All Message...

Subject: FCPS 24-7 is operational

Thank you for your patience during our issues with FCPS 24-7 Blackboard. We have worked together with Blackboard all day to resolve the problem, which appears to have been a communication issue at the Blackboard servers. We believe the system is now accessible and stable, and we will continue to monitor the system activity throughout the evening and early morning. Thank you again for your patience, and please continue to enter RequestIT tickets if you experience issues logging in or accessing resources within the system.

Tracey Jewell

Director, IT Support Services

703.503.7737

 @FCPS_IT

From: [FCPS News You Choose](#)
To: [Luftglass, Maribeth](#)
Subject: Distance Learning Updates and FAQ's
Date: Monday, April 13, 2020 7:14:28 PM

Having trouble viewing this email? [View it as a Web page.](#)

[Mantua Elementary School banner](#)



Distance Learning Begins Tomorrow - April 14, 2020

Dear Parents and Guardians,

This certainly has been an unsettled time in our lives. We miss our students and are excited to begin Distance Learning tomorrow, **Tuesday, April 14th.**

During our Virtual Open Houses today, teachers shared with you their schedule and strategies for using Blackboard Collaborate and their grade level Blackboard site. Please note that this is a complete shift in the way we work as educators and the way your students work as learners. We want to ensure that we are thoughtful in our planning so that your student's online learning experience is clear and accessible. It is also critically important that we remain

flexible in our thinking. Just as many of you are learning how to work from home while your children are at home, the same is true for our teachers.

As you have hopefully heard during the Virtual Open House meetings today, your child(ren) will use an online videoconference service called Blackboard Collaborate Ultra, and their teacher or teachers will send a link for them to connect to the videoconference. Most of the synchronous virtual learning lessons will happen with two adults present. One of the adults will be responding to student questions in the Chat box or noting for the teacher a frequently asked question. Students should be checking their FCPS Gmail account (that ends in @fcpschools.net). Teachers will post the Student Assignment for students and parents to see under the Announcements tab on Blackboard. If teachers are using Google classroom, there will be a link for students from their Blackboard sites to Google classroom. Teachers will also hold Small Group and/or Office Time each day Monday through Thursday, for small groups of students or individual students to connect with their classroom teacher.

We understand that many of you may be juggling multiple schedules. We have posted all K-6 daily schedules on Mantua's homepage. Schedules were created to minimize overlapping technology needs as much as possible. As all the teacher's shared today, whole group sessions will be recorded and posted on Blackboard to view at a more convenient time if the scheduled time is problematic.

How do I best ensure that my child is prepared to learn each day?

- Now that you know your child's schedule, we appreciate your assistance in ensuring that your child is awake, washed up, dressed, finished breakfast, and is set up in front of a computer in a quiet corner of your home a few minutes before the virtual learning times begin. Following some version of the proposed schedule will help your child to have a regular learning routine and be able to more effectively engage in all the learning activities offered each day.

If I am staying with my child during the virtual lessons, as a parent what is my role?

- We appreciate the support of our parents, particularly with our youngest students. However, it is also important that the teacher is the person leading the learning. Encouraging your child to ask questions when confused or pointing to an item on the screen to help your child focus on the task is often helpful. However, interrupting the flow of the class to ask specific questions is not helpful. If it is a basic issue that can be resolved from a brief question in the chat box, that is fine. However, if you have more detailed questions or concerns please communicate by email or set up a phone appointment with the classroom teacher. Thank you!

What should my child be doing if they are missing requirements for third quarter progress reports?

- Work on any third quarter assignments given before March 13th that your

child has not yet completed. The quarter is closed; however, your student has until April 24th to turn in missing assignments. Please work with teachers for all situations related to third quarter.

How should parents communicate with their child's teacher?

- Parents may email their child's teacher through their Outlook account (ending in @fcps.edu). Expect an answer within 48 hours.

What about my student's grades?

- Learning activities will be assigned to students for 4th quarter, and teachers will provide students with feedback on this work. All students will receive a "No Mark" for 4th quarter, due to the unique nature of these circumstances. However, the end of the year Progress Reports will have final achievement, effort and citizenship marks based on the first three quarters of the school year. Student growth during Distance Learning may be positively noted on the final marks but will not impact students in a negative manner.

What about attendance during Distance learning?

- Teachers will be noting in SIS each day which students were not able to attend the synchronous virtual learning session. These notations will not impact on your child's attendance record. This information is being monitored to determine which students are not having regular access to virtual learning. Mantua teachers will also be noting who watched the recording of the lesson and/or participated in small group or individual interactions with the teacher.

Our teachers are excited to get started. We are looking forward to a wonderful first week of Distance Learning!

Sincerely,

Jan-Marie Fernandez

Principal

9107 Horner Court, Fairfax, VA 22031 | Main Office: 703-645-6300

Attendance: 703-645-6363 | Web | Twitter

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From: [Luftglass, Maribeth](#)
To: [Calderon, Allison H.](#); [Cole, Kevin](#); [Jewell, Tracey D.](#); [DIT SMT](#)
Cc: [Shelton, Neal](#)
Subject: RE: Bb summary
Date: Monday, April 13, 2020 6:17:08 PM

Please set up another call at 7:00 tonight.

Thanks,
Maribeth

From: Calderon, Allison H.
Sent: Monday, April 13, 2020 5:24 PM
To: Cole, Kevin <kdcole@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Cc: Shelton, Neal <NShelton@fcps.edu>
Subject: RE: Bb summary

I have logged into the call and the team is still actively troubleshooting/brainstorming.

Allison

From: Cole, Kevin <kdcole@fcps.edu>
Sent: Monday, April 13, 2020 5:17 PM
To: Jewell, Tracey D. <TDJewell@fcps.edu>; DIT SMT <DIT_SMT@fcps.edu>
Cc: Calderon, Allison H. <AHCalderson@fcps.edu>; Shelton, Neal <NShelton@fcps.edu>
Subject: RE: Bb summary

Below is the summary that Michelle provided. I am also adding Neal.

Hi Kevin,

Here is the summary of today's events:

The Fairfax County Production Blackboard site began to experience performance issues around 9:57AM this morning. Upon investigation, we found that there was contention with java connections on all application servers that were related to "connection reset by peer" messages when attempting to reach the FCPS LDAP environment from Blackboard. At this time, we attempted to clear the issue by restarting the environment however the issue immediately returned. At this point, we engaged both the Network and System Admin teams from FCPS and Network, Operations, Webtech, Storage and Product Development teams from Blackboard on a troubleshooting session to determine the root cause. Since 11:50AM, we have checked and verified several areas including firewall, network, server and configuration, all of which show as operating successfully. The errors that we are seeing are within the Blackboard logs which show the connections being reset. Steps that have been tried thus far include isolating the LDAP environments between the on-premise versus the Cloud, disabling the Parent Portal, attempting to test against a single LDAP server as well as a single Blackboard application server. Improvement in performance was only achieved when

LDAP was completely disabled. At this point, we still have the entire team engaged and troubleshooting. We are still exploring the possibility of network issues or certificate issues as we still do not have a clear indication of the root cause. Both Blackboard and FCPS will continue working throughout the evening and report back as soon as we have additional data.

Please let me know if you have questions.

Thanks.

-Michelle

Kevin D. Cole, IT Project Manager

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

From: Jewell, Tracey D. <TJewell@fcps.edu>

Sent: Monday, April 13, 2020 5:00 PM

To: DIT SMT <DIT_SMT@fcps.edu>

Cc: Cole, Kevin <kdcollection@fcps.edu>; Calderon, Allison H. <AHCalderon@fcps.edu>

Subject: Bb summary

Here are my notes from the call. Others should add, if needed:

- At 9:57 this morning, we were contacted by Bb over some visible connection errors. Beginning at that point, users were experiencing:
 - o Errors logging in
 - o Slowness accessing pages
 - o Slowness and difficulties with Collaborate sessions
- We began working with Blackboard to narrow in on authentication processes and attempted several different configurations to eliminate possible factors
- At this point, the problem seems to reside in the LDAP authentication, and we are actively working to resolve that issue

Tracey Jewell

Director, IT Support Services

703.503.7737

 @FCPS_IT

From: [Luftglass, Maribeth](#)
To: [Jewell, Tracey D.](#)
Subject: RE: Five Things to Know This Week - April 13, 2020
Date: Monday, April 13, 2020 6:10:00 PM

Correct, not General Ed K-2.

If a Special Ed student needs one, it would be part of an IEP or a Revised Plan based on Distance Learning, handled by DSS/School/etc.

Thanks,
Maribeth

From: Jewell, Tracey D.
Sent: Monday, April 13, 2020 5:57 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: FW: Five Things to Know This Week - April 13, 2020

Can you just confirm my thinking that as far as we are concerned, we are still only doing laptops for grades 3-12? We are not moving to K-2 divisionwide. I know we had a conversation about special needs in K-2, but that's a Jeff Sisk thing. Not open to all K-2, correct?

From: Klimenko, Noel C. <ncklimenko@fcps.edu>
Sent: Monday, April 13, 2020 5:54 PM
To: Jewell, Tracey D. <TDJewell@fcps.edu>
Subject: FW: Five Things to Know This Week - April 13, 2020

Is the answer to this question- yes?

Noël Klimenko

Director of PreK-12 Curriculum & Instruction
Instructional Services Department
Fairfax County Public Schools

From: Harper, Sara A. <SKHarper@fcps.edu>
Sent: Monday, April 13, 2020 12:48 PM
To: DistanceLearning <DistancelLearning@fcps.edu>
Cc: Junge, Ken <KJJunge@fcps.edu>; Aiello, Sarah C. <SCAiello@fcps.edu>; Washington, Donald A. <DAWashington@fcps.edu>; Pierson, Cherith L. <CLPierson@fcps.edu>
Subject: FW: Five Things to Know This Week - April 13, 2020

Does this mean we are giving out laptops grades k-2?
I've already had three parents email me asking for a laptop – this was listed in the newsletter below.

“If your student needs a laptop to complete distance learning assignments, please contact your principal.”

From: Fairfax County Public Schools <fcps@public.govdelivery.com>

Sent: Monday, April 13, 2020 12:06 PM
To: Harper, Sara A. <SKHarper@fcps.edu>
Subject: Five Things to Know This Week - April 13, 2020

Having trouble viewing this email? [View it as a Web page.](#)

5 Things Header



New Newsletter Format - *Five Things to Know*

During this unprecedented time, we've changed up our standard *FCPS This Week* e-newsletter. For the next few months, *Five Things to Know* will greet you each Monday morning, pointing parents to important information to help navigate the school week ahead.

Distance Learning



Distance Learning Starts April 14

FCPS' Distance Learning program **starts tomorrow, Tuesday, April 14**. The [FCPS Distance Learning Plan](#) provides detailed information about what to expect.

[Distance Learning Packets](#) are being mailed to students in grades PreK-8. Don't need to receive packets in the mail? Please consider [opting out](#) to go paperless. We acknowledge that distance learning cannot reasonably replace daily in-person instructional programs, and we will not be trying to replicate the regular school day.

At all grade levels, teachers will provide specific information about the learning calendar for each class, and they are available if your child needs help.

Whenever possible, families and caregivers are encouraged to support your child with the transition to distance learning and guide them to any support they may need.

If your student needs a laptop to complete distance learning assignments, please contact your principal.

We are excited to have you onboard with us as we embark on our Distance Learning journey. [Information on technical support is available online.](#)

Begin Strong on Day 1 of Distance Learning

Returning to school, even school at home, after an extended break can be difficult. Here's some advice for getting your student back into study mode:

- Most important: Help your child set short-term goals for learning each day. Use a prompt such as: "My goals for today are _____."
- Set a timer for focused work time.
- Break long tasks into smaller parts. Complete one part at a time.
- Schedule brain breaks and physical exercise into the day.

For more ideas, check out the new [Learning at Home: Support for Families web page.](#)

School Counselors Available

Need to speak with a counselor? Any FCPS parent may schedule a **30-minute phone consultation with a school psychologist or school social worker**, for either themselves or their middle or high school student.

Consultations provide an opportunity for parents to receive guidance on how to support their child's emotional well-being during their time away from school. Student consultations will provide support and strategies to students who may be experiencing difficulties with anxiety, mood, behavior, or peer or family interactions during this unprecedented and challenging time.

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Pajama Day



A Look Back as We Move Forward

Despite the difficulties of the last few weeks, our FCPS community found ways to come together:

- **Virtual Spirit Week**
Many schools hosted Virtual Spirit Weeks. On Pajama Day, everyone from students to principals showed off their sleepwear. We learned that we love our pets, crazy hats, sports teams, and more. [See an example from Centreville Elementary.](#)
- **Twitter Videos**
So many great posts on Twitter! Like the [Lake Braddock Soccer Challenge](#) (Spoiler Alert: that's not a soccer ball that they're kicking.)
- **Quote to Note**
"We need to take a moment ... and really be thankful for what we have. I know that right now it feels like so much has been taken, but there is so much to be thankful for. I'm thankful to be part of Fairfax County Public Schools, and I'm thankful that you are part of the Fairfax County Public Schools family. These bonds are strong, and we are not going to let the COVID-19 crisis break those bonds."

[Superintendent Scott S. Brabrand during April 3 Facebook Live Q&A](#)

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From: [Jewell, Tracey D.](#)
To: [Luftglass, Maribeth](#)
Subject: FW: Five Things to Know This Week - April 13, 2020
Date: Monday, April 13, 2020 5:57:07 PM

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To: Jewell, Tracey D. <TDJewell@fcps.edu>
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So many great posts on Twitter! Like the [Lake Braddock Soccer Challenge](#) (Spoiler Alert: that's not a soccer ball that they're kicking.)

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"We need to take a moment ... and really be thankful for what we have. I know that right now it feels like so much has been taken, but there is so much to be thankful for. I'm thankful to be part of Fairfax County Public Schools, and I'm thankful that you are part of the Fairfax County Public Schools family. These bonds are strong, and we are not going to let the COVID-19 crisis break those bonds."

[Superintendent Scott S. Brabrand during April 3 Facebook Live Q&A](#)

[Web](#) | [Facebook](#) | [Twitter](#) | [YouTube](#) | [Instagram](#)

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From: [Agbemble, Bismark](#)
To: [Luftglass, Maribeth](#)
Subject: [External] Virtual Learning Platform Demo (FCPS- Graduate Class of 1999)
Date: Monday, April 13, 2020 5:18:54 PM

Hello Ms. Luftglass,

I hope this email finds you well. I graduated from James W. Robinson in 1999. Our company has developed a virtual learning platform designed for education. I've received the necessary information to register as a prospective vendor. If possible, I will like to demo the product and to determine if it will be a good fit first. Please let me know if you have 15 minutes anytime this week for the demo. Thank you so much!!! My website is www.meetmrceo.com

Mr. Bismark Agbemble, (Retired US Air Force Reserve Officer)
Lecturer- MBA 640 & 550 (Economics & Investments & Leadership)
Tel. 571-201-6428
Email: b.agbemble@snhu.edu

From: [Luftglass, Maribeth](#)
To: [Yocom, Julie A](#); [DIT SMT](#)
Subject: RE: Logging off
Date: Monday, April 13, 2020 5:14:03 PM

Thanks. Hopefully Blackboard will be fully back up by then.
Maribeth

From: Yocom, Julie A
Sent: Monday, April 13, 2020 5:05 PM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: Logging off

Hi,

I've closed out 45 tickets today and they are still rolling in. I have three phone messages to respond to as well, but they can wait until tomorrow (Bb login issues).

I'll start work early tomorrow, since I'll be up early anyway.

Julie

Julie Yocom
Executive Administrative Assistant to
Maribeth Luftglass, Assistant Superintendent,
Information Technology

From: [Johnson, Teresa L](#)
To: [Luftglass, Maribeth](#)
Cc: [Smith, Marty K.](#); [Duran, Francisco](#)
Subject: Re: Approval Needed
Date: Monday, April 13, 2020 5:07:50 PM

Thank you!!!

Teresa

Sent from my iPhone

On Apr 13, 2020, at 5:02 PM, Luftglass, Maribeth <meluftglass@fcps.edu> wrote:

The IT Tech Assessment [report](#) (VPN required to access) covers the bases, the FCPS Digital Ecosystem says “Screencasting tool with the capability to edit videos and post to Google Drive. Teachers can record themselves to show learning or to teach others. Conditions of Use: Only approved for staff use.”

With the guidance of not recording sensitive information, observing opt-out and typical keeping things private, and parent awareness, we’re good to go.

Thanks,
Maribeth

From: Johnson, Teresa L
Sent: Monday, April 13, 2020 4:31 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Smith, Marty K. <mksmith@fcps.edu>
Cc: Duran, Francisco <fdduran@fcps.edu>
Subject: RE: Approval Needed

Thank you!

Teresa L. Johnson
Assistant Superintendent,
Special Services
Fairfax County Public Schools
Phone: 571-423-1300
Tljohnson4@fcps.edu

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 4:31 PM

To: Smith, Marty K. <mksmith@fcps.edu>; Johnson, Teresa L <TJohnson4@fcps.edu>
Cc: Duran, Francisco <fdduran@fcps.edu>
Subject: RE: Approval Needed

We evaluated it a couple of years ago. I'm checking and will get back to you soon. Barring anything major, we'll support it. Give me a couple of hours. I'm dealing with Blackboard nightmare now.

Thanks,
Maribeth

From: Smith, Marty K.
Sent: Monday, April 13, 2020 4:29 PM
To: Johnson, Teresa L <TJohnson4@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Duran, Francisco <fdduran@fcps.edu>
Subject: RE: Approval Needed

Hi Teresa,

I am less concerned about the monetary aspect of the software and wonder more whether it has gone through tech assessment and will play well with our current systems.

I'll let Maribeth weigh in on that aspect. If it passes muster, I support the purchase.

Marty

From: Johnson, Teresa L <TJohnson4@fcps.edu>
Sent: Monday, April 13, 2020 4:03 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Smith, Marty K. <mksmith@fcps.edu>
Cc: Duran, Francisco <fdduran@fcps.edu>
Subject: FW: Approval Needed

Maribeth and Marty,

Our Deaf and Hard of Hearing manager has been trying to figure out a work around for instruction (asynchronous) for our DHOH population. I have additional details if you need more information.

Francisco has approved the purchase since it is a critical need for the DHOH programming during this school closure.

Thanks!

Teresa

Teresa L. Johnson
Assistant Superintendent,
Special Services
Fairfax County Public Schools
Phone: 571-423-1300
Tljohnson4@fcps.edu

From: Bloom, Mike <msbloom@fcps.edu>
Sent: Monday, April 13, 2020 12:24 PM
To: Johnson, Teresa L <TlJohnson4@fcps.edu>
Cc: Cochran, Kellie A. <kacochran@fcps.edu>
Subject: Approval Needed

Hi Teresa,

I am writing to request approval from you and final approval from Dr. Duran for the purchase of Screencast O Matic, a specialized software that allows our DHOH teachers to quickly apply closed captioning and interpreter services to asynchronous learning. This purchase is considered a critical expenditure to support distance learning and the select needs of our students with hearing impairments. Below is the purchase justification statement.

Justification for the Screencast O Matic software:

The site-based programs for the hearing impaired require specialized software called Screencast O Matic in order to quickly apply closed captioning and interpreter services to asynchronous learning. This software easily allows for an interpreter to easily be inserted interpreter to the video. Screencast O Matic is an online program that captures your computer screen in a video format. This allows you to record what is happening on your computer screen to share with others. It is useful for creating tutorials, or sharing a process for accomplishing a task on any computer. Both Canterbury Woods and Frost have requested that I purchase this technology on their behalf through using DHH funds. The total cost will be around \$480.

Thanks,
Mike

Michael Bloom
Director, Office of Special Education Instruction
Department of Special Services
Fairfax County Public Schools
msbloom@fcps.edu
Office: 571-423-4104

8270 Willow Oaks Corporate Drive
Fairfax, VA 22031
www.fcps.edu

From: [Luftglass, Maribeth](#)
To: [Omeish, Abrar \(School Board Member\)](#)
Cc: [REDACTED]; [Hood, Greg](#); [Lane, Jamie](#)
Subject: RE: Collaborate for GIVE Online initiative
Date: Monday, April 13, 2020 4:18:00 PM

They would not necessarily need a new Bb Collaborate session for every tutoring session, but this process must be coordinated with a teacher/staff member in a school. We have no method centrally for ensuring parent permission, etc., for a student-run program. I understand schools like Oakton are using student tutors, for example during their remediation blocks.

Thanks,
Maribeth

From: Omeish, Abrar (School Board Member)
Sent: Monday, April 13, 2020 3:58 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: [REDACTED]; [REDACTED]
[REDACTED]; [Hood, Greg <gshood@fcps.edu>](mailto:gshood@fcps.edu); [Lane, Jamie <jslane@fcps.edu>](mailto:jslane@fcps.edu)
Subject: Re: Collaborate for GIVE Online initiative

Thank you! Yes, this is a group of FCPS students tutoring younger FCPS students and is promoted through our schools and has had a long-term relationship.

Would these students have to obtain a scheduled session for every tutoring session? I can imagine this becoming quite tedious with the anticipated volume.

Let me know your thoughts, thanks again!

Abrar

Get [Outlook for iOS](#)

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 11:25:24 AM
To: Omeish, Abrar (School Board Member) <aomeish@fcps.edu>
Cc: [REDACTED]; [REDACTED]
[REDACTED]; [Hood, Greg <gshood@fcps.edu>](mailto:gshood@fcps.edu); [Lane, Jamie <jslane@fcps.edu>](mailto:jslane@fcps.edu)
Subject: RE: Collaborate for GIVE Online initiative

Hi Abrar,

Yes, I believe Blackboard Collaborate could be a useful tool for tutoring. If the group is affiliated with FCPS, they would work with their teacher sponsor at their school(s) to set up a Bb Collaborate session. Each school has one or two staff members who have a scheduler account and can create Collaborate Ultra sessions. If appropriate, the teacher sponsor could allow the students to have presenter rights so they have access to more of the tools than just an observer would have. Please note that we do not have the capability for outside groups, not affiliated with FCPS, to use our Blackboard Collaborate contract.

Thanks,
Maribeth

From: Omeish, Abrar (School Board Member)
Sent: Sunday, April 12, 2020 3:57 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: [REDACTED]
Subject: RE: Collaborate for GIVE Online initiative

Hi Ms. Luftglass,

I hope all is going well—thank you for your leadership on many fronts during this time!

I wanted to ask your thoughts about how students might be able to use Blackboard Collaborate and other resources we have to help with free tutoring. This particular group (GIVE) is student-run and one I have worked with for over ten years. They normally provide free tutoring to families in 20 locations and are currently working to shift temporarily to online services.

I think it would be amazing to help support efforts like this if we can? Let me know your thoughts!

Thank you so much,

Abrar

From: [REDACTED]
Sent: Saturday, April 11, 2020 8:47 PM
To: Omeish, Abrar (School Board Member) <aomeish@fcps.edu>
Cc: [REDACTED]
Subject: Collaborate for GIVE Online initiative

Hi Abrar,

I hope you're doing well during these troubled times! Below is the description of sorts why Blackboard Collaborate would be an ideal platform for us to pursue our remote learning initiative for GIVE.

Collaborate is a streamlined platform which allows collaborative white-boarding while on a conference call. This would enable tutors to provide live instruction coupled with audio to teach a certain concept effectively. Additionally, the "break-out" room feature would allow us to dedicate rooms to certain topics which tutors can move in and out of. It's a very easy software to use especially for those not well versed with technology, which would increase our teaching capabilities.

Thank you, please let me know if you have any questions,
[REDACTED]

--



From: [Luftglass, Maribeth](#)
To: [Lane, Jamie](#); [Hood, Greg](#)
Subject: RE: Collaborate for GIVE Online initiative
Date: Monday, April 13, 2020 4:16:00 PM
Attachments: [image001.png](#)

Yes, please.
Thanks,
Maribeth

From: Lane, Jamie
Sent: Monday, April 13, 2020 11:34 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Hood, Greg <gshood@fcps.edu>
Subject: RE: Collaborate for GIVE Online initiative

Thanks for answering Maribeth! Hope you are doing well.

Just so you know, we are already planning on using our center student tutors in this capacity during our remediation block. We are finalizing the details soon. This student is not a part of that group, but it will be available to Oakton students through our established student tutors. I can send along the details if you would like to forward to Abrar.

Jamie S. Lane
Principal, Oakton High School



From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 11:25 AM
To: Omeish, Abrar (School Board Member) <aomeish@fcps.edu>
Cc: [REDACTED]
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Thank you, please let me know if you have any questions,

[REDACTED]

--

[REDACTED]

From: Luftglass, Maribeth
To: DIT SMT
Subject: FW: Blackboard Amendment
Date: Monday, April 13, 2020 4:05:12 PM

From: Scott Persky [REDACTED]
Sent: Monday, April 13, 2020 2:01 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Bill Jones [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED] Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>; Lawrence Eng [REDACTED]
Subject: Re: Blackboard Amendment

I understand the team may be getting closer to a root cause relating to LDAP communications and are troubleshooting that now. There are about 20 people engaged to work through and I understand there is an error message(s) they are focused on. I was on the system yesterday evening and this morning...but I am aware that the issues started after that at about 9:57AM or thereabouts. I am in continuous communications with Lawrence Eng and his person on FCPS point.

With respect to Collaborate I am mostly aware of the issues that parents have come to me with, mostly relating to inability to talk or chat, but I believe that is mostly related to moderator setup at the beginning of calls and people being new to that setup and it's intentional. I am certain some people will get hung up on bandwidth and device issues but we are tracking the reports.

I believe the Collab ticket put in was about trying to login to sessions that don't exist which could be related to parents (and teachers) clicking on the wrong collab session for the class that they are going to. But we are trying to validate that as well, that's not necessarily the root cause for that. If it does come down to that as root cause, we can create help videos for parents to help them through and will help in any way that we can on that front as well.

Regards,
Scott

Scott Persky
Vice President
Blackboard Inc
[REDACTED]

From: "Luftglass, Maribeth" <meluftglass@fcps.edu>
Date: Monday, April 13, 2020 at 11:53 AM
To: "Downey, Paul J." <pjdowney@fcps.edu>; Scott Persky [REDACTED] Bill Jones [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>; Adam Dolan <adam.dolan@blackboard.com>; "Welsh, Jean" <jrwelsh@fcps.edu>; "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: Blackboard Amendment

We're going to have to send an FCPS All and All parent message. I just got a call from the school board chair.
Maribeth

From: Downey, Paul J.
Sent: Monday, April 13, 2020 11:41 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Scott Persky [REDACTED]; Bill Jones [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan <adam.dolan@blackboard.com>; Welsh, Jean <jrwelsh@fcps.edu>
Subject: RE: Blackboard Amendment
Importance: High

We also submitted a Collaborate ticket as we are having reports of users not able to access sessions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 11:10 AM
To: Scott Persky [REDACTED]; Bill Jones [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Subject: RE: Blackboard Amendment
Importance: High

Scott,
I hope you have been made aware that our Blackboard environment is currently down. We sent a message out to all staff/parents this morning welcoming them to the new Distance Learning plan and Blackboard, and no one can log in. Please make sure everyone who can work on getting us back up ASAP is fully engaged at the highest possible level.
Thanks,
Maribeth

From: Scott Persky [REDACTED]
Sent: Sunday, April 12, 2020 1:12 AM

To: Luftglass, Maribeth <meluftglass@fcps.edu>; Bill Jones [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Subject: Re: Blackboard Amendment

We are really glad to be a part of this very important initiative.

Thanks to everyone for seeing this through!

Scott

Scott Persky

Vice President

Blackboard Inc

[REDACTED]

From: "Luftglass, Maribeth" <meluftglass@fcps.edu>

Date: Saturday, April 11, 2020 at 10:03 PM

To: Bill Jones [REDACTED]

Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan [REDACTED], Scott Persky [REDACTED], "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>

Subject: Re: Blackboard Amendment

Thanks everyone! Looking forward to a successful start to distance learning for our students on Monday!

Maribeth Luftglass

Assistant Superintendent, Information Technology

Fairfax County Public Schools

On Apr 11, 2020, at 8:19 PM, Bill Jones [REDACTED] wrote:

Thank you, Michelle!

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)

[<image002.png>](#)

[<image003.png>](#)

[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>

Sent: Saturday, April 11, 2020 8:01 PM

To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]

Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: RE: Blackboard Amendment

Bill,

Thanks again! Attached is countersigned Amendment 17.

Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]
Sent: Saturday, April 11, 2020 7:33 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

The change looks good from our perspective. Please find attached the signed amendment for your countersignature. Thank you.

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)
[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 7:11 PM
To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Bill,

I think we are all set, although I had one last financial edit which I included in the attached. Once final, please feel free to send the signed copy to me and I'll countersign and return to you.

Thanks for all your help! It's been a fun ride!

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]
Sent: Saturday, April 11, 2020 4:58 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[REDACTED]

[Redacted]
[Redacted]
blackboard.com

[<image001.png>](#)
[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 12:10 PM
To: Adam Dolan [Redacted]; Scott Persky [Redacted]; Bill Jones [Redacted]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,
Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Adam Dolan [Redacted] >
Sent: Friday, April 10, 2020 7:50 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [Redacted]; Bill Jones [Redacted]
Subject: RE: Blackboard Amendment

All,

Thank you for working with us over the past few days Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes

Scott and I are available tonight and/or tomorrow morning should you have questions

Best,
Adam

<image005.jpg> | Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
[<image006.png>](#)

From: "Welsh, Jean" <jrwelsh@fcps.edu>
Date: Friday, April 10, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, Adam Dolan [Redacted] "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky [Redacted]
Subject: RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Downey, Paul J. <pjdowney@fcps.edu>
Sent: Friday, April 10, 2020 2:01 PM
To: Adam Dolan [REDACTED]; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jr Welsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 10, 2020 1:21 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,
Adam

<image007.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image008.png](#)>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 6:57 PM
To: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan [REDACTED] "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Thursday, April 9, 2020 6:40 PM
To: Adam Dolan [REDACTED]; Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

From: Adam Dolan [REDACTED]
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
Adam

<image009.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image010.png](#)>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 1:08 PM
To: Adam Dolan [REDACTED] "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Thursday, April 9, 2020 12:35 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

- 1) We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools**
 - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g 2 townhalls at every school, each week, through 5/1/20) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule**
- 2) What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week**
- 3) Can you please confirm your elementary, middle and high school enrollment numbers?
ES – 95,232
MS – 29,977
HS – 59,788

Best,
Adam

<image011.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image012.png](#)>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 7:38 PM
To: Adam Dolan [REDACTED] "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]

Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 5:40 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
Adam

<image013.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image014.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: [REDACTED]

Best,
Adam

<image015.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image016.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Wednesday, April 8, 2020 at 10:15 AM

To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam

<image017.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image018.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,
Adam

<image019.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image020.png>](#)

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,
Adam

<image021.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image022.png>](#)

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,
Adam

<image023.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image024.png>](#)

From: Adam Dolan [REDACTED]
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott Persky [REDACTED], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,
Adam

<image025.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image026.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam Dolan [REDACTED]
Cc: Scott Persky [REDACTED], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>

Cc: Scott Persky [REDACTED]
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam

<image027.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image028.png>](#)

From: Adam Dolan [REDACTED]
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

[REDACTED]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam

<image027.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image028.png>](#)

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[]

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From: [Omeish, Abrar \(School Board Member\)](#)
To: [Luftglass, Maribeth](#)
Cc: [REDACTED]; [Hood, Greg](#); [Lane, Jamie](#)
Subject: Re: Collaborate for GIVE Online initiative
Date: Monday, April 13, 2020 3:58:02 PM

Thank you! Yes, this is a group of FCPS students tutoring younger FCPS students and is promoted through our schools and has had a long-term relationship.

Would these students have to obtain a scheduled session for every tutoring session? I can imagine this becoming quite tedious with the anticipated volume.

Let me know your thoughts, thanks again!

Abrar

Get [Outlook for iOS](#)

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 11:25:24 AM
To: Omeish, Abrar (School Board Member) <aomeish@fcps.edu>
Cc: [REDACTED]
[REDACTED]; Hood, Greg <gshood@fcps.edu>; Lane, Jamie <jslane@fcps.edu>
Subject: RE: Collaborate for GIVE Online initiative

Hi Abrar,

Yes, I believe Blackboard Collaborate could be a useful tool for tutoring. If the group is affiliated with FCPS, they would work with their teacher sponsor at their school(s) to set up a Bb Collaborate session. Each school has one or two staff members who have a scheduler account and can create Collaborate Ultra sessions. If appropriate, the teacher sponsor could allow the students to have presenter rights so they have access to more of the tools than just an observer would have. Please note that we do not have the capability for outside groups, not affiliated with FCPS, to use our Blackboard Collaborate contract.

Thanks,
Maribeth

From: Omeish, Abrar (School Board Member)
Sent: Sunday, April 12, 2020 3:57 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: [REDACTED]
Subject: RE: Collaborate for GIVE Online initiative

Hi Ms. Luftglass,

I hope all is going well—thank you for your leadership on many fronts during this time!

I wanted to ask your thoughts about how students might be able to use Blackboard Collaborate and

other resources we have to help with free tutoring. This particular group (GIVE) is student-run and one I have worked with for over ten years. They normally provide free tutoring to families in 20 locations and are currently working to shift temporarily to online services.

I think it would be amazing to help support efforts like this if we can? Let me know your thoughts!

Thank you so much,

Abrar

From: [REDACTED]
Sent: Saturday, April 11, 2020 8:47 PM
To: Omeish, Abrar (School Board Member) <aomeish@fcps.edu>
Cc: [REDACTED]
Subject: Collaborate for GIVE Online initiative

Hi Abrar,

I hope you're doing well during these troubled times! Below is the description of sorts why Blackboard Collaborate would be an ideal platform for us to pursue our remote learning initiative for GIVE.

Collaborate is a streamlined platform which allows collaborative white-boarding while on a conference call. This would enable tutors to provide live instruction coupled with audio to teach a certain concept effectively. Additionally, the "break-out" room feature would allow us to dedicate rooms to certain topics which tutors can move in and out of. It's a very easy software to use especially for those not well versed with technology, which would increase our teaching capabilities.

Thank you, please let me know if you have any questions,

[REDACTED]
[REDACTED]
[REDACTED]

From: [Jewell, Tracey D.](#)
To: [Luftglass, Maribeth](#)
Subject: RE: Touch Base on Blackboard Issues
Date: Monday, April 13, 2020 3:50:25 PM

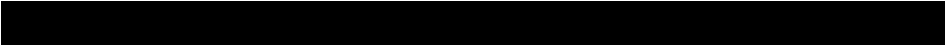
I am happy to attend, and you may also want Tom V. there. My understanding from Paul is that the IDM team is now working directly with Bb on the issue.

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

From: Luftglass, Maribeth <meluftglass@fcps.edu> **On Behalf Of** Brabrand, Scott S
Sent: Monday, April 13, 2020 3:46 PM
To: Jewell, Tracey D.
Subject: FW: Touch Base on Blackboard Issues
When: Monday, April 13, 2020 5:30 PM-6:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Virtual- See link

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

From: Brabrand, Scott S
Sent: Monday, April 13, 2020 3:29 PM
To: Brabrand, Scott S; Ivey, Frances W; Torre, John; Foster, John; Smith, Marty K.; Duran, Francisco; Luftglass, Maribeth
Cc: Kneale, Marcy G; Yocom, Julie A; Rhodes, Yvette P.; Skahen, Tracey; Greve, Lisa
Subject: Touch Base on Blackboard Issues
When: Monday, April 13, 2020 5:30 PM-6:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Virtual- See link



From: [VanDenburg, Tom](#)
To: [Jewell, Tracey D.](#); [DIT SMT](#)
Subject: RE: update on Bb
Date: Monday, April 13, 2020 2:48:12 PM

I understand the IDM team, Trivir, along with Sher, Keith and Dean assisting are continuing to work with Bb. They have moved from on premise IDM to our backup cloud (IaaS) instance for authentication.

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Monday, April 13, 2020 2:05 PM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: update on Bb

What my team knows at the moment:

- The issues with Collaborate seem to have subsided. People who had submitted error tickets are now successfully using it.
- The Learn platform is still experiencing issues. Apparently Bb, Trivir and our IDM team have been troubleshooting for a couple of hours now.

Tracey Jewell

Director, IT Support Services

703.503.7737

 @FCPS_IT

From: [Scott Persky](#)
To: [Luftglass, Maribeth](#); [Downey, Paul J.](#); [Bill Jones](#)
Cc: [Pratt, Michelle](#); [Adam Dolan](#); [Welsh, Jean](#); [Jewell, Tracey D.](#); [Lawrence Eng](#)
Subject: Re: Blackboard Amendment
Date: Monday, April 13, 2020 2:01:37 PM

I understand the team may be getting closer to a root cause relating to LDAP communications and are troubleshooting that now. There are about 20 people engaged to work through and I understand there is an error message(s) they are focused on. I was on the system yesterday evening and this morning...but I am aware that the issues started after that at about 9:57AM or thereabouts. I am in continuous communications with Lawrence Eng and his person on FCPS point.

With respect to Collaborate I am mostly aware of the issues that parents have come to me with, mostly relating to inability to talk or chat, but I believe that is mostly related to moderator setup at the beginning of calls and people being new to that setup and it's intentional. I am certain some people will get hung up on bandwidth and device issues but we are tracking the reports.

I believe the Collab ticket put in was about trying to login to sessions that don't exist which could be related to parents (and teachers) clicking on the wrong collab session for the class that they are going to. But we are trying to validate that as well, that's not necessarily the root cause for that. If it does come down to that as root cause, we can create help videos for parents to help them through and will help in any way that we can on that front as well.

Regards,
Scott

Scott Persky

Vice President
Blackboard Inc

[REDACTED]

From: "Luftglass, Maribeth" <meluftglass@fcps.edu>
Date: Monday, April 13, 2020 at 11:53 AM
To: "Downey, Paul J." <pjdowney@fcps.edu>, Scott Persky [REDACTED], Bill Jones [REDACTED] >
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan [REDACTED], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: Blackboard Amendment

We're going to have to send an FCPS All and All parent message. I just got a call from the school board chair.
Maribeth

From: Downey, Paul J.
Sent: Monday, April 13, 2020 11:41 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Scott Persky [REDACTED]; Bill Jones [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Welsh, Jean <jrwelsh@fcps.edu>
Subject: RE: Blackboard Amendment
Importance: High

We also submitted a Collaborate ticket as we are having reports of users not able to access sessions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 11:10 AM
To: Scott Persky [REDACTED]; Bill Jones [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Subject: RE: Blackboard Amendment
Importance: High

Scott,
I hope you have been made aware that our Blackboard environment is currently down. We sent a message out to all staff/parents this morning welcoming them to the new Distance Learning plan and Blackboard, and no one can log in. Please make sure everyone who can work on getting us back up ASAP is fully engaged at the highest possible level.

Thanks,
Maribeth

From: Scott Persky [REDACTED]
Sent: Sunday, April 12, 2020 1:12 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Bill Jones [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Subject: Re: Blackboard Amendment

We are really glad to be a part of this very important initiative.

Thanks to everyone for seeing this through!

Scott

Scott Persky

Vice President
Blackboard Inc

[REDACTED]

From: "Luftglass, Maribeth" <meluftglass@fcps.edu>

Date: Saturday, April 11, 2020 at 10:03 PM

To: Bill Jones [REDACTED]

Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan [REDACTED], Scott Persky [REDACTED], "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>

Subject: Re: Blackboard Amendment

Thanks everyone! Looking forward to a successful start to distance learning for our students on Monday!

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

On Apr 11, 2020, at 8:19 PM, Bill Jones [REDACTED] wrote:

Thank you, Michelle!

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)

[<image002.png>](#)

[<image003.png>](#)

[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>

Sent: Saturday, April 11, 2020 8:01 PM

To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]

Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: RE: Blackboard Amendment

Bill,

Thanks again! Attached is countersigned Amendment 17.

Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]

Sent: Saturday, April 11, 2020 7:33 PM

To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]

Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: RE: Blackboard Amendment

Hi Michelle,

The change looks good from our perspective. Please find attached the signed amendment for your countersignature. Thank you.

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

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[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 7:11 PM
To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Bill,

I think we are all set, although I had one last financial edit which I included in the attached. Once final, please feel free to send the signed copy to me and I'll countersign and return to you.

Thanks for all your help! It's been a fun ride!

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]
Sent: Saturday, April 11, 2020 4:58 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[REDACTED]

[REDACTED]

blackboard.com

[<image001.png>](#)
[<image002.png>](#)

<image003.png>

<image004.png>

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From: Pratt, Michelle <mrpratt@fcps.edu>

Sent: Saturday, April 11, 2020 12:10 PM

To: Adam Dolan [REDACTED]; Scott Persky [REDACTED]; Bill Jones [REDACTED]

Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,
Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Adam Dolan [REDACTED]

Sent: Friday, April 10, 2020 7:50 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Cc: Scott Persky [REDACTED]; Bill Jones [REDACTED]

Subject: RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.

Best,
Adam

<image005.jpg>

Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12



<image006.png>

From: "Welsh, Jean" <jrwelsh@fcps.edu>

Date: Friday, April 10, 2020 at 2:07 PM

To: "Downey, Paul J." <pjdowney@fcps.edu>, Adam Dolan <adam.dolan@blackboard.com>, "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>

Cc: Scott Persky <scott.persky@blackboard.com>

Subject: RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

Jean Welsh
Fairfax County Public Schools

*Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864*

From: Downey, Paul J. <pjdowney@fcps.edu>
Sent: Friday, April 10, 2020 2:01 PM
To: Adam Dolan <[REDACTED]>; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan <[REDACTED]>
Sent: Friday, April 10, 2020 1:21 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call.

Best,
Adam

<image007.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image008.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 6:57 PM
To: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan <[REDACTED]> "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Thursday, April 9, 2020 6:40 PM
To: Adam Dolan <[REDACTED]>; Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

From: Adam Dolan <[REDACTED]>
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky <[REDACTED]>

Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience. We received approval for the user-based model you requested a few minutes ago. Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
Adam

<image009.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
<image010.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 1:08 PM
To: Adam Dolan [Redacted], "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [Redacted]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [Redacted]
Sent: Thursday, April 9, 2020 12:35 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [Redacted]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We are aiming to get some thing back to you today. As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances. Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision. Due to size limitations at 250, this will impact how many they can have especially at large schools**
 - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule.**
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school based decision, so best guess would be one hour per week**
3. Can you please confirm your elementary, middle and high school enrollment numbers?

ES – 95,232

MS – 29,977

HS – 59,788

Best,
Adam

<image011.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
<image012.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 7:38 PM
To: Adam Dolan [Redacted], "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [Redacted]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 5:40 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today. We are continuing to adjust our models to deliver the lowest possible per user pricing. We've reviewed your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools.

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
Adam

<image013.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image014.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining. We are hoping to use Collab for this meeting and I've set up a session (link below). Will this work for you?

Meeting Link: [REDACTED]

Best,
Adam

<image015.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image016.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam Dolan [REDACTED] Scott Persky [REDACTED]

Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you. We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document.

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam

<image017.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image018.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment. Please review at your convenience and let me know when would be a good time to discuss.

Best,
Adam

<image019.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image020.png>](#)

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard. My team is working to revise and I will be sending over a new version shortly. I apologize for causing any confusion.

Best,
Adam

<image021.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
[<image022.png>](#)

From: Adam Dolan [Redacted] >
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJjewell@fcps.edu>
Cc: Scott Persky [Redacted]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review.

Best,
Adam

<image023.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
[<image024.png>](#)

From: Adam Dolan [Redacted] >
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott Persky [Redacted], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJjewell@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary.

Best,
Adam

<image025.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
[<image026.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam Dolan [Redacted]
Cc: Scott Persky [Redacted], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJjewell@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [Redacted]
Sent: Friday, April 3, 2020 3:01 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

This offer is based on a term ending July 1, 2020 and all users must utilize the Collaborate Ultra platform only.

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam

<image027.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image028.png>](#)

From: Adam Dolan [REDACTED]
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam

<image027.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image028.png>](#)

From: [Luftglass, Maribeth](#)
To: [Torre, John](#); [Thomas, Kathleen](#)
Cc: [Smith, Marty K. \(mksmith@fcps.edu\)](#); [Jewell, Tracey D.](#)
Subject: Message to Families re: Blackboard
Date: Monday, April 13, 2020 12:18:00 PM

Draft Message to Parents

This morning, FCPS 24-7 (Blackboard Learn) and Blackboard Collaborate experienced issues with its databases that prevented some FCPS users from logging into FCPS 24-7. Blackboard was immediately alerted and resolved the primary issue. There are still residual communication issues between the FCPS log-in system and Blackboard servers, which are causing some users to experience slowness and longer-than-usual log-in times. This issue has also been escalated within Blackboard, and they are working to resolve the problem as quickly as possible.

We know that these issues are creating challenges as we begin our Distance Learning journey, and we appreciate your patience. We are working directly with Blackboard to resolve the issues and to ensure that they are able to provide stability for FCPS Distance Learning moving forward. Again, thank you for your patience and we will provide more information as soon as we have it.

From: [Luftglass, Maribeth](#)
To: [Jewell, Tracey D.](#)
Subject: FW: Please review FCPS All Message
Date: Monday, April 13, 2020 12:15:00 PM

I took out one space. You can add the from the IT Service Desk (but not the phone number) at the bottom and send it out.

From: Smith, Marty K.
Sent: Monday, April 13, 2020 12:13 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: Please review FCPS All Message

Looks good!

Get [Outlook for iOS](#)

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 12:11:33 PM
To: Smith, Marty K. <mksmith@fcps.edu>
Subject: Please review FCPS All Message

This morning, FCPS 24-7 (Blackboard Learn) and Blackboard Collaborate experienced issues with its databases that prevented some FCPS users from logging into FCPS 24-7. Blackboard was immediately alerted and resolved the primary issue. There are still residual communication issues between the FCPS log-in system and Blackboard servers, which are causing some users to experience slowness and longer-than-usual log-in times. This issue has also been escalated within Blackboard, and they are working to resolve the problem as quickly as possible.

We know that these issues are creating challenges as we begin our Distance Learning journey, and we appreciate your patience. We are working directly with Blackboard to resolve the issues and to ensure that they are able to provide stability for FCPS Distance Learning moving forward. Again, thank you for your patience and we will provide more information as soon as we have it.

-----Original Message-----

From: Jewell, Tracey D.
Sent: Monday, April 13, 2020 12:08 PM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: FCPS 24-7 Blackboard Issues
Importance: High

Maribeth... for your approval...

This morning, FCPS 24-7 (Blackboard Learn) and Blackboard Collaborate experienced issues with its databases that prevented some FCPS users from logging into FCPS 24-7. Blackboard was immediately alerted and resolved the primary issue. There are still residual communication issues between the FCPS log-in system and Blackboard servers, which are causing some users to experience slowness and longer-than-usual log-in times. This issue has also been escalated within Blackboard, and they are working to resolve the problem as quickly as possible.

We know that these issues are creating challenges as we begin our Distance Learning journey, and

we appreciate your patience. We are working directly with Blackboard to resolve the issues and to ensure that they are able to provide stability for FCPS Distance Learning moving forward. Again, thank you for your patience and we will provide more information as soon as we have it.

From: [Luftglass, Maribeth](#)
To: [Sizemore Heizer, Rachna \(School Board Member\)](#); [Waite, Dave](#)
Subject: RE: FCPS 24/7 Blackboard issues
Date: Monday, April 13, 2020 12:13:00 PM

Yes. We're about to send a message out. Here's the draft.

This morning, FCPS 24-7 (Blackboard Learn) and Blackboard Collaborate experienced issues with its databases that prevented some FCPS users from logging into FCPS 24-7. Blackboard was immediately alerted and resolved the primary issue. There are still residual communication issues between the FCPS log-in system and Blackboard servers, which are causing some users to experience slowness and longer-than-usual log-in times. This issue has also been escalated within Blackboard, and they are working to resolve the problem as quickly as possible.

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From: Sizemore Heizer, Rachna (School Board Member)
Sent: Monday, April 13, 2020 12:11 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Waite, Dave <DSWaite@fcps.edu>
Subject: FCPS 24/7 Blackboard issues

Hi all

I have been hearing from some parents that they are having issues logging onto Blackboard – they keep getting error messages nor “URL Not found” error messages. [REDACTED]

[REDACTED] Do you know if we are having issues?

Thank you
Rachna

Rachna Sizemore Heizer, J.D.
At Large Representative
Fairfax County School Board

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: [Smith, Marty K.](#)
To: [Luftglass, Maribeth](#)
Subject: Re: Please review FCPS All Message
Date: Monday, April 13, 2020 12:12:31 PM

Looks good!

Get [Outlook for iOS](#)

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 12:11:33 PM
To: Smith, Marty K. <mksmith@fcps.edu>
Subject: Please review FCPS All Message

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-----Original Message-----

From: Jewell, Tracey D.
Sent: Monday, April 13, 2020 12:08 PM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: FCPS 24-7 Blackboard Issues
Importance: High

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From: [Luftglass, Maribeth](#)
To: [Smith, Marty K. \(mksmith@fcps.edu\)](mailto:mksmith@fcps.edu)
Subject: Please review FCPS All Message
Date: Monday, April 13, 2020 12:12:00 PM

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From: Jewell, Tracey D.
Sent: Monday, April 13, 2020 12:08 PM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: FCPS 24-7 Blackboard Issues
Importance: High

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From: [Sizemore Heizer, Rachna \(School Board Member\)](#)
To: [Luftglass, Maribeth](#); [Waite, Dave](#)
Subject: FCPS 24/7 Blackboard issues
Date: Monday, April 13, 2020 12:10:39 PM

Hi all

I have been hearing from some parents that they are having issues logging onto Blackboard – they keep getting error messages nor “URL Not found” error messages. [REDACTED]

[REDACTED] Do you know if we are having issues?

Thank you

Rachna

Rachna Sizemore Heizer, J.D.
At Large Representative
Fairfax County School Board

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: [Jewell, Tracey D.](#)
To: [DIT SMT](#)
Subject: FCPS 24-7 Blackboard Issues
Date: Monday, April 13, 2020 12:08:27 PM

Maribeth... for your approval...

This morning, FCPS 24-7 (Blackboard Learn) and Blackboard Collaborate experienced issues with its databases that prevented some FCPS users from logging into FCPS 24-7. Blackboard was immediately alerted and resolved the primary issue. There are still residual communication issues between the FCPS log-in system and Blackboard servers, which are causing some users to experience slowness and longer-than-usual log-in times. This issue has also been escalated within Blackboard, and they are working to resolve the problem as quickly as possible.

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From: [Fairfax County Public Schools](#)
To: [Luftglass, Maribeth](#)
Subject: Five Things to Know This Week - April 13, 2020
Date: Monday, April 13, 2020 12:04:48 PM

Having trouble viewing this email? [View it as a Web page.](#)

5 Things Header



New Newsletter Format - *Five Things to Know*

During this unprecedented time, we've changed up our standard *FCPS This Week* e-newsletter. For the next few months, *Five Things to Know* will greet you each Monday morning, pointing parents to important information to help navigate the school week ahead.

Distance Learning



Distance Learning Starts April 14

FCPS' Distance Learning program **starts tomorrow, Tuesday, April 14**. The [FCPS Distance Learning Plan](#) provides detailed information about what to expect.

[Distance Learning Packets](#) are being mailed to students in grades PreK-8. Don't need to receive packets in the mail? Please consider [opting out](#) to go paperless. We acknowledge that distance learning cannot reasonably replace daily in-person instructional programs, and we will not be trying to replicate the regular school day.

At all grade levels, teachers will provide specific information about the learning calendar for each class, and they are available if your child needs help. Whenever possible, families and caregivers are encouraged to support your child with the transition to distance learning and guide them to any support they may need.

If your student needs a laptop to complete distance learning assignments, please contact your principal.

We are excited to have you onboard with us as we embark on our Distance Learning journey. [Information on technical support is available online.](#)

Begin Strong on Day 1 of Distance Learning

Returning to school, even school at home, after an extended break can be difficult. Here's some advice for getting your student back into study mode:

- Most important: Help your child set short-term goals for learning each day. Use a prompt such as: "My goals for today are_____."
- Set a timer for focused work time.
- Break long tasks into smaller parts. Complete one part at a time.
- Schedule brain breaks and physical exercise into the day.

For more ideas, check out the new [Learning at Home: Support for Families web page](#).

School Counselors Available

Need to speak with a counselor? Any FCPS parent **may schedule a 30-minute phone consultation with a school psychologist or school social worker**, for either themselves or their middle or high school student.

Consultations provide an opportunity for parents to receive guidance on how to support their child's emotional well-being during their time away from school. Student consultations will provide support and strategies to students who may be experiencing difficulties with anxiety, mood, behavior, or peer or family interactions during this unprecedented and challenging time.

Note: Parent consultations are available for all grade levels. Student consultations are only available for middle and high school students.

[Schedule a phone consultation online.](#)

Coronavirus Updates Web Page

Fairfax County Public Schools has created a coronavirus updates web page in order to provide a clearinghouse of information. Topics on the page include the following:

- Superintendent's Messages to the Community.
- Food Resources: For Those in Need, and How to Contribute.
- Frequently Asked Questions.
- Daily Updates.



[Visit the coronavirus updates web page.](#)

Pajama Day



A Look Back as We Move Forward

Despite the difficulties of the last few weeks, our FCPS community found ways to come together:

- **Virtual Spirit Week**

Many schools hosted Virtual Spirit Weeks. On Pajama Day, everyone from students to principals showed off their sleepwear. We learned that we love our pets, crazy hats, sports teams, and more. [See an example from Centreville Elementary.](#)

- **Twitter Videos**

So many great posts on Twitter! Like the [Lake Braddock Soccer Challenge](#) (Spoiler Alert: that's not a soccer ball that they're kicking.)

- **Quote to Note**

"We need to take a moment ... and really be thankful for what we have. I know that right now it feels like so much has been taken, but there is so much to be thankful for. I'm thankful to be part of Fairfax County Public Schools, and I'm thankful that you are part of the Fairfax County Public Schools family. These bonds are strong, and we are not going to let the COVID-19 crisis break those bonds."

[Superintendent Scott S. Brabrand during April 3 Facebook Live Q&A](#)

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 meluftglass@fcps.edu using GovDelivery Communications Cloud on behalf of: Fairfax County Public Schools - 8115 Gatehouse Road - Falls Church, VA 22042



From: [Jewell, Tracey D.](#)
To: [Luftglass, Maribeth](#)
Cc: [DIT SMT](#)
Subject: RE: FCPS 24/7 Blackboard is currently experiencing issues.
Date: Monday, April 13, 2020 11:55:21 AM

On it.

-----Original Message-----

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 11:54 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: DIT SMT <DIT_SMT@fcps.edu>
Subject: RE: FCPS 24/7 Blackboard is currently experiencing issues.
Importance: High

Please draft an FCPS All message and one that OCCR can send to parents. They want us to send something asap.
Thanks,
Maribeth

-----Original Message-----

From: Jewell, Tracey D.
Sent: Monday, April 13, 2020 11:33 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: FW: FCPS 24/7 Blackboard is currently experiencing issues.

Just FYI.

-----Original Message-----

From: Downey, Paul J. <pjdowney@fcps.edu>
Sent: Monday, April 13, 2020 11:10 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>
Subject: RE: FCPS 24/7 Blackboard is currently experiencing issues.

Site has been returned but there is slowness on login. Blackboard managed Hosting contact jumped right on it and had the needed resources from the database side, however, they are still working out the slowness on login impact with FCPS.

Paul Downey Coordinator, Application Support Fairfax County Public Schools Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

-----Original Message-----

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Monday, April 13, 2020 11:04 AM
To: Downey, Paul J. <pjdowney@fcps.edu>
Subject: FW: FCPS 24/7 Blackboard is currently experiencing issues.
Importance: High

See question below from MB.

-----Original Message-----

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 11:03 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: DIT SMT <DIT_SMT@fcps.edu>

Subject: FW: FCPS 24/7 Blackboard is currently experiencing issues.
Importance: High

How high have we escalated this issue?

-----Original Message-----

From: RequestIT Service Desk

Sent: Monday, April 13, 2020 10:16 AM

To: Broadcast RequestIT <BroadcastRequestIT@fcps.edu>

Subject: FCPS 24/7 Blackboard is currently experiencing issues.

FCPS 24/7 Blackboard is currently experiencing issues. We are working to resolve the issue.

Email Attachment :

From: [Luftglass, Maribeth](#)
To: [Jewell, Tracey D.](#)
Cc: [DIT SMT](#)
Subject: RE: FCPS 24/7 Blackboard is currently experiencing issues.
Date: Monday, April 13, 2020 11:54:16 AM

Please draft an FCPS All message and one that OCCR can send to parents. They want us to send something asap.
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Maribeth

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To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: FW: FCPS 24/7 Blackboard is currently experiencing issues.

Just FYI.

-----Original Message-----

From: Downey, Paul J. <pjdowney@fcps.edu>
Sent: Monday, April 13, 2020 11:10 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>
Subject: RE: FCPS 24/7 Blackboard is currently experiencing issues.

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Importance: High

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To: Jewell, Tracey D. <TDJewell@fcps.edu>
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Importance: High

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Email Attachment :

From: Luftglass, Maribeth
To: Downey, Paul J.; Scott Persky; Bill Jones
Cc: Pratt, Michelle; Adam Dolan; Welsh, Jean; Jewell, Tracey D.
Subject: RE: Blackboard Amendment
Date: Monday, April 13, 2020 11:54:00 AM

We're going to have to send an FCPS All and All parent message. I just got a call from the school board chair.
Maribeth

From: Downey, Paul J.
Sent: Monday, April 13, 2020 11:41 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Scott Persky [REDACTED]; Bill Jones [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Welsh, Jean <jrwelsh@fcps.edu>
Subject: RE: Blackboard Amendment
Importance: High

We also submitted a Collaborate ticket as we are having reports of users not able to access sessions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 11:10 AM
To: Scott Persky [REDACTED]; Bill Jones [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Subject: RE: Blackboard Amendment
Importance: High

Scott,
I hope you have been made aware that our Blackboard environment is currently down. We sent a message out to all staff/parents this morning welcoming them to the new Distance Learning plan and Blackboard, and no one can log in. Please make sure everyone who can work on getting us back up ASAP is fully engaged at the highest possible level.
Thanks,
Maribeth

From: Scott Persky [REDACTED]
Sent: Sunday, April 12, 2020 1:12 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Bill Jones [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Subject: Re: Blackboard Amendment

We are really glad to be a part of this very important initiative.

Thanks to everyone for seeing this through!

Scott

Scott Persky
Vice President
Blackboard Inc

From: "Luftglass, Maribeth" <meluftglass@fcps.edu>
Date: Saturday, April 11, 2020 at 10:03 PM
To: Bill Jones [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]; "Downey, Paul J." <pjdowney@fcps.edu>; "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Re: Blackboard Amendment

Thanks everyone! Looking forward to a successful start to distance learning for our students on Monday!

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

On Apr 11, 2020, at 8:19 PM, Bill Jones [REDACTED] wrote:

Thank you, Michelle!

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)
[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 8:01 PM
To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Bill,

Thanks again! Attached is countersigned Amendment 17.

Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]
Sent: Saturday, April 11, 2020 7:33 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

The change looks good from our perspective. Please find attached the signed amendment for your countersignature. Thank you.

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)
[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 7:11 PM
To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Bill,

I think we are all set, although I had one last financial edit which I included in the attached. Once final, please feel free to send the signed copy to me and I'll countersign and return to you.

Thanks for all your help! It's been a fun ride!

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]
Sent: Saturday, April 11, 2020 4:58 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan <[REDACTED]>; Scott Persky <[REDACTED]>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

blackboard.com

[<image001.png>](#)
[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 12:10 PM
To: Adam Dolan <[REDACTED]>; Scott Persky <[REDACTED]>; Bill Jones <[REDACTED]>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,
Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Adam Dolan <[REDACTED]>
Sent: Friday, April 10, 2020 7:50 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]; Bill Jones [REDACTED]
Subject: RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.

Best,
Adam

<image005.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image006.png>](#)

From: "Welsh, Jean" <jrwelsh@fcps.edu>
Date: Friday, April 10, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, Adam Dolan [REDACTED], "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Downey, Paul J. <pjdowney@fcps.edu>
Sent: Friday, April 10, 2020 2:01 PM
To: Adam Dolan [REDACTED]; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions.

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16 (most recent)?
2. Will Blackboard consider a 2-month period beginning April 13 to get us through mid-June (we would expect a significant decrease in traffic by then), rather than the 3-month period from April 13 to July 1?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to the "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original. All FCPS users must use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."
To: "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey, Coordinator, Application Support, Fairfax County Public Schools
Office 703-503-6040, Mobile: 703-909-8787, pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 10, 2020 1:21 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]

Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,
Adam

<image007.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image008.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 6:57 PM
To: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan [REDACTED], "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Thursday, April 9, 2020 6:40 PM
To: Adam Dolan [REDACTED] Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

From: Adam Dolan [REDACTED]
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
Adam

<image009.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image010.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 1:08 PM
To: Adam Dolan [REDACTED] "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]

Sent: Thursday, April 9, 2020 12:35 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

- 1) We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools**
 - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule**
- 2) What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week**
- 3) Can you please confirm your elementary, middle and high school enrollment numbers?
 ES - 95,232
 MS - 29,977
 HS - 59,788

Best,
 Adam

<image011.jpg> | Adam W Dolan, MA, MBA
 Regional Vice President, Strategic Accounts
 Blackboard K12
 [REDACTED]
 [REDACTED]
 <image012.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 7:38 PM
To: Adam Dolan [REDACTED], "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 5:40 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
 Adam

<image013.jpg> | Adam W Dolan, MA, MBA
 Regional Vice President, Strategic Accounts
 Blackboard K12
 m: 202 615 1698
 e: adam.dolan@blackboard.com
 <image014.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. [REDACTED] Scott Persky [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: [REDACTED]

Best,
Adam

<image015.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image016.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam Dolan [REDACTED] Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam

<image017.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image018.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam Dolan [REDACTED] Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>

Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,
Adam

<image019.jpg> | Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image020.png>](#)

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,
Adam

<image021.jpg> | Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image022.png>](#)

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,
Adam

<image023.jpg> | Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image024.png>](#)

From: Adam Dolan [REDACTED]

Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott Persky [REDACTED] "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJjewell@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,
Adam

<image025.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image026.png](#)>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam Dolan [REDACTED]
Cc: Scott Persky [REDACTED] "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJjewell@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally

We continue to think of ways we can provide support for this important cause We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS The economics above are designed to cover our costs under a high utilization scenario only As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each This was never the intent of the either party nor is it a reasonable interpretation That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time

Best,
Adam

<image027.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image028.png](#)>

From: Adam Dolan [REDACTED]
Date: Tuesday, March 31, 2020 at 2 07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam

<image027.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image028.png>](#)

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From: [Ferguson, Linda A.1](#)
To: [Anderson, Ricardy J \(School Board Member\)](#); [Zuluaga, Fabio](#); [Luftglass, Maribeth](#)
Subject: Parent Contacted by Phone RE: CASE-0000445350 Westlawn laptop
Date: Monday, April 13, 2020 11:51:04 AM

Hi Ricardy, I believe that our emails crossed cyberspace. I called the parent. [REDACTED]
[REDACTED]. Please see my message below. [REDACTED]

Thanks so much, Linda

Linda A. Ferguson | Principal |
[Westlawn Elementary School](#)

Teamwork Matters ... Teamwork divides the task and doubles the success.

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From: Ferguson, Linda A.1
Sent: Monday, April 13, 2020 11:25 AM
To: Zuluaga, Fabio <fezuluaga@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Anderson, Ricardy J (School Board Member) <rjanderson@fcps.edu>
Subject: Spoke with Parent RE: CASE-0000445350 Westlawn laptop

Hi everyone, I just spoke to the parent. [REDACTED]
[REDACTED]

Thanks so much, Linda

From: Anderson, Ricardy J (School Board Member) <rjanderson@fcps.edu>
Sent: Monday, April 13, 2020 11:48 AM
To: Ferguson, Linda A.1 <LAFerguson1@fcps.edu>; Zuluaga, Fabio <fezuluaga@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: CASE-0000445350 Westlawn laptop

Linda,

Thank you for your quick response. [REDACTED]

[REDACTED] Please confirm. I understand that cell phones can be used, but it's not ideal.

Maribeth - If there aren't any additional laptops at the school, will you be able to help provide a device?

Thank you.

Ricardy Anderson, Ed.D.

Mason District Representative
Fairfax County School Board

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From: Ferguson, Linda A.1 <LAFerguson1@fcps.edu>

Sent: Monday, April 13, 2020 11:10 AM

To: Zuluaga, Fabio <fezuluaga@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Anderson, Ricardy J (School Board Member) <rjanderson@fcps.edu>

Subject: RE: CASE-0000445350 Westlawn laptop

Hi and thank you. I will also call the parent. We are also encouraging parents to log in using the phone line and code if they do not have access via the internet.

Thanks so much, Linda

Linda A. Ferguson | Principal I
[Westlawn Elementary School](#)

Teamwork Matters ... Teamwork divides the task and doubles the success.

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From: Zuluaga, Fabio <fezuluaga@fcps.edu>

Sent: Monday, April 13, 2020 11:04 AM

To: Luftglass, Maribeth <meluftglass@fcps.edu>; Anderson, Ricardy J (School Board Member) <rjanderson@fcps.edu>
Cc: Ferguson, Linda A.1 <LAFerguson1@fcps.edu>
Subject: RE: CASE-0000445350 Westlawn laptop

Thank you both – Let me see what can we do to support this request. I will close the loop with both of you - Fabio

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 11:01 AM
To: Anderson, Ricardy J (School Board Member) <rjanderson@fcps.edu>
Cc: Ferguson, Linda A.1 <LAFerguson1@fcps.edu>; Zuluaga, Fabio <fezuluaga@fcps.edu>
Subject: RE: CASE-0000445350 Westlawn laptop

Hi Ricardy,
The school makes the appointments and sets the schedules for laptop distribution dates. They coordinate with our school-based TSSpec assigned to their school to make sure the dates/times they select are when he/she is there. Please note that TSSpecs at Elementary Schools are only 0.5, meaning they split between two schools.
Thanks,
Maribeth

From: Anderson, Ricardy J (School Board Member)
Sent: Monday, April 13, 2020 10:47 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: FW: CASE-0000445350 Westlawn laptop

Maribeth,

We sent this to the region office, but I am not sure if your office handles these logistics. Please advise.

Thank you.

Ricardy Anderson, Ed.D.

Mason District Representative
Fairfax County School Board

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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.

Created by: [REDACTED], at 4/13/2020 8:11:07 AM

Requester: [REDACTED]

Summary: Other

Details: [REDACTED]

Requester Email Address: [REDACTED]

The following information was entered in the School Board Portal:

Client Selected: Mason - Ricardy Anderson

Client Lives in: Mason - Ricardy Anderson

Address:

[REDACTED]

Cristy Coffey

Executive Administrative Assistant to:

Ricardy Anderson - Mason District

Megan McLaughlin - Braddock District

Fairfax County School Board Office

Phone: 571-423-1064

Fax: 571-423-1067

From: [Scott Persky](#)
To: [Luftglass, Maribeth](#); [Bill Jones](#)
Cc: [Pratt, Michelle](#); [Adam Dolan](#); [Downey, Paul J.](#); [Welsh, Jean](#)
Subject: Re: Blackboard Amendment
Date: Monday, April 13, 2020 11:42:56 AM

Very aware and we have the right folks working on it and awareness at the top of our support and product teams. I have checkpoint in 10 minutes on it to get status. I am also aware of reports on collaborate.

Scott

Scott Persky

Vice President
Blackboard Inc

[REDACTED]

From: "Luftglass, Maribeth" <meluftglass@fcps.edu>
Date: Monday, April 13, 2020 at 11:10 AM
To: Scott Persky [REDACTED], Bill Jones [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan [REDACTED], "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: RE: Blackboard Amendment

Scott,

I hope you have been made aware that our Blackboard environment is currently down. We sent a message out to all staff/parents this morning welcoming them to the new Distance Learning plan and Blackboard, and no one can log in. Please make sure everyone who can work on getting us back up ASAP is fully engaged at the highest possible level.

Thanks,
Maribeth

From: Scott Persky [REDACTED]
Sent: Sunday, April 12, 2020 1:12 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Bill Jones <Bill.Jones@blackboard.com>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Subject: Re: Blackboard Amendment

We are really glad to be a part of this very important initiative.

Thanks to everyone for seeing this through!

Scott

Scott Persky

Vice President
Blackboard Inc

[REDACTED]

From: "Luftglass, Maribeth" <meluftglass@fcps.edu>
Date: Saturday, April 11, 2020 at 10:03 PM
To: Bill Jones [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan [REDACTED], Scott Persky [REDACTED], "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Re: Blackboard Amendment

Thanks everyone! Looking forward to a successful start to distance learning for our students on Monday!

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

On Apr 11, 2020, at 8:19 PM, Bill Jones <[REDACTED]> wrote:

Thank you, Michelle!

Regards,
Bill

Bill Jones

Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)

[<image002.png>](#)

[<image003.png>](#)

[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>

Sent: Saturday, April 11, 2020 8:01 PM

To: Bill Jones [REDACTED]; Adam Dolan <adam.dolan@blackboard.com>; Scott Persky [REDACTED]

Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: RE: Blackboard Amendment

Bill,

Thanks again! Attached is countersigned Amendment 17.

Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]

Sent: Saturday, April 11, 2020 7:33 PM

To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]

Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: RE: Blackboard Amendment

Hi Michelle,

The change looks good from our perspective. Please find attached the signed amendment for your countersignature. Thank you.

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)

[<image002.png>](#)

[<image003.png>](#)

[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>

Sent: Saturday, April 11, 2020 7:11 PM

To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]

Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: RE: Blackboard Amendment

Hi Bill,

I think we are all set, although I had one last financial edit which I included in the attached. Once final, please feel free to send the signed copy to me and I'll countersign and return to you.

Thanks for all your help! It's been a fun ride!

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED] >
Sent: Saturday, April 11, 2020 4:58 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

blackboard.com

[<image001.png>](#)

[<image002.png>](#)

[<image003.png>](#)

[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 12:10 PM
To: Adam Dolan [REDACTED]; Scott Persky [REDACTED]; Bill Jones [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,
Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Adam Dolan [REDACTED] >
Sent: Friday, April 10, 2020 7:50 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Cc: Scott Persky [REDACTED]; Bill Jones [REDACTED]
Subject: RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.

Best,
Adam

<image005.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image006.png>](#)

From: "Welsh, Jean" <jjwelsh@fcps.edu>
Date: Friday, April 10, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, Adam Dolan [REDACTED], "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Downey, Paul J. <pjdowney@fcps.edu>
Sent: Friday, April 10, 2020 2:01 PM
To: Adam Dolan [REDACTED]; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jjwelsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 10, 2020 1:21 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]

Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call.

Best,
Adam

<image007.jpg> | Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
■ [REDACTED]
■ [REDACTED]
[<image008.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 6:57 PM
To: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan [REDACTED], "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Thursday, April 9, 2020 6:40 PM
To: Adam Dolan [REDACTED]; Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

From: Adam Dolan [REDACTED]
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience. We received approval for the user-based model you requested a few minutes ago. Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
Adam

<image009.jpg> | Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
■ [REDACTED]
■ [REDACTED]
[<image010.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 1:08 PM
To: Adam Dolan [REDACTED], "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Thursday, April 9, 2020 12:35 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We are aiming to get some hing back to you today. As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances. Can you help us in answering the following...

1. We understand hat schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision. Due to size limitations at 250, this will impact how many they can have especially at large schools**
 - a. How long do you anticipate these mee ings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA mon hly mee ing schedule.**
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week**
3. Can you please confirm your elementary, middle and high school enrollment numbers?
 ES – 95,232
 MS – 29,977
 HS – 59,788

Best,
 Adam

<image011.jpg> Adam W. Dolan, MA, MBA
 Regional Vice President, Strategic Accounts
 Blackboard K12
 [REDACTED]
 [REDACTED]
[<image012.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 7:38 PM
To: Adam Dolan [REDACTED], "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 5:40 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today. We are continuing to adjust our models to deliver he lowest possible per user pricing. We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools.

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of he week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
 Adam

<image013.jpg> Adam W. Dolan, MA, MBA
 Regional Vice President, Strategic Accounts
 Blackboard K12
 [REDACTED]
 [REDACTED]
[<image014.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining. We are hoping to use Collab for this meeting and I've set up a session (link below). Will this work for you?

Meeting Link: [REDACTED]

Best,
Adam

<image015.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image016.png](#)>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you. We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document.

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam

<image017.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image018.png](#)>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment. Please review at your convenience and let me know when would be a good time to discuss.

Best,
Adam

<image019.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image020.png>](#)

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard. My team is working to revise and I will be sending over a new version shortly. I apologize for causing any confusion.

Best,
Adam

<image021.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image022.png>](#)

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review.

Best,
Adam

<image023.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12



<image024.png>

From: Adam Dolan [REDACTED]
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott Persky [REDACTED], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary.

Best,
Adam

<image025.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
<image026.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam Dolan [REDACTED]
Cc: Scott Persky [REDACTED], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam

<image027.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
[<image028.png>](#)

From: Adam Dolan [Redacted]
Date: Tuesday, March 31, 2020 at 2 07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[Redacted]
[Redacted]
[Redacted]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam

<image027.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
m: 202.615.1698
e: adam.dolan@blackboard.com
[<image028.png>](#)

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From: [Downey, Paul J.](#)
To: [Luftglass, Maribeth](#); [Scott Persky](#); [Bill Jones](#)
Cc: [Pratt, Michelle](#); [Adam Dolan](#); [Welsh, Jean](#)
Subject: RE: Blackboard Amendment
Date: Monday, April 13, 2020 11:40:39 AM

We also submitted a Collaborate ticket as we are having reports of users not able to access sessions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 11:10 AM
To: Scott Persky <[REDACTED]>; Bill Jones <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan <[REDACTED]>; Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Subject: RE: Blackboard Amendment
Importance: High

Scott,

I hope you have been made aware that our Blackboard environment is currently down. We sent a message out to all staff/parents this morning welcoming them to the new Distance Learning plan and Blackboard, and no one can log in. Please make sure everyone who can work on getting us back up ASAP is fully engaged at the highest possible level.

Thanks,
Maribeth

From: Scott Persky <[REDACTED]>
Sent: Sunday, April 12, 2020 1:12 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Bill Jones <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan <[REDACTED]>; Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Subject: Re: Blackboard Amendment

We are really glad to be a part of this very important initiative.

Thanks to everyone for seeing this through!

Scott

Scott Persky
Vice President
Blackboard Inc

[REDACTED]

From: "Luftglass, Maribeth" <meluftglass@fcps.edu>
Date: Saturday, April 11, 2020 at 10:03 PM
To: Bill Jones <[REDACTED]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>; Adam Dolan <[REDACTED]>; Scott Persky <[REDACTED]>; "Downey, Paul J." <pjdowney@fcps.edu>; "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Re: Blackboard Amendment

Thanks everyone! Looking forward to a successful start to distance learning for our students on Monday!

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

On Apr 11, 2020, at 8:19 PM, Bill Jones <[REDACTED]> wrote:

Thank you, Michelle!

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)

[<image002.png>](#)

[<image003.png>](#)

[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 8:01 PM
To: Bill Jones <[REDACTED]>; Adam Dolan <[REDACTED]>; Scott Persky <[REDACTED]>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Bill,

Thanks again! Attached is countersigned Amendment 17.

Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones <[REDACTED]>
Sent: Saturday, April 11, 2020 7:33 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan <[REDACTED]>; Scott Persky <[REDACTED]>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

The change looks good from our perspective. Please find attached the signed amendment for your countersignature. Thank you.

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)
[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 7:11 PM
To: Bill Jones <[REDACTED]>; Adam Dolan <[REDACTED]>; Scott Persky <[REDACTED]>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Bill,

I think we are all set, although I had one last financial edit which I included in the attached. Once final, please feel free to send the signed copy to me and I'll countersign and return to you.

Thanks for all your help! It's been a fun ride!

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]
Sent: Saturday, April 11, 2020 4:58 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

blackboard.com

<[image001.png](#)>
<[image002.png](#)>
<[image003.png](#)>
<[image004.png](#)>

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 12:10 PM
To: Adam Dolan <[REDACTED]>; Scott Persky <[REDACTED]>; Bill Jones <[REDACTED]>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,
Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Adam Dolan <adam.dolan@blackboard.com>
Sent: Friday, April 10, 2020 7:50 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky <[REDACTED]>; Bill Jones <[REDACTED]>
Subject: RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions

Best,
Adam

<image005.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image006.png>](#)

From: "Welsh, Jean" <jrwelsh@fcps.edu>
Date: Friday, April 10, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, Adam Dolan [REDACTED], "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Downey, Paul J. <pjdowney@fcps.edu>
Sent: Friday, April 10, 2020 2:01 PM
To: Adam Dolan [REDACTED], Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 10, 2020 1:21 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,
Adam

<image007.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12


<image008.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 6:57 PM
To: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan <[REDACTED]>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Thursday, April 9, 2020 6:40 PM
To: Adam Dolan <[REDACTED]>; Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.


Michelle

From: Adam Dolan <[REDACTED]>
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
Adam

<image009.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12

<image010.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 1:08 PM
To: Adam Dolan <[REDACTED]>, "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan <[REDACTED]>
Sent: Thursday, April 9, 2020 12:35 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools**

How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week,

- a.
- through 5/1/20) Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? This is also a school-based decision, so best guess would be one hour per week
 3. Can you please confirm your elementary, middle and high school enrollment numbers?
 - ES – 95,232
 - MS – 29,977
 - HS – 59,788

Best,
Adam

<image011.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
[<image012.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 7:38 PM
To: Adam Dolan [Redacted], "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [Redacted]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [Redacted]
Sent: Wednesday, April 8, 2020 5:40 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [Redacted]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
Adam

<image013.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
[<image014.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam Dolan [Redacted], Scott Persky <[Redacted]>
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: [REDACTED]

Best,
Adam

<image015.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image016.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam

<image017.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image018.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam Dolan [REDACTED] Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,
Adam

<image019.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image020.png>](#)

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,
Adam

<image021.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image022.png>](#)

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,
Adam

<image023.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image024.png>](#)

From: Adam Dolan [REDACTED]
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott Persky [REDACTED], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,
Adam

<image025.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
[<image026.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam Dolan [Redacted]
Cc: Scott Persky [Redacted], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJjewell@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan <[Redacted]>
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott Persky [Redacted]
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [Redacted]
- [Redacted]
- [Redacted]

[Redacted]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam

<image027.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
[<image028.png>](#)

From: Adam Dolan [Redacted]
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

From: [Downey, Paul J.](#)
To: [Luftglass, Maribeth](#); [Jewell, Tracey D.](#)
Subject: FW: [External] Case ID: 04562792 has been created. Subject: A03 error message >>%04562792%has been created%<<
Date: Monday, April 13, 2020 11:38:40 AM

We are also getting reports of Collaborate access issues. Ticket with BB was created and escalated internally by our Hosting Contact as well.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Boyer, Rebecca R <RRBoyer@fcps.edu>
Sent: Monday, April 13, 2020 11:24 AM
To: Michelle Simon [REDACTED]
Cc: Bhatia, Nitin <nbhatia@fcps.edu>; Downey, Paul J. <pjdowney@fcps.edu>; Bath, Aradia D. <ADBath@fcps.edu>; Mooney, Nicole <jnmooney@fcps.edu>; Foley, Rebecca <rmfoley1@fcps.edu>; Kraus, Rose M. <RMKraus@fcps.edu>; Hatchell, Mary <mfhatchell@fcps.edu>
Subject: FW: [External] Case ID: 04562792 has been created. Subject: A03 error message >>%04562792%has been created%<<

Hello Michelle,
We have some intermittent issues with Collaborate also. See details below.

Thanks,
Rebecca

Rebecca R. Boyer, Ph.D.
Senior Functional Applications Specialist, IT FASTeam
IT Service Desk - 703.503.1600 ~ IT Service Catalog <http://requestit.fcps.edu>

From: Bhatia, Nitin <nbhatia@fcps.edu>
Sent: Monday, April 13, 2020 11:19
To: Boyer, Rebecca R <RRBoyer@fcps.edu>; Mooney, Nicole <jnmooney@fcps.edu>
Cc: Downey, Paul J. <pjdowney@fcps.edu>
Subject: FW: [External] Case ID: 04562792 has been created. Subject: A03 error message >>%04562792%has been created%<<

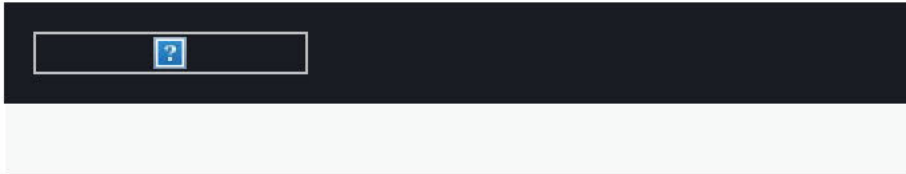
Good morning all,

Just submitted this vendor case regarding the intermittent BBC issues users are experiencing. Customers are receiving an A03 error message when attempting to join an open session.

Wanted to be sure to let you know, in the process of sending out a team wide big ant and posting on the blog as we speak.

Sincerely,
Nitin Bhatia
IT FASTeam
Functional Application Specialist

From: Bb Support <support@blackboard.com>
Sent: Monday, April 13, 2020 11:16 AM
To: Bhatia, Nitin <nbhatia@fcps.edu>
Subject: [External] Case ID: 04562792 has been created. Subject: A03 error message
>>%04562792%has been created%<<



Case Details

Case ID: 04562792
Product Line: Web Conferencing
Subject: A03 error message
Severity: 2

Description: Users throughout our school system are unable to connect to sessions that have been correctly created in Blackboard Collaborate Ultra. Customers are intermittently receiving an A03 error message, when attempting to join an open session. These links have been shared independently of any LMS configuration. I and several colleagues have all tested, confirmed, and replicated the issue. The issue is occurring for Presenters, Participants, Moderators, and Schedulers.

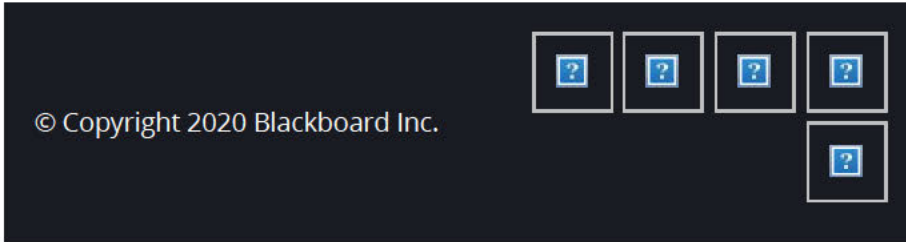
Below I've provided a link to two sessions that hopefully can assist you all in troubleshooting the issue:

<https://us.bbcollab.com/collab/ui/session/join/57d4eb0c94704fef87b0cec43fe67d56>
<https://us.bbcollab.com/collab/ui/session/join/df768687854e4aaaa294e>

Additional Follow-up

If you have questions about the status of this request please either visit: [View Case Details](#) OR call our [Client Support Organization](#)

Thank you for choosing Blackboard



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From: [Lane, Jamie](#)
To: [Luftglass, Maribeth](#); [Hood, Greg](#)
Subject: RE: Collaborate for GIVE Online initiative
Date: Monday, April 13, 2020 11:34:18 AM
Attachments: [image002.png](#)

Thanks for answering Maribeth! Hope you are doing well.

Just so you know, we are already planning on using our center student tutors in this capacity during our remediation block. We are finalizing the details soon. [REDACTED] but it will be available to Oakton students through our established student tutors. I can send along the details if you would like to forward to Abrar.

Jamie S. Lane
Principal, Oakton High School



From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 11:25 AM
To: Omeish, Abrar (School Board Member) <aomeish@fcps.edu>
Cc: [REDACTED]
[REDACTED]; Hood, Greg <gshood@fcps.edu>; Lane, Jamie <jslane@fcps.edu>
Subject: RE: Collaborate for GIVE Online initiative

Hi Abrar,

Yes, I believe Blackboard Collaborate could be a useful tool for tutoring. If the group is affiliated with FCPS, they would work with their teacher sponsor at their school(s) to set up a Bb Collaborate session. Each school has one or two staff members who have a scheduler account and can create Collaborate Ultra sessions. If appropriate, the teacher sponsor could allow the students to have presenter rights so they have access to more of the tools than just an observer would have. Please note that we do not have the capability for outside groups, not affiliated with FCPS, to use our Blackboard Collaborate contract.

Thanks,
Maribeth

From: Omeish, Abrar (School Board Member)
Sent: Sunday, April 12, 2020 3:57 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: [REDACTED]

Subject: RE: Collaborate for GIVE Online initiative

Hi Ms. Luftglass,

I hope all is going well—thank you for your leadership on many fronts during this time!

I wanted to ask your thoughts about how students might be able to use Blackboard Collaborate and other resources we have to help with free tutoring. This particular group (GIVE) is student-run and one I have worked with for over ten years. They normally provide free tutoring to families in 20 locations and are currently working to shift temporarily to online services.

I think it would be amazing to help support efforts like this if we can? Let me know your thoughts!

Thank you so much,

Abrar

From: [REDACTED]
Sent: Saturday, April 11, 2020 8:47 PM
To: Omeish, Abrar (School Board Member) <aomeish@fcps.edu>
Cc: [REDACTED]
Subject: Collaborate for GIVE Online initiative

Hi Abrar,

I hope you're doing well during these troubled times! Below is the description of sorts why Blackboard Collaborate would be an ideal platform for us to pursue our remote learning initiative for GIVE.

Collaborate is a streamlined platform which allows collaborative white-boarding while on a conference call. This would enable tutors to provide live instruction coupled with audio to teach a certain concept effectively. Additionally, the "break-out" room feature would allow us to dedicate rooms to certain topics which tutors can move in and out of. It's a very easy software to use especially for those not well versed with technology, which would increase our teaching capabilities.

Thank you, please let me know if you have any questions,

[REDACTED]
[REDACTED]
[REDACTED]

From: [Jewell, Tracey D.](#)
To: [Luftglass, Maribeth](#)
Subject: FW: FCPS 24/7 Blackboard is currently experiencing issues.
Date: Monday, April 13, 2020 11:32:46 AM
Attachments: [External RE FCPS 24-7 Learning is unavailable.msg](#)

Just FYI.

-----Original Message-----

From: Downey, Paul J. <pjdowney@fcps.edu>
Sent: Monday, April 13, 2020 11:10 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>
Subject: RE: FCPS 24/7 Blackboard is currently experiencing issues.

Site has been returned but there is slowness on login. Blackboard managed Hosting contact jumped right on it and had the needed resources from the database side, however, they are still working out the slowness on login impact with FCPS.

Paul Downey Coordinator, Application Support Fairfax County Public Schools Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

-----Original Message-----

From: Jewell, Tracey D. <TDJewell@fcps.edu>
Sent: Monday, April 13, 2020 11:04 AM
To: Downey, Paul J. <pjdowney@fcps.edu>
Subject: FW: FCPS 24/7 Blackboard is currently experiencing issues.
Importance: High

See question below from MB.

-----Original Message-----

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Monday, April 13, 2020 11:03 AM
To: Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: DIT SMT <DIT_SMT@fcps.edu>
Subject: FW: FCPS 24/7 Blackboard is currently experiencing issues.
Importance: High

How high have we escalated this issue?

-----Original Message-----

From: RequestIT Service Desk
Sent: Monday, April 13, 2020 10:16 AM
To: Broadcast RequestIT <BroadcastRequestIT@fcps.edu>
Subject: FCPS 24/7 Blackboard is currently experiencing issues.

FCPS 24/7 Blackboard is currently experiencing issues. We are working to resolve the issue.

Email Attachment :

From: [Luftglass, Maribeth](#)
To: [Teresa Johnson \(TLJohnson4@fcps.edu\)](#); [Jewell, Tracey D.](#)
Subject: FW: Updated R5 Tech needs
Date: Monday, April 13, 2020 11:32:00 AM
Attachments: [R5 Technology Needs \(as of 4.3.2020\).pdf](#)

From: Baenig, Rebecca G
Sent: Monday, April 13, 2020 11:30 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: FW: Updated R5 Tech needs

Hi Maribeth,

Attached is a summary of tech needs for region 5 staff. For the most part, I think our principals can handle these with their own inventory as needed.

Becky

From: MacWilliams, Christine <clmacwilliam@fcps.edu>
Sent: Friday, April 3, 2020 5:57 PM
To: Baenig, Rebecca G <RGBaenig@fcps.edu>; McCann, Eric G <egmccann@fcps.edu>; Jagels, David E. <DEJagels@fcps.edu>
Subject: Updated R5 Tech needs

Hi Becky, Eric, Dave,

As of this evening, we had 31 responses. Two schools responded twice and I've e-mailed a few principals for clarity.

We have not yet heard from Coates, Rocky Run, and Fairfax.

Attached is the list of schools indicating needs in at least one area, with totals at the bottom. (Note the total laptops for support staff if we do/do not include the 9 "non-instructional" staff at Westfield.)

Have a great weekend!
Christine

Christine MacWilliams
Educational Specialist, Region 5
Office of School Support
Willow Oaks, 3068
571.585.6561 (mobile)

From: [Luftglass, Maribeth](#)
To: [Omeish, Abrar \(School Board Member\)](#)
Cc: [REDACTED]; [Hood, Greg](#); [Lane, Jamie](#)
Subject: RE: Collaborate for GIVE Online initiative
Date: Monday, April 13, 2020 11:26:00 AM

Hi Abrar,

Yes, I believe Blackboard Collaborate could be a useful tool for tutoring. If the group is affiliated with FCPS, they would work with their teacher sponsor at their school(s) to set up a Bb Collaborate session. Each school has one or two staff members who have a scheduler account and can create Collaborate Ultra sessions. If appropriate, the teacher sponsor could allow the students to have presenter rights so they have access to more of the tools than just an observer would have. Please note that we do not have the capability for outside groups, not affiliated with FCPS, to use our Blackboard Collaborate contract.

Thanks,
Maribeth

From: Omeish, Abrar (School Board Member)
Sent: Sunday, April 12, 2020 3:57 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: [REDACTED]
Subject: RE: Collaborate for GIVE Online initiative

Hi Ms. Luftglass,

I hope all is going well—thank you for your leadership on many fronts during this time!

I wanted to ask your thoughts about how students might be able to use Blackboard Collaborate and other resources we have to help with free tutoring. This particular group (GIVE) is student-run and one I have worked with for over ten years. They normally provide free tutoring to families in 20 locations and are currently working to shift temporarily to online services.

I think it would be amazing to help support efforts like this if we can? Let me know your thoughts!

Thank you so much,

Abrar

From: [REDACTED]
Sent: Saturday, April 11, 2020 8:47 PM
To: Omeish, Abrar (School Board Member) <aomeish@fcps.edu>
Cc: [REDACTED]
Subject: Collaborate for GIVE Online initiative

Hi Abrar,

I hope you're doing well during these troubled times! Below is the description of sorts why Blackboard Collaborate would be an ideal platform for us to pursue our remote learning initiative for GIVE.

Collaborate is a streamlined platform which allows collaborative white-boarding while on a conference call. This would enable tutors to provide live instruction coupled with audio to teach a certain concept effectively. Additionally, the "break-out" room feature would allow us to dedicate rooms to certain topics which tutors can move in and out of. It's a very easy software to use especially for those not well versed with technology, which would increase our teaching capabilities.

Thank you, please let me know if you have any questions,

[REDACTED]

[REDACTED]

[REDACTED]

From: [Luftglass, Maribeth](#)
To: [DIT SMT](#)
Subject: FW: Blackboard Amendment
Date: Monday, April 13, 2020 11:16:03 AM

From: Luftglass, Maribeth
Sent: Monday, April 13, 2020 11:10 AM
To: Scott Persky [REDACTED]; Bill Jones [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Subject: RE: Blackboard Amendment
Importance: High

Scott,

I hope you have been made aware that our Blackboard environment is currently down. We sent a message out to all staff/parents this morning welcoming them to the new Distance Learning plan and Blackboard, and no one can log in. Please make sure everyone who can work on getting us back up ASAP is fully engaged at the highest possible level.

Thanks,
Maribeth

From: Scott Persky [REDACTED]
Sent: Sunday, April 12, 2020 1:12 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Bill Jones [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Subject: Re: Blackboard Amendment

We are really glad to be a part of this very important initiative.

Thanks to everyone for seeing this through!

Scott

Scott Persky

Vice President
Blackboard Inc

[REDACTED]

From: "Luftglass, Maribeth" <meluftglass@fcps.edu>
Date: Saturday, April 11, 2020 at 10:03 PM
To: Bill Jones [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]; "Downey, Paul J." <pjdowney@fcps.edu>; "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Re: Blackboard Amendment

Thanks everyone! Looking forward to a successful start to distance learning for our students on Monday!

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

On Apr 11, 2020, at 8:19 PM, Bill Jones [REDACTED] wrote:

Thank you, Michelle!

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)
[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 8:01 PM
To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Bill,

Thanks again! Attached is countersigned Amendment 17.

Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED] >
Sent: Saturday, April 11, 2020 7:33 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

The change looks good from our perspective. Please find attached the signed amendment for your countersignature. Thank you.

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)
[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 7:11 PM
To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Bill,

I think we are all set, although I had one last financial edit which I included in the attached. Once final, please feel free to send the signed copy to me and I'll countersign and return to you.

Thanks for all your help! It's been a fun ride!

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]
Sent: Saturday, April 11, 2020 4:58 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]

Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[REDACTED]

[REDACTED]

blackboard.com

<[image001.png](#)>

<[image002.png](#)>

<[image003.png](#)>

<[image004.png](#)>

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 12:10 PM
To: Adam Dolan [REDACTED]; Scott Persky [REDACTED] Bill Jones [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,
Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Adam Dolan <[REDACTED]>
Sent: Friday, April 10, 2020 7:50 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED] Bill Jones <[REDACTED]>
Subject: RE: Blackboard Amendment

All,

Thank you for working with us over the past few days Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes

Scott and I are available tonight and/or tomorrow morning should you have questions

Best,
Adam

<image005.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<image006.png>

From: "Welsh, Jean" <jrwelsh@fcps.edu>
Date: Friday, April 10, 2020 at 2:07 PM
To: "Downey, Paul J." <pidowney@fcps.edu>, Adam Dolan [REDACTED] "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Downey, Paul J. <pidowney@fcps.edu>
Sent: Friday, April 10, 2020 2:01 PM
To: Adam Dolan [REDACTED] Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pidowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 10, 2020 1:21 PM
To: Downey, Paul J. <pidowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,
Adam

<image007.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<image008.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 6:57 PM
To: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan [REDACTED], "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Thursday, April 9, 2020 6:40 PM
To: Adam Dolan [REDACTED], Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

From: Adam Dolan [REDACTED]
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
Adam

<image009.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image010.png](#)>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 1:08 PM
To: Adam Dolan [REDACTED], "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Thursday, April 9, 2020 12:35 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

- 1) We understand that schools are now conducting town hall meetings using Collab? Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools
 - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20) Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule
- 2) What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? This is also a school-based decision, so best guess would be one hour per week

3) Can you please confirm your elementary, middle and high school enrollment numbers?

ES – 95,232
MS – 29,977
HS – 59,788

Best,
Adam

<image011.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
[<image012.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 7:38 PM
To: Adam Dolan [Redacted], "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [Redacted]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [Redacted]
Sent: Wednesday, April 8, 2020 5:40 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [Redacted]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
Adam

<image013.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
[<image014.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam Dolan [Redacted], Scott Persky [Redacted]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [Redacted]
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [Redacted]

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: [REDACTED]

Best,
Adam

<image015.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image016.png](#)>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam

<image017.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image018.png](#)>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jwelsh@fcps.edu>; Jewell, Tracey D. <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment. Please review at your convenience and let me know when would be a good time to discuss.

Best,
Adam

<image019.jpg> | Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image020.png>](#)

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard. My team is working to revise and I will be sending over a new version shortly. I apologize for causing any confusion.

Best,
Adam

<image021.jpg> | Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image022.png>](#)

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review.

Best,
Adam

<image023.jpg> | Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image024.png>](#)

From: Adam Dolan [REDACTED]
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott Persky [REDACTED], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We will get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary.

Best,
Adam

<image025.jpg> | Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]

[<image026.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam Dolan [REDACTED]
Cc: Scott Persky [REDACTED], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam

<image027.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image028.png>](#)

From: Adam Dolan [REDACTED]
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

[REDACTED]

From: Luftglass, Maribeth
To: Scott Persky; Bill Jones
Cc: Pratt, Michelle; Adam Dolan; Downey, Paul J.; Welsh, Jean
Subject: RE: Blackboard Amendment
Date: Monday, April 13, 2020 11:11:00 AM

Scott,

I hope you have been made aware that our Blackboard environment is currently down. We sent a message out to all staff/parents this morning welcoming them to the new Distance Learning plan and Blackboard, and no one can log in. Please make sure everyone who can work on getting us back up ASAP is fully engaged at the highest possible level.

Thanks,
Maribeth

From: Scott Persky [REDACTED]
Sent: Sunday, April 12, 2020 1:12 AM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Bill Jones [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrjwelsh@fcps.edu>
Subject: Re: Blackboard Amendment

We are really glad to be a part of this very important initiative.

Thanks to everyone for seeing this through!

Scott

Scott Persky
Vice President
Blackboard Inc

From: "Luftglass, Maribeth" <meluftglass@fcps.edu>
Date: Saturday, April 11, 2020 at 10:03 PM
To: Bill Jones [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan [REDACTED], Scott Persky [REDACTED], "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrjwelsh@fcps.edu>
Subject: Re: Blackboard Amendment

Thanks everyone! Looking forward to a successful start to distance learning for our students on Monday!

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

On Apr 11, 2020, at 8:19 PM, Bill Jones [REDACTED] wrote:

Thank you, Michelle!

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)
[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 8:01 PM
To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrjwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Bill,

Thanks again! Attached is countersigned Amendment 17.

Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]
Sent: Saturday, April 11, 2020 7:33 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

The change looks good from our perspective. Please find attached the signed amendment for your countersignature. Thank you.

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)
[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 7:11 PM
To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Bill,

I think we are all set, although I had one last financial edit which I included in the attached. Once final, please feel free to send the signed copy to me and I'll countersign and return to you.

Thanks for all your help! It's been a fun ride!

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]
Sent: Saturday, April 11, 2020 4:58 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[REDACTED]

[REDACTED]

blackboard.com

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[<image002.png>](#)

[<image003.png>](#)

[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>

Sent: Saturday, April 11, 2020 12:10 PM

To: Adam Dolan [REDACTED]; Scott Persky [REDACTED]; Bill Jones [REDACTED]

Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,
Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Adam Dolan [REDACTED]

Sent: Friday, April 10, 2020 7:50 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Cc: Scott Persky [REDACTED]; Bill Jones [REDACTED]

Subject: RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.

Best,
Adam

[<image005.jpg>](#)

Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]

[<image006.png>](#)

From: "Welsh, Jean" <jjwelsh@fcps.edu>
Date: Friday, April 10, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, Adam Dolan [REDACTED], "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Downey, Paul J. <pjdowney@fcps.edu>
Sent: Friday, April 10, 2020 2:01 PM
To: Adam Dolan [REDACTED]; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jjwelsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey - Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 10, 2020 1:21 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,
Adam

<image007.jpg> | Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image008.png](#)>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 6:57 PM
To: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan [REDACTED], "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Thursday, April 9, 2020 6:40 PM
To: Adam Dolan [REDACTED]; Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

From: Adam Dolan [REDACTED]
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
Adam

<image009.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image010.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 1:08 PM
To: Adam Dolan [REDACTED]; "Luftglass, Maribeth" <meluftglass@fcps.edu>; "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Thursday, April 9, 2020 12:35 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

- 1) We understand that schools are now conducting town hall meetings using Collab? Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools
 - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20) Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule
- 2) What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? This is also a school-based decision, so best guess would be one hour per week
- 3) Can you please confirm your elementary, middle and high school enrollment numbers?
ES – 95,232
MS – 29,977
HS – 59,788

Best,
Adam

<image011.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts

Blackboard K12

[<image012.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 7:38 PM
To: Adam Dolan [REDACTED], "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 5:40 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today We are continuing to adjust our models to deliver the lowest possible per user pricing We've reviewed been your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
Adam

<image013.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[<image014.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam Dolan [REDACTED] Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining We are hoping to use Collab for this meeting and I've set up a session (link below) Will this work for you?

Meeting Link: [REDACTED]

Best,

Adam

<image015.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image016.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED] >
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam

<image017.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image018.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrjwelsh@fcps.edu>; Jewell, Tracey D. <TDJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification



Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,
Adam

<image019.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12



<image020.png>



From: Adam Dolan 
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott Persky 
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,
Adam

<image021.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12

<image022.png>

From: Adam Dolan 
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott Persky 
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,
Adam

<image023.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12

<image024.png>



From: Adam Dolan 
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott Persky , "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,
Adam

<image025.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12

<image026.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam Dolan 
Cc: Scott Persky , "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam

<image027.jpg> | Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image028.png>](#)

From: Adam Dolan [REDACTED]
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam

<image027.jpg> | Adam W. Dolan, MA, MBA

From: [Cohen, Laura Jane H \(School Board Member\)](#)
To: [Torre, John](#); [Leadership Team](#)
Subject: Re: Superintendent Letter for Parents: Monday 4/13
Date: Monday, April 13, 2020 11:04:58 AM

Good letter. I think it really gets to the heart of many concerns we've heard over the last few weeks.

Thanks!

LJ

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>
Sent: Monday, April 13, 2020 9:57:02 AM
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>
Subject: Superintendent Letter for Parents: Monday 4/13

Good morning, the letter below will be sent to parents later today.

Dear FCPS Families,

I hope that you and your loved ones are healthy and maintaining a positive outlook during this challenging time. With disruptions to routines and uncertainty about the future, spring break felt quite different for many of us. However, it did serve as an opportunity to remember the importance of finding joy whenever and wherever we can.

When students begin distance learning tomorrow, it won't be the same as in-person instruction. We know that will be a big change for students and our teachers. However, all of us at FCPS are excited about engaging our students in a new way of learning, while ensuring they have supports to help maximize their efforts.

Before we start our distance learning journey, please see the following about the FCPS distance learning plan and grading.

Distance Learning Plan

Beginning tomorrow, April 14, teachers will work with students using a variety of methods including:

- Blackboard Collaborate Ultra (link provided from teacher to student).
- Google Meet for individual student meetings.
- Weekly learning packets. They will be mailed to preK-8 students/families from FCPS's Instructional Services Department.
- Email and phone calls.

Students should be checking their FCPS Gmail account (that ends in @fcpschools.net) regularly. Teachers will also hold virtual office hours for students throughout the week. Please [review the Distance Learning Plan](#) at your convenience. You may also want to [visit our new Learning at Home webpage](#), which offers simple strategies to support families during the transition to distance learning.

[FCPS Blackboard 24-7 Learning](#) is where teachers post messages for students and parents. Blackboard and Google Classroom are the two FCPS-approved digital platforms for instructional delivery and where students will be able to video conference, collaborate, and complete assignments.

Grading Guidelines

- Third quarter is still open for students to complete work that was assigned or scheduled before March 13. Students will have until April 24 to complete missing or outstanding work that will help them improve their third quarter grades.
- No student work assigned after March 13 will be graded, at the recommendation of the Virginia Department of Education (VDOE).
- Learning activities will be assigned to students for 4th quarter, and teachers will provide students with feedback on this work. All high school and middle school students will receive a "No Mark" for 4th quarter, due to the unique nature of these circumstances.

FCPS will use maximum flexibility in assessing and evaluating student learning for the remainder of the school year. To that end, assignments submitted in the 4th quarter can positively influence students' overall grade for the year, based on their understanding of the content for the whole year or "demonstration of proficiency," in accordance with the FCPS grading policy. In other words, any work done through distance learning may only benefit the student by positively contributing to the final grade. Only final grades will be shown on transcripts; the "No Mark" for 4th quarter *will not* show on a student's final transcript.

No 4th quarter grades will be assigned to elementary students due to equity issues of access to technology and limited student ability to submit work during distance learning. Elementary students will engage in teacher-led and independent learning. As mentioned above, the distribution of learning packets to PK-8 students started March 30. Literacy and math content is also available on FCPS Cable Channel 21.

As we transition to this distance learning model, we remain focused on the social and emotional needs of our students. Again, please do not hesitate to reach out to your student's school counselor for support, if needed.

In Conclusion

As I have said, these are extraordinary times we are living in. To be a student, a parent, or a teacher—and some of you play several roles—during a worldwide health emergency such as COVID-19, is not something any of us have ever experienced. We know it is stressful and difficult.

Please remember that FCPS remains committed to creating learning environments that foster creative thinking, a culture of caring, and personal connections. Our school buildings may be closed, but I am confident that the passion for learning in all of us will thrive.

Be safe, be healthy, and know that we are here to support you in the days ahead.

Sincerely,

Scott Brabrand, Superintendent
Fairfax County Public Schools

From: [Luftglass, Maribeth](#)
To: [Jewell, Tracey D.](#)
Cc: [DIT SMT](#)
Subject: FW: FCPS 24/7 Blackboard is currently experiencing issues.
Date: Monday, April 13, 2020 11:02:57 AM

How high have we escalated this issue?

-----Original Message-----

From: RequestIT Service Desk
Sent: Monday, April 13, 2020 10:16 AM
To: Broadcast RequestIT <BroadcastRequestIT@fcps.edu>
Subject: FCPS 24/7 Blackboard is currently experiencing issues.

FCPS 24/7 Blackboard is currently experiencing issues. We are working to resolve the issue.

Email Attachment :

From: [Jewell, Tracey D.](#)
To: [Yocom, Julie A;](#) [DIT SMT](#)
Subject: RE: Client Comm - Blackboard unavailable
Date: Monday, April 13, 2020 11:00:29 AM

Yes, it's a Blackboard database issue. They are aware and working to resolve. Here is the response I just sent Kathleen Thomas for social media:

"FCPS 24-7 Blackboard is experiencing issues this morning. The vendor has been made aware of the problem and is working to resolve it as quickly as possible."

From: Yocom, Julie A <jayocom@fcps.edu>
Sent: Monday, April 13, 2020 10:59 AM
To: DIT SMT <DIT_SMT@fcps.edu>
Subject: Client Comm - Blackboard unavailable

Right after Dr. B's letter went out I received 6 CC's from students and parents, similar to below. The network status shows Bb is up and running with a green dot. Val's Bb is working just fine, but I've been unable to login.

Note

Visibility: Internal
Created by: , at 4/13/2020 10:38:19 AM

Requester: [REDACTED]
Summary: FCPS 24-7 Learning/Blackboard - No Reply
Details: Requester Details: [REDACTED]

[REDACTED] not Found The requested URL /webapps/login/ was not found on this server. Additionally, a 404 Not Found error was encountered while trying to use an ErrorDocument to handle the request. Apache/2.2.15 (Red Hat) Server at fcps.blackboard.com Port 80

Requester Email Address: [REDACTED]

Note

Visibility: Internal
Created by: , at 4/13/2020 10:31:14 AM

Requester: [REDACTED]
Summary: FCPS 24-7 Learning/Blackboard
Details: Requester Details: [REDACTED]

Requester Email Address: [REDACTED]

Note

Visibility: Internal

Created by: , at 4/13/2020 10:36:17 AM

Requester: [REDACTED]

Summary: FCPS 24-7 Learning/Blackboard

Details: Requester Details: [REDACTED]

Requester Email Address: [REDACTED]

Julie

Julie Yocom

Executive Administrative Assistant to
Maribeth Luftglass, Assistant Superintendent,
Information Technology

From: [Luftglass, Maribeth](#)
To: [DIT Management Team](#)
Subject: FW: Superintendent Letter for Parents: Monday 4/13
Date: Monday, April 13, 2020 10:20:58 AM

From: Torre, John
Sent: Monday, April 13, 2020 9:57 AM
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>
Subject: Superintendent Letter for Parents: Monday 4/13

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[FCPS Blackboard 24-7 Learning](#) is where teachers post messages for students and parents. Blackboard and Google Classroom are the two FCPS-approved digital platforms for instructional delivery and where students will be able to video conference, collaborate, and complete assignments.

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Department of Education (VDOE).

- Learning activities will be assigned to students for 4th quarter, and teachers will provide students with feedback on this work. All high school and middle school students will receive a "No Mark" for 4th quarter, due to the unique nature of these circumstances.

FCPS will use maximum flexibility in assessing and evaluating student learning for the remainder of the school year. To that end, assignments submitted in the 4th quarter can positively influence students' overall grade for the year, based on their understanding of the content for the whole year or "demonstration of proficiency," in accordance with the FCPS grading policy. In other words, any work done through distance learning may only benefit the student by positively contributing to the final grade. Only final grades will be shown on transcripts; the "No Mark" for 4th quarter *will not* show on a student's final transcript.

No 4th quarter grades will be assigned to elementary students due to equity issues of access to technology and limited student ability to submit work during distance learning. Elementary students will engage in teacher-led and independent learning. As mentioned above, the distribution of learning packets to PK-8 students started March 30. Literacy and math content is also available on FCPS Cable Channel 21.

As we transition to this distance learning model, we remain focused on the social and emotional needs of our students. Again, please do not hesitate to reach out to your student's school counselor for support, if needed.

In Conclusion

As I have said, these are extraordinary times we are living in. To be a student, a parent, or a teacher—and some of you play several roles—during a worldwide health emergency such as COVID-19, is not something any of us have ever experienced. We know it is stressful and difficult.

Please remember that FCPS remains committed to creating learning environments that foster creative thinking, a culture of caring, and personal connections. Our school buildings may be closed, but I am confident that the passion for learning in all of us will thrive.

Be safe, be healthy, and know that we are here to support you in the days ahead.

Sincerely,

Scott Brabrand, Superintendent
Fairfax County Public Schools



From: [Dranesville District - FCPS School Board](#)
To: [Luftglass, Maribeth](#)
Subject: Elaine Tholen's Update on Distance Learning and the FCPS Budget
Date: Monday, April 13, 2020 8:31:09 AM

Having trouble viewing this email? [View it as a Web page.](#)

[SB - School Board Dranesville District banner](#)



Update - Distance Learning and the FCPS Budget

I hope your family had some time to enjoy the spring weather over the last week and took a little time out to celebrate spring break. For those of you who celebrated Passover or Easter, I hope your celebrations went well.

Thank you again for all of your emails and questions as we navigate the impacts of COVID-19. At times I can feel the exhaustion and frustration and uncertainty coming through, and I want you to know you are being heard. All of your concerns and ideas are being funneled to staff for consideration as we move forward. School board members have a running list of questions from constituents, many of which have been answered and are available to see on the [FCPS FAQ page](#).

I've been impressed with the town halls and virtual coffees held by our schools for parents and students. I have found listening in to be a great way to gather information and pass along questions and concerns to staff. Please make a point to participate if you can.

I am also impressed with the way our pyramid principals have been collaborating to work with families. The recent letter from the Langley pyramid principals said it well when talking about starting Distance Learning this week. The distance learning packets will continue to evolve as we move forward. The first packet was a very quick turnaround and is meant to cover review materials.

"Along with your ongoing support of this dynamic change in instruction, we ask that you remain flexible and understanding as we continue to evolve and gain traction with online teaching. Our teachers are learning alongside their students while trying to balance their commitments at home, and your presumption of positive intent during this time is greatly appreciated! Collectively, we all care about our students' growth and progress, and intend to continue to do our best to make learning meaningful, engaging, and fun!"

Our teachers are excited to get started on the 14th and worked hard these past weeks during their training. I am sure many of you have heard from your student's teachers already. Teachers and staff working with special education students received additional training, and [here is a message](#) for special education families.

I want to hear how you are doing and help to answer any questions you have. I am collaborating with the at-large school board members to set up joint town halls in which you can participate. I also set up a Facebook page specifically for my school board work, so please like that page — <https://www.facebook.com/DranesvilleFCPS/>

Stay healthy in mind and body and please, stay safe!

Elaine

Upcoming Town Halls

April 16 -- Town Hall with Karen Keys-Gamarra and Elaine Tholen, 7:00 pm to 8:30 pm

Guest link:

<https://us.bbcollab.com/guest/64f2c6e0d29145aab82ae5485f387e84>

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

Guest link:

Session dial-in: Call in anonymously. Attendees using this PIN appear as anonymous callers in the session.

• Dial-in: [REDACTED]

• PIN: [REDACTED]

**April 29 -- Great Falls Citizen Association Meeting at 7:00 pm,
*Details coming soon***

New FCPS and Fairfax County Budget News

On April 7, the County Executive put forward a new budget proposal given the economic uncertainties the pandemic has caused. This new budget proposal eliminates all proposed tax increases, and spending has been refocused on essential expenditures only. This eliminates any compensation increases. You can see the entire proposal [here](#).

In response to this, Dr. Brabrand issued a new budget proposal for the schools in his [presentation](#) on April 9. This was presented to the school board at our second public virtual meeting. In addition to cuts in the county budget, FCPS is anticipating less state and federal funding. The exact impact of that and of possible incoming funds from the Coronavirus Relief Fund are unknown at this point in time, but our budget staff is monitoring this daily.

The new FCPS budget mirrors the county strategy of focusing on keeping existing staff, eliminating compensation increases, and preserving our classroom and student focused supports. We are still focused on funding school needs for anticipated increased enrollment and increased needs for special education and English language learners. School Board members all expressed the need for continued and enhanced social/emotional supports for our students, staff, and families as we deal with distance learning and the stresses COVID-19 has put upon our families. Supporting everyone as we return to our school buildings will be imperative. I also expressed the need for continued focus on our enrollment and capacity numbers as we may see changes/shifts in enrollment as people move out of private schools, employment needs shift, and people move as our economy changes. Accurate numbers are needed as we make multi-million dollar decisions and hire staff to cover our classroom needs each year.

We are developing a new budget timeline with times for you to give input. The schedule we have now can be found below. Please watch our website for updates.

FCPS Budget Timeline

7-Apr County Proposes Revised FY21 Budget

9-Apr School Board budget work session - Early Estimates for FY21 Revised Budget

11-Apr Governor Amends FY21-22 Biennium Budget

16-Apr Superintendent's Recommendation for FY21 Revised Budget to School Board

20-Apr School Board budget work session - FY21 Revised Budget

22-Apr General Assembly Reconvenes - Consideration of Governor Amendments

23-Apr School Board Considers FY21 Revised Budget

28-Apr School Board presents Preliminary FY21 Revised Budget to County BOS

5-May Board of Supervisors mark-up FY21 Budget

12-May County BOS approves FY21 County Budget, tax rate, and transfer to schools

TBD School Board FY21 Approved Budget presented for new business

TBD School Board holds public hearing on the budget

TBD School Board conducts final budget work session

TBD School Board adopts FCPS FY21 Approved Budget

Distance Learning Aldrin ES



Distance Learning Packets (150,000 packets per

week for \$4M)

To support continued learning for students during this extraordinary time, FCPS is providing Learning Packets through FCPS 24-7 Blackboard and printed versions as one part of the distance learning plan. Families can expect learning packets to be mailed to their home and posted to FCPS 24-7 Learning.

If you plan to access the learning packets online by logging into FCPS 24-7 Blackboard, you can choose to **go paperless** and **opt out** of receiving the mailed copies. By opting out of the mailed learning packets, it will help FCPS save money on printing and mailing costs.

Families who opt out will be notified by email and will have the opportunity to opt back into receiving printed packets by following the instructions on the email.

To stop receiving the printed packets, you will need your student's FCPS student ID and the enrolling parent's email address.

- The student ID can be found in your [SIS ParentView account](#)
- **Yes, I want to go paperless:** [Opt-out Form](#)

Please expect to receive at least one additional printed learning packet after your request to go paperless is entered.

Week 2 packets will begin arriving on Saturday, April 11. Families who do not receive their packets by Tuesday of each week should contact their child's teacher or principal.

If your student has a temporary address during the school closure, please notify your school of the student's temporary change of address. The School Registrar or Administrator can update the student mailing address. Schools will update the student mailing address only. After we return to school, the student mailing address will be changed back to match the home address. To receive previously sent packets, please email FCPSlearningpacket@fcps.edu and provide your student's ID and address.

McLean High School Overcrowding Update

FCPS was ready to send a letter to all McLean and Langley HS pyramid families about the potential boundary change and other remedies for the overcrowding at McLean HS just as our schools closed due to COVID-19. An updated version will be going out to families soon. Please watch your email.

Some Really Good News

Langley High Students Win STEM Excellence Award

<http://www.connectionnewspapers.com/news/2020/apr/07/langley-high-students-win-stem-excellence-award/>

Resources During COVID Closure

Wi-Fi Access

- All Fairfax County library locations have exterior wireless internet access. Access is in parking lots from 6 a.m. - 10 p.m., seven days a week.
- FCPS Schools also have Wi-Fi Access in the parking lots for those who need it.

Please be mindful of social distancing requirements. Be sure to stand a minimum of 6 feet apart from others. Ideally, if you have a car, please remain in your car while accessing the Wi-Fi. Thank you for keeping us all safe.

Wellness Resources for You and Your Family

Maintaining your and your family's health and well-being during the COVID-19 pandemic is about more than just protecting against the virus. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children.

30-Minute Phone Consults for Parents and Middle or High School Students

Any FCPS parent may schedule a 30-minute phone consultation with a school psychologist or school social worker, for either themselves or their middle or high school student. [More information is here.](#)

In case you didn't see this in John Foust's newsletter---The County has compiled a range of resources and information on a newly created Wellness Resources webpage: <https://www.fairfaxcounty.gov/covid19/wellness-resources>.

This page includes resources for:

- Maintaining Youth Mental Health and Coping with Substance Use Issues
- Keeping Your Loved Ones Safe
- Adjusting to Telework
- Adjusting to No School/Distance Learning
- Maintaining Your Physical Health
- Emergency Services and Hotlines
- It is important to practice self care, both physically (with social distancing) and emotionally. This new [resource page](#) strives to make that a bit easier.

Things to Do While Social Distancing

Take Classes Online through the Library

If you have a Fairfax County library card, you have access to more than 500 courses online through [Universal Class](#). Classes cover everything from math and science to parenting and "how to" projects. [Learning Express](#) is another library-supported resource that offers online test prep, career support, and other success-oriented resources for users.

Don't have a library card? No problem! Sign up for a card [online](#) now and have immediate access to this and all of the library's resources. You can finalize the

application process later.

Learn to Code or Experiment at Home

Follow [@FCPSSTEAM](#) on Twitter for dozens of online and at-home projects for families who want to work on science, technology, engineering, arts, and math.

Engage Your Kids in Environmental Education and Projects

The Fairfax County Office of Energy and Environment offers kid-friendly environmental activities. Learn about the power of the sun with these [fun experiments](#) or learn more about [water science and conservation](#).

Take a Virtual Vacation

This is the perfect time to explore places you have always wanted to visit from the comfort of your couch. Visit Fairfax offers [virtual tours](#) of sites across the D.C. region, including Mount Vernon, Air and Space Museum's Udvar-Hazy Center, Arlington Cemetery, and more.

Find Your Next Big Read—Fairfax County Public Library

[Overdrive](#) provides County library users with the ability to access hundreds of books and audiobooks for free without having to step foot in a physical library. Look online to see what's available and to learn how to use Libby and other apps to access materials on your phone or computer. Magazines are also available to read [online](#).

Join a [virtual book club or discussion group](#) through the Fairfax County Public Library. Talk with others about what you are reading and meet authors virtually, too. Participate in [Big Library Read](#), which connects readers around the world with the same eBook at the same time without any wait lists or holds.

All Fairfax County Public Library full-services locations are closed indefinitely. While branches are closed, wireless internet access is available from parking lots from 6:00 a.m. to 10:00 p.m., seven days a week.

Visit <https://research.fairfaxcounty.gov/unlimited> for more information about library services while branches are closed and for answers to frequently asked questions.

The views contained within this newsletter reflect the views of the individual school board member who is the publisher of this newsletter and may not reflect the views of the Fairfax County School Board.

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E-mail: [Elaine Tholen](#) | Phone: 571-423-1087

Melanie Turpin, Executive Admin Assistant, 571-423-1070, maturpin@fcps.edu

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This email was sent to meluftglass@fcps.edu using GovDelivery Communications Cloud on behalf of: Fairfax County Public Schools - 8115 Gatehouse Road - Falls Church, VA 22042



From: [Luftglass, Maribeth](#)
To: [DIT SMT](#)
Subject: FW: Collaborate for GIVE Online initiative
Date: Monday, April 13, 2020 8:30:22 AM

From: Omeish, Abrar (School Board Member)
Sent: Sunday, April 12, 2020 3:57 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: [REDACTED]
Subject: RE: Collaborate for GIVE Online initiative

Hi Ms. Luftglass,

I hope all is going well—thank you for your leadership on many fronts during this time!

I wanted to ask your thoughts about how students might be able to use Blackboard Collaborate and other resources we have to help with free tutoring. This particular group (GIVE) is student-run and one I have worked with for over ten years. They normally provide free tutoring to families in 20 locations and are currently working to shift temporarily to online services.

I think it would be amazing to help support efforts like this if we can? Let me know your thoughts!

Thank you so much,

Abrar

From: [REDACTED]
Sent: Saturday, April 11, 2020 8:47 PM
To: Omeish, Abrar (School Board Member) <aomeish@fcps.edu>
Cc: [REDACTED]
Subject: Collaborate for GIVE Online initiative

Hi Abrar,

I hope you're doing well during these troubled times! Below is the description of sorts why Blackboard Collaborate would be an ideal platform for us to pursue our remote learning initiative for GIVE.

Collaborate is a streamlined platform which allows collaborative white-boarding while on a conference call. This would enable tutors to provide live instruction coupled with audio to teach a certain concept effectively. Additionally, the "break-out" room feature would allow us to dedicate rooms to certain topics which tutors can move in and out of. It's a very easy software to use especially for those not well versed with technology, which would increase our teaching capabilities.

Thank you, please let me know if you have any questions,

[REDACTED]

[REDACTED]

[REDACTED]

From: [Luftglass, Maribeth](#)
To: [NewRingeisen, Michelle](#)
Subject: Re: BB Amendment
Date: Sunday, April 12, 2020 8:31:08 PM

Thanks. You too!

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

> On Apr 12, 2020, at 8:28 PM, NewRingeisen, Michelle <manewringeis@fcps.edu> wrote:

>

> Thanks Maribeth - we will work on this first thing tomorrow.

>

> Happy Easter!

>

> Michelle

>

>> On Apr 12, 2020, at 8:17 PM, Luftglass, Maribeth <meluftglass@fcps.edu> wrote:

>>

>> We should push it through FOCUS, but we'll get the money added to our account or reimbursed at some point.

>> Thanks,

>> Maribeth

>>

>> -----Original Message-----

>> From: NewRingeisen, Michelle

>> Sent: Sunday, April 12, 2020 5:27 PM

>> To: Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Bownas, Gloria F. <GFBownas@fcps.edu>

>> Subject: BB Amendment

>>

>> Great News! Do you need us to push this through FOCUS, or will finance be identifying the fund code and processing the transaction?

>>

>> Michelle

From: [Welsh, Jean](#)
To: [NewRingeisen, Michelle](#); [Bownas, Gloria F.](#)
Cc: [Luftglass, Maribeth](#)
Subject: RE: BB Amendment
Date: Sunday, April 12, 2020 8:28:45 PM
Attachments: [Amendment 17 Fully Executed.pdf](#)

Michelle/ Gloria,

The PO should be for 2 months \$159,124 x 2 = \$318,248. We will receive a month invoice from Bboard. We have SLA's credits in the amendment as well that we will need to review before approving monthly invoice.

I have ask Michelle Pratt to increase line 15 on contract 4400001675 to accommodate this PO.

Thanks,

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

-----Original Message-----

From: Luftglass, Maribeth <meluftglass@fcps.edu>
Sent: Sunday, April 12, 2020 8:17 PM
To: NewRingeisen, Michelle <manewringeis@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Bownas, Gloria F. <GFBownas@fcps.edu>
Subject: RE: BB Amendment

We should push it through FOCUS, but we'll get the money added to our account or reimbursed at some point.

Thanks,
Maribeth

-----Original Message-----

From: NewRingeisen, Michelle
Sent: Sunday, April 12, 2020 5:27 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Bownas, Gloria F. <GFBownas@fcps.edu>
Subject: BB Amendment

Great News! Do you need us to push this through FOCUS, or will finance be identifying the fund code and processing the transaction?

Michelle

From: [NewRingeisen, Michelle](#)
To: [Luftglass, Maribeth](#)
Cc: [Welsh, Jean](#); [Bownas, Gloria F.](#)
Subject: Re: BB Amendment
Date: Sunday, April 12, 2020 8:28:22 PM

Thanks Maribeth - we will work on this first thing tomorrow.

Happy Easter!

Michelle

> On Apr 12, 2020, at 8:17 PM, Luftglass, Maribeth <meluftglass@fcps.edu> wrote:

>

> We should push it through FOCUS, but we'll get the money added to our account or reimbursed at some point.

> Thanks,

> Maribeth

>

> -----Original Message-----

> From: NewRingeisen, Michelle

> Sent: Sunday, April 12, 2020 5:27 PM

> To: Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Bownas, Gloria F. <GFBownas@fcps.edu>

> Subject: BB Amendment

>

> Great News! Do you need us to push this through FOCUS, or will finance be identifying the fund code and processing the transaction?

>

> Michelle

From: [Luftglass, Maribeth](#)
To: [NewRingeisen, Michelle](#); [Welsh, Jean](#); [Bownas, Gloria F.](#)
Subject: RE: BB Amendment
Date: Sunday, April 12, 2020 8:17:00 PM

We should push it through FOCUS, but we'll get the money added to our account or reimbursed at some point.
Thanks,
Maribeth

-----Original Message-----

From: NewRingeisen, Michelle
Sent: Sunday, April 12, 2020 5:27 PM
To: Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Bownas, Gloria F. <GFBownas@fcps.edu>
Subject: BB Amendment

Great News! Do you need us to push this through FOCUS, or will finance be identifying the fund code and processing the transaction?

Michelle

From: [NewRingeisen, Michelle](#)
To: [Luftglass, Maribeth](#); [Welsh, Jean](#); [Bownas, Gloria F.](#)
Subject: BB Amendment
Date: Sunday, April 12, 2020 5:27:03 PM

Great News! Do you need us to push this through FOCUS, or will finance be identifying the fund code and processing the transaction?

Michelle

From: [Omeish, Abrar \(School Board Member\)](#)
To: [Luftglass, Maribeth](#)
Cc: [REDACTED]
Subject: RE: Collaborate for GIVE Online initiative
Date: Sunday, April 12, 2020 3:57:26 PM

Hi Ms. Luftglass,

I hope all is going well—thank you for your leadership on many fronts during this time!

I wanted to ask your thoughts about how students might be able to use Blackboard Collaborate and other resources we have to help with free tutoring. This particular group (GIVE) is student-run and one I have worked with for over ten years. They normally provide free tutoring to families in 20 locations and are currently working to shift temporarily to online services.

I think it would be amazing to help support efforts like this if we can? Let me know your thoughts!

Thank you so much,

Abrar

From: [REDACTED]
Sent: Saturday, April 11, 2020 8:47 PM
To: Omeish, Abrar (School Board Member) <aomeish@fcps.edu>
Cc: [REDACTED]
Subject: Collaborate for GIVE Online initiative

Hi Abrar,

I hope you're doing well during these troubled times! Below is the description of sorts why Blackboard Collaborate would be an ideal platform for us to pursue our remote learning initiative for GIVE.

Collaborate is a streamlined platform which allows collaborative white-boarding while on a conference call. This would enable tutors to provide live instruction coupled with audio to teach a certain concept effectively. Additionally, the "break-out" room feature would allow us to dedicate rooms to certain topics which tutors can move in and out of. It's a very easy software to use especially for those not well versed with technology, which would increase our teaching capabilities.

Thank you, please let me know if you have any questions,

[REDACTED]
[REDACTED]
[REDACTED]

From: [Scott Persky](#)
To: [Luftglass, Maribeth](#); [Bill Jones](#)
Cc: [Pratt, Michelle](#); [Adam Dolan](#); [Downey, Paul J.](#); [Welsh, Jean](#)
Subject: Re: Blackboard Amendment
Date: Sunday, April 12, 2020 1:12:27 AM

We are really glad to be a part of this very important initiative.

Thanks to everyone for seeing this through!

Scott

Scott Persky

Vice President

Blackboard Inc

[REDACTED]

From: "Luftglass, Maribeth" <meluftglass@fcps.edu>
Date: Saturday, April 11, 2020 at 10:03 PM
To: Bill Jones [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan [REDACTED], Scott Persky [REDACTED], "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Re: Blackboard Amendment

Thanks everyone! Looking forward to a successful start to distance learning for our students on Monday!

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

On Apr 11, 2020, at 8:19 PM, Bill Jones [REDACTED] > wrote:

Thank you, Michelle!

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 8:01 PM
To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Bill,

Thanks again! Attached is countersigned Amendment 17.

Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]
Sent: Saturday, April 11, 2020 7:33 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

The change looks good from our perspective. Please find attached the signed amendment for your countersignature. Thank you.

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)
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[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 7:11 PM
To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Bill,

I think we are all set, although I had one last financial edit which I included in the attached. Once final, please feel free to send the signed copy to me and I'll countersign and return to you.

Thanks for all your help! It's been a fun ride!

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED] >
Sent: Saturday, April 11, 2020 4:58 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[REDACTED]

blackboard.com

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[<image003.png>](#)

[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>

Sent: Saturday, April 11, 2020 12:10 PM

To: Adam Dolan <[REDACTED]>; Scott Persky <[REDACTED]>; Bill Jones <[REDACTED]>

Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Subject: RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,
Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Adam Dolan <[REDACTED]>

Sent: Friday, April 10, 2020 7:50 PM

To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>

Cc: Scott Persky <[REDACTED]>; Bill Jones <[REDACTED]>

Subject: RE: Blackboard Amendment

All,

Thank you for working with us over the past few days. Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call. In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes.

Scott and I are available tonight and/or tomorrow morning should you have questions.

Best,
Adam

[<image005.jpg>](#)

Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12

[REDACTED]
[REDACTED]

[<image006.png>](#)

From: "Welsh, Jean" <jrwelsh@fcps.edu>

Date: Friday, April 10, 2020 at 2:07 PM

To: "Downey, Paul J." <pjdowney@fcps.edu>, Adam Dolan <[REDACTED]>, "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>

Cc: Scott Persky <[REDACTED]>

Subject: RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Downey, Paul J. <pjdowney@fcps.edu>
Sent: Friday, April 10, 2020 2:01 PM
To: Adam Dolan <[REDACTED]>; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jr Welsh@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan <[REDACTED]>
Sent: Friday, April 10, 2020 1:21 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call.

Best,
Adam

<image007.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image008.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 6:57 PM
To: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan <[REDACTED]>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Thursday, April 9, 2020 6:40 PM
To: Adam Dolan <[REDACTED]>; Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

From: Adam Dolan [REDACTED]
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience. We received approval for the user-based model you requested a few minutes ago. Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
Adam

<image009.jpg> | Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image010.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 1:08 PM
To: Adam Dolan [REDACTED], "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Thursday, April 9, 2020 12:35 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We are aiming to get some thing back to you today. As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances. Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision. Due to size limitations at 250, this will impact how many they can have especially at large schools**
 - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule.**
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week**
3. Can you please confirm your elementary, middle and high school enrollment numbers?

ES – 95,232
MS – 29,977
HS – 59,788

Best,
Adam

<image011.jpg> | Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image012.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>

Date: Wednesday, April 8, 2020 at 7:38 PM
To: Adam Dolan [REDACTED] "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 5:40 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today. We are continuing to adjust our models to deliver the lowest possible per user pricing. We've reviewed your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools.

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
Adam

<image013.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image014.png](#)>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining. We are hoping to use Collab for this meeting and I've set up a session (link below). Will this work for you?

Meeting Link [REDACTED]

Best,
Adam

<image015.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]

[<image016.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [REDACTED]
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you. We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document.

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam

<image017.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image018.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator,Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrjwelsh@fcps.edu>; Jewell, Tracey D. <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment. Please review at your convenience and let me know when would be a good time to discuss.

Best,
Adam

<image019.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image020.png>](#)

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard. My team is working to revise and I will be sending over a new version shortly. I apologize for causing any confusion.

Best,
Adam

<image021.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image022.png>](#)

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review.

Best,
Adam

<image023.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image024.png>](#)

From: Adam Dolan [REDACTED]
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott Persky [REDACTED], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Subject: Re: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul. We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary.

Best,
Adam

<image025.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image026.png>](#)

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam Dolan [REDACTED]
Cc: Scott Persky [REDACTED], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties

together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools. Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally.

We continue to think of ways we can provide support for this important cause. We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam

<image027.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image028.png>](#)

From: Adam Dolan [REDACTED]
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam

From: Luftglass, Maribeth
To: Bill Jones
Cc: Pratt, Michelle; Adam Dolan; Scott Persky; Downey, Paul J.; Welsh, Jean
Subject: Re: Blackboard Amendment
Date: Saturday, April 11, 2020 10:03:44 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image006.png](#)
[image008.png](#)
[image010.png](#)
[image012.png](#)
[image014.png](#)
[image016.png](#)
[image018.png](#)
[image020.png](#)
[image022.png](#)
[image024.png](#)
[image026.png](#)
[image028.png](#)

Thanks everyone! Looking forward to a successful start to distance learning for our students on Monday!

Maribeth Luftglass
Assistant Superintendent, Information Technology
Fairfax County Public Schools

On Apr 11, 2020, at 8:19 PM, Bill Jones [REDACTED] wrote:

Thank you, Michelle!

Regards,
Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)
[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 8:01 PM
To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Bill,

Thanks again! Attached is countersigned Amendment 17.

Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]
Sent: Saturday, April 11, 2020 7:33 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

The change looks good from our perspective. Please find attached the signed amendment for your countersignature. Thank you.

Regards,

Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[<image001.png>](#)
[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 7:11 PM
To: Bill Jones [REDACTED]; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Bill,

I think we are all set, although I had one last financial edit which I included in the attached. Once final, please feel free to send the signed copy to me and I'll countersign and return to you.

Thanks for all your help! It's been a fun ride!

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Bill Jones [REDACTED]
Sent: Saturday, April 11, 2020 4:58 PM
To: Pratt, Michelle <mrpratt@fcps.edu>; Adam Dolan [REDACTED]; Scott Persky [REDACTED]
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Hi Michelle,

I'm attaching a redlined copy with two changes on the main document for your review, and an execution copy that is ready for signature. The changes (i) add clarity around the final count of Authorized Users, and (ii) remove the Collaborate SLA that was in the Word document and replace it with the Learn SLA you desired referenced in its place.

Please let us know if you have any questions.

Regards,

Bill

Bill Jones
Deputy General Counsel
Blackboard Inc.

[REDACTED]

[REDACTED]

blackboard.com

-

[<image001.png>](#)
[<image002.png>](#)
[<image003.png>](#)
[<image004.png>](#)

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From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Saturday, April 11, 2020 12:10 PM
To: Adam Dolan <[REDACTED]> Scott Persky <[REDACTED]> Bill Jones <[REDACTED]>
Cc: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: Blackboard Amendment

Good Afternoon,

Thank you for your work to get the additional approval and edits to us this weekend.

Attached are edits to simplify the price in a verifiable manner without changing the definition of an Authorized User. Also, I added additional clarification on the SLA and incorporated the FCPS amendment form. Both clean and redline edits are provided for your convenience.

Thanks,
Michelle

Michelle Pratt
Director
Fairfax County Public Schools
Office of Procurement Services

From: Adam Dolan <[REDACTED]>
Sent: Friday, April 10, 2020 7:50 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky <[REDACTED]> Bill Jones <[REDACTED]>
Subject: RE: Blackboard Amendment

All,

Thank you for working with us over the past few days Attached is a final draft (PDF) of our proposed amendments along with a word file showing the red line edits we made based on this afternoon's conference call In answer to your question earlier today about how we would validate the number of Authorized Users-- for purposes of counting Authorized Users, the number of Guest Users will be reasonably estimated using the average active minutes per Integration User to compute the number of unique Guest Users from the recorded number of Guest log-in minutes

Scott and I are available tonight and/or tomorrow morning should you have questions

Best,
Adam

<image005.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<image006.png>

From: "Welsh, Jean" <jrwelsh@fcps.edu>
Date: Friday, April 10, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, Adam Dolan <[REDACTED]> "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky <[REDACTED]>
Subject: RE: Blackboard Amendment

Hi all,

Attached is the Memo of Negotiations from the original contract. Is the SLA part of Blackboard Master Terms (attachment 2).

I do not have access to the attachment- if someone has that document it may have the SLA, or perhaps in one of the other documents.

Thanks,

Jean Welsh
Fairfax County Public Schools
Project Manager, Contract /E-rate
IT Program Mgmt and Planning
Office 703-503-7645
Mobile 571-345-8864

From: Downey, Paul J. <pjdowney@fcps.edu>
Sent: Friday, April 10, 2020 2:01 PM
To: Adam Dolan [REDACTED]; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: Blackboard Amendment

Thanks for getting this to us in advance. Here are a few questions

1. What order form is referenced? Could that be specified so we can review as there is not an order form attached to Amendment 16(most recent)
2. Will Blackboard consider 2 month period beginning April 13 to get us through mid-June(we would expect a significant decrease in traffic by then), rather than the 3 month period from April 13 to July1 ?
3. How are authorized users measured? How can FCPS validate authorized users?
4. Can you clarify what SLA terms apply to "conditions remain unchanged" clause?
5. Change Amendment A. 3. "Online Campus has current classes as well as summer school classes using Collaborate Original.
All FCPS users must all use Collaborate Ultra only, except for those summer-school classes already designed by FCPS using Collaborate Original."
To "except for those current and summer-school Online Campus classes already designed by FCPS using Collaborate Original."

Paul Downey Coordinator,Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 10, 2020 1:21 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: Blackboard Amendment

Fairfax Team,

As promised, please see our proposed amendment based on this morning's call

Best,
Adam

<image007.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<image008.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 6:57 PM
To: "Pratt, Michelle" <mrpratt@fcps.edu>, Adam Dolan [REDACTED], "Luftglass, Maribeth" <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [Externa] RE: Blackboard Collaborate Pricing and Clarification

I will set for 9 AM unless anyone objects

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Pratt, Michelle <mrpratt@fcps.edu>
Sent: Thursday, April 9, 2020 6:40 PM
To: Adam Dolan [REDACTED] Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Anytime will work for me, thanks.

Michelle

From: Adam Dolan [REDACTED]
Sent: Thursday, April 9, 2020 6:37 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul, Maribeth, and Michelle;

Thank you for your continued patience We received approval for the user-based model you requested a few minutes ago Can we jump on a quick call in the morning (anytime between 8:00am and 11am EST) to review and discuss specifics?

Best,
Adam

<image009.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
<image010.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Thursday, April 9, 2020 at 1:08 PM
To: Adam Dolan [Redacted], "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [Redacted]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

See below highlighted in Yellow. Let me know if there are further questions. 1 and 2 below are at best rough estimates since we are in uncharted territory and practice may be based on schools based decision-making.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [Redacted]
Sent: Thursday, April 9, 2020 12:35 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>
Cc: Scott Persky [Redacted]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We are aiming to get something back to you today As Scott and I seek approval for our lowest cost model, we need to be razor sharp on estimates and anticipated use instances Can you help us in answering the following...

1. We understand that schools are now conducting town hall meetings using Collab? **Schools may conduct based on school decision Due to size limitations at 250, this will impact how many they can have especially at large schools**
 - a. How long do you anticipate these meetings will continue and what is anticipated weekly frequency? (e.g. 2 townhalls at every school, each week, through 5/1/20) **Best guess is this would continue through early June and I would guess that schools would do more than 1 or 2 until early June, similar to a PTA monthly meeting schedule**
2. What is the anticipated hourly usage per week for "office hours" at the elementary, middle and high school levels? **This is also a school-based decision, so best guess would be one hour per week**
3. Can you please confirm your elementary, middle and high school enrollment numbers?
ES - 95,232
MS - 29,977
HS - 59,788

Best,
Adam

<image011.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[Redacted]
[Redacted]
<image012.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 7:38 PM
To: Adam Dolan [Redacted], "Luftglass, Maribeth" <meluftglass@fcps.edu>, "Pratt, Michelle" <mrpratt@fcps.edu>
Cc: Scott Persky [Redacted]
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

Included the information requested in table below based on an outline from our Distance Learning plan.

Let me know if you have any questions.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [Redacted]
Sent: Wednesday, April 8, 2020 5:40 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>; Pratt, Michelle <mrpratt@fcps.edu>

Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Fairfax Team,

Thank you for your time today. We are continuing to adjust our models to deliver the lowest possible per user pricing. We've reviewed your distance learning documents on the website and checked a few individual schools in an attempt to identify possible usage differences/trends for your elementary, middle and high schools.

Can you help us with your best estimates below?

	Hours of Collab Usage Per Week (Each Student)	Whole class instruction using Collab on which days of the week?
Elementary	4	Tues-Fri
Middle	4-5	Wed + Fri
High	7	Tues + Thurs

Best,
Adam

<image013.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<image014.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:37 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

I just sent the phone bridge.

Paul Downey, Coordinator, Application Support, Fairfax County Public Schools
Office 703-503-6040, Mobile: 703-909-8787, pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:34 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky <[REDACTED]>
Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul,

Scott Persky, Bill Jones and myself will be joining. We are hoping to use Collab for this meeting and I've set up a session (link below). Will this work for you?

Meeting Link: [REDACTED]

Best,
Adam

<image015.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<image016.png>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 10:15 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

12-12:30 will work. Let me know whom should be included.

Paul Downey, Coordinator, Application Support, Fairfax County Public Schools
Office 703-503-6040, Mobile: 703-909-8787, pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Wednesday, April 8, 2020 11:12 AM
To: Downey, Paul J. <pjdowney@fcps.edu>; Scott Persky [REDACTED]

Cc: Pratt, Michelle <mrpratt@fcps.edu>; Luftglass, Maribeth <meluftglass@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Hi Paul,

We are available at these times below, please let us know what works for you We will try and get the person who drafted the amendment to join us to answer any specific question you may have about the document

12 - 12:30pm EST
2 - 3:30pm EST
After 4pm EST

Best,
Adam

<[image017.jpg](#)> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
■ [REDACTED]
■ [REDACTED]
<[image018.png](#)>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Wednesday, April 8, 2020 at 9:35 AM
To: Adam Dolan [REDACTED], Scott Persky [REDACTED]
Cc: "Pratt, Michelle" <mrpratt@fcps.edu>, "Luftglass, Maribeth" <meluftglass@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam and Scott,

FCPS would like to further discuss the quote with both of you and will need to do this afternoon. Let me know what time works and I will arrange the call.

Paul Downey Coordinator, Application Support Fairfax County Public Schools

From: Adam Dolan [REDACTED]
Sent: Monday, April 6, 2020 6:58 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>; Jewell, Tracey D. <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

As promised, I have attached a revised version of our amendment Please review at your convenience and let me know when would be a good time to discuss

Best,
Adam

<[image019.jpg](#)> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
■ [REDACTED]
■ [REDACTED]
<[image020.png](#)>

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 5:04 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

I jumped the gun and sent over the amendment with some incorrect dates, please disregard My team is working to revise and I will be sending over a new version shortly I apologize for causing any confusion

Best,
Adam

<[image021.jpg](#)> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
■ [REDACTED]
■ [REDACTED]
<[image022.png](#)>

From: Adam Dolan [REDACTED]
Date: Monday, April 6, 2020 at 4:51 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Paul and Jean,

Please see the attached amendment and let me know when would be a good time to discuss/review

Best,
Adam

<image023.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image024.png](#)>

From: Adam Dolan [REDACTED]
Date: Friday, April 3, 2020 at 4:35 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>
Cc: Scott Persky [REDACTED], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: Re: [External] RE: Blackboard Collaborate Pricing and Clarification

Thanks Paul We will be get to work on a quote immediately and are happy to jump on the phone over the weekend if necessary

Best,
Adam

<image025.jpg> Adam W Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
<[image026.png](#)>

From: "Downey, Paul J." <pjdowney@fcps.edu>
Date: Friday, April 3, 2020 at 4:00 PM
To: Adam Dolan [REDACTED]
Cc: Scott Persky [REDACTED], "Welsh, Jean" <jrwelsh@fcps.edu>, "Jewell, Tracey D." <TDJewell@fcps.edu>
Subject: RE: [External] RE: Blackboard Collaborate Pricing and Clarification

Adam,

We appreciate your understanding. Would you be able to formalize this quote so we can better review, and if needed, we can get the appropriate parties together on each side to review any questions?

Paul Downey Coordinator, Application Support Fairfax County Public Schools
Office 703-503-6040 Mobile: 703-909-8787 pjdowney@fcps.edu

From: Adam Dolan [REDACTED]
Sent: Friday, April 3, 2020 3:01 PM
To: Downey, Paul J. <pjdowney@fcps.edu>; Welsh, Jean <jrwelsh@fcps.edu>
Cc: Scott Persky [REDACTED]
Subject: [External] RE: Blackboard Collaborate Pricing and Clarification
Importance: High

Dear Paul and Jean,

Continuity of education is the critical priority for Blackboard in partnering with Fairfax County Public Schools Many of our employees' kids are students in the district and we want to do everything we can to work with you during these difficult and uncertain times, as we are with all our clients globally

We continue to think of ways we can provide support for this important cause We had an additional thought about handling the situation and have come up with a simple model as follows:

- [REDACTED]
- [REDACTED]

[REDACTED]

I hope it is clear from our thinking above that we are bending over backwards to support FCPS. The economics above are designed to cover our costs under a high utilization scenario only. As we have indicated previously, your stated interpretation of the "teacher/administrators" language in your contract is not reasonable, as it would simply read any limitation out of the contract. Obviously, under your interpretation a thousand admins could initiate hundreds or thousands of sessions each. This was never the intent of the either party nor is it a reasonable interpretation. That said, we have no desire to act on such a breach, and we are solely focused on coming up with a compromise that protects us against potentially enormous costs in a worst-case scenario while supporting FCPS under much more likely scenarios. Our Chief Legal Officer has volunteered to get on the phone with your counsel if helpful, at any time.

Best,
Adam

<image027.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image028.png>](#)

From: Adam Dolan [REDACTED]
Date: Tuesday, March 31, 2020 at 2:07 PM
To: "Downey, Paul J." <pjdowney@fcps.edu>, "Welsh, Jean" <jrwelsh@fcps.edu>
Subject: Collab Ultra Pricing Quote

Paul and Jean,

Thank you for your time this afternoon. As promised, I am sending over the budgetary pricing we discussed and will be following up with a formal quote as soon as possible. Please give me a call this afternoon if you have any questions, otherwise let's talk first thing in the morning.

[REDACTED]

[REDACTED]

**Please note this pricing only applies to Blackboard Collaborate Ultra*

Best,
Adam

<image027.jpg> Adam W. Dolan, MA, MBA
Regional Vice President, Strategic Accounts
Blackboard K12
[REDACTED]
[REDACTED]
[<image028.png>](#)

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