



October 2, 2020

Dear SWCS Families:

Many of you have experience using the *Remind* App to communicate back and forth with teachers and the school. Southwestern identified school/ family communication as a top priority during our reopening process, and decided to use the *Remind* platform as our main means of communication. We started this process in May, with the goal of having *Remind* up and running before the first day of school. Delays out of our control did not allow this to occur.

We were working with *Remind* and the tech dept at BOCES to attempt to automatically create accounts for families and automatically add them in to classes. Unfortunately, we ran in to significant problems connecting Powerschool (our Student Management System) with *Remind*. A decision was made today to halt the sync process so teachers and families can have a working communication platform. Our fear was this process continued to be delayed and riddled with errors, making it impossible for all teachers to use properly.

Teachers will begin to work on joining families to their classes. Directions will be sent out and shared for any family that has difficulty. We will continue to support staff and families to get you connected as soon as possible. We are hopeful that *Remind* will be working in the next few school days. I sincerely apologize for the inconvenience and frustration everyone has felt during this difficult time.

Yours in Education,

A handwritten signature in black ink that reads "Molly Moore". The signature is written in a cursive style with a large, looped "M" and "M" at the beginning.

Molly Moore

Director of Instructional Services

SWCS