

From: ["Brabrand, Scott S" <ssbrabrand@fcps.edu>](mailto:ssbrabrand@fcps.edu)
To: ["Fairheart, Donald" <donald.fairheart@doe.virginia.gov>](mailto:donald.fairheart@doe.virginia.gov)
CC: ["Lane, James" <james.lane@doe.virginia.gov>](mailto:james.lane@doe.virginia.gov)
["Torre, John" <jjtorre@fcps.edu>](mailto:jjtorre@fcps.edu)
Date: 4/21/2020 3:05:39 PM
Subject: Re: [External] Fwd: Distance Learning Update/

Yes

I can call you at 4p

Thanks

Sent from my iPhone

From: Fairheart, Donald <donald.fairheart@doe.virginia.gov>
Sent: Tuesday, April 21, 2020 11:25:00 AM
To: Brabrand, Scott S <ssbrabrand@fcps.edu>
Cc: Lane, James <james.lane@doe.virginia.gov>
Subject: [External] Fwd: Distance Learning Update/

Good morning Scott,

Please see below.....our Constituent Services team is fielding a high volume of questions about FCPS and your plan moving forward. We wanted to reach out to you to see if there is a way we can assist and support you moving forward? Also, we would like to collaborate with you on a response if you are interested.

Please let me know your thoughts.....can always reach me on my cell [REDACTED] should you prefer to discuss.

Thanks~
Donald R. Fairheart, M.B.A.
Deputy Superintendent and Chief of Staff
Division of School Quality, Instruction, and Performance
Virginia Department of Education

Redacted pursuant to Section
2.2-3705.1(10) of the Code of Virginia
related to personal information.

101 N. 14th Street
P.O. Box 2120
Richmond, VA 23218
804-225-2988

donald.fairheart@doe.virginia.gov

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----- Forwarded message -----

From: **Brayboy, Stacey** <stacey.brayboy@governor.virginia.gov>

Date: Tue, Apr 21, 2020 at 10:44 AM

Subject: Fwd: Distance Learning Update/

To: Atif Qarni <atif.qarni@governor.virginia.gov>, James Lane <james.lane@doe.virginia.gov>

CC: Coy, Holly <holly.coy@governor.virginia.gov>

Dr Layne and Secretary Qarni:

I am passing this feedback along to you.

I am flagging this issue because this maybe come and issue that will be raised to you both from parents or even by the media directly to the Governor.

I know we are allowing school districts to handle distance learning on their own but Fairfax County is one of the largest districts and listed as one of the top school districts in the state.

Several of my colleagues who work for other Governors but live in Virginia have reached out to me to flag this with you both. Full disclosure my little girl is in Fairfax County school district. I am trying to have patience. However, others are becoming frustrated.

Please help parents and the community understand how they are not equipped to provide distance learning and have so many issues.

There are other districts and states who have had their programs up and running for weeks.

Thanks,

Stacey

----- Forwarded message -----

From: **Alexander Cochran** <Alexander.Cochran@exec.ny.gov>

Date: Wed, Apr 15, 2020 at 8:50 PM

Subject: Fwd: Distance Learning Update

To: Stacey Brayboy <stacey.brayboy@governor.virginia.gov>

Just an FYI. I spoke too soon. See below. Three days into distance learning and Fairfax shut it down. Seems like they either didn't test the stresses or didn't prepare for the numbers. Not sure. However Lot of momma and poppa bears have turned into grizzly bears because of it out here in Fairfax county. Y'all should keep an eye on it and other school systems so it doesn't roll up on ya.

A

Sent from my iPhone

Begin forwarded message:

From: Alexander Cochran <alexandercochran@me.com>

Date: April 15, 2020 at 8:41:10 PM EDT

To: Alexander Cochran <Alexander.Cochran@exec.ny.gov>

Subject: Fwd: Distance Learning Update

Alexander Cochran
202.286.6515

Begin forwarded message:

From: Fairfax County Public Schools <e-Notify@FCPS.edu>
Date: April 15, 2020 at 7:37:21 PM EDT
To: alexandercochran@me.com
Subject: Distance Learning Update
Reply-To: Fairfax County Public Schools <e-Notify@fcps.edu>



April 15, 2020

Dear FCPS Families,

As you know, the start of distance learning has not gone as smoothly as hoped. We sincerely appreciate your patience and share your frustration related to our distance learning challenges this week. FCPS had worked closely with Blackboard's technical team for several weeks prior to the launch of distance learning and there was no indication that the system would be unable to handle the volume of participating users or would be susceptible to the security issues that many of our schools encountered.

Unfortunately, it is necessary to pause this week's distance learning schedule. Technical teams for FCPS and Blackboard believe they have identified the root cause of the connectivity problems and that they involve a software issue. In order to work properly, staff must make necessary updates and patches to the system. On a system as large as FCPS', these critical updates take time and we will reassess the situation and provide an update on Friday. Additionally, there will be a staff training component attached to the system upgrades. Updates will begin tonight (April 15), run through tomorrow, and staff training will take place on Friday.

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

Teachers will be contacting students over the next two days through email or phone calls to ensure that third quarter work assigned prior to March 13 is completed and submitted. Students should be checking their FCPS Gmail account (that ends in @fcpschools.net). If your student is not contacted, please reach out to your principal.

Teacher-led instruction for students is expected to resume on Monday, April 20. Access to learning resources will continue to be available through live streaming of instructional programming for elementary, middle and high school students on local cable channels. Additional distance learning resources by grade level are also available on the FCPS website: [Distance Learning](#).

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

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

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

I recognize the events of this week do not meet the expectations of our community. I will work tirelessly to make this right.

Sincerely,

Scott Brabrand, Superintendent

Fairfax County Public Schools

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.

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Stacey Y. Brayboy

Director of Intergovernmental Affairs

Office of Governor Ralph S. Northam

Commonwealth of Virginia

[444 North Capitol St. NW Suite 546](#)

Washington, DC 20001

(202) 783-1769

(stacey.brayboy@governor.virginia.gov)



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James F. Lane, Ed. D.

Superintendent of Public Instruction

Virginia Department of Education

Sent from my iPhone

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