



# Miami-Dade County Public Schools

*giving our students the world*

Dear Parent:

Miami-Dade County Public Schools (M-DCPS) recognizes and regrets the difficulty our students and families experienced during the first week of schooling. While there were a number of technical issues impacting network connectivity and the K12 platform, the District is confident about a smoother implementation of My School Online in Week 2. K12 remains committed to performing a series of enhancements to the platform over the course of the week, and we are closely monitoring their progress through September 11. At that point, the District will determine whether or not it will continue using K12.

In an effort to obtain critical feedback to inform the ongoing K12 enhancements for grades PreK-5 and help improve the overall user experience in My School Online, we want to hear from you. The District has developed a survey for parents of children in grades PreK-5. You may access the survey via the Parent Portal, and it is available in English, Spanish, and Haitian Creole. We encourage you to provide your feedback as soon as possible.

As we prepare to start Week 2 of teaching and learning, we want to thank you for your continued partnership and patience as we work to deliver the quality experience you have come to expect from M-DCPS. Should you encounter technical issues with My School Online, remember to contact your child's school or the Distance Learning Helpline at 305-995-HELP (4357).