

Greetings Explorer Families,

Thank you for your feedback and patience as we have worked together to ensure the Connect Ed messages that you receive on Sunday evenings are sent to the correct phone numbers and email addresses.

We have worked diligently with our partners in the Natomas Unified School District and with the representatives from Infinite Campus, our new student information system, to understand how the Connect Ed messages are aligned to the information within our new student information system.

Here is what we have found:

- Connect Ed pulls updated information from Infinite Campus each night, ensuring we have the most current information.
- Infinite Campus delivers the following data to Connect Ed each night:
 - The email address and cell phone number for the student's first guardian, listed in alphabetical order.
 - The email address and cell phone number for the student's second guardian, listed in alphabetical order.

Infinite Campus does contain other phone numbers, including work and home, and allows for alternate email addresses to be stored within the system. This information is used by teachers and the front office to contact you in case of emergency. Unfortunately, the Connect Ed system is only provided the cell phone of up to two guardians; we cannot change the placement or order of this data to make the Connect Ed more convenient for our families, as having clean and correct data is of utmost importance for our students' safety.

If you are receiving the Connect Ed message to your cell phone and email, it is working correctly. If this is not the most convenient phone number for you to receive this information on, we apologize for the inconvenience. Thank you for providing us feedback.

If the Connect Ed message is sent to your home or work phone number, we don't have a cell phone for you on file. If an emergency contact is receiving the Connect Ed message in error, or to provide your cell phone number, please email admin@westlakecharter.com. We will continue to work to ensure you are setup correctly to receive both weekly updates and, should it be necessary, emergency information, in the appropriate manner.

Thank you for your continued patience and consistent feedback while we continually monitor and adjust our systems.

Sincerely,

Your Westlake Charter Admin Team