



Updates on Remote Learning Survey Results, Google and Zoom Security, and Consolidating Communications

April 8, 2020

Dear Great Hearts San Antonio Families,

I am writing to you this afternoon to share three updates about Great Hearts remote learning.

Update 1: What We're Learning from Last Week's Survey

Last Friday I asked you to spend a few minutes sharing your honest experiences about remote learning so far. Thank you to the more than 1,200 families who have responded.

Here are the overall, GH San Antonio-wide responses to the four questions in the survey:

- 93.3% of families think the student work is meaningful and substantial
- 19.7% of families think the quantity of work is too much
- 82.1% of families think that the amount of required parent support has been reasonable
- 85% of families are having a positive experience with packet-based remote learning

Many of you shared comments that help us get more into the particulars of your experiences at specific campuses and grade levels. Right now, we are reviewing all of the responses, and the days ahead, our headmasters will be sharing with you what they have learned and how the schools will be making adjustments to better serve your children and you in these challenging circumstances.

If you have not yet shared your feedback, please take the time to do so by [clicking here](#). We will be asking you again to give us your comments and help as we go forward together, especially as we make another paradigm-shift to the new world of Google classroom and the careful, limited use of Zoom videoconferencing.

Update 2: Google and Zoom Security Questions

There has been national news coverage of late about the vulnerability of the Zoom platform to uninvited outsiders. ***As a defense against this vulnerability, all Great Hearts teacher-managed Zoom sessions with students are being run with a very important security protocol in place, the so-called "waiting room" function that requires a teacher to admit individual participants one by one.*** Teachers also have the power to keep video off as a default until the identities of participants can be confirmed. We are convinced that rigorous adherence to this protocol will keep our Zoom spaces safe, orderly, and conducive of learning, just as you expect the Great Hearts classroom to be.

We have also received a number of questions related to the security and desirability of utilizing Google classroom as a tool for remote learning. We have also heard from many families who place a premium on limiting 'screen time' for children. As a fellow Great Hearts parent who shares all of these concerns and whose children will be using these platforms, I share your need for satisfaction that our students' data, conversations, and privacy are secure. Our national



Great Hearts academic team has composed a list of frequently asked questions, and I invite you to read through these on the [Texas Resource](#) page.

Update 3: Consolidating Communications and Additional Resources

You have been hearing from us a lot. You are getting weekly school newsletters, teachers are e-mailing, headmasters are sharing reflections and pertinent updates, and Great Hearts Texas is sending you special messages like this one. We are working to lessen the number of emails you receive, and are building a one-stop [Great Hearts Texas Resources](#) page (mentioned above) for all information regarding remote learning. Please bookmark this page and check for updates once or twice a week. We hope this will be helpful and appreciate your patience as we work to better communicate with you with less inbox clog.

To highlight a few of those resources that have just been posted:

1. **FAQ for Google and Zoom Parent Permission** – We have compiled FAQs from families related to the safety and security of Google and Zoom.
2. **IT Tech Support** – Academy-specific emails for tech support as well as basic computer troubleshooting are provided.
3. **Google Classroom Family Walkthrough** – Step-by-step instructions are provided for navigating Google Classroom with any device.

Upcoming Dates

- **Thursday, April 9:** Google Classroom usernames and passwords will be provided to families who have completed the Parental Consent Form.
- **Tuesday, April 14:** Great Hearts San Antonio academies begin use of Google Classrooms

Thank you, families. For many, this time is testing and stretching us in ways we never imagined. However Great Hearts may be able to provide extra support to you, please let us know. We are in this together.

If you have any questions, please continue to email your campus headmaster or the Great Hearts leadership team at questions@greatheartsamerica.org.

Sincerely,

Andrew Ellison
Executive Director, Great Hearts San Antonio