

Goodbred, Tracy R.

From: Massengill, Gordon <gordon.massengill@mheducation.com>
Sent: Monday, January 7, 2019 3:09 PM
To: Mauro, Charlene
Subject: (EXT) INSTRUCTOR ACCESS FOR OCEANOGRAPHY

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Follow this link and use the user name and password. Then register as a professor for permanent access.

Product Title	<u>SVERDRUP INVESTIGATING OCEANGRPHY 2 2017</u> <u>9780078022937</u>	Web ID	
URL	<u>http://highered.mheducation.com:80/sites/007802...</u>	Username	sve
URL Type	IR1	Password	insi
URL Sequence		Legacy Id	US
URL Type Description	Instructor Resource Site		



Gordon Massengill

College/Career Readiness Specialist (AP, CTE, Honors Electives) REDBIRD PD-Blended Learning
AL, FL, GA, LA, NC, SC, TN, WV
McGraw-Hill Education | School Group
Wilmington, North Carolina
C: 910-880-4470
gordon.massengill@mheducation.com



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Goodbred, Tracy R.

From: Massengill, Gordon <gordon.massengill@mheducation.com>
Sent: Monday, January 7, 2019 4:01 PM
To: Mauro, Charlene
Subject: (EXT) RE: (EXT) INSTRUCTOR ACCESS FOR OCEANOGRAPHY

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Try this.

http://highered.mheducation.com/sites/0078022932/information_center_view0/index.html



Gordon Massengill

AP, Honors, Electives, CTE, Redbird Professional Learning
AL, FL, GA, LA, NC, SC, TN, WV
McGraw-Hill Education | School Group
Wilmington, North Carolina
C: 910-880-4470
gordon.massengill@mheducation.com

From: Mauro, Charlene <MauroC@santarosa.k12.fl.us>
Sent: Monday, January 7, 2019 4:22 PM
To: Massengill, Gordon <gordon.massengill@mheducation.com>
Subject: Re: (EXT) INSTRUCTOR ACCESS FOR OCEANOGRAPHY

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Awesome! I am getting an ERROR code with that URL can you confirm it again? thank you

Charlene Mauro

Science Specialist | Santa Rosa Schools
Director | Navarre Beach Marine Science Station
850.261.2141 | mauroc@santarosa.k12.fl.us
8638 Blue Heron Ct. Navarre Beach, FL 32566
www.navarresciencestation.org

From: Massengill, Gordon <gordon.massengill@mheducation.com>
Sent: Monday, January 7, 2019 3:08 PM
To: Mauro, Charlene
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Goodbred, Tracy R.

From: noreply-he@mheducation.com
Sent: Monday, January 7, 2019 4:09 PM
To: Mauro, Charlene
Subject: (EXT) Mcgraw-Hill Education Product Registration

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Dear Charlene,

Thank you for registering your McGraw-Hill Education Product.

In the future, you can access your product directly at:

http://highered.mheducation.com/sites/0078022932/student_view0 using the username below and password you selected when you created the account. You will need to enter both to access this title.

Username: mauroc@santarosa.k12.fl.us

If you forgot your password, use the link below to reset it.

<https://paris.mheducation.com/paris/forgotpasswordview.do?productid=0078022932>

This is an automated response. Please do not reply to this email – responses will not be processed.

Goodbred, Tracy R.

From: caresupport <caresupport@mheducation.com>
Sent: Wednesday, January 9, 2019 1:26 PM
To: Mauro, Charlene
Subject: (EXT) Connect - Case 14112617 [ref:_00D80LRll._5000y1VXIq7:ref]

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hello Professor Mauro,

Greetings from the Customer Experience Group.

I was informed by the sales rep I was in communication with and I was informed that he would reach out to you about your concern. Please let me know if he still hasn't so that I could follow up with him.

If you have any questions or need further assistance, please let me know.

Thank You,

Jamil Bryan Simbulan
Customer Experience Group
McGraw-Hill Higher Education
Website: www.mhhe.com/support
Phone Support: (800) 331-5094



ref:_00D80LRll._5000y1VXIq7:ref

Goodbred, Tracy R.

From: noreply-he@mheducation.com
Sent: Friday, January 11, 2019 7:51 AM
To: Mauro, Charlene
Subject: (EXT) Password Change Successful

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Dear Charlene,

You have successfully changed your McGraw-Hill Education account password.

In the future you can log in to your account with the following Username: mauroc@santarosa.k12.fl.us and your new password.

Do not reply to this email. If you have questions or need assistance, please visit our technical support website at <https://mhhe.com/support> to ask your question or query our knowledge base for an answer.

Goodbred, Tracy R.

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Friday, January 11, 2019 2:44 PM
To: Cole, Christi
Subject: RE: Santa Rosa County- Import question

Christi,
Could you send me a student and teacher that is seeing this issue so I can investigate this issue. Then I will look and see why this is not showing up.

Thank you,

Amanda

From: Cole, Christi [mailto:ColeC@santarosa.k12.fl.us]
Sent: Friday, January 11, 2019 3:00 PM
To: Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: Santa Rosa County- Import question

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Good Afternoon,
We have a class 0141-2107310 that isn't showing the book Understanding Psychology.
In the Access manager, it shows assigned, but not populating on the students' accounts.

Can you advise on why it's not showing?

This is a screen shot from a student in that class.

5712061038	Jay High School	Psych 2 0141-2107310	Jordan Psych Period 06 014 21073100-206 0141-21073100 Jordan , Mindy
	Jay High School	Psych 2 0141-2107310	Jordan Psych Period 06 014 21073100-206 0141-21073100 Jordan , Mindy

Christi

*Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098*

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Sent: Monday, January 14, 2019 2:27 PM
To: Cole, Christi; Miller, Amanda; Miller, Kim
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We have also identified an issue with Mindy Jordan's account and are currently working to get that resolved as well.

Thanks,



Chris Strausbaugh

Implementation Specialist

Customer Success

McGraw-Hill Education | School Group

8787 Orion Place, Columbus, OH 43240

C: 614-306-1194

christopher.strausba@mheducation.com

mheducation.com



From: Cole, Christi <ColeC@santarosa.k12.fl.us>
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Hey All,

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Christi

From: Cole, Christi
Sent: Monday, January 14, 2019 7:53 AM
To: 'Miller, Amanda' <amanda.miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: RE: Santa Rosa County- Import question

Hey Amanda,
Our Imports are now Failing. This is the message we are getting. It was working fine until I asked for assistance with why a textbook wasn't being associated with a class.

! There were issues with the data processing.
Contact your integrations support specialist for assistance.

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Friday, January 11, 2019 2:44 PM
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5712061038

Jay High School

Psych 2

Jordan Psych

0141-2107310

Period 06 014

21073100-20E

0141-2107310C

Jordan , Mindy

Jay High School

Psych 2

Jordan Psych

0141-2107310

Period 06 014

21073100-20E

0141-2107310C

Jordan , Mindy

Christi

Data Liaison/Student System Help

Santa Rosa County School District

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Chris Strausbaugh

Implementation Specialist

Customer Success

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8787 Orion Place, Columbus, OH 43240

C: 614-306-1194

christopher.strausba@mheducation.com

mheducation.com



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Psych 2
0141-2107310

Jordan Psych
Period 06 014
21073100-206
0141-2107310C
Jordan , Mindy

Jay High School

Psych 2
0141-2107310

Jordan Psych
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0141-2107310C
Jordan , Mindy

Christi

*Data Liaison/Student System Help
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850-983-5074
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From: noreply-mhe@mheducation.com
Sent: Monday, January 14, 2019 3:33 PM
To: Cochran, Leah S.
Subject: (EXT) Reset Your McGraw-Hill Education Password

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Dear Leah Cochran,

We received a password reset request for your McGraw-Hill account. Username: l.cochran.26.

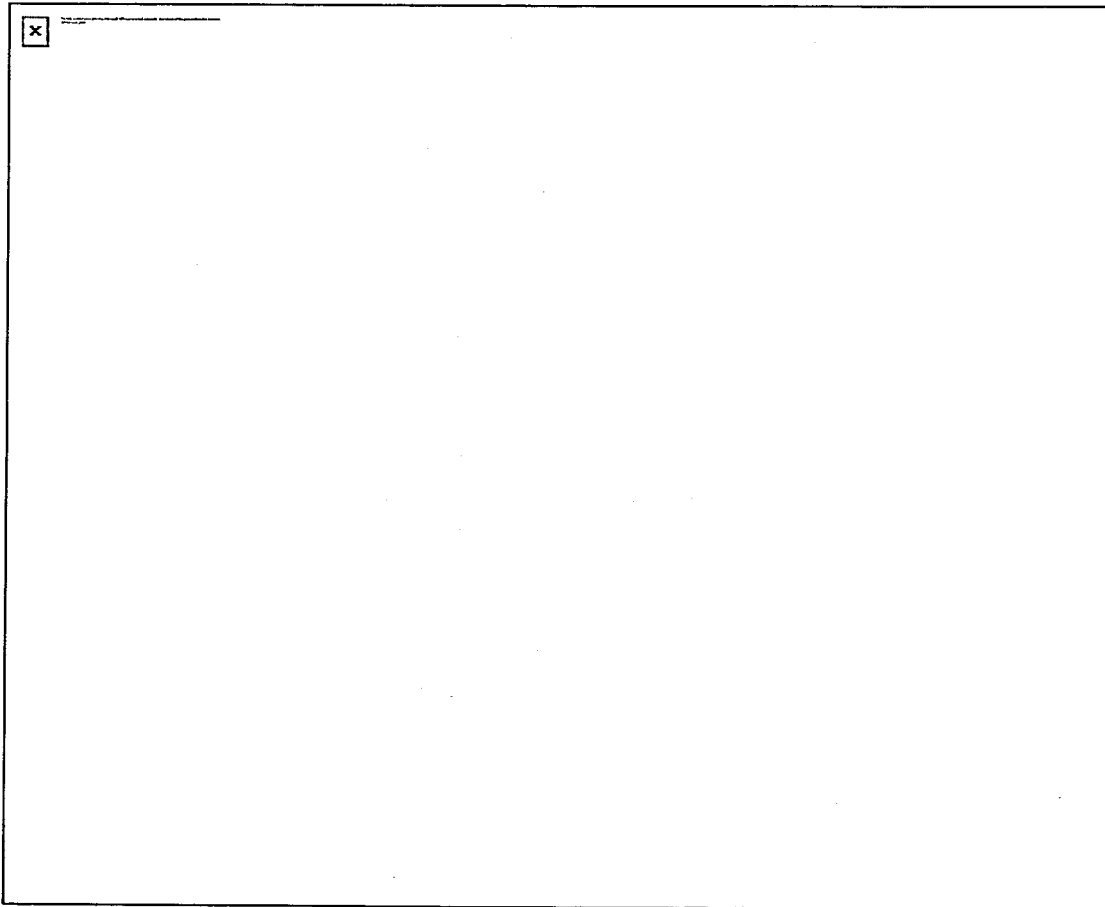
Please reset your password within the next 24 hours. If you did not make this request, there's no need to be concerned. Your account information was only sent to this email address, and your password will remain the same unless you decide to change it.

This is an auto-generated email, please do not reply. Please visit our [support page](#) for assistance.

Goodbred, Tracy R.

From: McGraw-Hill Education <McGrawHillSchoolEd.email@mheducation.com>
Sent: Tuesday, January 15, 2019 7:18 AM
To: Desrochers, Jennifer A.
Subject: (EXT) Help students find their voice in reading and writing by prepping for the AP Exam

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



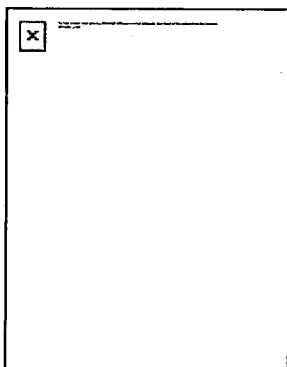
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For the AP® Exam and Beyond

Build a solid foundation for students as they learn to approach, analyze, and respond to a variety of selections with *Language and Composition: The Art of Voice*. Featuring a variety of texts that span a myriad of ages, cultures, and disciplines, *The Art of Voice* utilizes a five-part, scaffolded organizational structure to drive instruction through skills and process, critical reading, thinking, writing, and AP-level application. The text, paired with the digital resources in *AP*

advantage, delivers accessible and adaptive support to help students prepare for the course, keep pace with the course, and pass the exam.

View Sample Chapter ▶



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- New student examples of AP synthesis, rhetorical analysis, and argument essays provide meaningful models.
- Robust AP teacher manual, available in print and online, with lesson plans, pacing guides, and expanded classroom activities.
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Goodbred, Tracy R.

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Tuesday, January 15, 2019 8:21 AM
To: Cole, Christi; Miller, Amanda; Miller, Kim
Cc: Johnson, Todd; Sanchez, Sal
Subject: RE: Santa Rosa County- Import question

Christi,

The issue with Mindy Jordan and her students has been resolved. We are still looking into the failed imports.

Thanks,



Chris Strausbaugh

Implementation Specialist

Customer Success

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Thanks,

Do you have a time on when Ms. Jordan's information will be available?

Christi

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mheducation.com



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Sent: Monday, January 14, 2019 3:33 PM
To: Strausbaugh, Christopher <christopher.strausba@mheducation.com>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>; Sanchez, Sal <sal.sanchez@mheducation.com>
Subject: RE: Santa Rosa County- Import question

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Thanks,

Do you have a time on when Ms. Jordan's information will be available?

Christi

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Monday, January 14, 2019 2:27 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
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Christi,

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Thanks,



Chris Strausbaugh
Implementation Specialist
Customer Success
McGraw-Hill Education | School Group
8787 Orion Place, Columbus, OH 43240
C: 614-306-1194
christopher.strausba@mheducation.com
mheducation.com



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Hey All,
Following up on the email from this morning.
Our imports aren't processing currently. Ms. Mindy Jordan's student still don't have access to their textbooks.

Christi

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To: 'Miller, Amanda' <amanda.miller@mheducation.com>
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Hey Amanda,

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Contact your integrations support specialist for assistance.

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Friday, January 11, 2019 2:44 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: RE: Santa Rosa County- Import question

Christi,

Could you send me a student and teacher that is seeing this issue so I can investigate this issue. Then I will look and see why this is not showing up.

Thank you,

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Can you advise on why it's not showing?

This is a screen shot from a student in that class.

Jay High School

Psych 2

0141-2107310

Jordan Psych

Period 06 014

21073100-20E

0141-2107310C

Jordan , Mindy

Jay High School

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Jordan , Mindy

Christi

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, January 15, 2019 8:44 AM
To: Hall, Meghan H.
Subject: RE: Question about My Learning Stations

Let me see what information I can get.



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Hall, Meghan H. <HallMH@santarosa.k12.fl.us>
Sent: Tuesday, January 15, 2019 9:38 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Cc: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: Question about My Learning Stations

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Good Morning, Ty,

Can you define what the My Learning Stations include in the base package please?

Meghan Hall
TSA Elementary Mathematics
6032 Highway 90
Milton, FL. 32570
850 983-5588

hallmh@santarosa.k12.fl.us

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, January 16, 2019 8:08 AM
To: McKnight, Patti
Subject: (EXT) FW: McGraw-Hill Literacy Conference
Attachments: Florida Literacy Leadership Summit Invitation_01.09.19.pdf

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Patti,

I wanted to see if you plan to still send someone from the district to this event. I would hate for you guys to miss out on this as this is the first time this much literacy experts have been in one location. I have attached a new flyer with the new location as we are moving this to Clearwater Beach to house the event. I can also cover flights if needed if you want to send a couple of coaches, principals, or deserving teachers. Please let me know today as this is the last day to register.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Ezell, Ty
Sent: Monday, January 7, 2019 9:58 AM
To: McKnightP@santarosa.k12.fl.us
Subject: McGraw-Hill Literacy Conference

Happy New Year Patti!

McGraw- Hill is excited to host the 2019 Literacy Leadership Summit at the historic Mission Inn in Howey-in the-Hills this January 31-Feb 1st where Senior Level Leaders across Florida will meet and collaborate with experts in the field of Literacy Education.

Attached is the invitation with additional details and a link for registration. All accommodations and meals are included, all you have to do is register by January 16th to secure your spot.

Space is limited and attendance is by invitation only. Please let me know if you are unable to join us and/or if there are key members of your leadership team you would like me to try to add to the guest list. I have space for three Santa Rosa County personnel. Let me know if you would like to attend and whom you may want to bring.

Wishing you the best in 2019, and I looking forward to spending time with you at the Mission Inn!

Regards,



Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com



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2019

Florida Literacy Leadership Summit

LITERACY IS FOR LIFE

January 31- February 1, 2019 | Clearwater, Florida

HEAR FROM EXPERTS IN EDUCATION

Leading experts and educational advocates share relevant and timely knowledge, insight, and research to help you develop a new perspective on the current and future landscape of literacy education.

KEYNOTE SPEAKERS



JEFF
ANDERSON



JAN
HASBROUCK



DONALD
BEAR

COLLABORATE, NETWORK, AND LEARN

Exchange ideas, share success stories, and identify strategies for advancing literacy achievement in informative sessions that include:

- Blended Learning
- Multisensory
- Equity of Access
- Word Study
- Increasing Text Complexity
- Social Emotional Learning
- Writing and Grammar

ATTEND WORKSHOPS WITH LEADING LITERACY THOUGHT LEADERS, INCLUDING:

Tim Shanahan

Dr. Rachelle Washington

Dr. Michelle Martin

ACCOMMODATIONS AND TRAVEL



Hilton Clearwater Beach Resort & Spa
400 Mandalay Avenue
Clearwater, FL 33767



To RSVP: <http://www.event.com/d/zbqbpn>

Goodbred, Tracy R.

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Thursday, January 17, 2019 9:20 AM
To: Cole, Christi; Miller, Amanda; Miller, Kim
Cc: Johnson, Todd; Sanchez, Sal
Subject: RE: Santa Rosa County- Import question

Christi,

The sync has been successful for several days without failure. We will continue to monitor for failures.

Thanks,



Chris Strausbaugh

Implementation Specialist

Customer Success

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To: Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Strausbaugh, Christopher <christopher.strausba@mheducation.com>
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Hey All,
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Our imports aren't processing currently. Ms. Mindy Jordan's student still don't have access to their textbooks.

Christi

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Sent: Monday, January 14, 2019 7:53 AM
To: 'Miller, Amanda' <amanda.miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: RE: Santa Rosa County- Import question

Hey Amanda,

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! There were issues with the data processing.
Contact your integrations support specialist for assistance.

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Subject: RE: Santa Rosa County- Import question

Christi,

Could you send me a student and teacher that is seeing this issue so I can investigate this issue. Then I will look and see why this is not showing up.

Thank you,

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Sent: Friday, January 11, 2019 3:00 PM
To: Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
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Good Afternoon,

We have a class 0141-2107310 that isn't showing the book Understanding Psychology.
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Can you advise on why it's not showing?

This is a screen shot from a student in that class.

5712061038

Jay High School

Psych 2

0141-2107310

Jordan Psych

Period 06 014

21073100-206

0141-2107310C

Jordan , Mindy

Jay High School

Psych 2

0141-2107310

Jordan Psych

Period 06 014

21073100-206

0141-2107310C

Jordan , Mindy

Christi

Data Liaison/Student System Help
Santa Rosa County School District
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Goodbred, Tracy R.

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Thursday, January 17, 2019 11:04 AM
To: Cole, Christi; Miller, Amanda; Miller, Kim
Cc: Johnson, Todd; Sanchez, Sal
Subject: RE: Santa Rosa County- Import question

Christi,

Chris Poulsen's account now has the US Govt book.

Let us know if anything else comes up.

Thanks,



Chris Strausbaugh

Implementation Specialist

Customer Success

McGraw-Hill Education | School Group

8787 Orion Place, Columbus, OH 43240

C: 614-306-1194

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From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Thursday, January 17, 2019 10:28 AM
To: Strausbaugh, Christopher <christopher.strausba@mheducation.com>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>; Sanchez, Sal <sal.sanchez@mheducation.com>
Subject: RE: Santa Rosa County- Import question

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Okay,

I have another teacher who's product isn't assigned to him.

Chris Poulsen at Pace High School.

The US Govt Book isn't showing.

Pace High School Us Govt Hon Poulsen Us Govt Hon No Product Affiliation
0182-2106320 Period 03 0182-
21063200-223
0182-21063200-223

Pace High School Us Govt Hon Poulsen Us Govt Hon No Product Affiliation
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Christi

Data Liaison/Student System Help
Santa Rosa County School District
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Goodbred, Tracy R.

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Thursday, January 17, 2019 11:04 AM
To: Cole, Christi; Miller, Amanda; Miller, Kim
Cc: Johnson, Todd; Sanchez, Sal
Subject: RE: Santa Rosa County- Import question

Christi,

Chris Poulsen's account now has the US Govt book.

Let us know if anything else comes up.

Thanks,



Chris Strausbaugh

Implementation Specialist

Customer Success

McGraw-Hill Education | School Group

8787 Orion Place, Columbus, OH 43240

C: 614-306-1194

christopher.strausba@mheducation.com

mheducation.com



From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Thursday, January 17, 2019 10:28 AM
To: Strausbaugh, Christopher <christopher.strausba@mheducation.com>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>; Sanchez, Sal <sal.sanchez@mheducation.com>
Subject: RE: Santa Rosa County- Import question

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Okay,

I have another teacher who's product isn't assigned to him.

Chris Poulsen at Pace High School.

The US Govt Book isn't showing.

Pace High School Us Govt Hon Poulsen Us Govt Hon No Product Affiliation
0182-2106320 Period 03 0182-
21063200-223
0182-21063200-223

Pace High School Us Govt Hon Poulsen Us Govt Hon No Product Affiliation
0182-2106320 Period 06 0182-
21063200-226
0182-21063200-226

Christi

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Thursday, January 17, 2019 9:20 AM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>; Sanchez, Sal <sal.sanchez@mheducation.com>
Subject: RE: Santa Rosa County- Import question

Christi,

The sync has been successful for several days without failure. We will continue to monitor for failures.

Thanks,



Chris Strausbaugh
Implementation Specialist
Customer Success
McGraw-Hill Education | School Group
8787 Orion Place, Columbus, OH 43240
C: 614-306-1194
christopher.strausba@mheducation.com
mheducation.com



From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Thursday, January 17, 2019 8:43 AM
To: Strausbaugh, Christopher <christopher.strausba@mheducation.com>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>; Sanchez, Sal <sal.sanchez@mheducation.com>
Subject: RE: Santa Rosa County- Import question

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Chris,
Where is are we with the failed imports?

Christi

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Tuesday, January 15, 2019 8:21 AM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>; Sanchez, Sal <sal.sanchez@mheducation.com>
Subject: RE: Santa Rosa County- Import question

Christi,

The issue with Mindy Jordan and her students has been resolved. We are still looking into the failed imports.

Thanks,



Chris Strausbaugh

Implementation Specialist

Customer Success

McGraw-Hill Education | School Group

8787 Orion Place, Columbus, OH 43240

C: 614-306-1194

christopher.strausba@mheducation.com

mheducation.com



From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Monday, January 14, 2019 3:33 PM

To: Strausbaugh, Christopher <christopher.strausba@mheducation.com>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>; Sanchez, Sal <sal.sanchez@mheducation.com>
Subject: RE: Santa Rosa County- Import question

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Thanks,
Do you have a time on when Ms. Jordan's information will be available?

Christi

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Monday, January 14, 2019 2:27 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>; Sanchez, Sal <sal.sanchez@mheducation.com>
Subject: RE: Santa Rosa County- Import question

Christi,

I apologize for the delay in replying. Our engineers are currently looking into the failures and we will update you when we have more information.

We have also identified an issue with Mindy Jordan's account and are currently working to get that resolved as well.

Thanks,



Chris Strausbaugh
Implementation Specialist
Customer Success
McGraw-Hill Education | School Group
8787 Orion Place, Columbus, OH 43240
C: 614-306-1194
christopher.strausba@mheducation.com
mheducation.com



From: Cole, Christi <ColeC@santarosa.k12.fl.us>

Sent: Monday, January 14, 2019 2:56 PM

To: Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Strausbaugh, Christopher <christopher.strausba@mheducation.com>

Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>

Subject: RE: Santa Rosa County- Import question

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Hey All,

Following up on the email from this morning.

Our imports aren't processing currently. Ms. Mindy Jordan's student still don't have access to their textbooks.

Christi

From: Cole, Christi

Sent: Monday, January 14, 2019 7:53 AM

To: 'Miller, Amanda' <amanda.miller@mheducation.com>

Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>

Subject: RE: Santa Rosa County- Import question

Hey Amanda,

Our Imports are now Failing. This is the message we are getting. It was working fine until I asked for assistance with why a textbook wasn't being associated with a class.

! There were issues with the data processing.
Contact your integrations support specialist for assistance.

From: Miller, Amanda <amanda.miller@mheducation.com>

Sent: Friday, January 11, 2019 2:44 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us>

Subject: RE: Santa Rosa County- Import question

Christi,

Could you send me a student and teacher that is seeing this issue so I can investigate this issue. Then I will look and see why this is not showing up.

Thank you,

Amanda

From: Cole, Christi [mailto:ColeC@santarosa.k12.fl.us]

Sent: Friday, January 11, 2019 3:00 PM

To: Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Strausbaugh,

Christopher <christopher.strausba@mheducation.com>

Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>

Subject: Santa Rosa County- Import question

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good Afternoon,

We have a class 0141-2107310 that isn't showing the book Understanding Psychology. In the Access manager, it shows assigned, but not populating on the students' accounts.

Can you advise on why it's not showing?

This is a screen shot from a student in that class.

5712061038	Jay High School	Psych 2 0141-2107310	Jordan Psych Period 06 014 21073100-206 0141-21073100 Jordan , Mindy
	Jay High School	Psych 2 0141-2107310	Jordan Psych Period 06 014 21073100-206 0141-21073100 Jordan , Mindy

Christi

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARHELP 983-5098

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, January 18, 2019 6:29 AM
To: Hall, Meghan H.
Subject: RE: Question about My Learning Stations
Attachments: Learning Station Contents Grade 3.xlsx

Meghan,

Sorry but I just got this last night. Attached is a grade 3 Learning Station contents breakdown. You can expect this type of content to be included in all grade levels.

I hope this helps!



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Hall, Meghan H. <HallMH@santarosa.k12.fl.us>
Sent: Tuesday, January 15, 2019 10:11 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: Question about My Learning Stations

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Thanks I have the textbook committee with me in a meeting right now and it came up.

Meghan Hall
TSA Elementary Mathematics
6032 Highway 90

Milton, FL. 32570
850 983-5588
hallmh@santarosa.k12.fl.us

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, January 15, 2019 8:43:55 AM
To: Hall, Meghan H.
Subject: RE: Question about My Learning Stations

Let me see what information I can get.



Ty Ezell
Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Hall, Meghan H. <HallMH@santarosa.k12.fl.us>
Sent: Tuesday, January 15, 2019 9:38 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Cc: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: Question about My Learning Stations

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good Morning, Ty,

Can you define what the My Learning Stations include in the base package please?

Meghan Hall
TSA Elementary Mathematics

6032 Highway 90
Milton, FL. 32570
850 983-5588
hallmh@santarosa.k12.fl.us

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PKG ISBN:	0076904520	TITLE:	Florida McGraw-Hill My Math Learning Station, Grade 3
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COMPONENTS/PARTS

ORDER	QUANTITY	ISBN/PART #	TITLE/DESCRIPTION
1	1	007683414X	Florida McGraw Hill My Math Grade 3, Learning Stations Teacher Guide
2	1	0021171742	My Learning Station Activity Cards, Gr. 3
3	1	0021171688	My Learning Station Gameboards, Gr. 3
4	1	0021172072	My Learning Station Problem Solving Cards, Gr. 3
5	1	0021171963	My Learning Graphic Novel CD-ROM, Gr. 3
6	1	0021008841	RWPS Reader - Animal Habitats, App-level, Gr. 3
7	1	002100885X	RWPS Reader - Ecosystems All Around, App-level, Gr. 3
8	1	0021008930	RWPS Reader - Food, Energy, and You, App-level, Gr. 3
9	1	0021008949	RWPS Reader - Light, Sight, and Colors So Bright, App-level, Gr. 3
10	1	0021008884	RWPS Reader - Populations on the Rise, App-level, Gr. 3
11	1	0021008957	RWPS Reader - Understanding Our Government, App-level, Gr. 3
12	1	0021008973	RWPS Reader - Students at Work, App-level, Gr. 3
13	1	0021059632	RWPS Reader - Animal Habitats, On-level, Gr. 3
14	1	0021059640	RWPS Reader - Ecosystems All Around, On-level, Gr. 3
15	1	0021062242	RWPS Reader - Food, Energy, and You, On-level, Gr. 3
16	1	0021062250	RWPS Reader - Light, Sight, and Colors So Bright, On-level, Gr. 3
17	1	0021059675	RWPS Reader - Populations on the Rise, On-level, Gr. 3
18	1	0021062269	RWPS Reader - Understanding Our Government, On-level, Gr. 3
19	1	0021062285	RWPS Reader - Students at Work, On-level, Gr. 3
20	1	0021010455	RWPS Reader - Animal Habitats, Bey-level, Gr. 3
21	1	0021010463	RWPS Reader - Ecosystems All Around, Bey-level, Gr. 3
22	1	0021010536	RWPS Reader - Food, Energy, and You, Bey-level, Gr. 3
23	1	0021010544	RWPS Reader - Light, Sight, and Colors So Bright, Bey-level, Gr. 3
24	1	0021010498	RWPS Reader - Populations on the Rise, Bey-level, Gr. 3
25	1	0021010552	RWPS Reader - Understanding Our Government, Bey-level, Gr. 3
26	1	0021010579	RWPS Reader - Students at Work, Bey-level, Gr. 3
27	1	SE615577	My Learning Station Manipulative Package, Gr. 3

Goodbred, Tracy R.

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Friday, January 18, 2019 11:47 AM
To: Cole, Christi; Miller, Amanda; Miller, Kim; Sanchez, Sal
Cc: Johnson, Todd
Subject: RE: Import Status: Failure

Christi,

Our engineers have identified a bug on our side which is causing the import failures. This is set to be fixed in an upcoming update to Access Manager in the next few weeks. Although there may be failures from time to time until the fix, we can still sync manually so there is no need worry. We will continue to monitor for failed uploads and sync manually when needed.

Thanks,



Chris Strausbaugh

Implementation Specialist

Customer Success

McGraw-Hill Education | School Group

8787 Orion Place, Columbus, OH 43240

C: 614-306-1194

christopher.strausba@mheducation.com

mheducation.com



From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Thursday, January 17, 2019 4:48 PM
To: Strausbaugh, Christopher <christopher.strausba@mheducation.com>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Sanchez, Sal <sal.sanchez@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: FW: Import Status: Failure

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

We are still having issues.

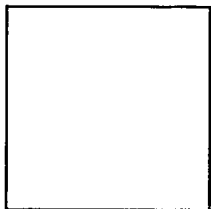
Christi

From: no-reply@mheducation.com <no-reply@mheducation.com>

Sent: Thursday, January 17, 2019 3:24 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us>

Subject: Import Status: Failure



Dear Christi Cole,

! Your most recent import was unsuccessful.

Issues with the data import need to be resolved in your Student Information System.

You can find a full error report on the alerts page in Access Manager.

The McGraw-Hill Education Team



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Goodbred, Tracy R.

From: naomi.weidman@mheducation.com
Sent: Saturday, January 19, 2019 8:00 AM
To: Kelly, Susan
Subject: (EXT) New VitalSource eBook(s) Available on Your Bookshelf

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Saturday, January 19th 2019

Dear Professor Kelly,

As your McGraw-Hill Learning Technology Consultant, I want to let you know that new VitalSource eBook(s) are available on your bookshelf.

Author: Bayes
Title: eBook for Medical Office Procedures
Copyright: 2015
Edition: 8

Follow these steps to access your VitalSource account and view your eTextbook:

1. Point your browser to: <https://www.vitalsource.com/login>
2. Sign in using your email address and password. If this is your first time signing in, click on "Create an account" and enter your email address. You will receive an email with instructions to complete your account activation. Once you have activated your account, you can sign in using your email address and password.
3. Upon signing in, you will see your titles in "Publisher Recommendations." Click on "Add to Library" and "Read Now" in order to access a title in VitalSource Bookshelf.

For help, visit the VitalSource Customer Service Center at: <http://support.vitalsource.com>

Thank You,
Naomi Weidman
naomi.weidman@mheducation.com
563-584-6106

To unsubscribe click here:

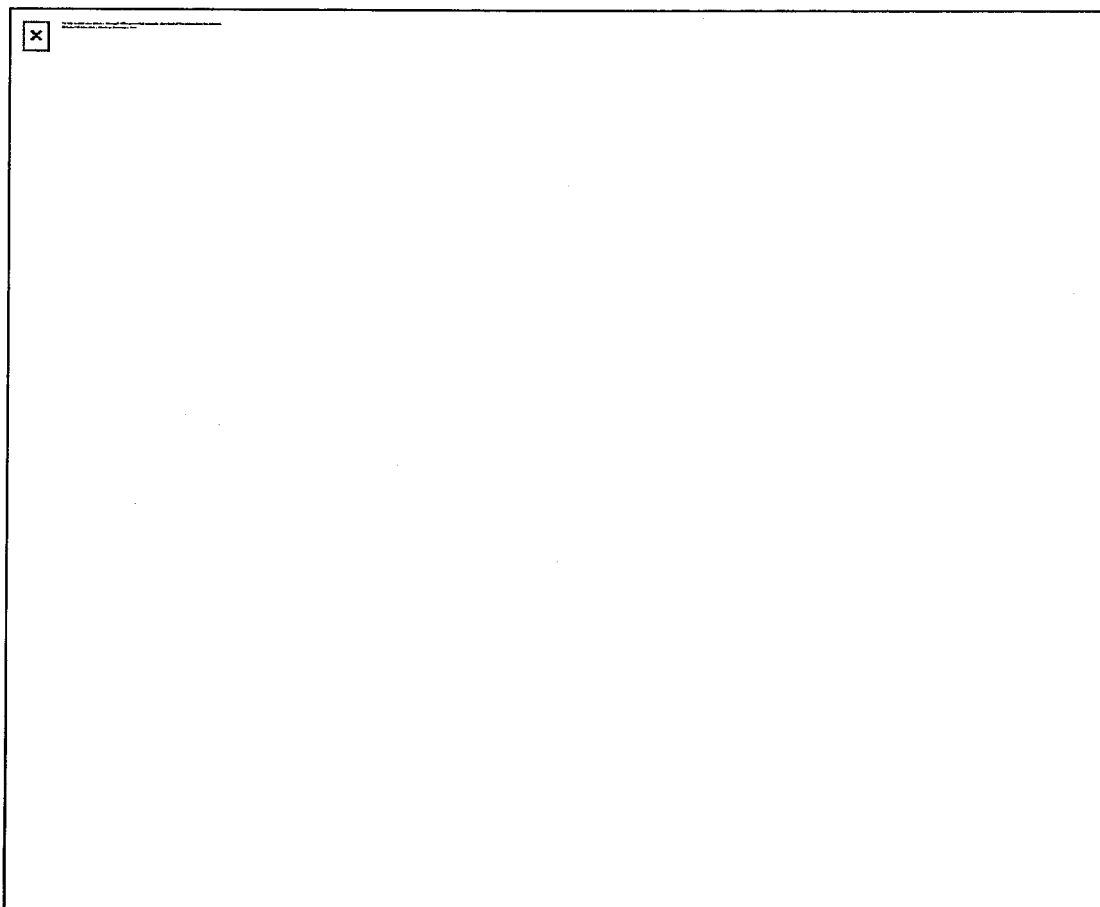
<http://mheducation.force.com/MHE/Optout?opt=MHHE&cid=003C000001korcBIAQ>

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Goodbred, Tracy R.

From: McGraw-Hill Education <McGrawHillSchoolEd.email@mheducation.com>
Sent: Tuesday, January 22, 2019 7:02 AM
To: Messer, Kim S.
Subject: (EXT) Sample the revised AP edition of American Democracy Now

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

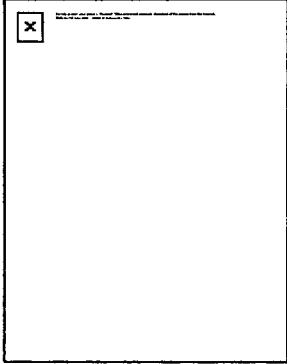


Defining the Depths of Our Democracy

Support success on the redesigned AP[®] United States Government and Politics exam with the rich set of pedagogical tools found at the heart of *American Democracy Now*, tools that develop the enduring understandings, align with the learning objectives, and offer comprehensive coverage of the essential knowledge statements.

Visually appealing, relevant, and written in an accessible voice, the program helps build a solid understanding of the key elements, institutions, and dynamics of government. Students are led to read, think, and write critically to make connections between the policies and politics of the past, the present, and the future.

View Sample Chapter ▶



Features include:

- Required Supreme Court cases and Key Foundational documents are highlighted and supported with annotations and activities for in-depth analysis and understanding.
- Thinking Critically feature asks students to thoughtfully evaluate sources in the context of concept application, argumentation, and source analysis.
- The AP® Teacher Manual, available in print and online, includes classroom activities, pacing guides, AP test banks, practice exams, and more.

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Goodbred, Tracy R.

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Tuesday, January 22, 2019 8:44 AM
To: Cole, Christi; Johnson, Todd
Cc: Strausbaugh, Christopher; Sanchez, Sal; Miller, Kim
Subject: RE: Import Status: Failure- Santa Rosa County

Good morning Christi,
It looks like the Econ book was not yet assigned to course # 0021-2102345. I have assigned the ECON book to that course and will run a new file so those user will gain access to the material that they need.

When looking at a user in the data tab and you see the No Product Affiliation for them, this means that no content has been assigned to that particular course. This is why they could not see their content.

Please let me know if you have any other users that cannot access their content.

Thank you,

Amanda

From: Cole, Christi [mailto:ColeC@santarosa.k12.fl.us]
Sent: Tuesday, January 22, 2019 8:37 AM
To: Strausbaugh, Christopher <christopher.strausba@mheducation.com>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Sanchez, Sal <sal.sanchez@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: RE: Import Status: Failure- Santa Rosa County

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Good Morning,
I have another teacher who has contacted me that they don't have access to the Econ Book. How come we are having issues with the product not being assigned correctly when Todd is sending the data over in the One Roster files? Larry Maxwell at Central Schools.

Central School	Econ Fin Lit Hon 0021-2102345	Maxwell Econ Fin Lit Hon Period 02 0021- 21023450-202 0021-21023450-202	No Product Affiliation
Central School	Econ Fin Lit Hon 0021-2102345	Maxwell Econ Fin Lit Hon Period 05 0021- 21023450-205 0021-21023450-205	No Product Affiliation

Christi

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Friday, January 18, 2019 11:47 AM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Sanchez, Sal <sal.sanchez@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: RE: Import Status: Failure

Christi,

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Thanks,



Chris Strausbaugh
Implementation Specialist
Customer Success
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8787 Orion Place, Columbus, OH 43240
C: 614-306-1194
christopher.strausba@mheducation.com
mheducation.com



From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Thursday, January 17, 2019 4:48 PM
To: Strausbaugh, Christopher <christopher.strausba@mheducation.com>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Sanchez, Sal <sal.sanchez@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: FW: Import Status: Failure

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

We are still having issues.

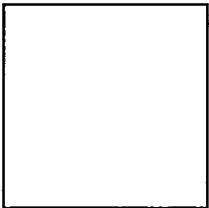
Christi

From: no-reply@mheducation.com <no-reply@mheducation.com>

Sent: Thursday, January 17, 2019 3:24 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us>

Subject: Import Status: Failure



Dear Christi Cole,

! Your most recent import was unsuccessful.

Issues with the data import need to be resolved in your Student Information System.

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The McGraw-Hill Education Team



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Cc: Strausbaugh, Christopher; Sanchez, Sal; Miller, Kim
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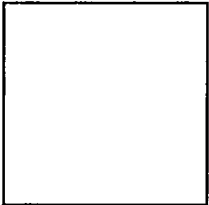
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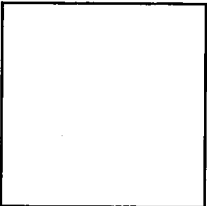
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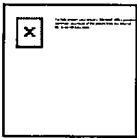
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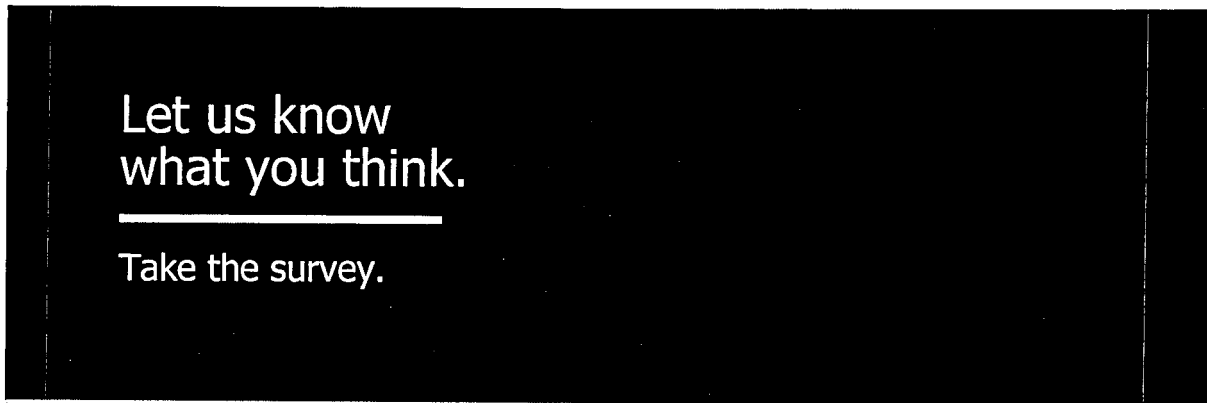
From: McGraw-Hill Education Strategy and Insights Group
<marketresearch@mheducation.com>
Sent: Tuesday, January 22, 2019 3:02 PM
To: Thacker, Cheryl
Subject: (EXT) Give us your feedback! McGraw-Hill Back to School Survey.

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Because learning changes everything.®



Dear Professor Thacker,

We're inviting all instructors using a McGraw-Hill product to tell us about their start of semester experience. It is our goal to ensure that we are providing superior service and support at every step and we want to hear from you how we are doing!

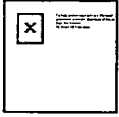
Please take this opportunity to share your thoughts on how we did helping you get ready for the new semester and how we might improve in the future. The survey shouldn't take more than a few minutes to complete.

TAKE THE SURVEY

Your feedback is always welcome and appreciated.

Thank you,

McGraw-Hill Strategy and Insights



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You can also write to: Privacy Official, McGraw-Hill Education, 501 Bell Street, Dubuque, IA 52001.

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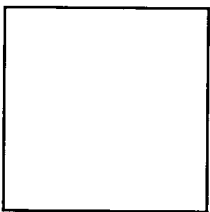
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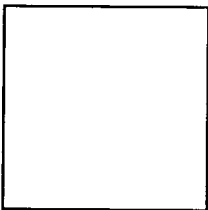
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Sent: Thursday, January 17, 2019 4:48 PM
To: Strausbaugh, Christopher <christopher.strausba@mheducation.com>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Sanchez, Sal <sal.sanchez@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: FW: Import Status: Failure

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

We are still having issues.

Christi

From: no-reply@mheducation.com <no-reply@mheducation.com>
Sent: Thursday, January 17, 2019 3:24 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: Import Status: Failure



Dear Christi Cole,

! Your most recent import was unsuccessful.

Issues with the data import need to be resolved in your Student Information System.

You can find a full error report on the alerts page in Access Manager.

The McGraw-Hill Education Team



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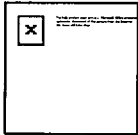
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Goodbred, Tracy R.

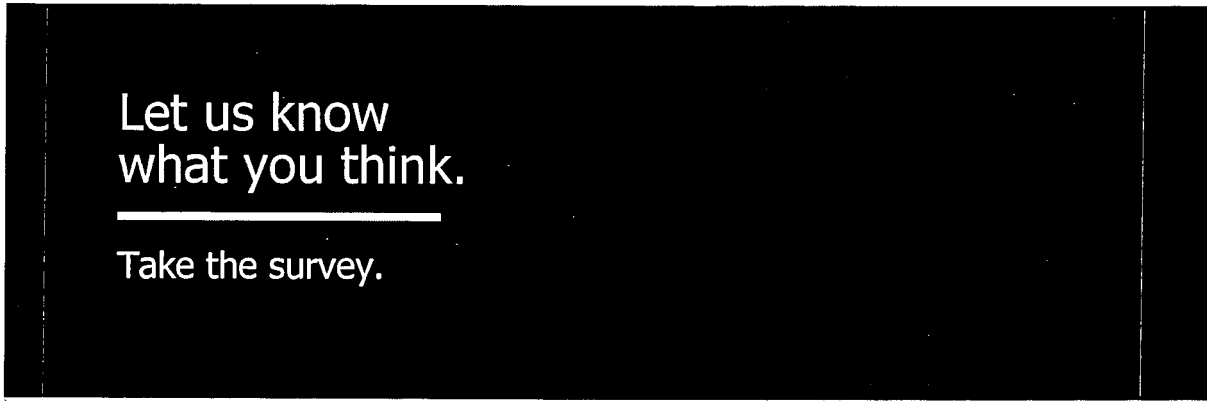
From: McGraw-Hill Education Strategy and Insights Group
<marketresearch@mheducation.com>
Sent: Monday, January 28, 2019 11:58 AM
To: Thacker, Cheryl
Subject: (EXT) Don't miss your chance to give us your feedback! McGraw-Hill Back-to-School Survey

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Because learning changes everything.®



Dear Professor Thacker,

Last week, you received an email asking you to tell us about your start-of-semester experience using McGraw-Hill Education products. It is our goal to ensure that we are providing superior service and support at every step and we want to hear from you about how we are doing!

Please take this opportunity to share your thoughts on how we did helping you get ready for the new semester and how we might improve in the future. The survey shouldn't take more than a few minutes to complete.

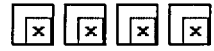
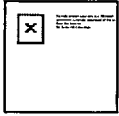


Your feedback is always welcome and appreciated.

Thank you,

McGraw-Hill Education Strategy and Insights

McGraw-Hill Education Strategy and Insights



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You can also write to: Privacy Official, McGraw-Hill Education, 501 Bell Street, Dubuque, IA 52001.

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, January 29, 2019 5:55 PM
To: Baugus, Jeffery A.
Subject: (EXT) RE: Adoption Results

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Thanks Jeff for the update. When you have time, please share any feedback from the committee if possible. This information goes along way in bettering our products and message. Any feedback whether positive or negative is appreciated.

Thanks again for running a smooth adoption process.



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Tuesday, January 29, 2019 11:34 AM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Cc: Smith, Floyd C <SmithFC@santarosa.k12.fl.us>
Subject: Adoption Results

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Good morning,

The votes have been tallied. Here are the results:

K-5	Pearson
6-8	Pearson
AGA	Big Ideas
MCR	Cengage
Pre-Cal	Cengage
Adv. Topics	Big Ideas

Thank you all for submitting for our adoption process and for sharing your products with our teachers. I know the amount of time and support each of you place behind your products and it's greatly appreciated by all of us here.

The ELA Adoption process will start in August of 2019 and will follow a similar timeline to this year. Mrs. McKnight looks forward to working with many of you then.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

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Goodbred, Tracy R.

From: McGraw-Hill Customer Service <no.reply.mcgraw-hill.customerservice@mheducation.com>
Sent: Saturday, February 2, 2019 8:32 PM
To: Hord, W.F. Rick
Subject: (EXT) McGraw-Hill Education - Web Form: Something else - Case # 14422556

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Thank you for contacting McGraw-Hill Education Customer Service.

Case number 14422556 has been opened for you. We will respond to your inquiry within 3-5 business days. Our regular office hours are 8:00 AM to 8:00 PM Monday through Friday, Eastern Time (USA).

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(WCS)

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Goodbred, Tracy R.

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Monday, February 4, 2019 9:01 AM
To: Cole, Christi; Miller, Amanda; Miller, Kim
Cc: Johnson, Todd
Subject: RE: Product issue- Santa Rosa County School District.

Christi,

I went ahead and ran a manual file and the teacher now has his TE Econ book. I noticed that the course this class is under doesn't have the Econ book assigned to it in your Resources files. Since you are using Resources file to map content it is recommended that this be corrected in the file so we can remove the manual mapping in Access Manager.

Thanks,



Chris Strausbaugh

Implementation Specialist

Customer Success

McGraw-Hill Education | School Group

8787 Orion Place, Columbus, OH 43240

C: 614-306-1194

christopher.strausba@mheducation.com

mheducation.com



From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Monday, February 4, 2019 8:49 AM
To: Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: Product issue- Santa Rosa County School District.

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good Morning,

I have a teacher, Justin Rice at MHS. His one class of Econ isn't showing the product. I went into the Access Manager and assigned it to his class, but it's not showing on the teacher's dashboard.

Christi

*Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098*

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Goodbred, Tracy R.

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Monday, February 4, 2019 9:01 AM
To: Cole, Christi; Miller, Amanda; Miller, Kim
Cc: Johnson, Todd
Subject: RE: Product issue- Santa Rosa County School District.

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Chris Strausbaugh

Implementation Specialist

Customer Success

McGraw-Hill Education | School Group

8787 Orion Place, Columbus, OH 43240

C: 614-306-1194

christopher.strausba@mheducation.com

mheducation.com



From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Monday, February 4, 2019 8:49 AM
To: Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: Product issue- Santa Rosa County School District.

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Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098*

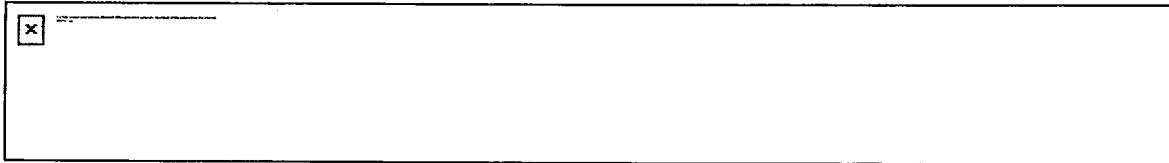
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Goodbred, Tracy R.

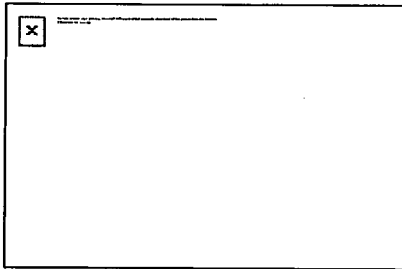
From: M.A.T.H. Tips: McGraw-Hill Education <Successinmath.college@mheducation.com>
Sent: Tuesday, February 5, 2019 9:07 AM
To: Thacker, Cheryl
Subject: (EXT) M.A.T.H. Tips Vol. 25: 8 Semester Start-Up Essentials, 6 Apps for Student Learning, Math After-Hours for YOU!

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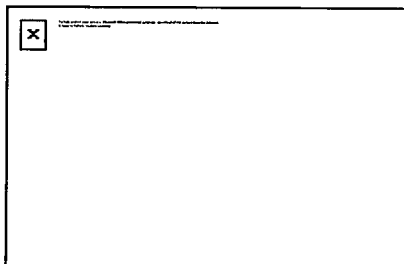
Welcome to Vol. 25 of M.A.T.H. Tips!



8 Essentials for Winter & Spring Success

The first few weeks of the semester are often a rush of learning names, student adds and drops, meetings, and general set-up. As things begin to settle down, here are a few simple tips that can set you up for long-term success.

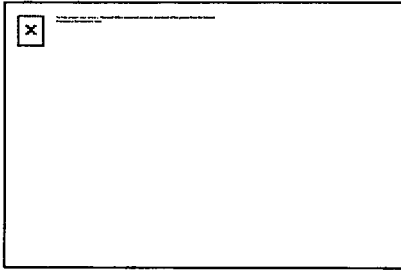
[Read On](#)



6 Apps to Rethink Student Learning

From quizzing to time management and group work, access new Tech Tips.

[New Tech Tips](#)



Math After Hours

Professional Development Read

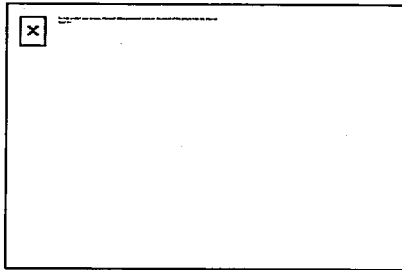
5 new articles on math education and changes in educational pedagogy that will take your teaching to the next level.

[Read On](#)

Just For Fun

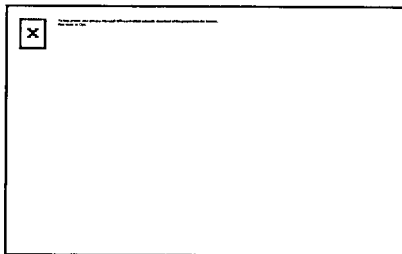
If you like puzzles, problems of the day, or lifelong learning in the math and science realms, then this app is for you!

[Check Out The App!](#)



A Cozy Read for the Math Lover

[Read On](#)



Index Spotlight

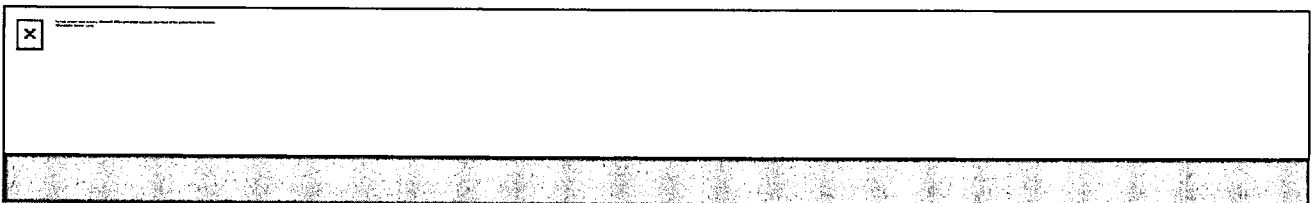
Back-to-school inspiration for you and your students.

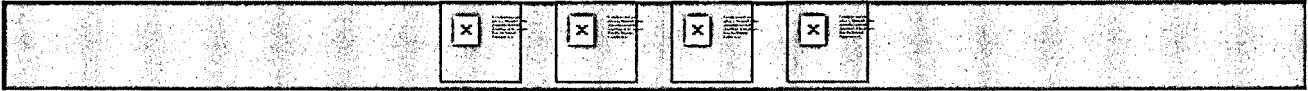
[First Week of Class](#)

Access the full Index: [M.A.T.H. Tips Index](#) and choose the category most relevant to you!

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Goodbred, Tracy R.

From: CSOM Web Customer Service3 <he_ecommerce_custserv@mheducation.com>
Sent: Tuesday, February 5, 2019 2:44 PM
To: Hord, W.F. Rick
Subject: (EXT) CSOM McGraw Hill Account - MHE Case #14422556 [ref:_00D80LRll_5000y1WcOlu:ref]

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Dear William Hord,

We are happy to assist with your request for reporting material errors. This is a follow-up to the email that was sent 02/04/19 afternoon. We understand you are busy and may not have had time to respond.

Please take a moment to respond with the requested information so we may help with your request.

Thank you for choosing McGraw-Hill Education for your educational needs.

Kind Regards,
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----- Original Message -----

From: CSOM Domestic Customer Service2 [seg_customerservice@mheducation.com]
Sent: 2/4/2019
To: hordw@santarosa.k12.fl.us
Subject: CSOM McGraw Hill Account - MHE Case #14422556 []

Dear William Hord,

Thank you for contacting McGraw-Hill Education regarding the errors in Florida Civics textbook. I apologize there are errors in the material, I am happy to send these to the correct channels to get corrected. Please provide me with the products ISBN as well as what type of errors and the pages these occur on. Please contact us with any additional questions or concerns.

Thank you for choosing McGraw-Hill Education for your educational needs.

Kind Regards,
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Kathryn P.
Customer Success Advocate.

Kathryn P.

Customer Success Advocate.



ref:_00D80LRll._5000y1WcOlu:ref

Goodbred, Tracy R.

From: CSOM Web Customer Service3 <he_ecommerce_custserv@mheducation.com>
Sent: Thursday, February 7, 2019 8:14 AM
To: Hord, W.F. Rick
Subject: (EXT) CSOM McGraw Hill Account - MHE Case #14422556 [ref:_00D80LRIL_5000y1WcOlu:ref]

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Dear William Hord,

Thank you for contacting McGraw-Hill Education regarding the material errors in 9780076600854.

I have notified the correct department of the issue and they will be getting back to me shortly. When I hear a response I will notify you to keep you updated on the matter.

Thank you again for bringing these errors to McGraw-Hill's attention so we can prevent it from affecting another student.

Please contact us with any additional questions or concerns.

Thank you for choosing McGraw-Hill Education for your educational needs.

Kind Regards,
Kathryn P
Customer Success Advocate
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----- Original Message -----

From: Hord, W.F. Rick [hordw@santarosa.k12.fl.us]
Sent: 2/6/2019
To: he_ecommerce_custserv@mheducation.com
Subject: Re: (EXT) CSOM McGraw Hill Account - MHE Case #14422556 []

Thank you.

The book we are using is ISBN 978-0-07-660085-4

It's the old (2013) edition; however, I checked the 2018 edition online and found the same errors:

p. 242: definition of "embargo" is not correct. An embargo does not require an agreement between a group of nations, it can be done by one country acting alone. Embargo is simply the most severe version of trade sanctions. The same erroneous definition appears twice on that page and again at the end of the book in the glossary.

p. 248: The USPS is not a government corporation.

p. 449: Juvenile Adjudicatory Hearings are, in fact, open to the public, at least in Florida. This is one of the more pervasive and persistent public misconceptions I encountered in my 16 years as a Public Information Officer for a Sheriff's Office, and later, as a Court Security Supervisor working in Juvenile Court.

I was assembling a test for Chapter 8 (executive branch) using the McGraw Hill ConnectED app, and, in the McGraw-Hill question bank for the chapter, I encountered the 7 flawed questions which I have assembled in the attached .pdf. The .pdf did not capture the wrong answer highlighted as correct in the last question, so I have also included a screen shot to confirm.

Q1 - USPS is not a government corporation

Q 2 & Q3 - both use the same chart which skips from #17 to #19. Homeland Security should be #18.

Q4 - includes the incorrect definition of "embargo."

Q5 - Article II of the Constitution says power is "vested," not "invested." These are two different words with dissimilar meanings.

Q6 - Supreme Court justices are not the only presidential appointees who serve for life. District Judges and Circuit Judges also serve for life. Supreme Court appointees are a very small minority of the lifetime appointments made by any president.

Q7 - The "system in which the winners of an election reward campaign workers with jobs" is "spoils system." See the screenshot, showing "merit system" highlighted as correct.

Best regards,

Rick Hord, a passionate teacher of civics

From: CSOM Web Customer Service3 <he_ecommerce_custserv@mheducation.com>
Sent: Tuesday, February 5, 2019 4:06:26 PM
To: Hord, W.F. Rick
Subject: (EXT) CSOM McGraw Hill Account - MHE Case #14422556 []

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Dear William Hord,

Thank you for contacting McGraw-Hill Education regarding the errors in Florida Civics textbook.

Take your time with finding the specific information for these errors. I am going to close our case but as soon as you reply with the specific information, I will be notified and we can continue on getting this issue resolved.

Please contact us with any additional questions or concerns.

Thank you for choosing McGraw-Hill Education for your educational needs.

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----- Original Message -----

From: Hord, W.F. Rick [hordw@santarosa.k12.fl.us<<mailto:hordw@santarosa.k12.fl.us>>]
Sent: 2/5/2019
To: he_ecommerce_custserv@mheducation.com<mailto:he_ecommerce_custserv@mheducation.com>
Subject: RE: (EXT) CSOM McGraw Hill Account - MHE Case #14422556 []

Thank you. It may take me a couple of days to reply, as I am attempting to reconstruct from memory some errors I've noticed and find the exact locations.

The issue came to the forefront of my mind a couple of nights ago as I was attempting to construct a test on ConnectED app, and noticed a few questions that were incorrect. I will find the specific questions; they were in the Chapter 8 test bank. In one question, the US Postal Service was incorrectly identified as a "government corporation" (a very common misconception); in another, "merit system" was marked as the correct response to a question about rewarding political supporters (correct answer is "spoils system").

Thank you for your attention

From: CSOM Web Customer Service3
[mailto:he_ecommerce_custserv@mheducation.com<mailto:he_ecommerce_custserv@mheducation.com>]
Sent: Tuesday, February 05, 2019 2:44 PM
To: Hord, W.F. Rick <HordW@santarosa.k12.fl.us<<mailto:HordW@santarosa.k12.fl.us>>>
Subject: (EXT) CSOM McGraw Hill Account - MHE Case #14422556 []

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From: CSOM Domestic Customer Service2
[seg_customerservice@mheducation.com<mailto:seg_customerservice@mheducation.com><mailto:seg_customerservice@mheducation.com>]
Sent: 2/4/2019
To:

hordw@santarosa.k12.fl.us<mailto:hordw@santarosa.k12.fl.us><mailto:hordw@santarosa.k12.fl.us><mailto:hordw@santarosa.k12.fl.us>>

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Kathryn P.
Customer Success Advocate.

Kathryn P.
Customer Success
Advocate. [<http://na66.salesforce.com/servlet/servlet.ImageServer?oid=00D8000000LRll&esid=0180y00000oGINn>]

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Customer Success
Advocate. [<http://na66.salesforce.com/servlet/servlet.ImageServer?oid=00D8000000LRll&esid=0180y00000oGmWH>]

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Customer Success Advocate.



ref:_00D80LRll._5000y1WcOlu:ref

Goodbred, Tracy R.

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Thursday, February 7, 2019 10:36 AM
To: Cole, Christi
Subject: Automatic reply: Product issue- Santa Rosa County School District.

Thank you for your email. I am currently out of the office and will return on Friday, February 8th.

If you are an existing integration customer and need immediate assistance, please contact our support agents at 855-315-6417 or at integrationsupport@mheducation.com.

Thanks,
Chris Strausbaugh

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Goodbred, Tracy R.

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Thursday, February 7, 2019 12:45 PM
To: Cole, Christi;Johnson, Todd
Cc: Miller, Kim;Strausbaugh, Christopher;Sanchez, Sal
Subject: RE: Product issue- Santa Rosa County School District.

Christi,

It looks like Eula was being sent previously with a different sourcedID and our system didn't know which one was accurate so it was not updating her. I have removed the old user and ran a new set of files. She should now be able to login successfully. Please let me know if she has any issues.

Thank you,

Amanda

From: Cole, Christi [mailto:ColeC@santarosa.k12.fl.us]
Sent: Thursday, February 7, 2019 11:36 AM
To: Strausbaugh, Christopher <christopher.strausba@mheducation.com>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: RE: Product issue- Santa Rosa County School District.

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Todd said that he added the information into the import file.

Also, I have a teacher Eula Early at King Middle School who is being sent in One Roster. I'm showing her having access to the product in Access Manager.

However, she is getting an error message when she is clicking the MHE icon





Your user account could not be located. Please contact support

Sorry, we seem to be having some difficulty finding this page.
If the problem persists, please contact **Support**.

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>

Sent: Monday, February 04, 2019 9:01 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>

Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>

Subject: RE: Product issue- Santa Rosa County School District.

Christi,

I went ahead and ran a manual file and the teacher now has his TE Econ book. I noticed that the course this class is under doesn't have the Econ book assigned to it in your Resources files. Since you are using Resources file to map content it is recommended that this be corrected in the file so we can remove the manual mapping in Access Manager.

Thanks,



Chris Strausbaugh

Implementation Specialist

Customer Success

McGraw-Hill Education | School Group

8787 Orion Place, Columbus, OH 43240

C: 614-306-1194

christopher.strausba@mheducation.com

mheducation.com



From: Cole, Christi <ColeC@santarosa.k12.fl.us>

Sent: Monday, February 4, 2019 8:49 AM

To: Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Strausbaugh, Christopher <christopher.strausba@mheducation.com>

Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>

Subject: Product issue- Santa Rosa County School District.

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Good Morning,

I have a teacher, Justin Rice at MHS. His one class of Econ isn't showing the product. I went into the Access Manager and assigned it to his class, but it's not showing on the teacher's dashboard.

Christi

*Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARHELP 983-5098*

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Goodbred, Tracy R.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Thursday, February 7, 2019 4:17 PM
To: Hord, W.F. Rick
Subject: (EXT) Your Opinion Counts - McGraw-Hill Education Customer Service Survey

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Dear Valued Customer,

We would like to invite you to give us your opinion regarding your recent issue reported to the McGraw-Hill Education Customer Support Team.

The details of the case are as follows:

Case #: 14422556
Date Opened: 2/2/2019
Customer Support Representative: Kathryn

At McGraw-Hill Education, customer satisfaction is our number one goal.

You have recently received the resolution to your inquiry. We would be grateful if you could answer a few brief questions regarding your experience. Your answers will be used to measure our success and help us identify areas where we can improve.

[Please click here to access the survey.](#)

*Register for Coast and have 24/7 self-service access to your account.
You can place orders, track shipments, view and print invoices as well as review all orders placed at www.mhecoast2coast.com*

*****Please do not respond to this email as replies are not monitored*****

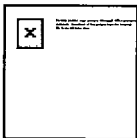
If you do not wish to receive any more invitations to provide feedback, please [click here](#).

Goodbred, Tracy R.

From: McGraw-Hill Education Strategy and Insights Group
<marketresearch@mheducation.com>
Sent: Friday, February 8, 2019 1:48 PM
To: Mauro, Charlene
Subject: (EXT) Share your thoughts: McGraw-Hill Back-to-School Survey

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Because learning changes everything. ®



Dear Professor Mauro,

A few weeks ago, you received an email asking you to tell us about your start-of-semester experience using McGraw-Hill Education products. It is our goal to ensure that we are providing superior service and support at every step and we want to hear from you about how we are doing!

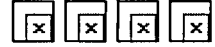
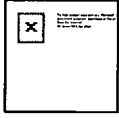
Please don't miss your chance to share your thoughts on how we did helping you get ready for the new semester and how we might improve in the future! The survey shouldn't take more than a few minutes to complete.

TAKE THE SURVEY

Your feedback is always welcome and appreciated.

Thank you,

McGraw-Hill Education Strategy and Insights



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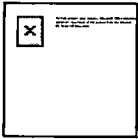
You can also write to: Privacy Official, McGraw-Hill Education, 501 Bell Street, Dubuque, IA 52001.

Goodbred, Tracy R.

From: McGraw-Hill Education Strategy and Insights Group
<marketresearch@mheducation.com>
Sent: Friday, February 8, 2019 1:59 PM
To: Colvin, Earnest D.
Subject: (EXT) Share your thoughts: McGraw-Hill Back-to-School Survey

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Dear Professor Colvin,

A few weeks ago, you received an email asking you to tell us about your start-of-semester experience using McGraw-Hill Education products. It is our goal to ensure that we are providing superior service and support at every step and we want to hear from you about how we are doing!

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TAKE THE SURVEY

Your feedback is always welcome and appreciated.

Thank you,

McGraw-Hill Education Strategy and Insights



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Unsubscribe

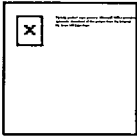
You can also write to: Privacy Official, McGraw-Hill Education, 501 Bell Street, Dubuque, IA 52001.

Goodbred, Tracy R.

From: McGraw-Hill Education Strategy and Insights Group
<marketresearch@mheducation.com>
Sent: Friday, February 8, 2019 1:59 PM
To: Stokes, Cynthia
Subject: (EXT) Share your thoughts: McGraw-Hill Back-to-School Survey

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Dear Professor Stokes,

A few weeks ago, you received an email asking you to tell us about your start-of-semester experience using McGraw-Hill Education products. It is our goal to ensure that we are providing superior service and support at every step and we want to hear from you about how we are doing!

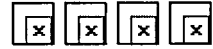
Please don't miss your chance to share your thoughts on how we did helping you get ready for the new semester and how we might improve in the future! The survey shouldn't take more than a few minutes to complete.

TAKE THE SURVEY

Your feedback is always welcome and appreciated.

Thank you,

McGraw-Hill Education Strategy and Insights



View the McGraw-Hill Education [Privacy Policy](#) for more information or contact privacyofficerMHHE@mheducation.com.

[Unsubscribe](#)

You can also write to: Privacy Official, McGraw-Hill Education, 501 Bell Street, Dubuque, IA 52001.

Goodbred, Tracy R.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Tuesday, February 12, 2019 11:36 AM
To: Moon, Judy
Subject: Your Opinion Counts - McGraw-Hill Education Customer Service Survey

Dear Valued Customer,

We would like to invite you to give us your opinion regarding your recent issue reported to the McGraw-Hill Education Customer Support Team.

The details of the case are as follows:

Case #: 14496329
Date Opened: 2/12/2019
Customer Support Representative: Corey

At McGraw-Hill Education, customer satisfaction is our number one goal.

You have recently received the resolution to your inquiry via chat. We would be grateful if you could answer a few brief questions regarding your experience. Your answers will be used to measure our success and help us identify areas where we can improve.

[Please click here to access the survey.](#)

*Register for Coast and have 24/7 self-service access to your account.
You can place orders, track shipments, view and print invoices as well as review all orders placed at www.mhecoast2coast.com*

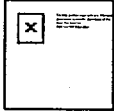
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If you do not wish to receive any more invitations to provide feedback, please [click here](#).

Goodbred, Tracy R.

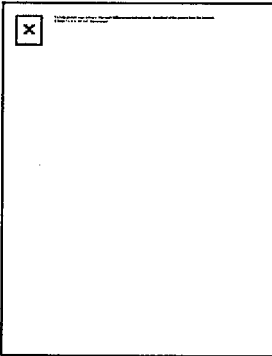
From: McGraw-Hill Education <Education@mheducation.com>
Sent: Tuesday, February 12, 2019 1:28 PM
To: Messer, Kim S.
Subject: (EXT) AP U.S. Gov & Politics: Just in time for the new test!

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[View online](#)

Just in time for the revised test!
5 Steps to a 5:
AP U.S. Government & Politics 2019



The popular, user-friendly guide that has helped millions of students is now updated to reflect the new AP exam.

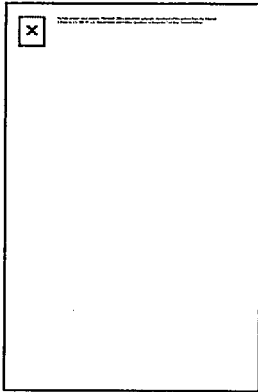
In addition to the effective 5-step study plan, you'll get:

- 3 Practice exams
- Access to the Cross-Platform prep course
- Flashcards, games, social media, and more

Are you teaching AP U.S. Government & Politics? Let us know! **The first 100 teachers** to respond to this email will get a FREE COPY in time for the test.

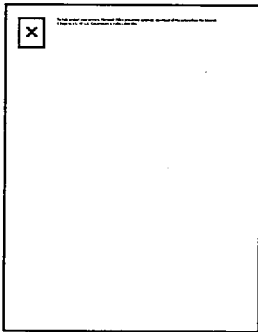
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Additional Study Prep:



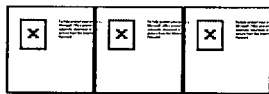
5 Steps to a 5: 500 AP U.S. Government & Politics Questions to Know by Test Day, Second Edition

William Madden, Brian T. Stevens
1259836487



5 Steps to a 5: AP U.S. Government & Politics 2019 Elite Student Edition

Pamela K. Lamb
1260123375



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, February 14, 2019 11:28 AM
To: Baugus, Jeffery A.
Subject: (EXT) RE: (EXT) RE: Adoption Results

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Jeff,

I am sure you have been getting calls and emails from publishers all day concerning the math adoption. Please let me know the districts plans for moving forward when you get a chance. If you need GAP year pricing for our current middle school programs, let me know as we are starting to collect that information and we will be working on options for current users.

Please let me know if you have questions.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Wednesday, January 30, 2019 11:43 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) RE: Adoption Results

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Absolutely. Here are the pros and cons for each that our committees discussed:

Elementary

Pros -

- Concrete to abstract activities
- Adequate student practice provided
- Foldables in the Student Text (Vocabulary)
- Leveled Assessment in 2 version and it's assignable and editable (3 types of questioning) Oral Assessments available
- Student eBook is full audio
- Story Boards and Work Mats for students to use in book
- My Tutor Online teaches lesson in several languages, available for parents
- Build Conceptual Understanding comes before lesson.
- Project Based Learning
- Check My Progress (Mid Chapter Reviews)
- PowerPoint for every lesson and are editable
- Online Assessments that mimic FSA are ready to go if we were to go back to Computer Based Testing
- Online tools easy to access and interactive

Cons-

- RedBirds/Aleks is not included (Online Instruction Piece)
- No Manipulative Kit
- Not rigorous enough
- Still too much scaffolding
- Heavy on Procedural Practice
- Some extraneous content
- Not enough blank space
- Poor fact fluency component
- Not a built-in spiral review
- No FSA Book only the countdown pages

Middle

Pros-

- Improved consumable (more space to work problems; launch, explore, develop, & produce, students forced to show work)
- TE walks through lesson nicely showing interactive options
- Digital Exit Ticket, Resources & Enrichments
- Multiple Access – share students; both teachers can see students
- Foldables & FSA Practice in most of the homework sections
- Built in FSA Practice with problem at end of practice
- Add your own resources to the digital lessons

Cons-

ALEKS does not come with base package (digital adaptive practice)
Not attractive to students
Must Create own worksheets – not enough practice resources online
Not enough practice exercises available
Online not user friendly
Advanced is an afterthought – pushed at the end of curriculum
TE very difficult and busy
SE – improved but still not enough practice space
No ExamView type generator

AGA

Pros-

Lots of practice
Liked ordering of Chapters for Algebra 1, Geometry but not Algebra 2
Nice lesson layout
Word problems easy to apply
Plenty of resources
Interactive student edition (consumable) two volumes; half of students liked and half did not
Plenty of examples & check questions were good
Like the Launch, Explore, Reflect model
Like the foldables

Cons-

ALEKS does not come with MHE basic package
TE not easily readable – small print; disliked spiral bound
Assessments are not ready (Word files)
Presentations – no PowerPoints; can customize but when importing files only imports the text; no math tools available on slide except for calculators
Algebra 2 was more notetaking driven – no examples/explanations for absent students or parents
Consumable – not enough room to show work
No conceptual development
Website is busy
Online pretest marked correct answers incorrect.
FSA Questions at the end of each unit don't seem very challenging.

Pre-Cal

Pros-

Lots of practice
Not as rigorous
Spiral Review

Digital platform for students and teachers
ACT/SAT embedded

Cons-
No PowerPoints
Poor paper quality; page color taxing; small font
Busy & Too much material in a section

I hope this is helpful. If you have any questions, please let me know.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, January 29, 2019 5:55:05 PM
To: Baugus, Jeffery A.
Subject: (EXT) RE: Adoption Results

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Thanks Jeff for the update. When you have time, please share any feedback from the committee if possible. This information goes along way in bettering our products and message. Any feedback whether positive or negative is appreciated.

Thanks again for running a smooth adoption process.



Ty Ezell
Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Tuesday, January 29, 2019 11:34 AM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Cc: Smith, Floyd C <SmithFC@santarosa.k12.fl.us>
Subject: Adoption Results

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good morning,

The votes have been tallied. Here are the results:

K-5	Pearson
6-8	Pearson
AGA	Big Ideas
MCR	Cengage
Pre-Cal	Cengage
Adv. Topics	Big Ideas

Thank you all for submitting for our adoption process and for sharing your products with our teachers. I know the amount of time and support each of you place behind your products and it's greatly appreciated by all of us here.

The ELA Adoption process will start in August of 2019 and will follow a similar timeline to this year. Mrs. McKnight looks forward to working with many of you then.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, February 14, 2019 12:34 PM
To: Baugus, Jeffery A.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: Adoption Results

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

We are starting to get requests now and we are gathering the information of needs for the districts. Would you need print and digital for each student and teacher? This information helps us come up with the best possible options for districts.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Thursday, February 14, 2019 1:30 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) RE: (EXT) RE: Adoption Results

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Ty,

Thanks for reaching out.

I do need pricing on gap year materials. Knowing we'll have that need for three years, what's the per student cost looking like?

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Ezell, Ty <david.ezell@mheducation.com>

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To: Baugus, Jeffery A.

Subject: (EXT) RE: (EXT) RE: Adoption Results

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Sales Representative

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Sent: Wednesday, January 30, 2019 11:43 AM

To: Ezell, Ty <david.ezell@mheducation.com>

Subject: Re: (EXT) RE: Adoption Results

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Absolutely. Here are the pros and cons for each that our committees discussed:

Elementary

Pros -

Concrete to abstract activities
Adequate student practice provided
Foldables in the Student Text (Vocabulary)
Leveled Assessment in 2 version and it's assignable and editable (3 types of questioning) Oral Assessments available
Student eBook is full audio
Story Boards and Work Mats for students to use in book
My Tutor Online teaches lesson in several languages, available for parents
Build Conceptual Understanding comes before lesson.
Project Based Learning
Check My Progress (Mid Chapter Reviews)
PowerPoint for every lesson and are editable
Online Assessments that mimic FSA are ready to go if we were to go back to Computer Based Testing
Online tools easy to access and interactive

Cons-

RedBirds/Aleks is not included (Online Instruction Piece)
No Manipulative Kit
Not rigorous enough
Still too much scaffolding
Heavy on Procedural Practice
Some extraneous content
Not enough blank space
Poor fact fluency component
Not a built-in spiral review
No FSA Book only the countdown pages

Middle

Pros-
Improved consumable (more space to work problems; launch, explore, develop, & produce, students forced to show work)
TE walks through lesson nicely showing interactive options

Digital Exit Ticket, Resources & Enrichments
Multiple Access – share students; both teachers can see students
Foldables & FSA Practice in most of the homework sections
Built in FSA Practice with problem at end of practice
Add your own resources to the digital lessons

Cons-
ALEKS does not come with base package (digital adaptive practice)
Not attractive to students
Must Create own worksheets – not enough practice resources online
Not enough practice exercises available
Online not user friendly
Advanced is an afterthought – pushed at the end of curriculum
TE very difficult and busy
SE – improved but still not enough practice space
No ExamView type generator

AGA

Pros-

Lots of practice
Liked ordering of Chapters for Algebra 1, Geometry but not Algebra 2
Nice lesson layout
Word problems easy to apply
Plenty of resources
Interactive student edition (consumable) two volumes; half of students liked and half did not
Plenty of examples & check questions were good
Like the Launch, Explore, Reflect model
Like the foldables

Cons-
ALEKS does not come with MHE basic package
TE not easily readable – small print; disliked spiral bound
Assessments are not ready (Word files)
Presentations – no PowerPoints; can customize but when importing files only imports the text; no math tools available on slide except for calculators
Algebra 2 was more notetaking driven – no examples/explanations for absent students or parents
Consumable – not enough room to show work
No conceptual development
Website is busy
Online pretest marked correct answers incorrect.
FSA Questions at the end of each unit don't seem very challenging.

Pre-Cal

Pros-

Lots of practice
Not as rigorous
Spiral Review
Digital platform for students and teachers
ACT/SAT embedded

Cons-

No PowerPoints
Poor paper quality; page color taxing; small font
Busy & Too much material in a section

I hope this is helpful. If you have any questions, please let me know.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Ezell, Ty <david.ezell@mheducation.com>

Sent: Tuesday, January 29, 2019 5:55:05 PM

To: Baugus, Jeffery A.

Subject: (EXT) RE: Adoption Results

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Thanks Jeff for the update. When you have time, please share any feedback from the committee if possible. This information goes along way in bettering our products and message. Any feedback whether positive or negative is appreciated.

Thanks again for running a smooth adoption process.



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Tuesday, January 29, 2019 11:34 AM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Cc: Smith, Floyd C <SmithFC@santarosa.k12.fl.us>
Subject: Adoption Results

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Good morning,

The votes have been tallied. Here are the results:

K-5	Pearson
6-8	Pearson
AGA	Big Ideas
MCR	Cengage
Pre-Cal	Cengage
Adv. Topics	Big Ideas

Thank you all for submitting for our adoption process and for sharing your products with our teachers. I know the amount of time and support each of you place behind your products and it's greatly appreciated by all of us here.

The ELA Adoption process will start in August of 2019 and will follow a similar timeline to this year. Mrs. McKnight looks forward to working with many of you then.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

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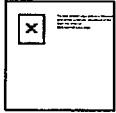
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Goodbred, Tracy R.

From: McGraw-Hill Education <ealerts@mheducation.com>
Sent: Wednesday, February 20, 2019 11:55 AM
To: Messer, Kim S.
Subject: (EXT) Pre-order the New edition of Fitzpatrick's Dermatology

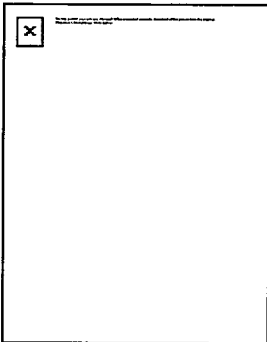
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[View online](#)

Fitzpatrick's Dermatology, 9th Edition

Pre-order [now!](#)



Fitzpatrick's Dermatology, 9th Edition

Sewon Kang
9781260117431

2 Volume | 1,866 Pages



[Table of Contents](#)

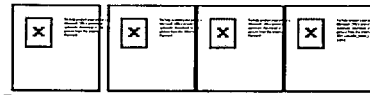
The acclaimed masterwork of dermatology --- reinvented by an all new editorial team

For nearly half a century *Fitzpatrick's* has been recognized worldwide as the field of dermatology's cornerstone text. This trusted classic covers all of the essentials, from the basic science of the skin to the day-to-day clinical issues of managing common skin disorders. Backed by the expertise of more than 500 world-renowned contributors, it is the reference of choice for clinicians, students,

and educators.

This new edition represents a completely re-organized and revised edition:

- **New editors** diverse in expertise and international in location of practice have endeavored to build on the achievements of previous editions, while providing fresh insight into the content and new thinking regarding optimal structure of the book
- **Reorganized and updated content** – important general basic science concepts are extensively covered in dedicated chapters appearing at the beginning of the book, allowing subsequent clinical chapters to focus on relevant disease-specific pathophysiology, in addition to clinical features, diagnosis, clinical course, and management
- **Unmatched visual presentation** includes more than 3,000 illustrations, including more than 2,700 full-color photographs; all tables and At-a-Glance boxes are either new or completely revised



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From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Tuesday, January 22, 2019 8:44 AM
To: Cole, Christi; Johnson, Todd
Cc: Strausbaugh, Christopher; Sanchez, Sal; Miller, Kim
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Thanks,



Chris Strausbaugh

Implementation Specialist

Customer Success

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8787 Orion Place, Columbus, OH 43240

C: 614-306-1194

christopher.strausba@mheducation.com

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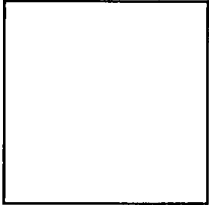
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From: no-reply@mheducation.com <no-reply@mheducation.com>

Sent: Thursday, January 17, 2019 3:24 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us>

Subject: Import Status: Failure



Dear Christi Cole,

! Your most recent import was unsuccessful.

Issues with the data import need to be resolved in your Student Information System.

You can find a full error report on the alerts page in Access Manager.

The McGraw-Hill Education Team



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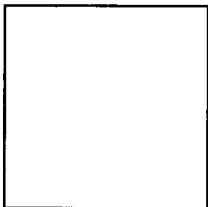
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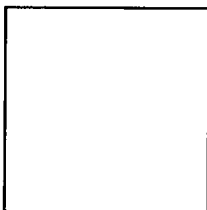
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Thanks,



Chris Strausbaugh

Implementation Specialist

Customer Success

McGraw-Hill Education | School Group

8787 Orion Place, Columbus, OH 43240

C: 614-306-1194

christopher.strausba@mheducation.com

mheducation.com



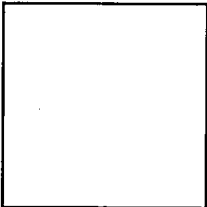
From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Thursday, January 17, 2019 4:48 PM
To: Strausbaugh, Christopher <christopher.strausba@mheducation.com>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Sanchez, Sal <sal.sanchez@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: FW: Import Status: Failure

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We are still having issues.

Christi

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To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: Import Status: Failure



Dear Christi Cole,

! Your most recent import was unsuccessful.

Issues with the data import need to be resolved in your Student Information System.

You can find a full error report on the alerts page in Access Manager.

The McGraw-Hill Education Team



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Goodbred, Tracy R.

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Monday, January 28, 2019 9:31 AM
To: Johnson, Todd; Miller, Amanda; Cole, Christi
Cc: Sanchez, Sal; Miller, Kim
Subject: RE: Import Status: Failure- Santa Rosa County

Christi,

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Cc: Strausbaugh, Christopher <christopher.strausba@mheducation.com>; Sanchez, Sal <sal.sanchez@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
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That course resource is in One Roster now for sure.

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Tuesday, January 22, 2019 9:01:51 AM
To: Cole, Christi; Johnson, Todd
Cc: Strausbaugh, Christopher; Sanchez, Sal; Miller, Kim
Subject: RE: Import Status: Failure- Santa Rosa County

Good morning Christi,
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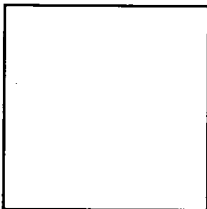
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20190118091130

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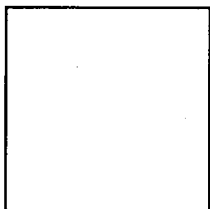
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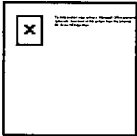
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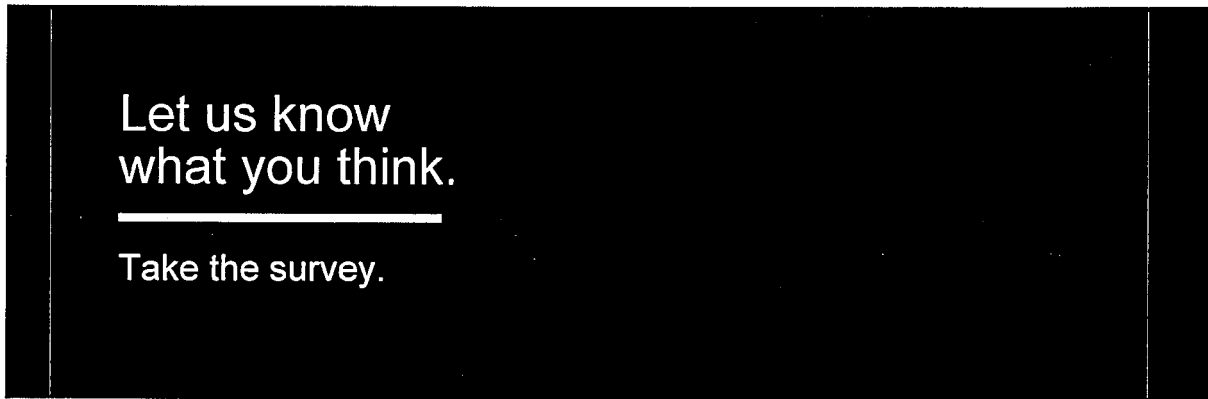
From: McGraw-Hill Education Strategy and Insights Group
<marketresearch@mheducation.com>
Sent: Monday, January 28, 2019 11:58 AM
To: Thacker, Cheryl
Subject: (EXT) Don't miss your chance to give us your feedback! McGraw-Hill Back-to-School Survey

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

[View this email as a web page](#)



Because learning changes everything. ®



Dear Professor Thacker,

Last week, you received an email asking you to tell us about your start-of-semester experience using McGraw-Hill Education products. It is our goal to ensure that we are providing superior service and support at every step and we want to hear from you about how we are doing!

Please take this opportunity to share your thoughts on how we did helping you get ready for the new semester and how we might improve in the future. The survey shouldn't take more than a few minutes to complete.

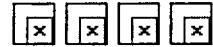


Your feedback is always welcome and appreciated.

Thank you,

McGraw-Hill Education Strategy and Insights

McGraw-Hill Education Strategy and Insights



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[Unsubscribe](#)

You can also write to: Privacy Official, McGraw-Hill Education, 501 Bell Street, Dubuque, IA 52001.

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, January 29, 2019 5:55 PM
To: Baugus, Jeffery A.
Subject: (EXT) RE: Adoption Results

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Thanks Jeff for the update. When you have time, please share any feedback from the committee if possible. This information goes along way in bettering our products and message. Any feedback whether positive or negative is appreciated.

Thanks again for running a smooth adoption process.



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Tuesday, January 29, 2019 11:34 AM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Cc: Smith, Floyd C <SmithFC@santarosa.k12.fl.us>
Subject: Adoption Results

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Good morning,

The votes have been tallied. Here are the results:

K-5	Pearson
6-8	Pearson
AGA	Big Ideas
MCR	Cengage
Pre-Cal	Cengage
Adv. Topics	Big Ideas

Thank you all for submitting for our adoption process and for sharing your products with our teachers. I know the amount of time and support each of you place behind your products and it's greatly appreciated by all of us here.

The ELA Adoption process will start in August of 2019 and will follow a similar timeline to this year. Mrs. McKnight looks forward to working with many of you then.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

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Goodbred, Tracy R.

From: McGraw-Hill Customer Service <no.reply.mcgraw-hill.customerservice@mheducation.com>
Sent: Saturday, February 2, 2019 8:32 PM
To: Hord, W.F. Rick
Subject: (EXT) McGraw-Hill Education - Web Form: Something else - Case # 14422556

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Thank you for contacting McGraw-Hill Education Customer Service.

Case number 14422556 has been opened for you. We will respond to your inquiry within 3-5 business days. Our regular office hours are 8:00 AM to 8:00 PM Monday through Friday, Eastern Time (USA).

To protect the safety and security of our customers, credit card orders are no longer accepted via fax, mail or e-mail. We take our customers security seriously and believe that this approach is in the best interest to protect our customers and our company alike.

Credit card orders may be placed online by visiting: www.mheducation.com or www.mhcoast2coast.com. Customers who are unable to utilize the online web sites can order by calling 800-338-3987 from 8 A.M. until 8 P.M. Monday-Friday.

Sincerely,
McGraw-Hill Education
Customer Service
(WCS)

Please visit us online - including real-time order status
- at <http://mheducation.com/customerservice>.

Visit our self-service website for your order needs: www.mhcoast2coast.com

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From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Monday, February 4, 2019 9:01 AM
To: Cole, Christi; Miller, Amanda; Miller, Kim
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Subject: RE: Product issue- Santa Rosa County School District.

Christi,

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Good Morning,

I have a teacher, Justin Rice at MHS. His one class of Econ isn't showing the product. I went into the Access Manager and assigned it to his class, but it's not showing on the teacher's dashboard.

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*Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098*

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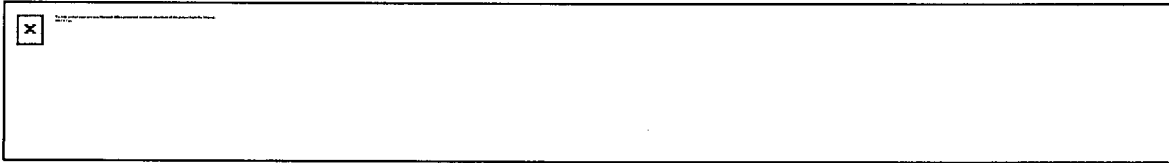
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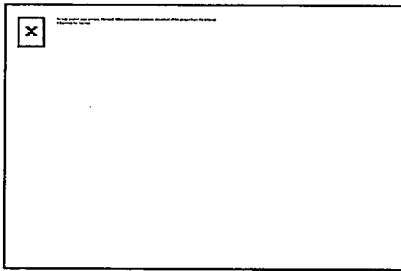
From: M.A.T.H. Tips: McGraw-Hill Education <Successinmath.college@mheducation.com>
Sent: Tuesday, February 5, 2019 9:07 AM
To: Thacker, Cheryl
Subject: (EXT) M.A.T.H. Tips Vol. 25: 8 Semester Start-Up Essentials, 6 Apps for Student Learning, Math After-Hours for YOU!

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[View this email as a web page](#)



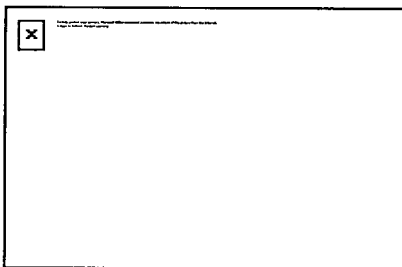
Welcome to Vol. 25 of M.A.T.H. Tips!



8 Essentials for Winter & Spring Success

The first few weeks of the semester are often a rush of learning names, student adds and drops, meetings, and general set-up. As things begin to settle down, here are a few simple tips that can set you up for long-term success.

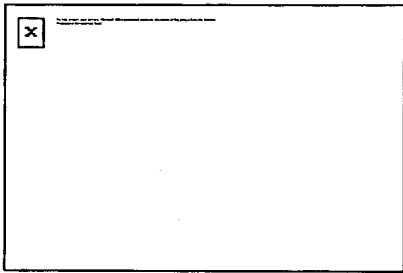
Read On



6 Apps to Rethink Student Learning

From quizzing to time management and group work, access new Tech Tips.

New Tech Tips



Math After Hours

Professional Development Read

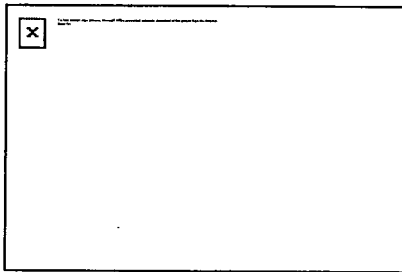
5 new articles on math education and changes in educational pedagogy that will take your teaching to the next level.

[Read On](#)

Just For Fun

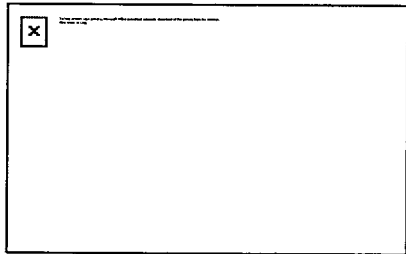
If you like puzzles, problems of the day, or lifelong learning in the math and science realms, then this app is for you!

[Check Out The App!](#)



A Cozy Read for the Math Lover

[Read On](#)



Index Spotlight

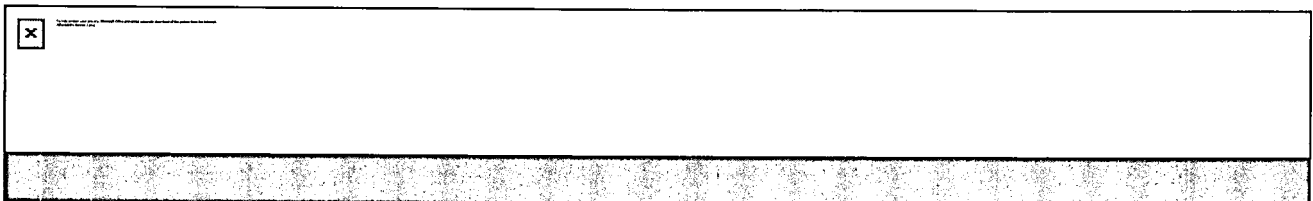
Back-to-school inspiration for you and your students.

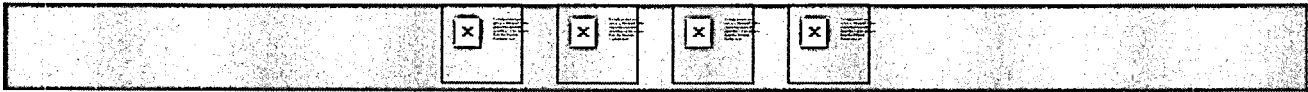
[First Week of Class](#)

Access the full Index: [M.A.T.H. Tips Index](#) and choose the category most relevant to you!

If you missed the previous issue, you can always [access all newsletters](#) online.

We are always open to your ideas for future issues and your content contributions.
[Email us](#) to get involved.





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Goodbred, Tracy R.

From: CSOM Web Customer Service3 <he_ecommerce_custserv@mheducation.com>
Sent: Tuesday, February 5, 2019 2:44 PM
To: Hord, W.F. Rick
Subject: (EXT) CSOM McGraw Hill Account - MHE Case #14422556 [ref:_00D80LRll_5000y1WcOlu:ref]

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Dear William Hord,

We are happy to assist with your request for reporting material errors. This is a follow-up to the email that was sent 02/04/19 afternoon. We understand you are busy and may not have had time to respond.

Please take a moment to respond with the requested information so we may help with your request.

Thank you for choosing McGraw-Hill Education for your educational needs.

Kind Regards,
Kathryn P
Customer Success Advocate
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Visit our self-service website for your order needs: www.mhecoast2coast.com

----- Original Message -----

From: CSOM Domestic Customer Service2 [seg_customerservice@mheducation.com]
Sent: 2/4/2019
To: hordw@santarosa.k12.fl.us
Subject: CSOM McGraw Hill Account - MHE Case #14422556 []

Dear William Hord,

Thank you for contacting McGraw-Hill Education regarding the errors in Florida Civics textbook. I apologize there are errors in the material, I am happy to send these to the correct channels to get corrected. Please provide me with the products ISBN as well as what type of errors and the pages these occur on. Please contact us with any additional questions or concerns.

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Kathryn P.
Customer Success Advocate.

Kathryn P.

Customer Success Advocate.



ref:_00D80LRll._5000y1WcOlu:ref

Goodbred, Tracy R.

From: CSOM Web Customer Service3 <he_ecommerce_custserv@mheducation.com>
Sent: Thursday, February 7, 2019 8:14 AM
To: Hord, W.F. Rick
Subject: (EXT) CSOM McGraw Hill Account - MHE Case #14422556 [ref:_00D80LRll_5000y1WcOlu:ref]

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Dear William Hord,

Thank you for contacting McGraw-Hill Education regarding the material errors in 9780076600854.

I have notified the correct department of the issue and they will be getting back to me shortly. When I hear a response I will notify you to keep you updated on the matter.

Thank you again for bringing these errors to McGraw-Hill's attention so we can prevent it from affecting another student.

Please contact us with any additional questions or concerns.

Thank you for choosing McGraw-Hill Education for your educational needs.

Kind Regards,
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----- Original Message -----

From: Hord, W.F. Rick [hordw@santarosa.k12.fl.us]
Sent: 2/6/2019
To: he_ecommerce_custserv@mheducation.com
Subject: Re: (EXT) CSOM McGraw Hill Account - MHE Case #14422556 []

Thank you.

The book we are using is ISBN 978-0-07-660085-4

It's the old (2013) edition; however, I checked the 2018 edition online and found the same errors:

p. 242: definition of "embargo" is not correct. An embargo does not require an agreement between a group of nations, it can be done by one country acting alone. Embargo is simply the most severe version of trade sanctions. The same erroneous definition appears twice on that page and again at the end of the book in the glossary.

p. 248: The USPS is not a government corporation.

p. 449: Juvenile Adjudicatory Hearings are, in fact, open to the public, at least in Florida. This is one of the more pervasive and persistent public misconceptions I encountered in my 16 years as a Public Information Officer for a Sheriff's Office, and later, as a Court Security Supervisor working in Juvenile Court.

I was assembling a test for Chapter 8 (executive branch) using the McGraw Hill ConnectED app, and, in the McGraw-Hill question bank for the chapter, I encountered the 7 flawed questions which I have assembled in the attached .pdf. The .pdf did not capture the wrong answer highlighted as correct in the last question, so I have also included a screen shot to confirm.

Q1 - USPS is not a government corporation

Q 2 & Q3 - both use the same chart which skips from #17 to #19. Homeland Security should be #18.

Q4 - includes the incorrect definition of "embargo."

Q5 - Article II of the Constitution says power is "vested," not "invested." These are two different words with dissimilar meanings.

Q6 - Supreme Court justices are not the only presidential appointees who serve for life. District Judges and Circuit Judges also serve for life. Supreme Court appointees are a very small minority of the lifetime appointments made by any president.

Q7 - The "system in which the winners of an election reward campaign workers with jobs" is "spoils system." See the screenshot, showing "merit system" highlighted as correct.

Best regards,

Rick Hord, a passionate teacher of civics

From: CSOM Web Customer Service3 <he_ecommerce_custserv@mheducation.com>
Sent: Tuesday, February 5, 2019 4:06:26 PM
To: Hord, W.F. Rick
Subject: (EXT) CSOM McGraw Hill Account - MHE Case #14422556 []

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!
Dear William Hord,

Thank you for contacting McGraw-Hill Education regarding the errors in Florida Civics textbook.

Take your time with finding the specific information for these errors. I am going to close our case but as soon as you reply with the specific information, I will be notified and we can continue on getting this issue resolved.

Please contact us with any additional questions or concerns.

Thank you for choosing McGraw-Hill Education for your educational needs.

Kind Regards,
Kathryn P
Customer Success Advocate
McGraw-Hill Education | Customer Service & Order Management
860 Taylor Station Road, Blacklick Ohio 43004
P: 800-338-3987 | F: 800-953-8691

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----- Original Message -----

From: Hord, W.F. Rick [hordw@santarosa.k12.fl.us<<mailto:hordw@santarosa.k12.fl.us>>]
Sent: 2/5/2019
To: he_ecommerce_custserv@mheducation.com<mailto:he_ecommerce_custserv@mheducation.com>
Subject: RE: (EXT) CSOM McGraw Hill Account - MHE Case #14422556 []

Thank you. It may take me a couple of days to reply, as I am attempting to reconstruct from memory some errors I've noticed and find the exact locations.

The issue came to the forefront of my mind a couple of nights ago as I was attempting to construct a test on ConnectED app, and noticed a few questions that were incorrect. I will find the specific questions; they were in the Chapter 8 test bank. In one question, the US Postal Service was incorrectly identified as a "government corporation" (a very common misconception); in another, "merit system" was marked as the correct response to a question about rewarding political supporters (correct answer is "spoils system").

Thank you for your attention

From: CSOM Web Customer Service3
[mailto:he_ecommerce_custserv@mheducation.com<mailto:he_ecommerce_custserv@mheducation.com>]
Sent: Tuesday, February 05, 2019 2:44 PM
To: Hord, W.F. Rick <HordW@santarosa.k12.fl.us<<mailto:HordW@santarosa.k12.fl.us>>>
Subject: (EXT) CSOM McGraw Hill Account - MHE Case #14422556 []

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Visit our self-service website for your order needs:
www.mhecoast2coast.com<<https://www.mhecoast2coast.com>><<https://www.mhecoast2coast.com>>

----- Original Message -----

From: CSOM Domestic Customer Service2
[seg_customerservice@mheducation.com<mailto:seg_customerservice@mheducation.com><mailto:seg_customerservice@mheducation.com>]
Sent: 2/4/2019
To:

hordw@santarosa.k12.fl.us<<mailto:hordw@santarosa.k12.fl.us>><<mailto:hordw@santarosa.k12.fl.us>><<mailto:hordw@santarosa.k12.fl.us>>>

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Kathryn P.
Customer Success Advocate.

Kathryn P.
Customer Success
Advocate. [<http://na66.salesforce.com/servlet/servlet.ImageServer?oid=00D8000000LRll&esid=0180y00000oGINn>]

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Customer Success
Advocate. [<http://na66.salesforce.com/servlet/servlet.ImageServer?oid=00D8000000LRll&esid=0180y00000oGmWH>]

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Kathryn P.

Customer Success Advocate.



ref:_00D80LRll._5000y1WcOlu:ref

Goodbred, Tracy R.

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Thursday, February 7, 2019 12:45 PM
To: Cole, Christi; Johnson, Todd
Cc: Miller, Kim; Strausbaugh, Christopher; Sanchez, Sal
Subject: RE: Product issue- Santa Rosa County School District.

Christi,
It looks like Eula was being sent previously with a different sourcedID and our system didn't know which one was accurate so it was not updating her. I have removed the old user and ran a new set of files. She should now be able to login successfully. Please let me know if she has any issues.

Thank you,

Amanda

From: Cole, Christi [mailto:ColeC@santarosa.k12.fl.us]
Sent: Thursday, February 7, 2019 11:36 AM
To: Strausbaugh, Christopher <christopher.strausba@mheducation.com>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: RE: Product issue- Santa Rosa County School District.

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Todd said that he added the information into the import file.

Also, I have a teacher Eula Early at King Middle School who is being sent in One Roster. I'm showing her having access to the product in Access Manager.

However, she is getting an error message when she is clicking the MHE icon





Your user account could not be located. Please contact support

Sorry, we seem to be having some difficulty finding this page.
If the problem persists, please contact **Support**.

From: Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Sent: Monday, February 04, 2019 9:01 AM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>; Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: RE: Product issue- Santa Rosa County School District.

Christi,

I went ahead and ran a manual file and the teacher now has his TE Econ book. I noticed that the course this class is under doesn't have the Econ book assigned to it in your Resources files. Since you are using Resources file to map content it is recommended that this be corrected in the file so we can remove the manual mapping in Access Manager.

Thanks,



Chris Strausbaugh
Implementation Specialist
Customer Success
McGraw-Hill Education | School Group
8787 Orion Place, Columbus, OH 43240
C: 614-306-1194
christopher.strausba@mheducation.com
mheducation.com



From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Monday, February 4, 2019 8:49 AM
To: Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Strausbaugh, Christopher <christopher.strausba@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
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Good Morning,

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Christi

*Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARHELP 983-5098*

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Goodbred, Tracy R.

From: Your Opinion Counts <youopinioncounts@mheducation.com>
Sent: Tuesday, February 12, 2019 11:36 AM
To: Moon, Judy
Subject: Your Opinion Counts - McGraw-Hill Education Customer Service Survey

Dear Valued Customer,

We would like to invite you to give us your opinion regarding your recent issue reported to the McGraw-Hill Education Customer Support Team.

The details of the case are as follows:

Case #: 14496329
Date Opened: 2/12/2019
Customer Support Representative: Corey

At McGraw-Hill Education, customer satisfaction is our number one goal.

You have recently received the resolution to your inquiry via chat. We would be grateful if you could answer a few brief questions regarding your experience. Your answers will be used to measure our success and help us identify areas where we can improve.

[Please click here to access the survey.](#)

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If you do not wish to receive any more invitations to provide feedback, please [click here](#).

Goodbred, Tracy R.

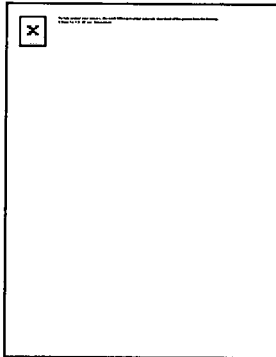
From: McGraw-Hill Education <Education@mheducation.com>
Sent: Tuesday, February 12, 2019 1:28 PM
To: Messer, Kim S.
Subject: (EXT) AP U.S. Gov & Politics: Just in time for the new test!

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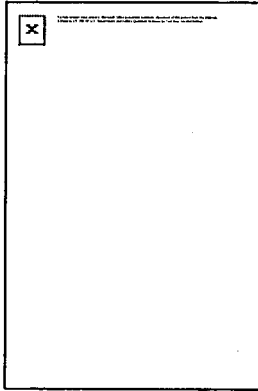
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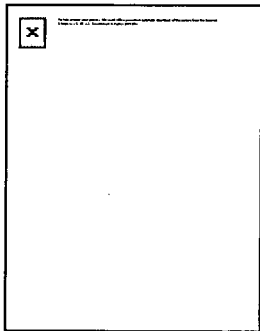
Additional Study Prep:



5 Steps to a 5: 500 AP U.S. Government & Politics Questions to Know by Test Day, Second Edition

William Madden, Brian T. Stevens

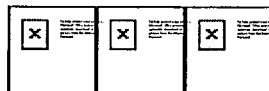
1259836487



5 Steps to a 5: AP U.S. Government & Politics 2019 Elite Student Edition

Pamela K. Lamb

1260123375



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From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, February 14, 2019 11:28 AM
To: Baugus, Jeffery A.
Subject: (EXT) RE: (EXT) RE: Adoption Results

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Jeff,

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Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Wednesday, January 30, 2019 11:43 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) RE: Adoption Results

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Sent: Wednesday, February 20, 2019 11:55 AM
To: Messer, Kim S.
Subject: (EXT) Pre-order the New edition of Fitzpatrick's Dermatology

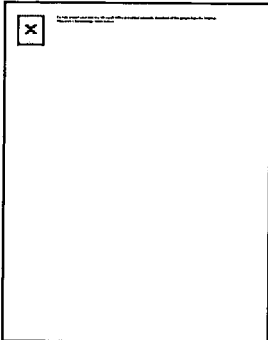
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Fitzpatrick's Dermatology, 9th Edition

Pre-order now!



Fitzpatrick's Dermatology, 9th Edition

Sewon Kang
9781260117431

2 Volume | 1,866 Pages



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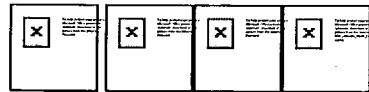
The acclaimed masterwork of dermatology --- reinvented by an all new editorial team

For nearly half a century *Fitzpatrick's* has been recognized worldwide as the field of dermatology's cornerstone text. This trusted classic covers all of the essentials, from the basic science of the skin to the day-to-day clinical issues of managing common skin disorders. Backed by the expertise of more than 500 world-renowned contributors, it is the reference of choice for clinicians, students,

and educators.

This new edition represents a completely re-organized and revised edition:

- **New editors** diverse in expertise and international in location of practice have endeavored to build on the achievements of previous editions, while providing fresh insight into the content and new thinking regarding optimal structure of the book
- **Reorganized and updated content** – important general basic science concepts are extensively covered in dedicated chapters appearing at the beginning of the book, allowing subsequent clinical chapters to focus on relevant disease-specific pathophysiology, in addition to clinical features, diagnosis, clinical course, and management
- **Unmatched visual presentation** includes more than 3,000 illustrations, including more than 2,700 full-color photographs; all tables and At-a-Glance boxes are either new or completely revised



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To: Baugus, Jeffery A.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: Adoption Results

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Management is currently working with corporate to put the packages together and get approved. I hope to have by tomorrow.



Ty Ezell
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10-4.

Yes, if we decide to purchase, we would need both print and digital.

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Sent: Thursday, February 14, 2019 1:50 PM
To: Ezell, Ty
Subject: Re: (EXT) RE: (EXT) RE: (EXT) RE: Adoption Results

10-4.

Yes, if we decide to purchase, we would need both print and digital.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, February 14, 2019 12:34 PM
To: Baugus, Jeffery A.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: Adoption Results

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Thanks



Ty Ezell
Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



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Sent: Thursday, February 14, 2019 1:30 PM
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To: Ezell, Ty <david.ezell@mheducation.com>
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Absolutely. Here are the pros and cons for each that our committees discussed:

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Pros -

- Concrete to abstract activities
- Adequate student practice provided
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- My Tutor Online teaches lesson in several languages, available for parents
- Build Conceptual Understanding comes before lesson.
- Project Based Learning
- Check My Progress (Mid Chapter Reviews)
- PowerPoint for every lesson and are editable

Online Assessments that mimic FSA are ready to go if we were to go back to Computer Based Testing
Online tools easy to access and interactive

Cons-

RedBirds/Aleks is not included (Online Instruction Piece)

No Manipulative Kit

Not rigorous enough

Still too much scaffolding

Heavy on Procedural Practice

Some extraneous content

Not enough blank space

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Add your own resources to the digital lessons

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Liked ordering of Chapters for Algebra 1, Geometry but not Algebra 2

Nice lesson layout

Word problems easy to apply

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Interactive student edition (consumable) two volumes; half of students liked and half did not

Plenty of examples & check questions were good

Like the Launch, Explore, Reflect model

Like the foldables

Cons-

ALEKS does not come with MHE basic package

TE not easily readable – small print; disliked spiral bound

Assessments are not ready (Word files)

Presentations – no PowerPoints; can customize but when importing files only imports the text; no math tools available on slide except for calculators

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Consumable – not enough room to show work

No conceptual development

Website is busy

Online pretest marked correct answers incorrect.

FSA Questions at the end of each unit don't seem very challenging.

Pre-Cal

Pros-

Lots of practice

Not as rigorous

Spiral Review

Digital platform for students and teachers

ACT/SAT embedded

Cons-

No PowerPoints

Poor paper quality; page color taxing; small font

Busy & Too much material in a section

I hope this is helpful. If you have any questions, please let me know.

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, February 22, 2019 12:47 PM
To: Baugus, Jeffery A.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: Adoption Results

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Jeff,

I wanted to go ahead and send the below to you. I know we have already talked over the phone, but I wanted to include the 1 year and 2 year options.

Fl Math 6-8

This is 2 volume consumable- does not include any of the hardcover advanced books may have bought in last adoption cycle.

Digital will be included in all packages for students and teachers.

1 Year –same as current list \$15.99

Middle School

2Yr Print/Digital \$30

3Yr Print/Digital \$42

3Yr Print/Digital w ALEKS \$47.97

Let me know if you have questions.

Thanks



Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

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Goodbred, Tracy R.

From: noreply-he-qa@mheducation.com
Sent: Tuesday, February 26, 2019 7:34 AM
To: Kelly, Susan
Subject: (EXT) QUIZ RESULTS FOR Pace : The Professional Development Series : Chapter 1 : Chapter 1: Develop a Standard of Excellence : Mixed Quiz

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Do not reply to this email. The sender's email address is listed below as Student eMail Address.

Author Name: Pace
Site Name: The Professional Development Series
Chapter: Chapter 1: Develop a Standard of Excellence
Quiz: Mixed Quiz

Student Name: Susan
Student eMail Address: kellys@santarosa.k12.fl.us
Section ID:

Results Reporter

Out of 15 questions, you answered 13 correctly, for a final grade of 87%.

13 correct (87%)
2 incorrect (13%)
0 unanswered (0%)
0 ungraded (0%)

Your Results:

The correct answer for each question is indicated by a ✓.

1CORRECT Practical knowledge is knowledge we learned from books or in school.

✓ A) True

B) False

2CORRECT

Practical knowledge, which can be called book smarts, is all a person needs to succeed in business because business is all about practicality.

A) True

✓ B) False

3CORRECT

When Kathy reads The Wall Street Journal and trade magazines, she is working to increase what's called her personal knowledge.

A) True

✓ B) False

4CORRECT

Like a car that will start in freezing weather, Jules can always be counted on. Jules and that car are both considered to be reliable.

✓ A) True

B) False

5INCORRECT

To be accountable for an action or a person means that you will be answerable for it no matter what happens.

✓ A) True

B) False

Feedback: See page 12

6CORRECT

During the decision-making process, when you compare the pros and cons of your options, you are considering the possible benefits and drawbacks of each option.

✓ A) True

B) False

7CORRECT To implement means to act of your own accord without waiting for someone to tell you.

A) True

✓ B) False

8CORRECT

When you are checking your written work for correct spelling and grammar, you should use the computer's spelling and grammar checkers, and then you will not have to proofread your printed copy.

A) True

✓ B) False

9CORRECT

A work ethic is the sense of duty that you bring to your work.

✓ A) True

B) False

10CORRECT

Globalization refers to the opening up of markets of the world to allow countries to freely trade goods, services, labor and capital.

✓ A) True

B) False

11INCORRECT

Negligence is considered a knowing and deliberate act of unethical or illegal behavior.

A) True

✓ B) False

Feedback: See page 29

12CORRECT

An ethical employee is one who is indifferent, careless, or casual about her or his job duties.

A) True

✓ B) False

13CORRECT

When you collaborate with others at work on a project, your good work will go unrecognized by your superiors.

A) True

✓ B) False

14CORRECT

Self-discipline will help you stick to your own excellent standards so that you will have credibility and integrity.

✓ A) True

B) False

15CORRECT

Leo is stressed and overworked, so he decides to make up some of the figures on his report instead of taking the time to look them up. Leo is making a mistake that will cause him to damage his

A) Ethics

B) Ego

C) Discipline

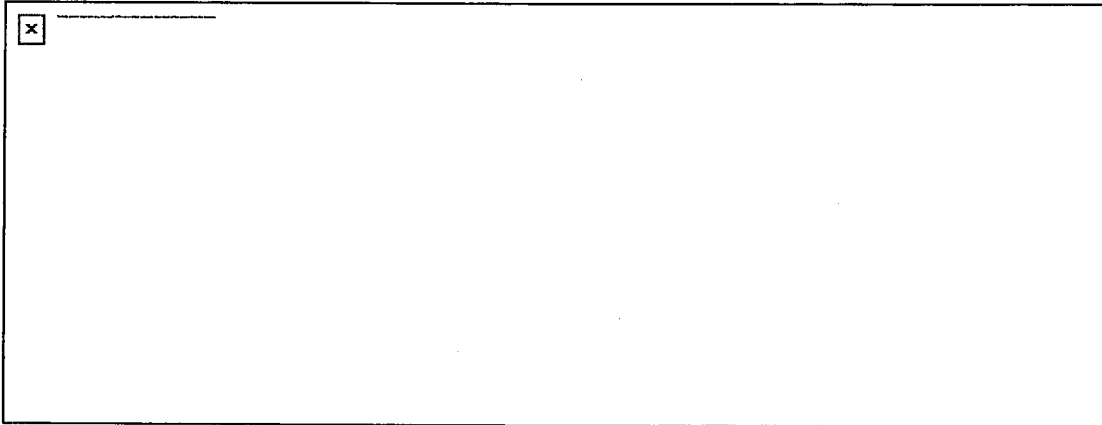
✓ D) Integrity

E) Collaboration

Goodbred, Tracy R.

From: McGraw-Hill Education <McGrawHillSchoolEd.email@mheducation.com>
Sent: Friday, March 1, 2019 6:31 AM
To: King, W. Austin
Subject: (EXT) Success Story | Students Excel on AP Exam

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Students excel in AP[®] Exam with *AP[®] advantage*

The Lyceum Academy, part of a diverse school in North Carolina, saw an impressive improvement in their AP Biology Exam scores after just one year with *AP advantage*.

READ SUCCESS STORY ►

AP advantage is the first and only integrated AP course mastery solution offering complete support from orientation day to exam day.

Get the success story to read more about how after applying *AP advantage*, Lyceum students not only saw improved exam scores, but a shift in their educational outlook and a renewed confidence in their ability to succeed.



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, March 11, 2019 9:27 AM
To: Baugus, Jeffery A.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: Adoption Results

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Jeff,

I want to touch base with you and see if any decisions have been made about the math process or GAP year? I am starting to work with the FSBD to get them prepared with materials and I wanted to check with you to see what direction the district will be taking. Let me know what you have decided as soon as you can.

Thanks



Ty Ezell

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We'll be meeting to discuss this purchase tomorrow. Any news on pricing?

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To: Baugus, Jeffery A.
Subject: (EXT) RE: (EXT) RE: Adoption Results

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Jeff,

I am sure you have been getting calls and emails from publishers all day concerning the math adoption. Please let me know the districts plans for moving forward when you get a chance. If you need GAP year pricing for our current middle school programs, let me know as we are starting to collect that information and we will be working on options for current users.

Please let me know if you have questions.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Wednesday, January 30, 2019 11:43 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) RE: Adoption Results

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Absolutely. Here are the pros and cons for each that our committees discussed:

Elementary

Pros -

- Concrete to abstract activities
- Adequate student practice provided
- Foldables in the Student Text (Vocabulary)
- Leveled Assessment in 2 version and it's assignable and editable (3 types of questioning) Oral Assessments available
- Student eBook is full audio
- Story Boards and Work Mats for students to use in book
- My Tutor Online teaches lesson in several languages, available for parents

Build Conceptual Understanding comes before lesson.

Project Based Learning

Check My Progress (Mid Chapter Reviews)

PowerPoint for every lesson and are editable

Online Assessments that mimic FSA are ready to go if we were to go back to Computer Based Testing

Online tools easy to access and interactive

Cons-

RedBirds/Aleks is not included (Online Instruction Piece)

No Manipulative Kit

Not rigorous enough

Still too much scaffolding

Heavy on Procedural Practice

Some extraneous content

Not enough blank space

Poor fact fluency component

Not a built-in spiral review

No FSA Book only the countdown pages

Middle

Pros-

Improved consumable (more space to work problems; launch, explore, develop, & produce, students forced to show work)

TE walks through lesson nicely showing interactive options

Digital Exit Ticket, Resources & Enrichments

Multiple Access – share students; both teachers can see students

Foldables & FSA Practice in most of the homework sections

Built in FSA Practice with problem at end of practice

Add your own resources to the digital lessons

Cons-

ALEKS does not come with base package (digital adaptive practice)

Not attractive to students

Must Create own worksheets – not enough practice resources online

Not enough practice exercises available

Online not user friendly

Advanced is an afterthought – pushed at the end of curriculum

TE very difficult and busy

SE – improved but still not enough practice space

No ExamView type generator

AGA

Pros-

Lots of practice

Liked ordering of Chapters for Algebra 1, Geometry but not Algebra 2

Nice lesson layout

Word problems easy to apply

Plenty of resources

Interactive student edition (consumable) two volumes; half of students liked and half did not

Plenty of examples & check questions were good

Like the Launch, Explore, Reflect model

Like the foldables

Cons-

ALEKS does not come with MHE basic package

TE not easily readable – small print; disliked spiral bound

Assessments are not ready (Word files)

Presentations – no PowerPoints; can customize but when importing files only imports the text; no math tools available on slide except for calculators

Algebra 2 was more notetaking driven – no examples/explanations for absent students or parents

Consumable – not enough room to show work

No conceptual development

Website is busy

Online pretest marked correct answers incorrect.

FSA Questions at the end of each unit don't seem very challenging.

Pre-Cal

Pros-

Lots of practice

Not as rigorous

Spiral Review

Digital platform for students and teachers

ACT/SAT embedded

Cons-

No PowerPoints

Poor paper quality; page color taxing; small font

Busy & Too much material in a section

I hope this is helpful. If you have any questions, please let me know.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Ezell, Ty <david.ezell@mheducation.com>

Sent: Tuesday, January 29, 2019 5:55:05 PM

To: Baugus, Jeffery A.

Subject: (EXT) RE: Adoption Results

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Thanks Jeff for the update. When you have time, please share any feedback from the committee if possible. This information goes along way in bettering our products and message. Any feedback whether positive or negative is appreciated.

Thanks again for running a smooth adoption process.



Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>

Sent: Tuesday, January 29, 2019 11:34 AM

To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>

Cc: Smith, Floyd C <SmithFC@santarosa.k12.fl.us>

Subject: Adoption Results

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good morning,

The votes have been tallied. Here are the results:

K-5	Pearson
6-8	Pearson
AGA	Big Ideas
MCR	Cengage
Pre-Cal	Cengage
Adv. Topics	Big Ideas

Thank you all for submitting for our adoption process and for sharing your products with our teachers. I know the amount of time and support each of you place behind your products and it's greatly appreciated by all of us here.

The ELA Adoption process will start in August of 2019 and will follow a similar timeline to this year. Mrs. McKnight looks forward to working with many of you then.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, March 14, 2019 7:35 AM
To: McKnight, Patti
Subject: (EXT) RE: (EXT) FW: McGraw-Hill Literacy Conference

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Patti,

Are you in your office later today after 1:00pm? I am passing through and wanted to stop by if you are available? Sorry for the late notice.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Wednesday, January 16, 2019 8:56 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) FW: McGraw-Hill Literacy Conference

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Ty,

Thank you for the invitation. I am swamped right now and although the event sounds wonderful, I won't be available.

Patti

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, January 16, 2019 8:07:47 AM
To: McKnight, Patti
Subject: (EXT) FW: McGraw-Hill Literacy Conference

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Patti,

I wanted to see if you plan to still send someone from the district to this event. I would hate for you guys to miss out on this as this is the first time this much literacy experts have been in one location. I have attached a new flyer with the new location as we are moving this to Clearwater Beach to house the event. I can also cover flights if needed if you want to send a couple of coaches, principals, or deserving teachers. Please let me know today as this is the last day to register.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Ezell, Ty
Sent: Monday, January 7, 2019 9:58 AM
To: McKnightP@santarosa.k12.fl.us
Subject: McGraw-Hill Literacy Conference

Happy New Year Patti!

McGraw- Hill is excited to host the 2019 Literacy Leadership Summit at the historic Mission Inn in Howey-in the-Hills this January 31-Feb 1st where Senior Level Leaders across Florida will meet and collaborate with experts in the field of Literacy Education.

Attached is the invitation with additional details and a link for registration. All accommodations and meals are included, all you have to do is register by January 16th to secure your spot. Space is limited and attendance is by invitation only. Please let me know if you are unable to join us and/or if there are key members of your leadership team you would like me to try to add to the guest list. I have space for three Santa Rosa County personnel. Let me know if you would like to attend and whom you may want to bring.

Wishing you the best in 2019, and I looking forward to spending time with you at the Mission Inn!

Regards,



Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com



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Goodbred, Tracy R.

From: Gordon Massengill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Thursday, March 14, 2019 1:34 PM
To: Short, Timothy
Subject: (EXT) New AP, Honors & Electives Catalog | Request a Print Sample

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Dear Timothy,

I'm excited to share our new Advanced Placement® Honors & Electives Catalog with over 20 new and updated editions for 2019.

In the catalog, you will find the right solutions to ensure students develop the academic and real-world skills and knowledge they need to make the successful transition from high school to college and the workplace. **Our newest editions include AP® U.S. History, AP Language & Composition, Marine Science, and Zoology.**

To get a print sample of a 2019 new edition text or popular text, submit your request and I will ship a copy right away.

Best Wishes,
Gordon Massengill



Gordon Massengill
gordon.massengill@mheducation.com

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Goodbred, Tracy R.

From: McGraw-Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Thursday, March 14, 2019 4:23 PM
To: Gulley, Cynthia M.
Subject: (EXT) Thank you for your request

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Thank you for contacting us!

We have received your request for a print teacher's edition, and a representative will be reaching out to you shortly. If you need immediate assistance, please call (800) 338-3987.

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, March 19, 2019 8:07 AM
To: McKnight, Patti
Subject: (EXT) RE: (EXT) RE: (EXT) FW: McGraw-Hill Literacy Conference

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Patti,

Would you have some time next week to meet? I will be happy to work around your schedule. Let me know a day the 25th-29th that works for you.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Thursday, March 14, 2019 12:37 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) FW: McGraw-Hill Literacy Conference

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

I will be in a meeting this afternoon regarding Charter Schools.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, March 14, 2019 7:35 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) FW: McGraw-Hill Literacy Conference

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Patti,

Are you in your office later today after 1:00pm? I am passing through and wanted to stop by if you are available? Sorry for the late notice.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Wednesday, January 16, 2019 8:56 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) FW: McGraw-Hill Literacy Conference

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Ty,

Thank you for the invitation. I am swamped right now and although the event sounds wonderful, I won't be available.

Patti

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, January 16, 2019 8:07:47 AM
To: McKnight, Patti
Subject: (EXT) FW: McGraw-Hill Literacy Conference

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Patti,

I wanted to see if you plan to still send someone from the district to this event. I would hate for you guys to miss out on this as this is the first time this much literacy experts have been in one location. I have attached a new flyer with the new location as we are moving this to Clearwater Beach to house the event. I can also cover flights if needed if you want to send a couple of coaches, principals, or deserving teachers. Please let me know today as this is the last day to register.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Ezell, Ty
Sent: Monday, January 7, 2019 9:58 AM
To: McKnightP@santarosa.k12.fl.us
Subject: McGraw-Hill Literacy Conference

Happy New Year Patti!

McGraw- Hill is excited to host the 2019 Literacy Leadership Summit at the historic Mission Inn in Howey-in the-Hills this January 31-Feb 1st where Senior Level Leaders across Florida will meet and collaborate with experts in the field of Literacy Education.

Attached is the invitation with additional details and a link for registration. All accommodations and meals are included, all you have to do is register by January 16th to secure your spot. Space is limited and attendance is by invitation only. Please let me know if you are unable to join us and/or if there are key members of your leadership team you would like me to try to add to the guest list. I have space for three Santa Rosa County personnel. Let me know if you would like to attend and whom you may want to bring.

Wishing you the best in 2019, and I looking forward to spending time with you at the Mission Inn!

Regards,



Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, March 28, 2019 8:25 AM
To: McKnight, Patti
Subject: (EXT) Balanced Literacy

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Patti,

We are trying to get a focus on districts and Balanced Literacy. What Tier from the chart below would you classify Santa Rosa County regarding Balanced Literacy?

Tier 1	Tier 2
New focus on Balanced Literacy. District Literacy Leaders have become/are becoming more educated on what BL could mean in their district.	Clearer vision on what Balanced Literacy means for their district.
25/75 model. 25% of instruction is taught small group and 75% is taught whole group.	50/50 model. 50% of instruction is taught small group and 50% of instruction is taught whole group.
Small Group is utilized for reinforcing new concepts or filling in gaps.	"Transition group". Teachers are starting to see additional training what BL should look like in the district. Embracing some pieces of BL (i.e. workshop models, shared reading, shared writing, readers/writers workshops) but not all.

Generally these districts are seeking materials to support teachers and are not trained in small group instruction (with the exception of LLI-F&P for pullouts for struggling readers); these districts often seek professional development to improve teachers' instruction and planning processes. Generally, they shy away from the Anthology, and have been pleased with the minilessons from the current Wonders 2017 Reading /Writing Workshop.

This is the most frequently seen in classrooms of the 4 tiers listed. Most proclaimed BL districts tend to call for a 'balance of whole class and small group--with rotations during small group. These classrooms are monitored for quality whole-class instruction that is generally set up to take place not all at once but at intervals to deliver grade level/new concepts, skills and strategies, and to check in on students' work (20 minute whole class minilessons -- perhaps up to 3 times a day for reading/language arts instruction). These 50/50 ratio districts tend to have Read Aloud distinctly mandated along with Shared Reading and Writer's Workshop as part of their 'whole-class minilessons' framework. However there is inconsistency across the board in the different districts as to what they are trained in. These districts tend to be seeking additional quality leveled reads and a consistent and explicit phonics instructional component.



Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com



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Goodbred, Tracy R.

Subject: (EXT) MHE - Integration Services - Santa Rosa Co Sch Board - Case # 12673005
Location: Conference Line: 866-692-4530; Participant Code: 880 899 00

Start: Wed 5/30/2018 10:00 AM
End: Wed 5/30/2018 10:30 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Sanchez, Sal

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****Please note updated access code. Apologies for the confusion****

This call is set for Wednesday, May 30th at 10:00 AM CST / 11:00 AM EST to discuss the integration services for access to your online McGraw Hill Education content.

Conference Line: 866 692 4530

Participant Code: 880 899 00

I look forward to speaking with you. Please forward to any additional team members you would like to attend the call. If this call needs to be rescheduled, please let me know.

Thank you,

Sal Sanchez

Sal Sanchez | National Solutions Architect | Integration Services

McGraw-Hill Education | 8787 Orion Place Columbus, OH 43040

C: 740-665-0027 | sal.sanchez@mheducation.com | mheducation.com

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Goodbred, Tracy R.

From: Michaelson, Erica <erica.michaelson@mheducation.com>
Sent: Monday, April 1, 2019 12:41 PM
To: Henry, Christine M.
Subject: (EXT) Re: (EXT) Build a Better ELA Program

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Hi Christine,

Thanks for letting me know. I will make sure that your response reflects that you'd like to receive a gift card.

Erica

From: "Henry, Christine M." <HenryCM@santarosa.k12.fl.us>
Date: Monday, April 1, 2019 at 12:54
To: "Michaelson, Erica" <erica.michaelson@mheducation.com>
Subject: RE: (EXT) Build a Better ELA Program

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Your survey did not have anything other than an option to exclude myself from receiving a gift card, which was accidently highlighted. There was no way to back out or undo this action. I did want to receive a gift card if I qualified.

Christine Henry

8th Grade Language Arts

Woodlawn Beach Middle School

henrycm@santarosa.k12.fl.us

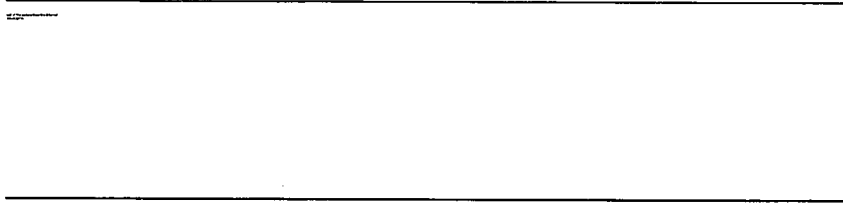
850-934-4010 Ext. 325

Website addresses:

LA Reg TB4/TB5/TB6 <http://planbook.com/planbook.html?t=1287467&k=henry&y=997333&c=9995052&v=W>
LA TB 1/TB 2/TB 3 *Adv* <http://planbook.com/planbook.html?t=1287467&k=henry&y=997333&c=9995053&v=W>

From: Education Insights <noreply@qemailserver.com>
Sent: Monday, April 1, 2019 9:11 AM
To: Henry, Christine M. <HenryCM@santarosa.k12.fl.us>
Subject: (EXT) Build a Better ELA Program

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e,

or, you know what's best when it comes to providing quality instruction. Because of your expertise, we would like your feedback via survey concerning the development of new a English Language Arts program.

ey

or your feedback, we'll provide a \$25 Amazon e-Gift Card* to the first 150 educators who complete this survey by Friday, April 5, 2013. Respondents who do not meet this criteria will not be notified.

On the link below, or cut and paste the entire URL into your browser to access the survey:

https://www.qualtrics.com/jfe/form/SV_55ZaJMoPi9j8LSB?Q_DL=8faL3QSGffheGrij_55ZaJMoPi9j8LSB_MLRP_9N4SsYJSJvybuxD&...

Respondents to complete the survey and provide complete and accurate contact information will receive a \$25 Amazon e-Gift Card (sent to the email provided at the end of the survey). Respondents who do not meet these criteria will not be notified. If you complete the survey but do not wish to receive a reward card, you may opt-out at the end of the survey. Please allow 2-3 weeks for the reward card to be processed.

To opt out of future communication, [click here](#).

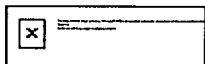
8787 Orion Pl., Columbus, OH 43240 [Here's our privacy policy](#).

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Goodbred, Tracy R.

From: McGraw-Hill Professional <pbg_ecommerce_custserv@mheducation.com>
Sent: Tuesday, April 2, 2019 10:35 AM
To: Kelly, Susan
Subject: (EXT) Password Reset Confirmation for Susan Kelly

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Susan Kelly,

There was recently a request to change the password for your account.

If you requested this password change, please reset your password here:



If you did not make this request, you can ignore this message and your password will remain the same.

Thank you, McGraw-Hill Education Professional USA!

Goodbred, Tracy R.

From: noreply-he@mheducation.com
Sent: Tuesday, April 2, 2019 10:46 AM
To: Kelly, Susan
Subject: (EXT) McGraw-Hill Order Confirmation

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Dear Susan Kelly,

Thank you for your order at McGraw-Hill!

Below are the confirmation of your orders. You will receive another email confirmation once your items ship.

===== Items in Your Order =====

Order number: MHHECOMP6985312

Date ordered: Apr 02, 2019

Email address: kellys@santarosa.k12.fl.us

Title: The Gregg Reference Manual: A Manual of Style, Grammar, Usage, and Formatting Tribute Edition
Edition: 11
Format: Hardcopy
ISBN: 0073397105 /9780073397108

Shipping Address:
5330 BERRYHILL RD ,
MILTON ,
32570

===== Shipping Information =====

Shipping service level: Standard orders are processed, shipped and delivered within 10 business days.

===== Order History & Tracking =====

Track your shipment from your order history page.

(Please note that tracking information may not be available immediately.)

<https://shop.mheducation.com/store/paris/order/history.html>

===== REFUNDS =====

To request a refund, please visit <https://www.mheducation.com/refund.html>. Allow 10-12 days for processing. All refunds are applied to the original card of purchase and are subject to approval.

===== Contact Us =====

Customer Service:

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Thank you,

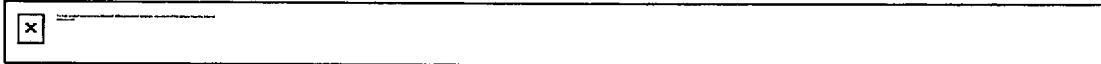
The McGraw-Hill Team

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Goodbred, Tracy R.

From: McGraw-Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Friday, April 5, 2019 9:40 AM
To: Cooley, Wanda
Subject: (EXT) Thank you for your request

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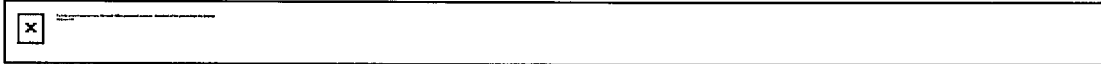
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Goodbred, Tracy R.

From: McGraw-Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Friday, April 5, 2019 9:53 AM
To: Cooley, Wanda
Subject: (EXT) Thank you for your request

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Goodbred, Tracy R.

From: Massengill, Gordon <gordon.massengill@mheducation.com>
Sent: Sunday, April 21, 2019 5:07 PM
To: Cooley, Wanda
Subject: (EXT) Food, Nutrition and Wellness Text sample

Categories: Culinary Arts

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hello Wanda,

I have requested a sample of this text to be sent to you. Once you receive it, please feel free to reach back out to me. I will be able to provide digital access to further review the resources that accompany it at that time.

I look forward to working with you.

Sincerely,

Gordon Massengill

College/Career Readiness Specialist (AP, CTE, Honors Electives)
AL, FL, GA, LA, NC, SC, TN, WV



McGraw-Hill Education | School Group
Wilmington, North Carolina
C: 910-880-4470
gordon.massengill@mheducation.com



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Goodbred, Tracy R.

From: noreply-he@mheducation.com
Sent: Monday, April 22, 2019 11:42 AM
To: Colvin, Earnest D.
Subject: (EXT) McGraw-Hill Order Confirmation

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Dear Earnest Colvin,

Thank you for your order at McGraw-Hill!

Below are the confirmation of your orders. You will receive another email confirmation once your items ship.

===== Items in Your Order =====

Order number: MHHECOMP7034428

Date ordered: Apr 22, 2019

Email address: colvine@santarosa.k12.fl.us

Title: CompTIA A+ Certification Study Guide, Tenth Edition (Exams 220-1001 & 220-1002)
Edition: 10
Format: Hardcopy
ISBN: 126045665X /9781260456653

Shipping Address:
5330 BERRYHILL RD ,
MILTON ,
32570

Title: Principles of Computer Security: CompTIA Security+ and Beyond, Fifth Edition
Edition: 5
Format: PRINT
ISBN: 1260026019 /9781260026016

Shipping Address:
5330 BERRYHILL RD ,
MILTON ,
32570

Title: CompTIA CTT+ Certified Technical Trainer All-in-One Exam Guide
Edition: 1

Format: PRINT
ISBN: 0071771166 /9780071771160

Shipping Address:
5330 BERRYHILL RD ,
MILTON ,
32570

===== Shipping Information =====

Shipping service level: Standard orders are processed, shipped and delivered within 10 business days.

===== Order History & Tracking =====

Track your shipment from your order history page.

(Please note that tracking information may not be available immediately.)

<https://shop.mheducation.com/store/paris/order/history.html>

===== REFUNDS =====

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(800)-338-3987

HEP_Customer-Service@mheducation.com

Outside the United States?

1-609-426-5793

international_cs@mheducation.com

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Thank you,

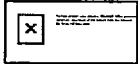
The McGraw-Hill Team

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Goodbred, Tracy R.

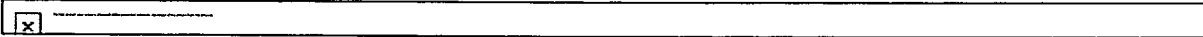
From: The McGraw-Hill Math Team <successinmath@mheducation.com>
Sent: Wednesday, April 24, 2019 10:01 AM
To: Robbins, Carly R.
Subject: (EXT) Upgrade Your Connect Math Course to the New Enhanced Experience

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Because learning changes everything®.

Connect® Math
hosted by ALEKS®



Dear Carly,

Thank you for your loyal use of Connect Math hosted by ALEKS. Driven by your feedback, we are pleased to announce an enhanced experience to select courses in Connect Math hosted by ALEKS available for your fall classes beginning August 2019.

This enhanced experience includes:

- Replacement of Flash-based content.
- Free-response graphing functionality for algebraic functions.
- Improved statistical tools for box plots, histograms, and scatterplot.
- More intuitive palette and answer entry experience.
- More detailed instant feedback for students.

You will be able to opt-in to this enhanced experience beginning with the following titles:

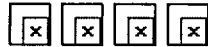
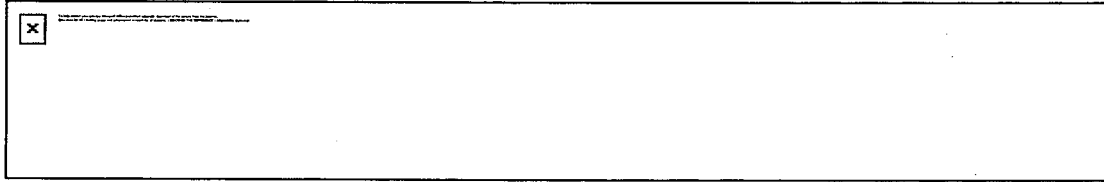
- Miller, *College Algebra*, 2e
- Miller, *College Algebra & Trigonometry*, 1e
- Miller, *Precalculus*, 1e
- Sobecki, *Pathways to Math Literacy*, 2e
- Sobecki, *Math in Our World*, 4e
- Sobecki, *Math in our World: Quantitative Reasoning*, 1e
- Sobecki, *Math in Our World: Quantitative Literacy*, 1e

Opportunities to engage with this enhanced experience:

1. I'd like to opt-in to this enhanced experience for my course.
2. I'd like to attend a webinar.
3. I don't see my title listed here, but I'm interested in learning more.

At McGraw-Hill, we are committed to help you achieve your goals and unlock the potential of every learner through continuous improvements. Your feedback is critical to these efforts, and we invite you to engage with us!

Best Regards,
The McGraw-Hill Math Team



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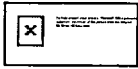
You can also write to: Privacy Official, McGraw-Hill, 501 Bell Street, Dubuque, IA 52001.

Goodbred, Tracy R.

From: Noah Evans <successinmath@mheducation.com>
Sent: Thursday, April 25, 2019 1:02 PM
To: Thacker, Cheryl
Subject: (EXT) "It is the Epitome of Just-in-Time Remediation"

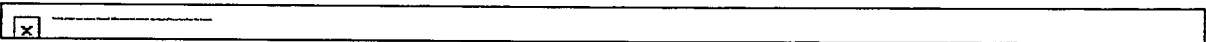
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Teaching a Co- Requisite Course?



Dear Cheryl,

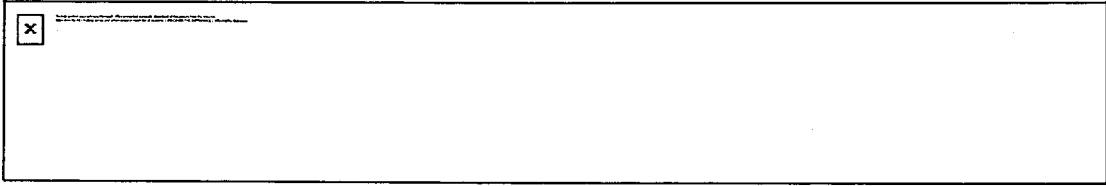
In less than 3 short minutes we might change how you think about just-in-time remediation. Watch this video featuring your peers from Columbus State Community College and Leeward Community College, as they discuss their use of ALEKS® to reach "the epitome of just-in-time remediation" in their respective co-requisite courses.

[WATCH VIDEO](#)

Sincerely,

Noah

Noah Evans | Marketing Manager
Higher Education Mathematics
C: (563) 552-8330 | O: (563) 584-6168
noah.evans@mheducation.com



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, May 6, 2019 8:04 AM
To: McKnight, Patti
Subject: (EXT) McGraw-Hill Meeting

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Patti,

I wanted to see if you may have some time this Wednesday-Friday to meet? I will be happy to work around your schedule. Let me know if you can fit me in.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, May 6, 2019 5:31 PM
To: McKnight, Patti
Subject: (EXT) Re: (EXT) McGraw-Hill Meeting

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Great, would 1:30 be okay?

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From: McKnight, Patti <mcknightp@santarosa.k12.fl.us>
Sent: Monday, May 6, 2019 5:09 PM
To: Ezell, Ty
Subject: RE: (EXT) McGraw-Hill Meeting

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Hi Ty,

Wednesday would be the best day for me...around 1?

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, May 6, 2019 8:04 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, May 9, 2019 7:48 AM
To: McKnight, Patti
Subject: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

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Patti,

Thanks for meeting with me yesterday. Great meeting with very good information. I have secured Debra Guyler for next Tuesday May 14th and May 22nd at 1:00 pm. Would 11:00 am May 14th work for you to meet again for a more in-depth discussion about our intervention products? If that time doesn't work, just let me know what does and we will work around your schedule.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Monday, May 6, 2019 6:32 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) Re: (EXT) McGraw-Hill Meeting

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Perfect. You are on the calendar.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, May 6, 2019 5:31 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) Re: (EXT) McGraw-Hill Meeting

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To: Ezell, Ty
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Goodbred, Tracy R.

From: McGraw-Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, May 13, 2019 10:07 AM
To: Bienkowski, Steven A.
Subject: (EXT) Get a Head Start on Back-to-School

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- For products on a [ConnectED](#)
- For products on a [Open Learning Environment](#)

We'll be launching several new features and capabilities over the summer months to enhance the digital user experience for educators and students alike. You will receive communication with a detailed overview of these updates along with related help materials and training resources. For additional tools, resources and updates, visit our [self-service help site](#) and [back-to-school preparedness page](#).

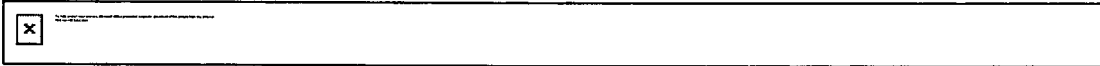
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Goodbred, Tracy R.

From: McGraw-Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, May 13, 2019 10:07 AM
To: Stankard, Kally N.
Subject: Get a Head Start on Back-to-School



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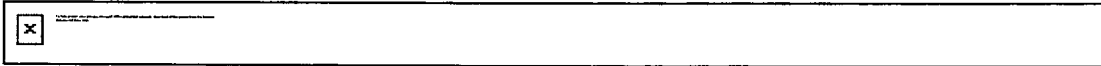
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Goodbred, Tracy R.

From: McGraw-Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, May 13, 2019 10:07 AM
To: Ford, Nathan G.
Subject: Get a Head Start on Back-to-School



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Goodbred, Tracy R.

From: Guyler, Debra <Debra.Guyler@mheducation.com>
Sent: Tuesday, May 14, 2019 8:42 PM
To: McKnight, Patti
Cc: Ezell, Ty
Subject: (EXT) Fwd: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting
Attachments: Structured Literacy_DI.pdf

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Patti, it was nice seeing you again today. Please see the attachment that we have for Reading Mastery and Corrective Reading. As we move through this process, I can send you lots of research and efficacy studies for Open Court or Direct Instruction materials . Please feel free to reach out anytime in regards to the interventions and Supplemental products we Discussed today!

Get [Outlook for](#)

From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Thursday, May 9, 2019 1:26 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

EXTERNAL EMAIL: If sender is unknown, use caution when opening.

Ty,

I have blocked off Tuesday, May 14th from 1:00-2:00 Central Time to have a conversation with Debra regarding your intervention offerings. I'll be interested in hearing about

- an assess, instruct model of instruction

- multisensory approaches
- identification of systematic instruction designed to meet the needs of students with dyslexia characteristics
- a clear definition of "foundational skills"
- any research or evidence of success

Thank you for setting this up.

Patti McKnight

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, May 9, 2019 7:48 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

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Thanks



Ty Ezell

Sales Representative

McGraw-Hill Education |School Group

C: 850.628.1858

david.ezell@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>

Sent: Monday, May 6, 2019 6:32 PM

To: Ezell, Ty <david.ezell@mheducation.com>

Subject: RE: (EXT) Re: (EXT) McGraw-Hill Meeting

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Perfect. You are on the calendar.

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To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>

Subject: (EXT) Re: (EXT) McGraw-Hill Meeting

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[GetOutlook for iOS](#)

From: McKnight, Patti <mcknightp@santarosa.k12.fl.us>

Sent: Monday, May 6, 2019 5:09 PM

To: Ezell, Ty

Subject: RE: (EXT) McGraw-Hill Meeting

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Hi Ty,

Wednesday would be the best day for me...around 1?

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Thanks



Ty Ezell

Sales Representative

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Reading Mastery & Corrective Reading

Structured Literacy Review

Structured Literacy: Dyslexia-Specific

Explicit – skills explained, directly taught, and modeled by the teacher

In *Reading Mastery*, all concepts are directly and explicitly taught to students with continuous teacher–student interaction. Learning is never assumed. All concepts, skills, and procedures are deliberately taught and practiced with teacher guidance and feedback.

Specific elements of the program highlight the explicitness of the design and delivery of each lesson.

- Lessons are designed and focused to make optimal use of instructional time.
- Teachers provide step-by-step demonstrations utilizing a Model-Lead-Test-Retest routine.
- The scripts provide clear, consistent, and unambiguous wording which reduces confusion and errors.
- The program design allows for a range of examples and non-examples when teacher students to apply a skill, strategy, or concepts.
- Teacher provide guided and supported practice prior to any independent tasks.
- Correction procedures provide immediate feedback to students about accuracy of their responses.

Systematic and cumulative – introduces concepts in a definite, logical sequence; concepts are ordered from simple to more complex

Reading Mastery provides systematic, sequential and cumulative instruction that make the program uniquely effective with students with special needs; particularly those with dyslexia.

A Systematic Approach The content in *Reading Mastery* is carefully analyzed to identify central concepts, rules, strategies, and “big ideas” (those strategies that promote generalization to untaught examples). Thus, teachers do not have to develop lessons or modify existing curriculum to help students gain proficiency in areas critical for success.

Carefully Controlled Structure *Reading Mastery* formats are teaching routines that help instructors model new content, provide guided practice, and implement independent practice opportunities. As students master skills, the formats evolve to accommodate students’ progress and growing independence. These formats are “written, tested, rewritten, retested — polished in a cycle of classroom field testing and revision that ends only when trials show that 90 percent of students grasp a lesson the first time around” (AFT, 1999, pg. 4).

Each lesson consists of multiple “tracks” (strands) and the skills used to teach those tracks. Rather than introducing skills in isolation — one skill at a time — multiple tracks are taught in unison and each track is interrelated with the next to provide an efficient framework for teaching. Tracks ensure that:

- Lessons are made up of several relatively short exercises
- Difficult tasks are interspersed with easier ones
- New skills are interspersed with well-practiced skills
- Practice is distributed so that students do not “forget” skills over time
- In track instruction, errors are reduced and skill integration is enhanced.



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The instructional language used in *Reading Mastery* is carefully written to be clear and consistent to reduce student confusion. “Teacher talk” is kept to a minimum and phrases used in teaching routines are used repeatedly. Instructional examples are introduced and carefully planned to promote student success.

Sequential *Reading Mastery* skills are taught in a cumulative and carefully integrated scope and sequence to help students reach mastery level and generalize their learning to new, untaught situations (AFT, 1999.) Students learn “rules” before exceptions and easy skills before more difficult ones. Appropriate scaffolding is utilized, moving students from teacher-directed activities to independent ones. In this way, students concentrate on and complete only those elements within their range of competence.

Cumulative Content *Reading Mastery* lessons and levels are cumulative

- Instruction is systematic, progressing from simple to complex, building upon previously taught content.
- Each component of instruction is taught to mastery to facilitate the acquisition of the next skill.

Multi-sensory – links listening, speaking, reading, and writing together; involves movement and “hands-on” learning

A multisensory approach incorporates two or more modalities simultaneously. The nature of every oral and written language task requires integration of at least two sensory pathways:

- Copying: visual to kinesthetic-motor (for writing)
- Silent reading: visual to auditory (inner)
- Oral reading: visual to auditory to kinesthetic-motor (for speech)
- Speaking: auditory (inner) to kinesthetic-motor (for speech)

Reading Mastery offers a multi-modality approach to reading instruction. Mapping between orthography and phonology allows new words to be easily decoded but more importantly provides a foundation for acquisition of more automatic reading skills. With a comprehensive instructional approach that integrates the teaching of listening, speaking, reading, and written expression, students strengthen these connections and gain strategies for more complex reading.

Language-based – addresses all levels of language, including sounds (phonemes), symbols (graphemes), meaningful word parts (morphemes), word and phrase meanings (semantics), and sentence formation (syntax)

Phonemes: *Reading Mastery* Level K provides early emphasis on phonemic awareness, with a focus on blending and segmenting. Phonemic awareness begins by presenting children with activities that they are likely to be able to do, such as saying drawn-out words fast. *Reading Mastery* starts by presenting long words broken into two parts:

Teacher: Listen. **Ham** (pause) **burger**. Say it fast.

Student: *Hamburger*

Later, the task becomes more focused on blending phonemes.

Teacher: Listen. **Sss-lll-aaa-mmm**. Say it fast.

Student: *Slam*

This oral practice of blending is supported by verbal activities involving on-set and rime. The children are either told or shown a beginning sound. They are also told the ending sound (or the “word” they are to rhyme with). The children then combine the sounds to create a word that they say fast.

The final phonemic awareness skills taught in *Reading Mastery* is blending and segmenting words by phonemes. Initially children sound out words; they first say the parts slowly, then say them fast. The program teaches them to say each sound in a word slowly, without pausing. Once students master this strategy, the focus moves to segmentation. In this case, the teacher provides the whole word, then students say each sound that makes up the word. The initial oral practice of blending, rhyming and segmenting individual sounds in *Reading Mastery* allows students to concentrate on listening to sounds without interference from written symbols.

EXERCISE 11
Children say the word slowly, then say it fast
<ul style="list-style-type: none"> a. First you're going to say a word slowly without stopping between the sounds. Then you're going to say the word fast. b. Listen. (Hold up a finger for each sound.) Say (pause) mmmēēē. Get ready. (Hold up a finger for each sound.) <i>Mmmēēē</i>. • Again. Get ready. (Hold up a finger for each sound.) <i>Mmmēēē</i>. • Say it fast. (Signal.) <i>Me</i>. Yes, me. c. Listen. (Hold up a finger for each sound.) Say (pause) rrraaannn. Get ready. (Hold up a finger for each sound.) <i>Rrraaannn</i>. • Again. Get ready. (Hold up a finger for each sound.) <i>Rrraaannn</i>. • Say it fast. (Signal.) <i>Ran</i>. Yes, ran. d. Listen. (Hold up a finger for each sound.) Say (pause) ooonnn. Get ready. (Hold up a finger for each sound.) <i>Ooonnn</i>. • Again. Get ready. (Hold up a finger for each sound.) <i>Ooonnn</i>. • Say it fast. (Signal.) <i>On</i>. Yes, on. e. (Repeat b through d until firm.) f. (Call on individual children to do b, c, or d.)

EXERCISE 2
Phonemic Segmentation
<ul style="list-style-type: none"> a. Listen: fast. Say it. (Signal.) <i>Fast</i>. b. I'll say the sounds in fast: fff . . . aaa . . . sss . . . t. • Say the sounds in fast. Get ready. (Tap for each sound.) <i>fff . . . aaa . . . sss . . . t</i>.

Phonological and phonemic awareness instruction is taught through oral activities, not print. However, phonemic awareness is fundamental to matching speech to print. If a child is unable to tell that **man** and **mouse** begin with the same sound or cannot blend the sounds /s/ /a/ /t/ into the word **sat**, that child will have great difficulty in connecting the sounds with their written symbols or blending sounds to create words.

Several instructional design features are utilized for phonemic awareness intervention (supported by research). These include:

- Giving explicit instruction in blending and segmenting as auditory tasks particularly at the phoneme level



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Structured Literacy Review

- Systematically sequencing tasks
- Increasing opportunities to produce sounds at the phoneme level
- Providing explicit instruction to increase the conspicuousness of strategies that allow children to perceive phonemes

Graphemes: *Reading Mastery* coordinates what the students read with the letter-sound correspondences taught in previous lessons. New letter sounds or letter combinations are introduced in Grades K and 1 approximately every three to five lessons. Students practice the new sounds in isolation. Then, they read words in lists that contain the new sound. Within two to three lessons after words with the new sound are introduced, students read these words in stories. Throughout the progression from sound to word to story, all the words the children read are composed with sounds that have been pre-taught.

Fully scripted lessons guide the multi-modality instructional techniques that develop students' visual, auditory, and kinesthetic abilities. Lesson formats include a step-by-step sequence that allows exceptional learners to master word analysis.

Students demonstrate mastery of each new letter-sound correspondence before another letter-sound correspondence is introduced.

- Letter-sound correspondences are introduced every few lessons, starting in the first lesson.
- Auditory segmenting and blending activities are presented prior to learning symbols for phonemes.
- Students participate in daily cumulative review of letter-sound correspondences.
- Students learn multiple ways to represent phonemes, if applicable.

Students practice identifying letter-sound correspondences primarily by:

- Saying letter-sounds when shown letters
- Saying letter-sounds when writing letters

To reinforce multi-modality associations, *Reading Mastery* teaches reading and spelling together. Reading and spelling represent the receptive and expressive forms of language. Visual symbols are meaningfully associated with their auditory equivalents. Spelling encodes auditory information into visual symbols through a kinesthetic-tactile experience. Children read and spell the same material within the lessons across all grade levels.

Decodable text provides students with an avenue to practice their new knowledge of letter-sound relationships in the context of real reading. For example, by Lesson 91 of *Reading Mastery K*, students are reading a series of meaningful sentences that contain words with both long and short vowels.

In *Reading Mastery*, the introduction of letter-sounds (e.g., c = /k/, s = /sss/) and letter-sound combinations (e.g., qu = /koo/, er = /er/) is carefully sequenced to reduce confusion and to provide adequate practice. Only the most common sounds for each letter or letter combination are taught initially. High-frequency sounds are introduced early allowing students to read meaningful words and stories as soon as possible. Letters that look and/or sound similar to each other are taught several days apart to decrease confusion (e.g., the letters b and d are separated by 94 lessons).



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Letter formation activities occur in every lesson beginning at lesson one of the kindergarten level through lesson 48 of grade 1. Letter formation is referred to as “sound writing” since the emphasis is on phoneme-grapheme correspondence to strengthen early decoding skills. Letter formation activities mirror the phonics instruction provided in each lesson, and students are encouraged to practice saying the sound as they trace and write it. Gradually the sound-writing exercises change so that only a part of the symbol is traced, and the rest is done freehand. The change begins at lesson 21 of kindergarten.

Beginning at lesson 40 of the kindergarten level, worksheet exercises teach the children to copy an entire story, later part of a story, and finally a sentence that is similar to a sentence in the story. In the first exercise, at lesson 40, the children copy directly beneath the story. They trace the letters by following dots on the first line. In early lessons, blocks appear between the words, and there are macrons over the long vowels. Starting at lesson 91 of the kindergarten level, children write a sentence related to the story and illustrate it. The writing exercises reinforce the sounds and words being taught.

Spelling in *Reading Mastery* is based on dictations in which proper pronunciations, an analysis of the sound-sequence of words and sound-symbol (phoneme-grapheme) associations are explicitly taught and practiced. Daily dictation during workbook activities serves a dual purpose. It indicates a level of skill mastery to the teacher for further support or differentiation and provides continued practice of the visual-auditory-kinesthetic connection that is necessary to master reading.

Morphemes: Students need to be taught how to use word parts or morphemes to learn the meaning of new words. In *Reading Mastery*, students develop word awareness through the use of word-learning strategies, vocabulary journaling, and practice activities. Such activities are engaging, encourage deep processing, and connect word meaning to prior knowledge. Students are taught word part awareness using such word learning strategies as morphology, synonyms, antonyms, idioms, root words, multiple meanings, as well as dictionary and thesaurus use. Specific instruction in word morphology is an integral part of the Word Attack and Spelling exercises. See the example below:

EXERCISE 2

Affix Introduction

a. (Write on the board.)

1. re + build =
2. re + hire =
3. re + tell =

• In these words, the prefix **re** means: **again**.

b. What does **re** mean? (Signal.) *Again*.

Semantics: *Reading Mastery* uses a variety of strategies to teach vocabulary. Words that are not easily explained or understood are introduced through examples. When an easier, equivalent word exists within a student’s vocabulary, words can be taught using synonyms (e.g., ancient: old). Definitions are used to teach more complex words that require a lengthy explanation of the word (e.g., intervene: to come between two things). The teacher script provides definitions and explanations of words that students may not know before the words appear in a reading selection. To ensure that students understand the meaning that will be used in the story, *Reading Mastery* frequently illustrates the



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meaning in sentence context.

Word 1

1. Word 1 is **vanish**.
 - What does **vanish** mean? (Idea: *Disappear*.)
2. Everybody, what's another way of saying **The mysterious stranger disappeared?** (Signal.) *The mysterious stranger vanished.*

Word 2

1. Word 2 is **original**.
 - What is an **original**? (Idea: *Something that is not a copy of anything else.*)

Syntax: *Reading Mastery* includes instruction in syntax during the writing activities of Language strand. The exercises in the program focus on the concepts and skills important to clear writing and communicating: grammar, sentence construction, mechanics, and critical thinking. The writing exercises first focus on the writing of narrative prose and then later progress to writing of expository prose. As with the other content in *Reading Mastery*, these exercises follow a concise scope and sequence that gradually introduces each skill while at the same time integrating these skills together. Below are samples from the scope and sequence of tracks from the Language Strand.

PARTS OF SPEECH & SENTENCE ANALYSIS	WRITING AND SPEAKING
<i>Subject/Predicate</i>	<i>Writing and revising stories</i>
<i>Verbs-Verb Agreement</i>	<i>Sentence combinations</i>
<i>Nouns/Pronouns</i>	<i>Compound sentences</i>
<i>Adjectives</i>	<i>Run-on sentences</i>
<i>Punctuation</i>	<i>Prepositional phrases</i>
<i>Consolidation</i>	<i>Author's perspective</i>
	<i>Writing reports</i>
	<i>Giving speeches</i>

Aligned to individual student need – should address the skill deficit(s) identified through targeted assessments.

Every activity in every lesson is taught to mastery. Teaching to mastery ensures that students will be ready to move forward in the strand without the lessons becoming too difficult. Mastery communicates that what is learned today is important because it will be needed in later lessons. The program defines mastery as 100 percent performance accuracy by every student, every day, on every activity. Because the program is designed to gradually and cumulatively become more complex, most of each lesson is composed of review and generalization work; each lesson has a mixture of review and new material. Thus, if mastery has been achieved on previous lessons, students should easily attain mastery on new lessons. The expectation is that students begin each new activity ready to achieve at least 80 percent accuracy on their first try, with 100 percent accuracy after error corrections and scaffolding have occurred. Students demonstrate mastery during individual turns. Procedures are provided for providing error correction and remedies for students not achieving mastery.



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Assessments serve to assess mastery of the skills presented in the program. These assessments are a powerful tool for both monitoring student progress and evaluating teacher presentation of lesson content. Student performance on the assessments allows for evaluation of learning, indicating if lesson pacing is appropriate, and helping determine when reteaching is necessary.

Reading Mastery is designed so that each student's reading skills are constantly evaluated. Decoding skills, for example, are periodically measured through rate-and-accuracy fluency checkouts. Comprehension, writing, and study skills are measured through the daily independent work. Because the independent work is directly related to other program material, it serves as a continuous test of each student's skill mastery. Criterion-referenced in-program mastery tests are scheduled intermittently at each level.

Evidence-based: The vendor has included research-based evidence that this intervention is effective for students with characteristics of dyslexia or dyslexia.

The participants of the studies noted in the research section include students with characteristics of dyslexia or dyslexia, in some cases identified as a reading disability.

Reading Mastery is an evidence-based reading intervention program that incorporate explicit, systematic, and sequential approaches to teaching phonemic awareness, phonics, vocabulary, fluency, and incorporate decodable or phonetic text instructional strategies. The program is consistent with scientifically based reading research and with what is known about the treatment of dyslexia at this time. It contains the provision of systematic, explicit instruction in phonemic awareness and phonics, and in turn teaching students how to apply this knowledge to reading and writing.

Goodbred, Tracy R.

From: Guyler, Debra <Debra.Guyler@mheducation.com>
Sent: Wednesday, May 15, 2019 8:54 AM
To: McKnight, Patti
Cc: Ezell, Ty; Lees, Sarah Beth R.
Subject: (EXT) Re: (EXT) Fwd: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

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Let me know if you aren't seeing what you need. We will be happy to get it for you.

Thanks,

Debra Guyler
352-563-9713

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Sent: Wednesday, May 15, 2019 8:37 AM
To: Guyler, Debra
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Good morning,

Thank you for the materials and information yesterday. I've shared this with another member of my team, Beth Lees.

One question she asked was, "Is there a placement test to develop small groups based on need or do all students start with the 1st lesson and move through the program?"

Patti McKnight

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Sent: Tuesday, May 14, 2019 8:42 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
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Sent: Thursday, May 9, 2019 1:26 PM
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Ty,

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- an assess, instruct model of instruction
- multisensory approaches
- identification of systematic instruction designed to meet the needs of students with dyslexia characteristics
- a clear definition of "foundational skills"
- any research or evidence of success

Thank you for setting this up.

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Patti,

Thanks for meeting with me yesterday. Great meeting with very good information. I have secured Debra Guyler for next Tuesday May 14th and May 22nd at 1:00 pm. Would 11:00 am May 14th work for you to meet again for a more in-depth discussion about our intervention products? If that time doesn't work, just let me know what does and we will work around your schedule.

Thanks



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From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Monday, May 6, 2019 6:32 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) Re: (EXT) McGraw-Hill Meeting

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Perfect. You are on the calendar.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, May 6, 2019 5:31 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
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Great, would 1:30 be okay?

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From: McKnight, Patti <mcknightp@santarosa.k12.fl.us>
Sent: Monday, May 6, 2019 5:09 PM
To: Ezell, Ty
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Hi Ty,

Wednesday would be the best day for me...around 1?

From: Ezell, Ty <david.ezell@mheducation.com>

Sent: Monday, May 6, 2019 8:04 AM

To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>

Subject: (EXT) McGraw-Hill Meeting

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Hi Patti,

I wanted to see if you may have some time this Wednesday-Friday to meet? I will be happy to work around your schedule. Let me know if you can fit me in.

Thanks



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Subject: RE: (EXT) Re: (EXT) McGraw-Hill Meeting

EXTERNAL EMAIL: If sender is unknown, use caution when opening.

Perfect. You are on the calendar.

From: Ezell, Ty <david.ezell@mheducation.com>

Sent: Monday, May 6, 2019 5:31 PM

To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>

Subject: (EXT) Re: (EXT) McGraw-Hill Meeting

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Great, would 1:30 be okay?

Get [Outlook for iOS](#)

From: McKnight, Patti <mcknightp@santarosa.k12.fl.us>

Sent: Monday, May 6, 2019 5:09 PM

To: Ezell, Ty

Subject: RE: (EXT) McGraw-Hill Meeting

EXTERNAL EMAIL: If sender is unknown, use caution when opening.

Hi Ty,

Wednesday would be the best day for me...around 1?

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, May 6, 2019 8:04 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) McGraw-Hill Meeting

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Hi Patti,

I wanted to see if you may have some time this Wednesday-Friday to meet? I will be happy to work around your schedule. Let me know if you can fit me in.

Thanks



Ty Ezell

Sales Representative

McGraw-Hill Education |School Group

C: 850.628.1858

david.ezell@mheducation.com



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Goodbred, Tracy R.

From: McGraw-Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Wednesday, May 15, 2019 1:05 PM
To: Bienkowski, Steven A.
Subject: (EXT) Get a Head Start on Back-to-School

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Start the School Year With Confidence

Thank you for partnering with us. At McGraw-Hill, we're proud to provide programs and content that honor the art of teaching and empower you to reach students in new ways. We also know that reliable online tools and resources are essential to connecting with students beyond the classroom.

To begin the next school year with the best online experience, teachers must complete a few small tasks before your school year ends to ensure classes can be properly rostered. We've created some important reminders to help with preparation for next year.

- For products on [ConnectED](#)
- For products on [Open Learning Environment](#)

We'll be launching several new features and capabilities over the summer months to enhance the digital user experience for educators and students alike. You will receive communication with a detailed overview of these updates along with related help materials and training resources. For additional tools, resources and updates, visit our [self-service help site](#) and [back-to-school preparedness page](#).

If you have any questions about how to prepare for the next school year, please contact our Digital Technical Support Team at 800-437-3715 or [via email](#).

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Goodbred, Tracy R.

From: Guyler, Debra <Debra.Guyler@mheducation.com>
Sent: Thursday, May 16, 2019 10:00 AM
To: McKnight, Patti
Cc: Ezell, Ty
Subject: (EXT) Fwd: (EXT) Fwd: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Patti, I reached out to our OCR consultant and she agreed with what I said but gave more explanation on the assessments. Please feel free to pass it on to whomever. Have a great day!

Thanks,

Debra Guyler

Get [Outlook for iOS](#)

From: Shuler, Tracy <tracy.shuler@mheducation.com>
Sent: Thursday, May 16, 2019 8:42 AM
To: Guyler, Debra
Subject: Re: (EXT) Fwd: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

There is diagnostic assessment and a benchmark (pre/mid/post) test to help with small group decisions.

Weekly lesson assessment and unit assessment to give on going data monitoring opportunities

There is a built in differentiated instruction guide to inform with approaching, on and above level to further support meeting all student needs (there is one in the teacher guide and ADDITIONAL differentiation within the digital online platform)

FSK is not considered an intervention program so yes, every student begins in lesson one

*There is an Intervention Guide designed for more Tier 2 support

*There is an ELL guide

Hope this helps

Sent from my iPhone

On May 16, 2019, at 7:34 AM, Guyler, Debra <Debra.Guyler@mheducation.com> wrote:

See Santa Tosa question.

Thanks

Debra

Get [Outlook for iOS](#)

From: Guyler, Debra <debra.guyler@mheducation.com>

Sent: Wednesday, May 15, 2019 9:53 AM

To: McKnight, Patti

Cc: Ezell, Ty; Lees, Sarah Beth R.

Subject: Re: (EXT) Fwd: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

With Open Court, students begin at lesson 1 and work through the lessons. I believe the scope and sequence is in the back of the Teacher edition With the lesson progression.

With the intervention, Early Interventions in Reading, students are given a placement test for small group and they enter at different lessons 1, 21, 41, 61, and 81 for level one. Level two has entry points of 1, 21 and 41. Both of these levels have 120 lessons.

Let me know if you aren't seeing what you need. We will be happy to get it for you.

Thanks,

Debra Guyler

352-563-9713

Get [Outlook for iOS](#)

From: McKnight, Patti <mcknightp@santarosa.k12.fl.us>

Sent: Wednesday, May 15, 2019 8:37 AM

To: Guyler, Debra

Cc: Ezell, Ty; Lees, Sarah Beth R.

Subject: RE: (EXT) Fwd: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

***EXTERNAL EMAIL:If sender is unknown, use caution when opening. ***

Good morning,

Thank you for the materials and information yesterday. I've shared this with another member of my team, Beth Lees.

One question she asked was, "Is there a placement test to develop small groups based on need or do all students start with the 1st lesson and move through the program?"

Patti McKnight

From: Guyler, Debra <Debra.Guyler@mheducation.com>

Sent: Tuesday, May 14, 2019 8:42 PM

To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>

Cc: Ezell, Ty <david.ezell@mheducation.com>

Subject: (EXT) Fwd: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

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Hi Patti, it was nice seeing you again today. Please see the attachment that we have for Reading Mastery and Corrective Reading. As we move through this process, I can send you lots of research and efficacy studies for Open Court or Direct Instruction materials . Please feel free to reach out anytime in regards to the interventions and Supplemental products we Discussed today!

GetOutlook for

From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Thursday, May 9, 2019 1:26 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

EXTERNAL EMAIL: If sender is unknown, use caution when opening.

Ty,

I have blocked off Tuesday, May 14th from 1:00-2:00 Central Time to have a conversation with Debra regarding your intervention offerings. I'll be interested in hearing about

- an assess, instruct model of instruction
- multisensory approaches
- identification of systematic instruction designed to meet the needs of students with dyslexia characteristics
- a clear definition of "foundational skills"
- any research or evidence of success

Thank you for setting this up.

Patti McKnight

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, May 9, 2019 7:48 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

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Patti,

Thanks for meeting with me yesterday. Great meeting with very good information. I have secured Debra Guylar for next Tuesday May 14th and May 22nd at 1:00 pm. Would 11:00 am May 14th work for you to meet again for a more in-depth discussion about our intervention products? If that time doesn't work, just let me know what does and we will work around your schedule.

Thanks

<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education |School Group

C: 850.628.1858

david.ezell@mheducation.com

<image002.png>

From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>

Sent: Monday, May 6, 2019 6:32 PM

To: Ezell, Ty <david.ezell@mheducation.com>

Subject: RE: (EXT) Re: (EXT) McGraw-Hill Meeting

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Goodbred, Tracy R.

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Thursday, May 16, 2019 11:26 AM
To: Cole, Christi;Johnson, Todd
Cc: Miller, Kim;Sanchez, Sal;Ezell, Ty
Subject: RE: Santa Rosa County School District

Good afternoon Christi,

This is a great question. When school districts stop sending this years data and start preparing for the next school year, there is something that your teachers will need to do to prepare. Even though your classes might have new names for the next school year, we will never delete a class from your teachers. This means that this years classes will stay even though they are removed from your files. It will be on the teachers to delete these classes once they have pulled any necessary reports and grades from them that they need. Once the class is deleted, all data is non-recoverable. That is why McGraw-Hill will never remove it for them. Then once their new classes are loaded, there will not be any confusion on which class they need to work from.

There is a link currently on the connectED homepage that shows teachers how to remove classes that they no longer need. But if you need additional assistance, please let me know. Other than that, all you need to do is stop sending this years data and update to next years when your SIS rollover happens.

Thank you,

Amanda

From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Thursday, May 16, 2019 11:29 AM
To: Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: Santa Rosa County School District

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Good Morning Ladies,

As we are ending the 2018/19 School year, I was hoping to get some information about rostering for the upcoming School Year.

Will there be an end of year process? Do we need to purge data/Archive data?

Any guidance would greatly be appreciated.

Christi

*Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098*

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Christi,

Yes there is also a link on the Access Manager page. If you click on the auto rostering link, it has quite a bit of information and a PDF to help teachers with what they should do.

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From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, May 16, 2019 3:46 PM
To: Cole, Christi
Subject: Re: Santa Rosa County School District

Sorry Christi, I have no idea. We can schedule a call if you need.

Get [Outlook for iOS](#)

From: Cole, Christi <colec@santarosa.k12.fl.us>
Sent: Thursday, May 16, 2019 3:44 PM
To: Ezell, Ty
Subject: FW: Santa Rosa County School District

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Hey Ty!

Okay, I've looked around our MHE Access page and I don't see the auto rostering link. Do you know where she might be talking about? LOL

This is what we see from our Dashboard.



Overview

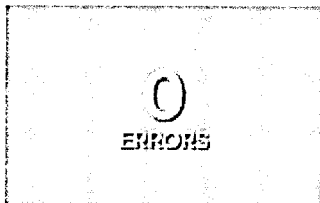
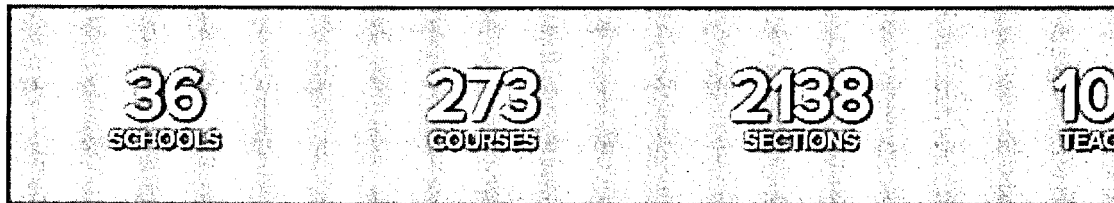



Alerts


Upload


Assign


Data



MHE PRIVACY POLICY

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Thank you,

Amanda

From: Cole, Christi <ColeC@santarosa.k12.fl.us>

Sent: Thursday, May 16, 2019 11:29 AM

To: Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>

Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>

Subject: Santa Rosa County School District

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Good Morning Ladies,

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Any guidance would greatly be appreciated.

Christi

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, May 16, 2019 3:55 PM
To: Cole, Christi
Subject: Re: Santa Rosa County School District

Maybe Tech Support can help 800-437-3715. I can also meet with you Thursday week if needed and we can try to figure it out.

Get [Outlook for iOS](#)

From: Cole, Christi <colec@santarosa.k12.fl.us>
Sent: Thursday, May 16, 2019 3:52 PM
To: Ezell, Ty
Subject: RE: Santa Rosa County School District

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Okay,
I will reply back to Amanda and see what I'm missing.

Thanks

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, May 16, 2019 3:46 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: Re: Santa Rosa County School District

Sorry Christi, I have no idea. We can schedule a call if you need.

Get [Outlook for iOS](#)

From: Cole, Christi <colec@santarosa.k12.fl.us>
Sent: Thursday, May 16, 2019 3:44 PM
To: Ezell, Ty
Subject: FW: Santa Rosa County School District

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Hey Ty!

Okay, I've looked around our MHE Access page and I don't see the auto rostering link. Do you know where she might be talking about? LOL

This is what we see from our Dashboard.



Overview

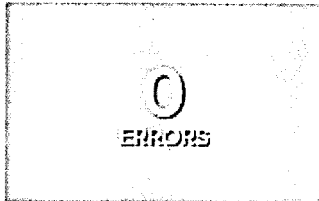
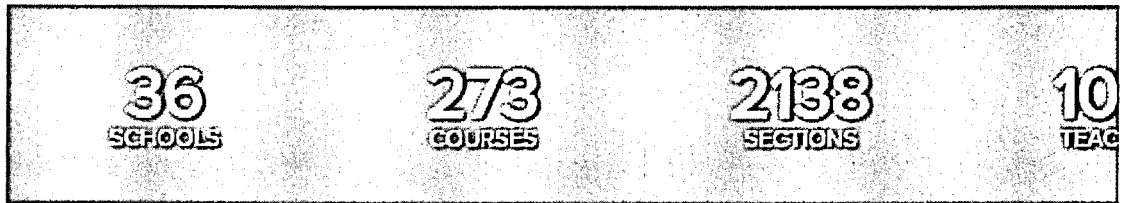



Alerts


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Data



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Christi

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Goodbred, Tracy R.

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Thursday, May 16, 2019 4:04 PM
To: Cole, Christi; Johnson, Todd
Cc: Miller, Kim; Sanchez, Sal; Ezell, Ty
Subject: RE: Santa Rosa County School District

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Get a head start on back-to-school with these guides, [Manual Rostering](#) and [Auto-Rostering](#). Determine your Acc

The screenshot shows the McGraw-Hill Education interface. At the top left is the McGraw-Hill logo. To its right is a 'CONNECTED ONLINE' status indicator with a dropdown arrow. Below the logo is the text 'My Programs'. Underneath, there is an 'Active' filter with a dropdown arrow and a search icon. A large dashed rectangular box highlights a central area containing a '+ Create a Class' button. To the right of this box is a 'connect' button with the text 'Click here to'.

Create a class using the + **Create a Class** button. There you can choose a McGraw-Hill program for your class, add a class name and set class start and end dates.

Thank you,

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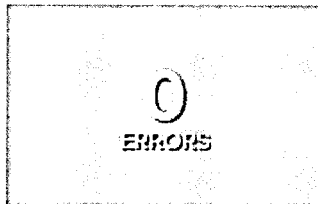
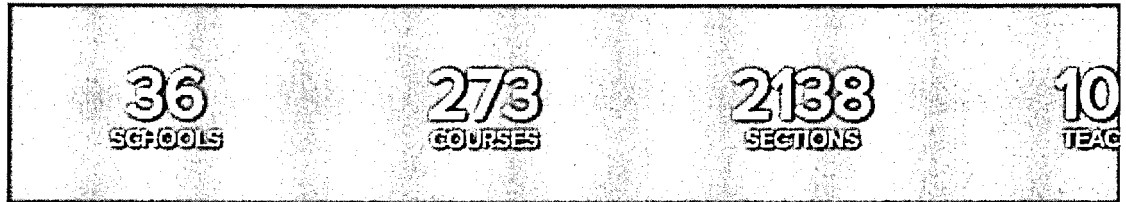
Upload



Assign



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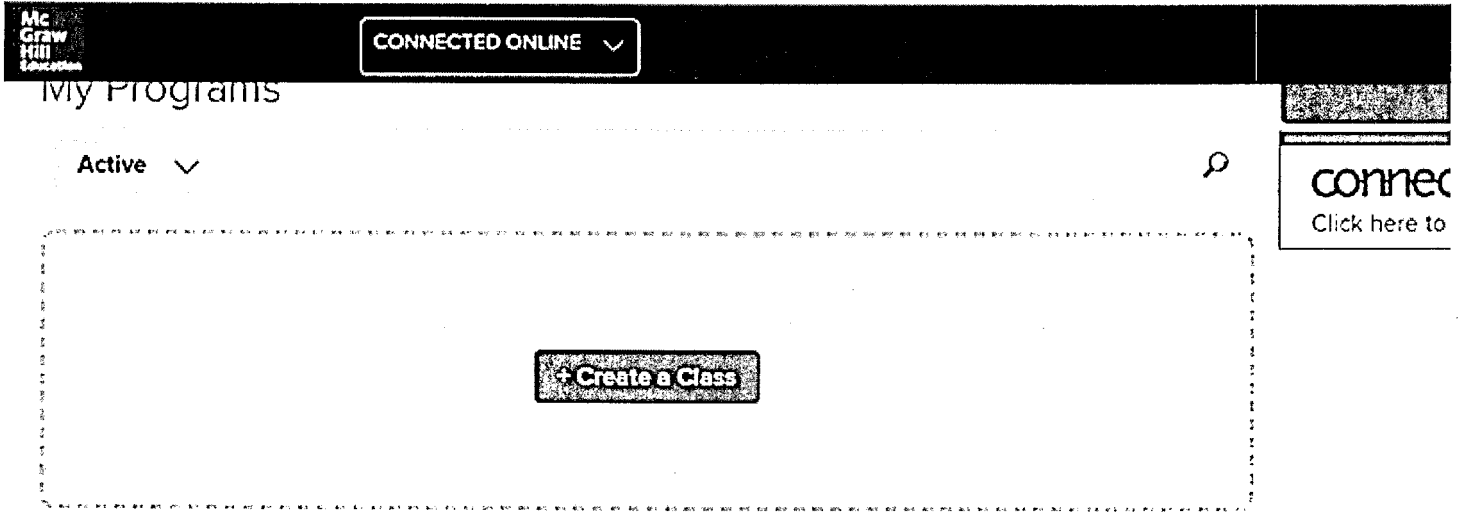
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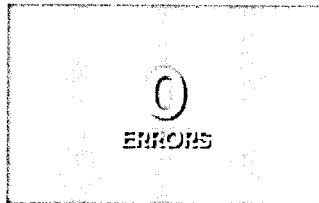
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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, May 17, 2019 8:05 AM
To: McKnight, Patti;Guyler, Debra
Cc: Lees, Sarah Beth R.
Subject: (EXT) RE: (EXT) Fwd: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Patti,

I wanted to touch base with you to see if we are able to present Wednesday the 22nd to your Dyslexia Team? We have a specialist available to be able to dive deeper in instruction for questions they may have. Please let me know today so we can make plans.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Wednesday, May 15, 2019 9:37 AM
To: Guyler, Debra <Debra.Guyler@mheducation.com>
Cc: Ezell, Ty <david.ezell@mheducation.com>; Lees, Sarah Beth R. <LeesSB@santarosa.k12.fl.us>
Subject: RE: (EXT) Fwd: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good morning,

Thank you for the materials and information yesterday. I've shared this with another member of my team, Beth Lees.

One question she asked was, "Is there a placement test to develop small groups based on need or do all students start with the 1st lesson and move through the program?"

Patti McKnight

From: Guyler, Debra <Debra.Guyler@mheducation.com>
Sent: Tuesday, May 14, 2019 8:42 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Ezell, Ty <david.ezell@mheducation.com>
Subject: (EXT) Fwd: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Patti, it was nice seeing you again today. Please see the attachment that we have for Reading Mastery and Corrective Reading. As we move through this process, I can send you lots of research and efficacy studies for Open Court or Direct Instruction materials . Please feel free to reach out anytime in regards to the interventions and Supplemental products we Discussed today!

Get [Outlook for](#)

From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Thursday, May 9, 2019 1:26 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

EXTERNAL EMAIL: If sender is unknown, use caution when opening.

Ty,

I have blocked off Tuesday, May 14th from 1:00-2:00 Central Time to have a conversation with Debra regarding your intervention offerings. I'll be interested in hearing about

- an assess, instruct model of instruction
- multisensory approaches
- identification of systematic instruction designed to meet the needs of students with dyslexia characteristics
- a clear definition of "foundational skills"
- any research or evidence of success

Thank you for setting this up.

Patti McKnight

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, May 9, 2019 7:48 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) Re: (EXT) McGraw-Hill Meeting

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Patti,

Thanks for meeting with me yesterday. Great meeting with very good information. I have secured Debra Guyler for next Tuesday May 14th and May 22nd at 1:00 pm. Would 11:00 am May 14th work for you to meet again for a

more in-depth discussion about our intervention products? If that time doesn't work, just let me know what does and we will work around your schedule.

Thanks



Ty Ezell

Sales Representative

McGraw-Hill Education |School Group

C: 850.628.1858

david.ezell@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>

Sent: Monday, May 6, 2019 6:32 PM

To: Ezell, Ty <david.ezell@mheducation.com>

Subject: RE: (EXT) Re: (EXT) McGraw-Hill Meeting

***EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Perfect. You are on the calendar.

From: Ezell, Ty <david.ezell@mheducation.com>
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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 22, 2019 2:18 PM
To: McKnight, Patti
Cc: Guyler, Debra
Subject: (EXT) Open Court Foundational Skills Kits

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Patti,

I have received the grade K and 1 Open Court Foundational Skills Kits. I will drop them off to you tomorrow sometime. Please review the materials and let Debra and I know if you have questions.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, May 23, 2019 3:05 PM
To: Cole, Christi
Subject: Re: MHE Demo Account

Let me check Christie. This is for social studies correct?

Get [Outlook for iOS](#)

From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Thursday, May 23, 2019 1:40:16 PM
To: Ezell, Ty
Subject: MHE Demo Account

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Hey Ty,
I have a teacher who is switching grade levels for the upcoming school year.
She is wanting access to view the textbooks for Grade 3.
Are there any demo accounts for the Grade 3?

Christi

*Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARHELP 983-5098*

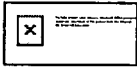
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Goodbred, Tracy R.

From: Emily DiGiovanna <Emily.digiovanna@mheducation.com>
Sent: Wednesday, May 29, 2019 11:49 AM
To: Robbins, Carly R.
Subject: (EXT) Upgrade Connect Math Statistics to the New Enhanced Experience

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

[View this email as a web page](#)



Because learning changes everything.®



Dear Carly,

As your Spring term is wrapping up, we wanted to thank you for your loyal use of Connect® Math hosted by ALEKS® and share these important reminders and updates.

Upgrade to the Enhanced Experience!

Navidi/ Monk *Elementary Statistics, 3e* and *Essential Statistics, 2e* titles are available in the enhanced experience of Connect Math hosted by ALEKS. This enhanced experience includes:

- Improved statistical tools for box plots, histograms, and scatterplots. [See these tools in action!](#)
- More intuitive palette and answer entry experience.
- More detailed instant feedback for students.
- Replacement of Flash-based content.

I'D LIKE TO OPT IN TO THE NEW ENHANCED EXPERIENCE!

I'D LIKE TO LEARN MORE ABOUT THE ENHANCED EXPERIENCE!

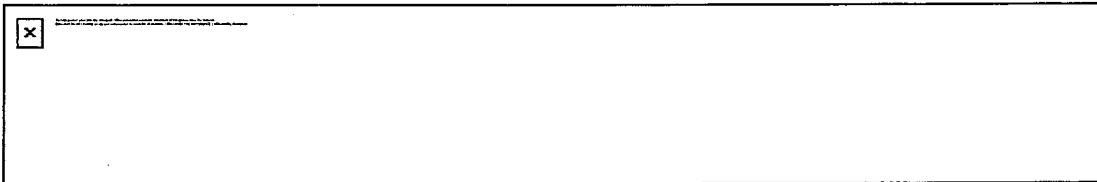
Got Coreqs on your Mind?

If you're teaching or preparing to teach a corequisite statistics course, [tell us more](#) and we'll be in touch with more information about our corequisite statistics solutions.

At McGraw-Hill, we are committed to help you achieve your goals and unlock the potential of every learner through continuous improvements. Your feedback is critical to these efforts, and we invite you to engage with us!

Best Regards,

Emily DiGiovanna
Marketing Manager, Higher Education Math



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You can also write to: Privacy Official, McGraw-Hill, 501 Bell Street, Dubuque, IA 52001.

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, May 30, 2019 7:30 AM
To: Cole, Christi
Subject: RE: MHE Demo Account

Sorry Christi.

Below is our SS demo access for all grade levels.

<https://my.mheducation.com/login>

	Username	Password
K-5	FL2016Networks	FL2016SS
6-12	FL612NETWORKS	FL2016SS

I hope this will help!



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Thursday, May 30, 2019 8:22 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: MHE Demo Account

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Hey Ty,
Just following up.
Any Luck with Demo accounts for the Social Studies?

Christi

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, May 23, 2019 3:05 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
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From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, May 31, 2019 8:34 AM
To: Youngblood, Clark J
Subject: (EXT) Re: training

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Clark,

I would love to provide a trainer for you. Most in service dates are already booked from the 3rd week of July to the 3rd week of August. If you are flexible on dates, I may be able to help. Send me several dates that might work for you. Also, I need at least 10 teachers to attend to be able to send in a trainer for free.

Thanks

Sent from my iPhone

On May 30, 2019, at 9:45 AM, Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us> wrote:

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First, is this even doable?

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Third, If the training is possible, I would probably want it sometime in late July.

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THANKS

Clark

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From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, May 31, 2019 11:01 AM
To: Youngblood, Clark J
Subject: (EXT) RE: (EXT) Re: training

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From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Friday, May 31, 2019 11:39 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) Re: training

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Ty,

I am working on the number of participants to see if the overall interest is out there.

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From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Friday, May 31, 2019 12:05 PM
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Subject: RE: (EXT) RE: (EXT) Re: training

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Time: 8:30 to 2:00pm---1 hr. 15 minutes for lunch

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Ty Ezell
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From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Friday, May 31, 2019 12:12 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) Re: training

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From: Ezell, Ty < david.ezell@mheducation.com >
Sent: Friday, May 31, 2019 11:27 AM
To: Youngblood, Clark J
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) Re: training

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I like that schedule. Let me submit and see what I can do. It will take some time to get confirmation.



Ty Ezell

Sales Representative
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david.ezell@mheducation.com



From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Friday, May 31, 2019 12:25 PM
To: Ezell, Ty < david.ezell@mheducation.com >
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) Re: training

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I'm working the numbers now!

We could do 8:30 to 10:30 and Noon to 2:00.... Or even set them both in the morning times and the trainer could fly out or drive out by the afternoon.

From: Ezell, Ty < david.ezell@mheducation.com >
Sent: Friday, May 31, 2019 11:17 AM
To: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
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Sent: Friday, May 31, 2019 11:01 AM
To: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) Re: training

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Let me check. What times and I need a location for the request. The location can be moved, but I have to have something to submit the request.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858

david.ezell@mheducation.com



From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Friday, May 31, 2019 11:39 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) Re: training

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Ty,

I am working on the number of participants to see if the overall interest is out there.

Dates to throw your way: July 23 or 24-----July 29 or 31-----August 19-23

I just picked some days at random, since I'm not sure what your trainers calendar may look like

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, May 31, 2019 8:34 AM
To: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Subject: (EXT) Re: training

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Clark,

I would love to provide a trainer for you. Most in service dates are already booked from the 3rd week of July to the 3rd week of August. If you are flexible on dates, I may be able to help. Send me several dates that might work for you. Also, I need at least 10 teachers to attend to be able to send in a trainer for free.

Thanks

Sent from my iPhone

On May 30, 2019, at 9:45 AM, Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us> wrote:

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Ty,

Good Morning,

I have had some request from middle and high teachers wanting another training on the on-line components for the text.

First, is this even doable?

Second, I am willing to pay the trainer, if we generate enough interest to warrant the training

Third, If the training is possible, I would probably want it sometime in late July.

I know I'm asking a lot here, let me know and if its not possible I am perfectly OK with that as well.

THANKS

Clark

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, June 3, 2019 7:03 AM
To: Youngblood, Clark J
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) Re: training

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Clark,

Scott Green is scheduled for the 6-12 Social Studies follow-up training in Milton, FL (Santa Rosa Co.) on July 29th, 8:30 am to 2:00 pm.

Looking forward to the training! Please send any information that you would like us to cover.



Ty Ezell
Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Friday, May 31, 2019 12:36 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) Re: training

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

That's fine... I am working on building teachers.

THANKS!

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, May 31, 2019 11:27 AM

To: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) Re: training

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

I like that schedule. Let me submit and see what I can do. It will take some time to get confirmation.



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Friday, May 31, 2019 12:25 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) Re: training

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

I'm working the numbers now!

We could do 8:30 to 10:30 and Noon to 2:00.... Or even set them both in the morning times and the trainer could fly out or drive out by the afternoon.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, May 31, 2019 11:17 AM
To: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) Re: training

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

I think we can get by with about 2 hours for each training as long as we spend that time on specific needs and not just an overview. If I could get about 10 in each group, that would be great.



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Friday, May 31, 2019 12:12 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) Re: training

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

I was initially thinking about mixing middle and high...but I like the idea better of having 1 group in the morning and another after lunch on the same day!

So if this works, how long would each group need--

Would I need 15 in each group?

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, May 31, 2019 11:09 AM
To: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) Re: training

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Is this for two different trainings or one? If I can secure the day, maybe MS and HS separately? Let me know your thoughts.



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Friday, May 31, 2019 12:05 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) Re: training

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Location will be the Dillion Center—6032 Hwy 90—Milton

Time: 8:30 to 2:00pm---1 hr. 15 minutes for lunch

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, May 31, 2019 11:01 AM
To: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
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Sent from my iPhone

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THANKS

Clark

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, June 19, 2019 9:22 AM
To: McKnight, Patti
Subject: (EXT) Open Court Literacy Summit
Attachments: Achievement Literacy Summit Final_712.pdf

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Patti,

I am not sure if you are still considering the Open Court Foundational Skills kits for the district, but I wanted to invite your staff to the attached conference. This is a train the trainer type format for our products and is a good opportunity to train district staff. There is a charge per attendee, but you can get a \$500 voucher for materials if registered before July 12th. Please let me know if you guys are interested.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, July 3, 2019 8:49 AM
To: Youngblood, Clark J
Subject: (EXT) Automatic reply: VERY IMPORTANT CHANGE--Textbook Workshop

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

I am out of the office June 29th to July 7th. I will not have access to email and phone messages regularly. I will reply to your emails and phone calls as soon as possible. If you need help with ordering or a quote, please call Customer Service at 1-800-334-7344. If you need help with any online issues or questions, please call Technical Support at 1-800-437-3715.

Consider this response as receipt that I have received your email.

Thank you for your understanding!

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Goodbred, Tracy R.

Subject: (EXT) Katie Bradigan/McGraw-Hill Session
Location: 866-692-4530,,,596779697#

Start: Wed 7/10/2019 1:00 PM
End: Wed 7/10/2019 1:45 PM

Recurrence: (none)

Meeting Status: Accepted

Organizer: Bradigan, Katie

Customer Name DUBLIN UNIFIED SCHOOL
DIST
Customer # 168698

CASE 15242833

ISBN	MHID	Author
9780076637980	0076637980	MGH

Description	Product Type	Owning Division	Customer PO Number
GLENCOE MATH ACCELERATED STUDENT EDITION 2014 1	NATIONAL OFFERED	SCHOOL	P15-00203

McGraw Hill Education: Quantity /

Invoice Number	Invoice Date	Invoice Price	Adjusted Invoice Price	Shipped Quantity	Returned Quantity
108244637002	29-May-19	\$0.00		45	0

Available to Return

Available to Return Quantity	Eligible to return date	Sold To Customer	Sold To Customer Name
45	29-May-20	168698	DUBLIN UNIFIED SCHOOL DIST

Bill To Customer	Bill To Customer Name	Ship To Customer	Ship To Customer Name
168698	DUBLIN UNIFIED SCHOOL DIST	186720	WELLS MIDDLE SCHOOL

Report Generation Date: 26-JUL-2019 09:41

Returning Quantity	Charge Back Number	Return Reason

Goodbred, Tracy R.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Friday, July 26, 2019 12:02 PM
To: Adams, Kathy
Subject: Your Opinion Counts - McGraw-Hill Customer Service Survey

Dear Valued Customer,

We would like to invite you to give us your opinion regarding your recent issue reported to the McGraw-Hill Customer Support Team.

The details of the case are as follows:

Case #: 15244675
Date Opened: 7/25/2019
Customer Support Representative: James

At McGraw-Hill, customer satisfaction is our number one goal.

You have recently received the resolution to your inquiry. We would be grateful if you could answer a few brief questions regarding your experience. Your answers will be used to measure our success and help us identify areas where we can improve.

[Please click here to access the survey.](#)

*Register for Coast and have 24/7 self-service access to your account.
You can place orders, track shipments, view and print invoices as well as review all orders placed at www.mhecoast2coast.com*

*****Please do not respond to this email as replies are not monitored*****

If you do not wish to receive any more invitations to provide feedback, please [click here](#).

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Sunday, July 28, 2019 12:51 PM
To: Baugus, Jeffery A.
Cc: Smith, Floyd C
Subject: (EXT) Re: Glencoe/McGraw Hill (old math adoption)

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

It was probably a glitch since the initial order was from McGraw-Hill and not the FSBD. We have auto ship on items from McGraw-Hill.

Sent from my iPhone

On Jul 28, 2019, at 12:41 PM, Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us> wrote:

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Ty,

Are you aware of why MHE would continue to send consumables this year? See below.

Thanks!

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Smith, Floyd C <SmithFC@santarosa.k12.fl.us>
Sent: Friday, July 26, 2019 11:57 AM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: Glencoe/McGraw Hill (old math adoption)

Jeff,

Sims and HNMS have received consumables from Glencoe for the out of adoption math materials. I've spoken to both bookkeepers and they tell me they didn't order the materials and have no idea why the company is sending them. Do you have a contact at McGraw Hill that can help us get to the bottom of these shipments and hopefully prevent others from happening.

Thanks

Floyd C. Smith, Jr

Director of Middle Schools

6032 Highway 90

Milton, Florida 32570

Phone: 850-983-5060

Fax: 850-983-5067

Things work out best for those who make the best of how things work out. **John Wooden**
Education is for improving the lives of others and for leaving your community and world
better than you found it. **Marian Wright Edelman**

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Goodbred, Tracy R.

From: CSOM Domestic Customer Service <hep_customer-service@mheducation.com>
Sent: Monday, July 29, 2019 7:21 AM
To: Adams, Kathy
Subject: Woodlawn Beach Middle School - MH Case #15244675 [ref:_00D80LRll_5000y1aqUuE:ref]
Attachments: Woodlawn Beach Middle School.xltx

Dear Kathy Adams,

Please accept my apology you received an incorrect spreadsheet. We typically do not supply shipping labels. Is there a particular reason we should in this case?

Please find attached a spreadsheet showing you the last date you are able to return your material and quantities. Items must be as they were received..

Instructions for your return:

- * Attached spreadsheet in at least one carton being returned completing last three columns.
- * Make your return via a traceable method such as UPS or FedEx.
- * Send your return to:

McGraw-Hill Education
6405 Commerce Court
Groveport, OH 43125
Warehouse Code: 015

Please contact us with any additional questions or concerns.

Thank you for choosing McGraw-Hill for your educational needs.

Kind Regards,
Jim R
Resolution Care Specialist, Sr.
McGraw-Hill | Customer Service & Order Management
860 Taylor Station Road, Blacklick Ohio 43004
P: 800-338-3987 | F: 800-953-8691

For faster service, including real-time order status, connect with us at www.mheducation.com/customerservice

Visit our self-service website for your order needs: www.mhecoast2coast.com

----- Original Message -----

From: Adams, Kathy [adamsk@santarosa.k12.fl.us]
Sent: 7/26/2019
To: hep_customer-service@mheducation.com
Subject: RE: Woodlawn Beach Middle School - MH Case #15244675 []

This spreadsheet is not for Woodlawn. It has different school names and case #. Our case# is 15244675. Also, will you be sending us shipping labels?

-----Original Message-----

From: hep_customer-service@mheducation.com <hep_customer-service@mheducation.com>
Sent: Friday, July 26, 2019 9:48 AM
To: Adams, Kathy <AdamsK@santarosa.k12.fl.us>
Subject: Woodlawn Beach Middle School - MH Case #15244675 []

Dear Kathy Adams,

Thank you for contacting McGraw-Hill regarding your request for authorization to return material.

Please find attached a spreadsheet showing you the last date you are able to return your material and quantities. Items must be as they were received..

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McGraw-Hill | Customer Service & Order Management
860 Taylor Station Road, Blacklick Ohio 43004
P: 800-338-3987 | F: 800-953-8691

For faster service, including real-time order status, connect with us at www.mheducation.com/customerservice

Visit our self-service website for your order needs: www.mhecoast2coast.com

----- Original Message -----

From: []
Sent:
To:
Subject:

Kind Regards,
Jim R
Resolution Care Specialist, Sr.
McGraw-Hill Education | Customer Service & Order Management
6405 Commerce Court Groveport, OH 43125 The information contained in this message may be confidential and/or constitute a privileged attorney-client document. If the reader of this message is not the intended

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Jim R

Resolution Care Specialist, Sr.

McGraw-Hill Education | Customer Service & Order Management

6405 Commerce Court Groveport, OH 43125 ref:_00D80LRll._5000y1aqUuE:ref

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9780021438648	0021438641	LENCOE 15
9780021436606	0021436606	LENCOE 15
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9780021438617	0021438617	GLENCOE 15
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9780021438617	0021438617	GLENCOE 15
9780021436606	0021436606	GLENCOE 15
9780021438617	0021438617	GLENCOE 15

Description	Product Type	Owning Division	Customer PO Number
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	713124
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	713155
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711837
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711633
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711623
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711660

FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	712886
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	713120
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 2, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	713392
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	713124
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 2, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	713155
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	713155
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 2, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	713124
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 2, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711660
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711660
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 2, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711306

FLORIDA GLENCOE MATH, COURSE 3, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711837
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 2, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711837
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711306
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 2, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711623
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711623
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 2, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711633
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711633

McGraw Hill Education: Quantit

Invoice Number	Invoice Date	Invoice Price	Adjusted Invoice Price	Shipped Quantity	Returned Quantity
108818083001	16-Jul-19	\$0.00		200	0
108818033001	16-Jul-19	\$0.00		200	0
108818013001	16-Jul-19	\$0.00		200	0
108818024001	16-Jul-19	\$0.00		200	0
108818277001	16-Jul-19	\$0.00		150	0
108818023001	16-Jul-19	\$0.00		47	0

108818082001	16-Jul-19	\$0.00		50	0
108818085001	16-Jul-19	\$0.00		50	0
108798002001	18-Jul-19	\$0.00		50	0
108737779001	19-Jul-19	\$0.00		200	0
108737762001	19-Jul-19	\$0.00		200	0
108737762001	19-Jul-19	\$0.00		200	0
108737779001	19-Jul-19	\$0.00		200	0
108720465001	24-Jul-19	\$0.00		100	0
108720465001	24-Jul-19	\$0.00		100	0
108720515001	24-Jul-19	\$0.00		150	0

108727674001	24-Jul-19	\$0.00		200	0
108727674001	24-Jul-19	\$0.00		200	0
108720515001	24-Jul-19	\$0.00		150	0
108751185001	25-Jul-19	\$0.00		150	0
108751185001	25-Jul-19	\$0.00		150	0
108750907001	25-Jul-19	\$0.00		200	0
108750907001	25-Jul-19	\$0.00		200	0

y Available to Return

Available to Return Quantity	Eligible to return date	Sold To Customer	Sold To Customer Name
200	16-Jul-20	268001	HOBBS MIDDLE SCHOOL
200	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
200	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
200	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
150	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
47	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT

50	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
50	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
50	18-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
200	19-Jul-20	268001	HOBBS MIDDLE SCHOOL
200	19-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
200	19-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
200	19-Jul-20	268001	HOBBS MIDDLE SCHOOL
100	24-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
100	24-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
150	24-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT

200	24-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
200	24-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
150	24-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
150	25-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
150	25-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
200	25-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
200	25-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT

Bill To Customer	Bill To Customer Name	Ship To Customer
263597	SANTA ROSA CO SCHOOL DISTRICT	268001
263597	SANTA ROSA CO SCHOOL DISTRICT	226610
263597	SANTA ROSA CO SCHOOL DISTRICT	214027
263597	SANTA ROSA CO SCHOOL DISTRICT	219765
263597	SANTA ROSA CO SCHOOL DISTRICT	962883
263597	SANTA ROSA CO SCHOOL DISTRICT	219755

263597	SANTA ROSA CO SCHOOL DISTRICT	267880
263597	SANTA ROSA CO SCHOOL DISTRICT	268657
263597	SANTA ROSA CO SCHOOL DISTRICT	217233
263597	SANTA ROSA CO SCHOOL DISTRICT	268001
263597	SANTA ROSA CO SCHOOL DISTRICT	226610
263597	SANTA ROSA CO SCHOOL DISTRICT	226610
263597	SANTA ROSA CO SCHOOL DISTRICT	268001
263597	SANTA ROSA CO SCHOOL DISTRICT	219755
263597	SANTA ROSA CO SCHOOL DISTRICT	219755
263597	SANTA ROSA CO SCHOOL DISTRICT	259353

263597	SANTA ROSA CO SCHOOL DISTRICT	214027
263597	SANTA ROSA CO SCHOOL DISTRICT	214027
263597	SANTA ROSA CO SCHOOL DISTRICT	259353
263597	SANTA ROSA CO SCHOOL DISTRICT	962883
263597	SANTA ROSA CO SCHOOL DISTRICT	962883
263597	SANTA ROSA CO SCHOOL DISTRICT	219765
263597	SANTA ROSA CO SCHOOL DISTRICT	219765

Report Generation Date: 29-JUL-2019 08:05

Ship To Customer Name	Returning Quantity	Charge Back Number	Return Reason
HOBBS MIDDLE SCHOOL			
WOODLAWN BEACH MIDDLE SCHOOL			
THOMAS L SIMS MIDDLE SCHOOL			
GULF BREEZE MIDDLE SCH			
HOLLEY NAVAREE MIDDLE SCHOOL			
MARTIN L KING MIDDLE SCH			

CHUMUCKLA ELEM SCHOOL			
JAY ELEM SCH			
JAY JR SR HIGH SCHOOL			
HOBBS MIDDLE SCHOOL			
WOODLAWN BEACH MIDDLE SCHOOL			
WOODLAWN BEACH MIDDLE SCHOOL			
HOBBS MIDDLE SCHOOL			
MARTIN L KING MIDDLE SCH			
MARTIN L KING MIDDLE SCH			
AVALON MIDDLE SCHOOL			

THOMAS L SIMS MIDDLE SCHOOL			
THOMAS L SIMS MIDDLE SCHOOL			
AVALON MIDDLE SCHOOL			
HOLLEY NAVAREE MIDDLE SCHOOL			
HOLLEY NAVAREE MIDDLE SCHOOL			
GULF BREEZE MIDDLE SCH			
GULF BREEZE MIDDLE SCH			

Goodbred, Tracy R.

From: CSOM Domestic Customer Service <hep_customer-service@mheducation.com>
Sent: Monday, July 29, 2019 8:54 AM
To: Adams, Kathy
Subject: Woodlawn Beach Middle School - MH Case #15244675 [ref:_00D80LRll_5000y1aqUuE:ref]

Dear Kathy,

Thank you for contacting McGraw-Hill regarding your Purchase Order 713155. Our records show this was placed by you through an email string with the sales representative, David Ezell, on July 24, 2015.

Please contact us with any additional questions or concerns.

Thank you for choosing McGraw-Hill for your educational needs.

Kind Regards,
Jim R
Resolution Care Specialist, Sr.
McGraw-Hill | Customer Service & Order Management
860 Taylor Station Road, Blacklick Ohio 43004
P: 800-338-3987 | F: 800-953-8691

For faster service, including real-time order status, connect with us at www.mheducation.com/customerservice

Visit our self-service website for your order needs: www.mhecoast2coast.com

----- Original Message -----

From: Adams, Kathy [adamsk@santarosa.k12.fl.us]
Sent: 7/29/2019
To: hep_customer-service@mheducation.com
Subject: RE: Woodlawn Beach Middle School - MH Case #15244675 []

Hi Jim,
To the best of my knowledge, these books were not ordered by us. This was a purchase order from 4yrs ago, #713155.

-----Original Message-----

From: CSOM Domestic Customer Service <hep_customer-service@mheducation.com>
Sent: Monday, July 29, 2019 7:21 AM
To: Adams, Kathy <AdamsK@santarosa.k12.fl.us>
Subject: Woodlawn Beach Middle School - MH Case #15244675 []

Dear Kathy Adams,

Please accept my apology you received an incorrect spreadsheet. We typically do not supply shipping labels. Is there a particular reason we should in this case?

Please find attached a spreadsheet showing you the last date you are able to return your material and quantities. Items must be as they were received..

Instructions for your return:

- * Attached spreadsheet in at least one carton being returned completing last three columns.
- * Make your return via a traceable method such as UPS or FedEx.
- * Send your return to:

McGraw-Hill Education
6405 Commerce Court
Groveport, OH 43125
Warehouse Code: 015

Please contact us with any additional questions or concerns.

Thank you for choosing McGraw-Hill for your educational needs.

Kind Regards,
Jim R
Resolution Care Specialist, Sr.
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Visit our self-service website for your order needs: www.mhecoast2coast.com

----- Original Message -----

From: Adams, Kathy [adamsk@santarosa.k12.fl.us]
Sent: 7/26/2019
To: hep_customer-service@mheducation.com
Subject: RE: Woodlawn Beach Middle School - MH Case #15244675 []

This spreadsheet is not for Woodlawn. It has different school names and case #. Our case# is 15244675. Also, will you be sending us shipping labels?

-----Original Message-----

From: hep_customer-service@mheducation.com <hep_customer-service@mheducation.com>
Sent: Friday, July 26, 2019 9:48 AM
To: Adams, Kathy <AdamsK@santarosa.k12.fl.us>
Subject: Woodlawn Beach Middle School - MH Case #15244675 []

Dear Kathy Adams,

Thank you for contacting McGraw-Hill regarding your request for authorization to return material.

Please find attached a spreadsheet showing you the last date you are able to return your material and quantities. Items must be as they were received..

Instructions for your return:

- * Attached spreadsheet in at least one carton being returned completing last three columns.

- * Make your return via a traceable method such as UPS or FedEx.
- * Send your return to:

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Groveport, OH 43125
Warehouse Code: 015

Please contact us with any additional questions or concerns.

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Kind Regards,
Jim R
Resolution Care Specialist, Sr.
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----- Original Message -----

From: []
Sent:
To:
Subject:

Kind Regards,
Jim R
Resolution Care Specialist, Sr.
McGraw-Hill Education | Customer Service & Order Management
6405 Commerce Court Groveport, OH 43125 The information contained in this message may be confidential and/or constitute a privileged attorney-client document. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify McGraw-Hill immediately by replying to the message and deleting it from your computer. Thank you.

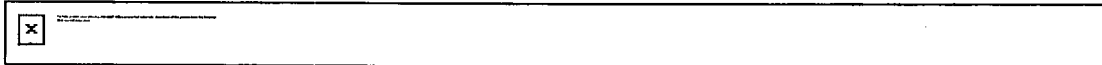
Kind Regards,
Jim R
Resolution Care Specialist, Sr.
McGraw-Hill Education | Customer Service & Order Management
6405 Commerce Court Groveport, OH 43125 The information contained in this message may be confidential and/or constitute a privileged attorney-client document. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify McGraw-Hill immediately by replying to the message and deleting it from your computer. Thank you.

Kind Regards,
Jim R
Resolution Care Specialist, Sr.
McGraw-Hill Education | Customer Service & Order Management
6405 Commerce Court Groveport, OH 43125 ref:_00D80LRll._5000y1aqUuE:ref

Goodbred, Tracy R.

From: McGraw-Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, July 29, 2019 9:05 AM
To: Owsley, Katherine
Subject: (EXT) Support Resources for Our Feature Enhancements

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Helping You Navigate Our Enhancements

Recently, we made some enhancements to our platform that will provide you with more insight into the learning experience, increased control over users and products, and enhanced access to learning materials. A comprehensive look at those enhancements can be found [here](#).

Below are some key support resources to better assist you in navigating these enhancements for districts that are [Manual Rostering](#).

Organization Administrator User Guides

[Single Sign-On and Manual Rostering](#)

[Direct Login and Manual Rostering](#)

[Accessing Administrator Reports](#)

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Additional support materials can be found on our [YouTube channel](#) and our [back-to-school preparedness page](#).

For additional tools, resources and updates, visit our [back-to-school preparedness page](#) and [self-service help site](#). If you have any questions about how to prepare for the next school year, please contact our Digital Technical Support Team at 800-437-3715 or [via email](#).

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, July 29, 2019 9:25 AM
To: Youngblood, Clark J;Ty Ezell-- Civics Rep
Subject: (EXT) RE: Today's Training

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

This one is free for you guys! Don't worry about it. I hope it was helpful and they go away with a better understanding.



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Monday, July 29, 2019 10:23 AM
To: Ty Ezell-- Civics Rep <ty_ezell@mcgraw.hill.com>; Ezell, Ty <david.ezell@mheducation.com>
Subject: Today's Training

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Ty,

Good Morning, Thanks for setting up the textbook refresher for our teachers. Scott does an AMAZING job!!!

I had 18 teachers signed up, but I only had 13 show, I know at one time you mentioned a fee may be incurred based on teacher numbers.

Please let me know how you would like to handle this. I wanted you to be aware, because I do not want to take advantage of this, so lets talk money.

Thanks,

Clark Youngblood
Coordinator of Social Studies
Santa Rosa District Schools

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Goodbred, Tracy R.

From: McGraw-Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, July 29, 2019 11:03 AM
To: Barham, Lisa
Subject: (EXT) Support Resources for Our Feature Enhancements

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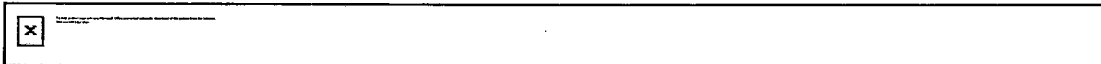
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Goodbred, Tracy R.

From: McGraw-Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, July 29, 2019 11:03 AM
To: Youngblood, Clark J
Subject: (EXT) Support Resources for Our Feature Enhancements

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



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Goodbred, Tracy R.

From: CSOM Domestic Customer Service <hep_customer-service@mheducation.com>
Sent: Monday, July 29, 2019 11:20 AM
To: Adams, Kathy
Subject: Woodlawn Beach Middle School - MH Case #15244675 [ref:_00D80LRll_5000y1aqUuE:ref]

Dear Kathy,

Thank you for contacting McGraw-Hill regarding your Purchase Order 713155. It appears the adoption runs through this year.

Please contact us with any additional questions or concerns.

Thank you for choosing McGraw-Hill for your educational needs.

Kind Regards,
Jim R
Resolution Care Specialist, Sr.
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P: 800-338-3987 | F: 800-953-8691

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Visit our self-service website for your order needs: www.mhecoast2coast.com

----- Original Message -----

From: Adams, Kathy [adamsk@santarosa.k12.fl.us]
Sent: 7/29/2019
To: hep_customer-service@mheducation.com
Subject: RE: Woodlawn Beach Middle School - MH Case #15244675 []

That is correct, but we are no longer using these books, the 3 year adoption was up?

-----Original Message-----

From: CSOM Domestic Customer Service <hep_customer-service@mheducation.com>
Sent: Monday, July 29, 2019 8:54 AM
To: Adams, Kathy <AdamsK@santarosa.k12.fl.us>
Subject: Woodlawn Beach Middle School - MH Case #15244675 []

Dear Kathy,

Thank you for contacting McGraw-Hill regarding your Purchase Order 713155. Our records show this was placed by you through an email string with the sales representative, David Ezell, on July 24, 2015.

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Resolution Care Specialist, Sr.
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----- Original Message -----

From: Adams, Kathy [adamsk@santarosa.k12.fl.us]
Sent: 7/29/2019
To: hep_customer-service@mheducation.com
Subject: RE: Woodlawn Beach Middle School - MH Case #15244675 []

Hi Jim,
To the best of my knowledge, these books were not ordered by us. This was a purchase order from 4yrs ago, #713155.

-----Original Message-----

From: CSOM Domestic Customer Service <hep_customer-service@mheducation.com>
Sent: Monday, July 29, 2019 7:21 AM
To: Adams, Kathy <AdamsK@santarosa.k12.fl.us>
Subject: Woodlawn Beach Middle School - MH Case #15244675 []

Dear Kathy Adams,

Please accept my apology you received an incorrect spreadsheet. We typically do not supply shipping labels. Is there a particular reason we should in this case?

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6405 Commerce Court
Groveport, OH 43125
Warehouse Code: 015

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Thank you for choosing McGraw-Hill for your educational needs.

Kind Regards,
Jim R
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Visit our self-service website for your order needs: www.mhecoast2coast.com

----- Original Message -----

From: Adams, Kathy [adamsk@santarosa.k12.fl.us]
Sent: 7/26/2019
To: hep_customer-service@mheducation.com
Subject: RE: Woodlawn Beach Middle School - MH Case #15244675 []

This spreadsheet is not for Woodlawn. It has different school names and case #. Our case# is 15244675. Also, will you be sending us shipping labels?

-----Original Message-----

From: hep_customer-service@mheducation.com <hep_customer-service@mheducation.com>
Sent: Friday, July 26, 2019 9:48 AM
To: Adams, Kathy <AdamsK@santarosa.k12.fl.us>
Subject: Woodlawn Beach Middle School - MH Case #15244675 []

Dear Kathy Adams,

Thank you for contacting McGraw-Hill regarding your request for authorization to return material.

Please find attached a spreadsheet showing you the last date you are able to return your material and quantities. Items must be as they were received..

Instructions for your return:

- * Attached spreadsheet in at least one carton being returned completing last three columns.
- * Make your return via a traceable method such as UPS or FedEx.
- * Send your return to:

McGraw-Hill Education
6405 Commerce Court
Groveport, OH 43125
Warehouse Code: 015

Please contact us with any additional questions or concerns.

Thank you for choosing McGraw-Hill for your educational needs.

Kind Regards,
Jim R
Resolution Care Specialist, Sr.
McGraw-Hill | Customer Service & Order Management
860 Taylor Station Road, Blacklick Ohio 43004

P: 800-338-3987 | F: 800-953-8691

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Visit our self-service website for your order needs: www.mhecoast2coast.com

----- Original Message -----

From: []
Sent:
To:
Subject:

Kind Regards,
Jim R

Resolution Care Specialist, Sr.

McGraw-Hill Education | Customer Service & Order Management

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Kind Regards,

Jim R

Resolution Care Specialist, Sr.

McGraw-Hill Education | Customer Service & Order Management

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Kind Regards,

Jim R

Resolution Care Specialist, Sr.

McGraw-Hill Education | Customer Service & Order Management

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Kind Regards,

Jim R

Resolution Care Specialist, Sr.

McGraw-Hill Education | Customer Service & Order Management

6405 Commerce Court Groveport, OH 43125 ref: _00D80LRll._5000y1aqUuE:ref

Goodbred, Tracy R.

From: McGraw-Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Tuesday, July 30, 2019 8:08 AM
To: McBride, Jason
Subject: (EXT) Support Resources for Our Feature Enhancements

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Helping You Navigate Our Enhancements

Recently, we made some enhancements to our platform that will provide you with more insight into the learning experience, increased control over users and products, and enhanced access to learning materials. A comprehensive look at those enhancements can be found [here](#).

Below are some key support resources to better assist you in navigating these enhancements for districts that are [Manual Rostering](#).

Organization Administrator User Guides

[Single Sign-On and Manual Rostering](#)

[Direct Login and Manual Rostering](#)

[Accessing Administrator Reports](#)

Back-to-School Orientation

[Administrator Video](#)

[Administrator Resources](#)

[Teacher Video](#)

[Teacher Resources](#)

Additional support materials can be found on our [YouTube channel](#) and our [back-to-school preparedness page](#).

For additional tools, resources and updates, visit our [back-to-school preparedness page](#) and [self-service help site](#). If you have any questions about how to prepare for the next school year, please contact our Digital Technical Support Team at 800-437-3715 or [via email](#).

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, July 30, 2019 12:23 PM
To: Baugus, Jeffery A.
Subject: (EXT) Math Books

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Jeff,

Got you message. I am in trainings today and tomorrow. I passed along your message to management and we are working to see what we can do. Just keep the materials in the boxes until we can get them picked up. I will get back to you soon.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



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Goodbred, Tracy R.

From: hep_customer-service@mheducation.com
Sent: Wednesday, July 31, 2019 2:01 PM
To: Phillips, Nova
Subject: Thomas Sims Middle School - MH Case #15249935 [ref:_00D80LRll._5000y1aqdYA:ref]
Attachments: Thomas Sims Middle School.xltx

Dear Nova Phillips,

Thank you for contacting McGraw-Hill regarding your request for authorization to return material.

Please find attached a spreadsheet showing you the last date you are able to return your material and quantities. Items must be as they were received..

Instructions for your return:

- Attached spreadsheet in at least one carton being returned completing last three columns.
- Make your return via a traceable method such as UPS or FedEx.
- Send your return to:

McGraw-Hill Education
6405 Commerce Court
Groveport, OH 43125
Warehouse Code: 015

Warehouse Code: 058

Please contact us with any additional questions or concerns.

Thank you for choosing McGraw-Hill for your educational needs.

Kind Regards,

Jim R

Customer Success Advocate

McGraw-Hill | Customer Service & Order Management

860 Taylor Station Road, Blacklick Ohio 43004

P: 800-338-3987 | F: 800-953-8691

For faster service, including real-time order status, connect with us at www.mheducation.com/customerservice

Visit our self-service website for your order needs: www.mhecoast2coast.com

----- Original Message -----

From: []

Sent:

To:

Subject:

Kind Regards,

Jim R

Resolution Care Specialist, Sr.

McGraw-Hill Education | Customer Service & Order Management

6405 Commerce Court Groveport, OH 43125 ref:_00D80LRll._5000y1aqdYA:ref

9780021438648	0021438641	GLENCOE 15
9780021438648	0021438641	GLENCOE 15
9780021438617	0021438617	GLENCOE 15
9780021436606	0021436606	GLENCOE 15
9780021436606	0021436606	GLENCOE 15

Description	Product Type	Owning Division	Customer PO Number
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	713124
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	713155
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711837
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711633
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711623
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711660

FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	712886
FLORIDA GLENCOE MATH, COURSE 1, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	713120
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 1, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	713155
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 2, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711660
FLORIDA GLENCOE MATH, COURSE 3, VOLUME 2, STUDENT EDITION 2015 1	NATIONAL OFFERED	SCHOOL	711837

McGraw Hill Education: Quantit

Invoice Number	Invoice Date	Invoice Price	Adjusted Invoice Price	Shipped Quantity	Returned Quantity
108818083001	16-Jul-19	\$0.00		200	0
108818033001	16-Jul-19	\$0.00		200	0
108818013001	16-Jul-19	\$0.00		200	0
108818024001	16-Jul-19	\$0.00		200	0
108818277001	16-Jul-19	\$0.00		150	0
108818023001	16-Jul-19	\$0.00		47	0

108818082001	16-Jul-19	\$0.00		50	0
108818085001	16-Jul-19	\$0.00		50	0
108737762001	19-Jul-19	\$0.00		200	0
108720465001	24-Jul-19	\$0.00		100	0
108727674001	24-Jul-19	\$0.00		200	0

Quantity Available to Return

Available to Return Quantity	Eligible to return date	Sold To Customer	Sold To Customer Name
200	16-Jul-20	268001	HOBBS MIDDLE SCHOOL
200	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
200	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
200	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
150	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
47	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT

50	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
50	16-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
200	19-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
100	24-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT
200	24-Jul-20	263597	SANTA ROSA CO SCHOOL DISTRICT

Bill To Customer	Bill To Customer Name	Ship To Customer
263597	SANTA ROSA CO SCHOOL DISTRICT	268001
263597	SANTA ROSA CO SCHOOL DISTRICT	226610
263597	SANTA ROSA CO SCHOOL DISTRICT	214027
263597	SANTA ROSA CO SCHOOL DISTRICT	219765
263597	SANTA ROSA CO SCHOOL DISTRICT	962883
263597	SANTA ROSA CO SCHOOL DISTRICT	219755

263597	SANTA ROSA CO SCHOOL DISTRICT	267880
263597	SANTA ROSA CO SCHOOL DISTRICT	268657
263597	SANTA ROSA CO SCHOOL DISTRICT	226610
263597	SANTA ROSA CO SCHOOL DISTRICT	219755
263597	SANTA ROSA CO SCHOOL DISTRICT	214027

Report Generation Date: 31-JUL-2019 14:49

Ship To Customer Name	Returning Quantity	Charge Back Number	Return Reason
HOBBS MIDDLE SCHOOL			
WOODLAWN BEACH MIDDLE SCHOOL			
THOMAS L SIMS MIDDLE SCHOOL			
GULF BREEZE MIDDLE SCH			
HOLLEY NAVAREE MIDDLE SCHOOL			
MARTIN L KING MIDDLE SCH			

CHUMUCKLA ELEM SCHOOL			
JAY ELEM SCH			
WOODLAWN BEACH MIDDLE SCHOOL			
MARTIN L KING MIDDLE SCH			
THOMAS L SIMS MIDDLE SCHOOL			

Goodbred, Tracy R.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Wednesday, July 31, 2019 4:02 PM
To: Phillips, Nova
Subject: Your Opinion Counts - McGraw-Hill Customer Service Survey

Dear Valued Customer,

We would like to invite you to give us your opinion regarding your recent issue reported to the McGraw-Hill Customer Support Team.

The details of the case are as follows:

Case #: 15249935
Date Opened: 7/26/2019
Customer Support Representative: James

At McGraw-Hill, customer satisfaction is our number one goal.

You have recently received the resolution to your inquiry. We would be grateful if you could answer a few brief questions regarding your experience. Your answers will be used to measure our success and help us identify areas where we can improve.

[Please click here to access the survey.](#)

*Register for Coast and have 24/7 self-service access to your account.
You can place orders, track shipments, view and print invoices as well as review all orders placed at www.mhecoast2coast.com*

*****Please do not respond to this email as replies are not monitored*****

If you do not wish to receive any more invitations to provide feedback, please [click here](#).

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, August 1, 2019 1:30 PM
To: Baugus, Jeffery A.
Subject: (EXT) McGraw-Hill Materials

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Jeff,

We'd be happy to issue return labels. Can you provide the information below to help complete the request.

Name of Schools
Contact person to receive labels

Once I get this, I will send in so we can get them to the contacts and get the materials out of their schools.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, August 1, 2019 3:53 PM
To: Baugus, Jeffery A.
Subject: (EXT) RE: (EXT) McGraw-Hill Materials

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Thanks Jeff. Not sure yet, as Customer Service will be handling this.



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Thursday, August 1, 2019 4:52 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) McGraw-Hill Materials

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Looks like each school received them. Here's our list:

<u>School</u>	<u>Asst. Principal</u>	<u>Phone</u>
Avalon Midde School 6-8	Roselyn Curtis	850-983-5540
5445 King Arthurs Way Milton, 32583		Fax 983-5545 (O302)
Central High School K-12	Cheree Davis	850-983-5640
6180 Central School Rd		Fax 983-5645

Milton, 32570		(0021)
Chumuckla Elementary PK-6	Christy Baggett	850-995-3690
2312 Hwy 182		Fax 995-3695
Jay, 32565		(0061)
Gulf Breeze Middle 6-8	Tracy Murphy	850-934-4080
649 Gulf Breeze Pkwy		Fax 934-4085
Gulf Breeze, 32561		(0102)
Hobbs Middle 6-8	Ashley Flowers	850-983-5630
5317 Glover Lane		Fax 983-5635
Milton, 32570		(0231)
Holley-Navarre Middle 6-8	Pete Della Ratta	850-936-6040
1976 Williams Creek Rd		Fax 936-6049
Navarre, 32566		(0272)
Jay Elementary PK-6	Missy Floyd	850-675-4554
13833 Alabama St.		Fax 675-3362
Jay, 32565		(0142)
Jay High School 7-12	Wes Underwood	850-675-4507
3741 School St.		Fax 675-8573
Jay, 32565		(0141)
King Middle School	Margaret McCormick	983-5660
5928 Stewart St		Fax 983-5665
Milton, 32570		(0261)
Thomas Sims Middle 6-8	Ryan Stokes	850-995-3676
5500 Education Dr		Fax 995-3696
Pace, 32571		(0332)
Woodlawn Beach Middle 6-8	Amanda Makar	850-934-4010
1500 Woodlawn Way		Fax 934-4015
Gulf Breeze, 32563		(0361)

What should I tell these folks to expect? An e-mail or package with the labels?

Thanks again for your help!

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, August 1, 2019 1:30 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: (EXT) McGraw-Hill Materials

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Jeff,

We'd be happy to issue return labels. Can you provide the information below to help complete the request.

Name of Schools

Contact person to receive labels

Once I get this, I will send in so we can get them to the contacts and get the materials out of their schools.

Thanks



Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, August 1, 2019 4:03 PM
To: McKnight, Patti
Subject: (EXT) Automatic reply: Santa Rosa Literacy Symposium - Back to the Basics! August 24th

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

I am out of the office attending back-to-school duties including trainings and customer meetings. I will not have access to email and phone messages regularly. I will reply to your emails and phone calls as soon as possible. If you need help with ordering or a quote, please call Customer Service at 1-800-334-7344. If you need help with any online issues or questions, please call Technical Support at 1-800-437-3715.

Consider this response as receipt that I have received your email.

Thank you for your understanding!

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, August 1, 2019 4:31 PM
To: Baugus, Jeffery A.
Subject: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill Materials

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Will do. I am waiting on some information from other sources and I will once I get everything together.



Ty Ezell
Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Thursday, August 1, 2019 5:04 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) RE: (EXT) McGraw-Hill Materials

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10-4, if you could have them let me know, I'll inform the APs so they can be on the look out. Otherwise, with preplanning kicking up, some may ignore a "random" MHE email.

Thanks again!

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, August 1, 2019 3:52 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) McGraw-Hill Materials

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Thanks Jeff. Not sure yet, as Customer Service will be handling this.



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Thursday, August 1, 2019 4:52 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) McGraw-Hill Materials

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Looks like each school received them. Here's our list:

<u>School</u>	<u>Asst. Principal</u>	<u>Phone</u>
Avalon Middle School 6-8	Roselyn Curtis	850-983-5540
5445 King Arthurs Way		Fax 983-5545

Milton, 32583		(O302)
Central High School K-12	Cheree Davis	850-983-5640
6180 Central School Rd		Fax 983-5645
Milton, 32570		(OO21)
Chumuckla Elementary PK-6	Christy Baggett	850-995-3690
2312 Hwy 182		Fax 995-3695
Jay, 32565		(OO61)
Gulf Breeze Middle 6-8	Tracy Murphy	850-934-4080
649 Gulf Breeze Pkwy		Fax 934-4085
Gulf Breeze, 32561		(O1O2)
Hobbs Middle 6-8	Ashley Flowers	850-983-5630
5317 Glover Lane		Fax 983-5635
Milton, 32570		(O231)
Holley-Navarre Middle 6-8	Pete Della Ratta	850-936-6040
1976 Williams Creek Rd		Fax 936-6049
Navarre, 32566		(O272)
Jay Elementary PK-6	Missy Floyd	850-675-4554
13833 Alabama St.		Fax 675-3362
Jay, 32565		(O142)
Jay High School 7-12	Wes Underwood	850-675-4507
3741 School St.		Fax 675-8573
Jay, 32565		(O141)
King Middle School	Margaret McCormick	983-5660
5928 Stewart St		Fax 983-5665
Milton, 32570		(O261)
Thomas Sims Middle 6-8	Ryan Stokes	850-995-3676
5500 Education Dr		Fax 995-3696
Pace, 32571		(O332)
Woodlawn Beach Middle 6-8	Amanda Makar	850-934-4010
1500 Woodlawn Way		Fax 934-4015
Gulf Breeze, 32563		(O361)

What should I tell these folks to expect? An e-mail or package with the labels?

Thanks again for your help!

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Ezell, Ty <david.ezell@mheducation.com>

Sent: Thursday, August 1, 2019 1:30 PM

To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>

Subject: (EXT) McGraw-Hill Materials

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Jeff,

We'd be happy to issue return labels. Can you provide the information below to help complete the request.

Name of Schools

Contact person to receive labels

Once I get this, I will send in so we can get them to the contacts and get the materials out of their schools.

Thanks



Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, August 1, 2019 4:58 PM
To: McKnight, Patti
Subject: (EXT) RE: Santa Rosa Literacy Symposium - Back to the Basics! August 24th

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Patti,

I believe I can sponsor a door prize. I have a link to the door prize below. This Word Analysis Kit fits right in with your theme of back to basics. IF you would prefer a 4th grade instead of 5th grade, let me know.

<https://www.mheducation.com/prek-12/product/open-court-reading-grade-5-word-analysis-kit/9780079004185.html>

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Thursday, August 1, 2019 5:03 PM
Cc: Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: Santa Rosa Literacy Symposium - Back to the Basics! August 24th

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Good afternoon,

The Santa Rosa County School District *Literacy Symposium* last August was so successful that we're planning second half-day event for *Saturday, August 24, 2019*. We

expect to have approximately 150 attendees gather to hear speakers Dewayne Reed & Noelle Morris. Our focus this year is *Back to the Basics* with an emphasis on the “why” we teach.

We invite you to support our teachers this year as a breakfast sponsor and/or by providing door prizes, books, and other promotional items for the attendee’s “SWAG Bags.”. Our venue this year will not accommodate display tables, but you’re welcome to attend as a participant. If you’d like to provide brochures, pamphlets or other product information we’d be happy to include those items in the bags.

If your donation is in the form of funding, please make checks payable to Santa Rosa Educational Foundation.

All sponsors are recognized throughout the day, within the program brochure and on the event mobile app.

All items can be sent to:

Santa Rosa County School District Dillon Center
Patti McKnight/Literacy Department
6032 Highway 90
Milton, FL 32570

Cindie Lipe will be coordinating receipt of these items and setting up breakfast sponsors, so if you have any questions you may contact her at lipec@santarosa.k12.fl.us or 850-983-5064. And, of course, I’m always available to you as well. My phone number is below.

We’re looking forward to this event and thank you so much for your support!

Patti McKnight
Literacy and ESOL Coordinator
Santa Rosa County Schools
850-983-5045

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, August 1, 2019 5:16 PM
To: Baugus, Jeffery A.
Subject: (EXT) RE: (EXT) McGraw-Hill Materials

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Jeff,

These items were the last of your initial advanced math contract. Would you like to keep these items since you originally paid for them?

Thanks



Ty Ezell
Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Thursday, August 1, 2019 4:52 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) McGraw-Hill Materials

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Looks like each school received them. Here's our list:

<u>School</u>	<u>Asst. Principal</u>	<u>Phone</u>
Avalon Middle School 6-8	Roselyn Curtis	850-983-5540

5445 King Arthurs Way		Fax 983-5545
Milton, 32583		(O302)
Central High School K-12	Cheree Davis	850-983-5640
6180 Central School Rd		Fax 983-5645
Milton, 32570		(OO21)
Chumuckla Elementary PK-6	Christy Baggett	850-995-3690
2312 Hwy 182		Fax 995-3695
Jay, 32565		(OO61)
Gulf Breeze Middle 6-8	Tracy Murphy	850-934-4080
649 Gulf Breeze Pkwy		Fax 934-4085
Gulf Breeze, 32561		(O102)
Hobbs Middle 6-8	Ashley Flowers	850-983-5630
5317 Glover Lane		Fax 983-5635
Milton, 32570		(O231)
Holley-Navarre Middle 6-8	Pete Della Ratta	850-936-6040
1976 Williams Creek Rd		Fax 936-6049
Navarre, 32566		(O272)
Jay Elementary PK-6	Missy Floyd	850-675-4554
13833 Alabama St.		Fax 675-3362
Jay, 32565		(O142)
Jay High School 7-12	Wes Underwood	850-675-4507
3741 School St.		Fax 675-8573
Jay, 32565		(O141)
King Middle School	Margaret McCormick	983-5660
5928 Stewart St		Fax 983-5665
Milton, 32570		(O261)
Thomas Sims Middle 6-8	Ryan Stokes	850-995-3676
5500 Education Dr		Fax 995-3696
Pace, 32571		(O332)
Woodlawn Beach Middle 6-8	Amanda Makar	850-934-4010
1500 Woodlawn Way		Fax 934-4015
Gulf Breeze, 32563		(O361)

What should I tell these folks to expect? An e-mail or package with the labels?

Thanks again for your help!

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, August 1, 2019 1:30 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: (EXT) McGraw-Hill Materials

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Jeff,

We'd be happy to issue return labels. Can you provide the information below to help complete the request.

Name of Schools
Contact person to receive labels

Once I get this, I will send in so we can get them to the contacts and get the materials out of their schools.

Thanks



Ty Ezell
Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, August 6, 2019 12:47 PM
To: Bauldree, Regenia
Subject: Automatic reply: Jay Elementary School order

I am out of the office attending back-to-school duties including trainings and customer meetings. I will not have access to email and phone messages regularly. I will reply to your emails and phone calls as soon as possible. If you need help with ordering or a quote, please call Customer Service at 1-800-334-7344. If you need help with any online issues or questions, please call Technical Support at 1-800-437-3715.

Consider this response as receipt that I have received your email.

Thank you for your understanding!

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, August 6, 2019 12:58 PM
To: Bauldree, Regenia
Cc: Baugus, Jeffery A.
Subject: Re: Jay Elementary School order

Yes, this was the last year of your free consumables and they were on automatic shipment. We are working with Jeff now.

Sent from my iPhone

On Aug 6, 2019, at 1:47 PM, Bauldree, Regenia <bauldr@antarosa.k12.fl.us> wrote:

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Mr. Ezell,

I just noticed the following orders were received for Jay Elementary School. Can you tell me why these books were shipped this year because we are in a new Math adoption this year?

Thanks & Have a Great Day 😊

Regenia Bauldree

Bookkeeper / Jay Elementary School / Santa Rosa County School District

Direct Line: 850-359-8232 / Front Office: 850-359-8230 / E-fax: 850-359-8669

Email: bauldr@antarosa.k12.fl.us

<McGrawHillPackingList_Math.pdf>

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From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, August 6, 2019 12:58 PM
To: Bauldree, Regenia
Cc: Baugus, Jeffery A.
Subject: (EXT) Re: Jay Elementary School order

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Yes, this was the last year of your free consumables and they were on automatic shipment. We are working with Jeff now.

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Regenia Bauldree

Bookkeeper / Jay Elementary School / Santa Rosa County School District

Direct Line: 850-359-8232 / Front Office: 850-359-8230 / E-fax: 850-359-8669

Email: bauldr@antarosa.k12.fl.us

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, August 7, 2019 7:00 AM
To: Baugus, Jeffery A.
Subject: (EXT) Re: (EXT) Re: Jay Elementary School order

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Ok, do you want us to pick up at one location or are you wanting to keep them?

Sent from my iPhone

On Aug 6, 2019, at 2:27 PM, Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us> wrote:

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

We've arranged for our surplus folks to come get the materials.

Thanks!

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, August 6, 2019 12:58 PM
To: Bauldree, Regenia <bauldrr@santarosa.k12.fl.us>
Cc: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: (EXT) Re: Jay Elementary School order

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Yes, this was the last year of your free consumables and they were on automatic shipment. We are working with Jeff now.

Sent from my iPhone

On Aug 6, 2019, at 1:47 PM, Bauldree, Regenia <bauldrr@santarosa.k12.fl.us> wrote:

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Mr. Ezell,
I just noticed the following orders were received for Jay Elementary School. Can you tell me why these books were shipped this year because we are in a new Math adoption this year?

Thanks & Have a Great Day 😊

Regenia Bauldree

Bookkeeper / Jay Elementary School / Santa Rosa County School District
Direct Line: 850-359-8232 / Front Office: 850-359-8230 / E-fax: 850-359-8669

Email: bauldr@sanatarosa.k12.fl.us

<McGrawHillPackingList_Math.pdf>

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, August 7, 2019 10:11 AM
To: Baugus, Jeffery A.
Cc: Powers-Scanga, Rachel
Subject: (EXT) RE: (EXT) Re: (EXT) Re: Jay Elementary School order

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

The materials are yours, so if you want them that is great. We want you to keep what you paid for. If you don't want them, let me know and we will try to arrange pick up at your surplus center.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Wednesday, August 7, 2019 11:01 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) Re: (EXT) Re: Jay Elementary School order

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

If we've paid for them already, we'll keep them and run them through our surplus process. If MHE wants them back, we'd need to discuss that with Mr. Smith.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, August 7, 2019 6:59 AM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: (EXT) Re: (EXT) Re: Jay Elementary School order

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Ok, do you want us to pick up at one location or are you wanting to keep them?

Sent from my iPhone

On Aug 6, 2019, at 2:27 PM, Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us> wrote:

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

We've arranged for our surplus folks to come get the materials.

Thanks!

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, August 6, 2019 12:58 PM
To: Bauldree, Regenia <bauldr@antarosa.k12.fl.us>
Cc: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: (EXT) Re: Jay Elementary School order

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Yes, this was the last year of your free consumables and they were on automatic shipment. We are working with Jeff now.

Sent from my iPhone

On Aug 6, 2019, at 1:47 PM, Bauldree, Regenia <bauldr@antarosa.k12.fl.us> wrote:

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Mr. Ezell,

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, August 12, 2019 7:37 AM
To: McKnight, Patti
Cc: Lipe, Cindie S.
Subject: (EXT) RE: Santa Rosa Literacy Symposium - Back to the Basics! August 24th

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Patti,

I just wanted to let you know that I will be dropping off the Word Analysis Kit tomorrow for you to give away for the Wednesday conference.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Thursday, August 1, 2019 5:03 PM
Cc: Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: Santa Rosa Literacy Symposium - Back to the Basics! August 24th

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good afternoon,

The Santa Rosa County School District *Literacy Symposium* last August was so successful that we're planning second half-day event for *Saturday, August 24, 2019*. We expect to have approximately 150 attendees gather to hear speakers *Dewayne Reed &*

Noelle Morris. Our focus this year is *Back to the Basics* with an emphasis on the “why” we teach.

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If your donation is in the form of funding, please make checks payable to Santa Rosa Educational Foundation.

All sponsors are recognized throughout the day, within the program brochure and on the event mobile app.

All items can be sent to:

Santa Rosa County School District Dillon Center
Patti McKnight/Literacy Department
6032 Highway 90
Milton, FL 32570

Cindie Lipe will be coordinating receipt of these items and setting up breakfast sponsors, so if you have any questions you may contact her at lipec@santarosa.k12.fl.us or 850-983-5064. And, of course, I’m always available to you as well. My phone number is below.

We’re looking forward to this event and thank you so much for your support!

Patti McKnight
Literacy and ESOL Coordinator
Santa Rosa County Schools
850-983-5045

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Thanks



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C: 850.628.1858
david.ezell@mheducation.com



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Sent: Thursday, August 1, 2019 5:03 PM
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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, August 13, 2019 2:19 PM
To: McKnight, Patti
Subject: (EXT) Re: Automatic reply: (EXT) RE: Santa Rosa Literacy Symposium - Back to the Basics!
August 24th

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Patti,

Just wanted to let you know I dropped off the 5th grade Word Analysis Kit today for your conference give away tomorrow. I hope the teacher who wins gets good use out of it. It is a \$400.00 product.

Thanks

Sent from my iPhone

On Aug 12, 2019, at 8:36 AM, McKnight, Patti <McKnightP@santarosa.k12.fl.us> wrote:

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Thank you for emailing me. I am out of the office this week. Please contact the Literacy Department at 983-5045 if you need assistance during this time.

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Goodbred, Tracy R.

From: Bradigan, Katie <Katie.Bradigan@mheducation.com>
Sent: Thursday, August 15, 2019 3:00 PM
To: Wyrosdick, Tim;Thorpe, Mike;Barber, Karen R Dr.;emersonw@santarosaschools.org
Subject: (EXT) Back to School

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Tim, Karen, Mike & Bill-

I wanted to send a quick note to wish you all a smooth & great back to school!!! With your leadership & your amazing principals & staff, I know it will a huge success.

No matter the company I work for, the job I have or the city I live in, Santa Rosa County will always be one my favorite school district in the US. I would go as far as to say the world, but I'm going to Europe next week and am not sure what kind of schools I will see so I will confirm your global standing in my heart once I return (JK!!!)

Hope everyone is doing well and can't wait to see you all again soon. My trip down to Santa Rosa is long overdue!!



Katie Bradigan
District Manager, Great Lakes
McGraw-Hill | School Group
8787 Orion Place, Columbus, Ohio 43240
C: 614-813-8262
katie.bradigan@mheducation.com
mheducation.com



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Goodbred, Tracy R.

From: Bradigan, Katie <Katie.Bradigan@mheducation.com>
Sent: Thursday, August 15, 2019 3:02 PM
To: Emerson, William
Subject: (EXT) FW: Back to School

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hey Bill- I have NO idea how I got your email wrong below but I did! I'll blame it on my email auto-populate feature (instead of user error, lol). I had to forward the email along to the right address!



Katie Bradigan
District Manager, Great Lakes
McGraw-Hill | School Group
8787 Orion Place, Columbus, Ohio 43240
C: 614-813-8262
katie.bradigan@mheducation.com
mheducation.com



From: "Bradigan, Katie" <Katie.Bradigan@mheducation.com>
Date: Thursday, August 15, 2019 at 4:00 PM
To: "Wyrosdick, Tim" <WyrosdickT@santarosa.k12.fl.us>, "Thorpe, Mike" <ThorpeM@santarosa.k12.fl.us>, "Barber, Karen R Dr." <BarberK@santarosa.k12.fl.us>, "emersonw@santarosaschools.org" <emersonw@santarosaschools.org>
Subject: Back to School

Tim, Karen, Mike & Bill-

I wanted to send a quick note to wish you all a smooth & great back to school!!!! With your leadership & your amazing principals & staff, I know it will a huge success.

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katie.bradigan@mheducation.com

mheducation.com



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Goodbred, Tracy R.

From: Bradigan, Katie <Katie.Bradigan@mheducation.com>
Sent: Thursday, August 15, 2019 3:29 PM
To: Wyrosdick, Tim
Subject: (EXT) Re: (EXT) Back to School

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Aw- that is so kind!!! I've been to many countries already and still haven't found one I love more so I'd say chances are good Santa Rosa stays top of my list for years to come!!

Please give all your principals & team my best! Can't wait to see everyone again soon 😊



Katie Bradigan

District Manager, Great Lakes
McGraw-Hill | School Group
8787 Orion Place, Columbus, Ohio 43240
C: 614-813-8262
katie.bradigan@mheducation.com
mheducation.com



From: "Wyrosdick, Tim" <WyrosdickT@santarosa.k12.fl.us>
Date: Thursday, August 15, 2019 at 4:27 PM
To: "Bradigan, Katie" <Katie.Bradigan@mheducation.com>
Subject: RE: (EXT) Back to School

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Katie, it simply would not be a school start if we didn't hear from you. In your travels you may find a better school system. However, you will not find one that considers you family. Enjoy your travels and your new found work... and remember us here in SRC. We will always remember you.

Tim

From: Bradigan, Katie <Katie.Bradigan@mheducation.com>
Sent: Thursday, August 15, 2019 3:00 PM

To: Wyrosdick, Tim <WyrosdickT@santarosa.k12.fl.us>; Thorpe, Mike <ThorpeM@santarosa.k12.fl.us>; Barber, Karen R Dr. <BarberK@santarosa.k12.fl.us>; emersonw@santarosaschools.org
Subject: (EXT) Back to School

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Tim, Karen, Mike & Bill-

I wanted to send a quick note to wish you all a smooth & great back to school!!! With your leadership & your amazing principals & staff, I know it will a huge success.

No matter the company I work for, the job I have or the city I live in, Santa Rosa County will always be one my favorite school district in the US. I would go as far as to say the world, but I'm going to Europe next week and am not sure what kind of schools I will see so I will confirm your global standing in my heart once I return (JK!!!)

Hope everyone is doing well and can't wait to see you all again soon. My trip down to Santa Rosa is long overdue!!



Katie Bradigan

District Manager, Great Lakes

McGraw-Hill | School Group

8787 Orion Place, Columbus, Ohio 43240

C: 614-813-8262

katie.bradigan@mheducation.com

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Goodbred, Tracy R.

From: Debra Healy <epgtech@mheducation.com>
Sent: Saturday, August 17, 2019 9:12 AM
To: Wooten, Timothy
Subject: (EXT) RE: Error messages-ConnectED - Case 15382145 [ref:_00D80LRIL_
5000y1bmRLu:ref]

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Dear Timothy Wooten,

Thank you for contacting McGraw-Hill Technical Support. We apologize for the error message you are receiving when trying to change the reading level for the class as a whole. I have sent your case to our Tier 2 team so they can get this fixed, however, in the meantime you can click on the Profile link for each student and change the reading level that way. Once the error has been fixed I will email you again and let you know. We're sorry for the inconvenience.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15382145.

Kind Regards,
Debra H
Technical Support Representative
Phone: 800-437-3715, Monday-Friday, 7 am-8 pm EST

Visit our Self Help Website with many FAQ documents: [DTS Communities](#)

If you want to submit a new issue, or would like to chat with us now, please click [Contact Us](#). We are available to chat Monday-Friday, 9 am-8 pm EST.

If you want to receive automatic updates about MH platforms, subscribe here: [Status Page](#)

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Debra H
Technical Support Representative
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Goodbred, Tracy R.

From: Epg tech <epgtech@mheducation.com>
Sent: Monday, August 19, 2019 10:06 AM
To: Adams, Kathy
Subject: RE: Access code-ConnectED - Case 15395308 [ref:_00D80LRll_5000y1bmiri:ref]



Dear Kathy Adams,

Thank you for contacting McGraw-Hill Technical Support. Your password has been reset. You may now use the following password to login to your ConnectED Platform account.

URL: Connected

Username:
Password: Welcome1User!

Your username is not case sensitive, but your password is. Once you have logged in, you can go to your profile and change your password and security question if you choose.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15395308.

Kind Regards,
Joanna M
Technical Support Representative
Phone: 800-437-3715, Monday-Friday, 7 am-8 pm EST

Visit our Self Help Website with many FAQ documents: [DTS Communities](#)

If you want to submit a new issue, or would like to chat with us now, please click [Contact Us](#). We are available to chat Monday-Friday, 9 am-8 pm EST.

If you want to receive automatic updates about MH platforms, subscribe here: [Status Page](#)

----- Original Message -----

From: []

Sent:

To:

Subject:



ref:_00D80LRll_5000y1bmiri:ref

Goodbred, Tracy R.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Tuesday, August 20, 2019 3:00 PM
To: Hullett, Jolie
Subject: (EXT) Your Opinion Counts - McGraw-Hill Customer Service Survey

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Dear Valued Customer,

We would like to invite you to give us your opinion regarding your recent issue reported to the McGraw-Hill Customer Support Team.

The details of the case are as follows:

Case #: 15422301
Date Opened: 8/20/2019
Customer Support Representative: Stephen

At McGraw-Hill, customer satisfaction is our number one goal.

You have recently received the resolution to your inquiry via chat. We would be grateful if you could answer a few brief questions regarding your experience. Your answers will be used to measure our success and help us identify areas where we can improve.

[Please click here to access the survey.](#)

*Register for Coast and have 24/7 self-service access to your account.
You can place orders, track shipments, view and print invoices as well as review all orders placed at www.mhecoast2coast.com*

*****Please do not respond to this email as replies are not monitored*****

If you do not wish to receive any more invitations to provide feedback, please [click here](#).

Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Tuesday, August 20, 2019 3:37 PM
To: Musser, Rachel A.
Subject: Reset Your McGraw-Hill Education Password



Dear Rachel Musser,

We received a password reset request for your McGraw-Hill account. Username: r.musser.38.

Please reset your password within the next 24 hours. If you did not make this request, there's no need to be concerned. Your account information was only sent to this email address, and your password will remain the same unless you decide to change it.

This is an auto-generated email, please do not reply. Please visit our [support page](#) for assistance.

Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Wednesday, August 21, 2019 8:04 AM
To: Adams, Allison C.
Subject: (EXT) Reset Your McGraw-Hill Education Password

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Dear Allison Adams,

We received a password reset request for your McGraw-Hill account. Username: a.adams.2186.

Please reset your password within the next 24 hours. If you did not make this request, there's no need to be concerned. Your account information was only sent to this email address, and your password will remain the same unless you decide to change it.

This is an auto-generated email, please do not reply. Please visit our [support page](#) for assistance.

Goodbred, Tracy R.

From: caresupport <caresupport@mheducation.com>
Sent: Thursday, August 22, 2019 12:49 PM
To: Pala, Rebecca M.
Subject: Connect Support - Case 15457595 [ref:_00D80LRll._5000y1cPjur:ref]

Hello Becky Pala,

You recently had an interaction with us that was interrupted or required additional information to properly address the issue you are experiencing for Connect.

If the issue reported is still occurring, please respond directly to this email or contact 800-331-5094 and reference Case # 15457595 within 24 hours with the requested information as we are committed to resolving your issue as quickly as possible. However, the case can be re-engaged at any time by simply responding back to this email.

We are here to help and want to ensure you are able to work through your course without interruption.

Thank you,

Jimmy Boy Tamayo
Customer Experience Group
McGraw-Hill Higher Education
Website: www.mhhe.com/support



ref:_00D80LRll._5000y1cPjur:ref

Goodbred, Tracy R.

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Thursday, August 22, 2019 3:13 PM
To: Cole, Christi;IntegrationSupport
Cc: Strain, Angel D.;Sanchez, Sal;Miller, Kim
Subject: RE: McGraw Hill- Santa Rosa County

Good afternoon Christi,
Our integration support team will be happy to look into this and respond back to you. I have copied them on this email so they should be reaching out shortly.

Thank you,

Amanda

**** Due to increased email volume July-September, my responses may be delayed. Thank you for your patience.****

From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Thursday, August 22, 2019 3:08 PM
To: Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us>; Sanchez, Sal <sal.sanchez@mheducation.com>
Subject: McGraw Hill- Santa Rosa County

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Good Afternoon,
I have a question about a co-teacher not being able to see the roster's in McGraw.
Michelle Speas is a co-teacher with Rebekah Nolan.
She is showing access to the textbooks, but nothing on the roster site.
Can you advise what needs to be done for her to see the students?

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARHELP 983-5098

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Goodbred, Tracy R.

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Thursday, August 22, 2019 3:13 PM
To: Cole, Christi;IntegrationSupport
Cc: Strain, Angel D.;Sanchez, Sal;Miller, Kim
Subject: RE: McGraw Hill- Santa Rosa County

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Sent: Thursday, August 22, 2019 3:08 PM
To: Miller, Amanda <amanda.miller@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us>; Sanchez, Sal <sal.sanchez@mheducation.com>
Subject: McGraw Hill- Santa Rosa County

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Good Afternoon,
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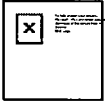
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Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Friday, August 23, 2019 7:44 AM
To: Taylor, Timothy
Subject: (EXT) Reset Your McGraw-Hill Education Password

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Dear Timothy Taylor,

We received a password reset request for your McGraw-Hill account. Username: t.taylor.958.

Please reset your password within the next 24 hours. If you did not make this request, there's no need to be concerned. Your account information was only sent to this email address, and your password will remain the same unless you decide to change it.

This is an auto-generated email, please do not reply. Please visit our [support page](#) for assistance.

Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Friday, August 23, 2019 7:48 AM
To: Taylor, Timothy
Subject: (EXT) Reset Your McGraw-Hill Education Password

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Dear Timothy Taylor,

We received a password reset request for your McGraw-Hill account. Username: t.taylor.958.

Please reset your password within the next 24 hours. If you did not make this request, there's no need to be concerned. Your account information was only sent to this email address, and your password will remain the same unless you decide to change it.

This is an auto-generated email, please do not reply. Please visit our [support page](#) for assistance.

Goodbred, Tracy R.

From: McGraw-Hill Education Integration Support <no.reply.mcgraw-hill.customerservice@mheducation.com>
Sent: Friday, August 23, 2019 8:28 AM
To: Cole, Christi
Subject: Case Created : Welcome to McGraw-Hill Education Integrations Support.



Thank you for contacting McGraw-Hill Education Integration Support.

Case number 15468682 (ref:_00D80LRll._5000y1cPxtE:ref) has been opened for you. Volume is currently high, however we will respond to your inquiry as quickly as possible. Our office hours are 7:00 AM to 8:00 PM, Monday through Friday, Eastern Time (USA). If you should need immediate assistance, please contact 855-315-6417. If you have additional information or questions regarding this issue, please "Reply" to this email.

In order to avoid delay and multiple replies, please refer to this case number 15468682 if you have any further questions regarding this issue.

Sincerely, McGraw-Hill Education Integration Support

You submitted the following request on 8/23/2019 9:27 AM to McGraw Hill Education:

Good Morning,

I have a teacher whose course aren't all rostering in the McGraw Hill.

The Screen Capture below shows the course not being rostered into our site. Also Please advise about co-teachers rosters.

[cid:image001.png@01D5598C.99B272C0]

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Thursday, August 22, 2019 3:13 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>; IntegrationSupport <IntegrationSupport@mheducation.com>
Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us>; Sanchez, Sal <sal.sanchez@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Subject: RE: McGraw Hill- Santa Rosa County

Good afternoon Christi,
Our integration support team will be happy to look into this and respond back to you. I have copied them on this email so they should be reaching out shortly.

Thank you,

Amanda

** Due to increased email volume July-September, my responses may be delayed. Thank you for your patience.**

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Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us>>; Sanchez, Sal <sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com>>
Subject: McGraw Hill- Santa Rosa County

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Good Afternoon,
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Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Friday, August 23, 2019 9:48 AM
To: Cole, Christi
Subject: McGraw Hill Education Digital Solutions Case #15468682 [ref:_00D80LRll_5000y1cPxtE:ref]

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Good Morning Christina,

I am reaching out to get a little bit more information from you. 1) what is the teachers full name 2) are all 4 course selected the ones that are suppose to be showing up for the teacher. and if so which ones are not showing up for the teacher when they log into their account.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com.

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/23/2019
To: amanda.miller@mheducation.com; integrationsupport@mheducation.com
Subject: RE: McGraw Hill- Santa Rosa County

Good Morning,

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The Screen Capture below shows the course not being rostered into our site. Also Please advise about co-teachers rosters.

[cid:image001.png@01D5598C.99B272C0]

Christi Cole

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Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us>>; Sanchez, Sal <sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com>>
Subject: McGraw Hill- Santa Rosa County

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Good Afternoon,
I have a question about a co-teacher not being able to see the roster's in McGraw.
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Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
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ref:_00D80LRll._5000y1cPxtE:ref

Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Friday, August 23, 2019 9:54 AM
To: Cole, Christi
Subject: RE: McGraw Hill- Santa Rosa County (MHE Case # 15461324) [ref:_00D80LRIL_5000y1cPodZ:ref]

Dear Christi,

This is Ralph with McGraw Hill Education Integration Support. I am sorry for any inconvenience. However, class sharing through the OneRoster files is not supported for ConnectEd Products. Rebekah Nolan can share a Florida Social Studies class with Michelle Speas in ConnectED by following the steps below:

- Select a Teacher Addition.
- Select Menu from the top left.
- Select Class Management from the left-sidebar.
- Select a class from the pull-down menu on the top right.
- Select Share Class from the top right.

Please let me know if you have any questions.

Kind Regards,

Ralph S
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004 Integrationsupport@mheducation.com

----- Original Message -----

Good Afternoon,

I have a question about a co-teacher not being able to see the roster's in McGraw.
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She is showing access to the textbooks, but nothing on the roster site.
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Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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ref:_00D80LRll._5000y1cPodZ:ref

Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Friday, August 23, 2019 12:36 PM
To: Cole, Christi
Subject: McGraw Hill Education Digital Solutions Case #15468682 [ref:_00D80LRll_5000y1cPxE:ref]

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Okay what is the content for the US history and Car plan, I am seeing a list of history products you have. So I am not sure what content to look at to assign to that class/course

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com.

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/23/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Teacher name is Brett Shepherd.

The course in the Screenshot at the are missing from McGraw Hill.

He teaches the 21000510 M/J US History& Car Plan and 21090100 M/J World History. The world history is rostering correctly.

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Dear Christina Cole,

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Good Morning Christina,

I am reaching out to get a little bit more information from you. 1) what is the teachers full name 2) are all 4 course selected the ones that are suppose to be showing up for the teacher. and if so which ones are not showing up for the teacher when they log into their account.

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From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/23/2019
To: amanda.miller@mheducation.com; integrationsupport@mheducation.com
Subject: RE: McGraw Hill- Santa Rosa County

Good Morning,

I have a teacher whose course aren't all rostering in the McGraw Hill.

The Screen Capture below shows the course not being rostered into our site. Also Please advise about co-teachers rosters.

[cid:image001.png@01D5598C.99B272C0]

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From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Thursday, August 22, 2019 3:13 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>; IntegrationSupport <IntegrationSupport@mheducation.com>
Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us>; Sanchez, Sal <sal.sanchez@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
Subject: RE: McGraw Hill- Santa Rosa County

Good afternoon Christi,

Our integration support team will be happy to look into this and respond back to you. I have copied them on this email so they should be reaching out shortly.

Thank you,

Amanda

** Due to increased email volume July-September, my responses may be delayed. Thank you for your patience.**

From: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>
Sent: Thursday, August 22, 2019 3:08 PM
To: Miller, Amanda <amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com>>; Miller, Kim <Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com>>
Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us>>; Sanchez, Sal <sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com>>
Subject: McGraw Hill- Santa Rosa County

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good Afternoon,

I have a question about a co-teacher not being able to see the roster's in McGraw.

Michelle Speas is a co-teacher with Rebekah Nolan.

She is showing access to the textbooks, but nothing on the roster site.

Can you advise what needs to be done for her to see the students?

Christi Cole

Data Liaison/Student System Help

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Goodbred, Tracy R.

From: caresupport <caresupport@mheducation.com>
Sent: Friday, August 23, 2019 3:47 PM
To: Pala, Rebecca M.
Subject: Your Opinion Counts - McGraw-Hill Education Customer Service Survey

Dear Valued Customer,

At McGraw-Hill Education, customer satisfaction is our number one goal. We value your opinion and would appreciate your feedback regarding your recent interaction with our Customer Support Team. Your responses will be used to measure our success and help us identify areas where we can improve.

The details of the case are as follows:

Case #: 15457595 (Phone)
Customer Support Representative: Jimmy Boy
Date Opened: 8/22/2019
Subject: CNT: Transfer (Unsuccessful)

Description: N/A
Product: Connect
Incident: Other

[Please click here to access the survey.](#)

*****Please do not respond to this email as replies are not monitored*****

If you do not wish to receive any more surveys, please [click here.](#)

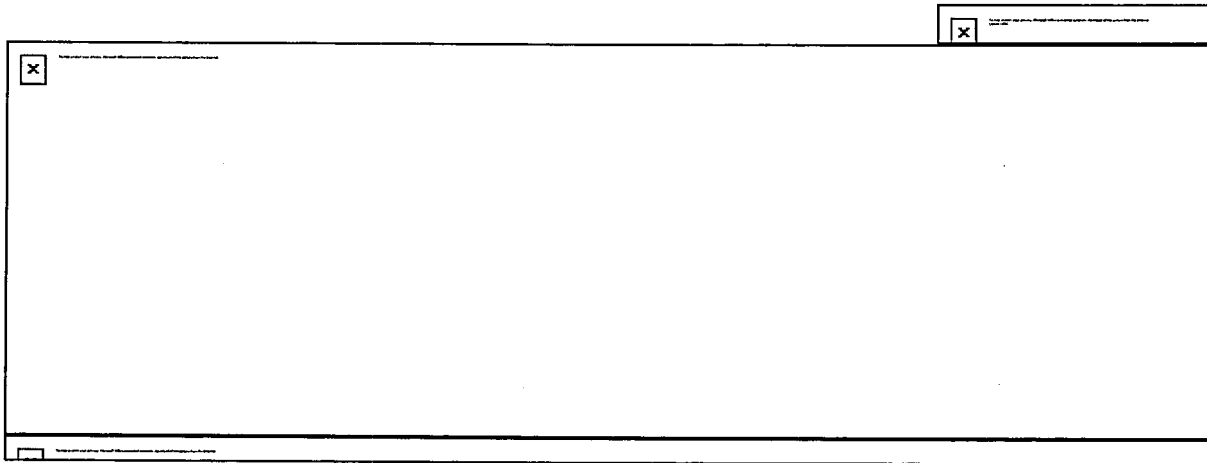
Goodbred, Tracy R.

From: McGraw-Hill Connect Coach <connectnews@mheducation.com>
Sent: Friday, August 23, 2019 4:02 PM
To: Shore, Zoe F.
Subject: ZOE, you have temporary access to Connect!

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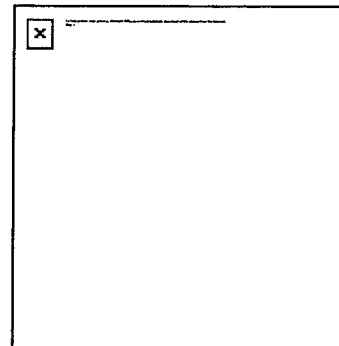
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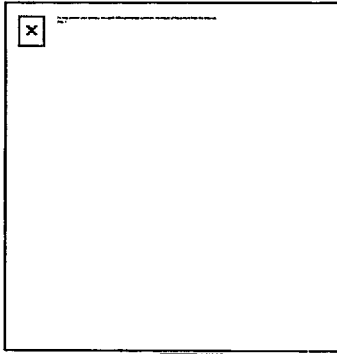
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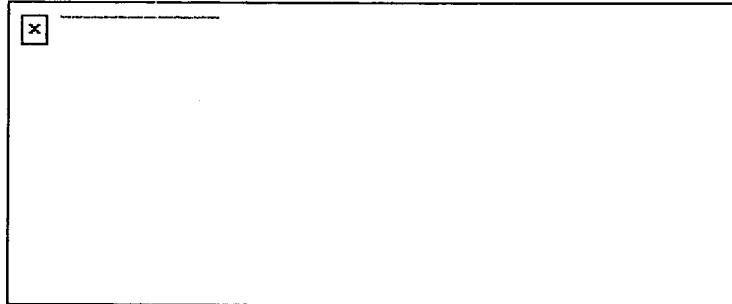
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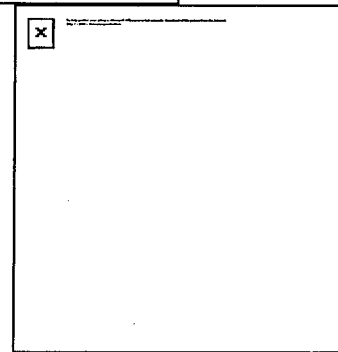
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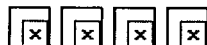
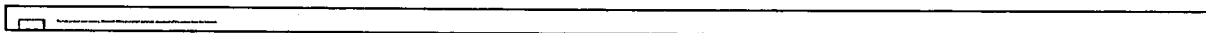


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Goodbred, Tracy R.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Sunday, August 25, 2019 11:02 AM
To: Cole, Christi
Subject: Your Opinion Counts - McGraw-Hill Customer Service Survey

Dear Valued Customer,

We would like to invite you to give us your opinion regarding your recent issue reported to the McGraw-Hill Customer Support Team.

The details of the case are as follows:

Case #: 15461324
Date Opened: 8/22/2019
Customer Support Representative: Ralph

At McGraw-Hill, customer satisfaction is our number one goal.

You have recently received the resolution to your inquiry. We would be grateful if you could answer a few brief questions regarding your experience. Your answers will be used to measure our success and help us identify areas where we can improve.

[Please click here to access the survey.](#)

*Register for Coast and have 24/7 self-service access to your account.
You can place orders, track shipments, view and print invoices as well as review all orders placed at www.mhecoast2coast.com*

*****Please do not respond to this email as replies are not monitored*****

If you do not wish to receive any more invitations to provide feedback, please [click here](#).

Goodbred, Tracy R.

From: Andrew Roach <mheclientservices@mheducation.com>
Sent: Monday, August 26, 2019 11:42 AM
To: Wooten, Timothy
Subject: (EXT) RE: McGraw-Hill Technical Support, Case 15382145 has been Resolved. [ref:_00D80LRll_5000y1bmRLu:ref]

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Dear Timothy Wooten,

This message is confirmation that your support request has been Resolved. The details of your request are listed below.

Case Number: 15382145

Subject: Error messages-ConnectED

Description: First Name : Timothy,
Last Name : Wooten,
School Name : Thomas L. Sims Middle School,
District : Santa Rosa,
Your Role : Teacher,
State : Florida,
I prefer to be contacted : Email,
If phone, best time to contact? : undefined,
Additional Information : undefined,
InternetConnection : Wired School,
I need help on : Getting_Started_Teacher,
Technical Issue : Functionality Issue,
If Integration Issue is chosen : Select,
Description of the problem : When I attempt to adjust the reading level for an entire class by following the directions in section 10 of the Training Guides for Networks 6-12, I get the

following message after clicking SAVE: invalid length. The change I attempted is not saved.

Status: Resolved, The teaching/reading level can be changed with prompting an error

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15382145.

Kind Regards,
Andrew R
Digital Product Specialist
McGraw-Hill | School Group
800-836-1290 Monday-Friday, 7 am-8 pm EST

Visit our Self Help Website with many FAQ documents: [DTS Communities](#)

If you want to submit a new issue, please click [Contact Us](#).

If you want to receive automatic updates about MH platforms, subscribe here: [Status Page](#)

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Sent:
To:
Subject:



ref:_00D80LRll._5000y1bmRLu:ref

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I prefer to be contacted : Email,
If phone, best time to contact? : undefined,
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From: []
Sent:
To:
Subject:



ref:_00D80LRll._5000y1bmRLu:ref

Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Tuesday, August 27, 2019 9:24 AM
To: Cole, Christi
Subject: McGraw Hill Education Digital Solutions Case #15468682 [ref:_00D80LRll_5000y1cPxtE:ref]

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Goo Morning Christina,

When I go to look up the teacher I am not finding them at all in the system. ANd when I look at your file that is sent to us nightly they are not showing up on the list of teachers. You may need to make sure that the teacher is in the file before syncing/uploading to us. Once the teachers information is added then they will be able to get logged into their accounts.

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Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/27/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning,

We are still dealing with Teachers not being populated into McGraw Hill.
Teacher at Gulf Breeze High School Ryan Tyler. He Teaches World History-
The book is World History and Geography, Florida Student Learning Center 2018, and the teacher book.

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
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Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us>; Sanchez, Sal <sal.sanchez@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>
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Amanda

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Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us>>; Sanchez, Sal <sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com>>
Subject: McGraw Hill- Santa Rosa County

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ref: _00D80LRll._5000y1cPxtE:ref

Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Tuesday, August 27, 2019 4:12 PM
To: Cole, Christi
Subject: McGraw Hill Education Digital Solutions Case #15468682 [ref:_00D80LRll_5000y1cPxtE:ref]

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good Evening Christina,

I am not seeing Ryan Tyler being populated in our system. Could you provide me with their email address. I can not find this teacher in Access Manager or in our Data Browser. This could be an issue that you may need to talk with ClassLink on as well since if they are being put into your SIS and your File it could be that ClassLink is not sending us the information or that something is getting lost in transit.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/27/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Afternoon Anthony,

I have checked our SIS system to make sure the rosters were being sent over correctly. They are. We use One Roster and I'm showing the information being sent over.

[cid:image001.png@01D55CEC.81EEB640]

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Dear Christina Cole,

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When I go to look up the teacher I am not finding them at all in the system. ANd when I look at your file that is sent to us nightly they are not showing up on the list of teachers. You may need to make sure that the teacher is in the file before syncing/uploading to us. Once the teachers information is added then they will be able to get logged into their accounts.

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Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning,

We are still dealing with Teachers not being populated into McGraw Hill.

Teacher at Gulf Breeze High School Ryan Tyler. He Teaches World History-

The book is World History and Geography, Florida Student Learning Center 2018, and the teacher book.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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Sent: Friday, August 23, 2019 12:36 PM

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To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Teacher name is Brett Shepherd.

The course in the Screenshot at the are missing from Mcgraw hill.

He teachers the 21000510 M/J US History& Car Plan and 21090100 M/J World History. The world history is rostering correctly.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

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<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

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Subject: McGraw Hill Education Digital Solutions Case #15468682 []

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P: 855-315-6417

IntegrationSupport@mheducation.com <<mailto:IntegrationSupport@mheducation.com>>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To: amanda.miller@mheducation.com <<mailto:amanda.miller@mheducation.com>>;
integrationsupport@mheducation.com <<mailto:integrationsupport@mheducation.com>>

Subject: RE: McGraw Hill- Santa Rosa County

Good Morning,

I have a teacher whose course aren't all rostering in the McGraw Hill.

The Screen Capture below shows the course not being rostered into our site. Also Please advise about co-teachers rosters.

[cid:image001.png@01D5598C.99B272C0]

Christi Cole

Data Liaison/Student System Help

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From: Miller, Amanda <amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com>>

Sent: Thursday, August 22, 2019 3:13 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>; IntegrationSupport <IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>>

Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us>>; Sanchez, Sal <sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com>>; Miller, Kim <Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com>>

Subject: RE: McGraw Hill- Santa Rosa County

Good afternoon Christi,

Our integration support team will be happy to look into this and respond back to you. I have copied them on this email so they should be reaching out shortly.

Thank you,

Amanda

** Due to increased email volume July-September, my responses may be delayed. Thank you for your patience.**

From: Cole, Christi
<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmailto:ColeC@santarosa.k12.fl.us>>>

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Cc: Strain, Angel D.
<StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us%3cmailto:StrainA@santarosa.k12.fl.us>>>; Sanchez, Sal
<sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com%3cmailto:sal.sanchez@mheducation.com>>>

Subject: McGraw Hill- Santa Rosa County

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Good Afternoon,

I have a question about a co-teacher not being able to see the roster's in McGraw.

Michelle Speas is a co-teacher with Rebekah Nolan.

She is showing access to the textbooks, but nothing on the roster site.

Can you advise what needs to be done for her to see the students?

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

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ref:_OOD80LR11._5000y1cPxtE:ref

Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, August 28, 2019 12:46 PM
To: Cole, Christi
Subject: McGraw Hill Education Digital Solutions Case #15468682 [ref:_00D80LRll_5000y1cPxtE:ref]

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Afternoon Christina,

So I found out that the issue was you haven;t ran a file to us since the 21st. Once I ran the file, and pushed it through the teacher started to show up in our systems, and they should be able to access their content now.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com.

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/28/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning Anthony,

The Email address of the teacher is TylerR@santarosa.k12.fl.us His Source ID is 489510160. He is in One Roster and being sent to McGraw Hill as well. He still isn't populating into the Access Manager this Morning.

I've included Classlink Help Desk in this email to hopefully resolve this problem quickly.

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Tuesday, August 27, 2019 4:12 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good Evening Christina,

I am not seeing Ryan Tyler being populated in our system. Could you provide me with their email address. I can not find this teacher in access manager or in our Data Browser. This could be an issue that you may need to talk with ClassLink on as well since if they are being put into your SIS and your File it could be that ClassLink is not sending us the information or that something is getting lost in transit.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

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----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/27/2019

To: integrationsupport@mheducation.com

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Afternoon Anthony,

I have checked our SIS system to make sure the rosters were being sent over correctly. They are. We use One Roster and I'm showing the information being sent over.

[cid:image001.png@01D55CEC.81EEB640]

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From: Integration Support <integrationsupport@mheducation.com>

Sent: Tuesday, August 27, 2019 9:24 AM

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Dear Christina Cole,

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Goo Morning Christina,

When I go to look up the teacher I am not finding them at all in the system. ANd when I look at your file that is sent to us nightly they are not showing up on the list of teachers. You may need to make sure that the teacher is in the file before syncing/uploading to us. Once the teachers information is added then they will be able to get logged into their accounts.

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Good Morning,

We are still dealing with Teachers not being populated into McGraw Hill.

Teacher at Gulf Breeze High School Ryan Tyler. He Teaches World History-

The book is World History and Geography, Florida Student Learning Center 2018, and the teacher book.

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Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Teacher name is Brett Shepherd.

The course in the Screenshot at the are missing from McGraw Hill.

He teaches the 21000510 M/J US History & Civics and 21090100 M/J World History. The world history is rostering correctly.

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To: amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com>;
integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill- Santa Rosa County

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From: Miller, Amanda <amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com>>

Sent: Thursday, August 22, 2019 3:13 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>; IntegrationSupport <IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>>

Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us>>; Sanchez, Sal <sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com>>; Miller, Kim <Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com>>

Subject: RE: McGraw Hill- Santa Rosa County

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<Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com
%3cmailto:Kim.Miller@mheducation.com>>>

Cc: Strain, Angel D.

<StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us%3cmailt
o:StrainA@santarosa.k12.fl.us>>>; Sanchez, Sal
<sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.co
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Subject: McGraw Hill- Santa Rosa County

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Good Afternoon,

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ref:_00D80LRll._5000y1cPxtE:ref

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, August 28, 2019 1:44 PM
To: Rosenberg, Donita
Cc: Jeff Cregor
Subject: Re: Teacher Editions - Discovering our Past: A History of the World

I have no problem with this. I have copied Jeff Cregor with the FSBD to help with changing the order to help.

Thanks

Sent from my iPhone

On Aug 28, 2019, at 1:39 PM, Rosenberg, Donita <RosenbergD@santarosa.k12.fl.us> wrote:

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good afternoon Mr. Ezell,

It was good talking to you earlier this month. As I mentioned, due to the increase of 6th graders, we are ordering additional Discovering our Past: A History of the World-Early Ages, 5-year subscription.

Is it possible to combine my June 2019 purchased of 15 student editions without digital access (FSBD No. 875440) with the new order of 40 student editions (ISBN 9780078969645) so we meet the 1:50 ratio for the free teacher materials?

Thanks,

Donita Rosenberg

Internal Funds Bookkeeper III

Avalon Middle School

5445 King Arthurs Way

Milton, FL 32583

850-983-5540 Ext. 1113

850-983-5545 FAX

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Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, August 28, 2019 3:18 PM
To: Cole, Christi
Subject: McGraw Hill Education Digital Solutions Case #15468682 [ref:_00D80LRll._5000y1cPxtE:ref]

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

When I go into your Access manager your Auto sync is turned to off, I can go in and turn this back on for you, but I will need to know what time you are wanting that Auto sync to run. Once I have that I can set that up for you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com.

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/28/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

That's odd,
We are on a nightly sync with One Roster. Has this issue been resolved so it won't happen again?

Christi

-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, August 28, 2019 12:46 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Afternoon Christina,

So I found out that the issue was you haven;t ran a file to us since the 21st. Once I ran the file, and pushed it through the teacher started to show up in our systems, and they should be able to access their content now.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com.

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/28/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning Anthony,

The Email address of the teacher is TylerR@santarosa.k12.fl.us His Source ID is 489510160. He is in One Roster and being sent to McGraw Hill as well. He still isn't populating into the Access Manager this Morning.

I've included Classlink Help Desk in this email to hopefully resolve this problem quickly.

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Tuesday, August 27, 2019 4:12 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good Evening Christina,

I am not seeing Ryan Tyler being populated in our system. Could you provide me with their email address. I can not find this teacher in Access Manager or in our Data Browser. This could be an issue that you may need to talk with ClassLink on as well since if they are being put into your SIS and your File it could be that ClassLink is not sending us the information or that something is getting lost in transit.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
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McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/27/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Afternoon Anthony,

I have checked our SIS system to make sure the rosters were being sent over correctly. They are. We use One Roster and I'm showing the information being sent over.

[cid:image001.png@01D55CEC.81EEB640]

-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>

Sent: Tuesday, August 27, 2019 9:24 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Goo Morning Christina,

When I go to look up the teacher I am not finding them at all in the system. ANd when I look at your file that is sent to us nightly they are not showing up on the list of teachers. You may need to make sure that the teacher is in the file before syncing/uploading to us. Once the teachers information is added then they will be able to get logged into their accounts.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/27/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning,

We are still dealing with Teachers not being populated into McGraw Hill.

Teacher at Gulf Breeze High School Ryan Tyler. He Teaches World History-

The book is World History and Geography, Florida Student Learning Center 2018, and the teacher book.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Friday, August 23, 2019 12:36 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Okay what is the content for the US history and Car plan, I am seeing a list of history products you have. So I am not sure what content to look at to assign to that class/course

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Teacher name is Brett Shepherd.

The course in the Screenshot at the are missing from Mcgraw hill.

He teachers the 21000510 M/J US History& Car Plan and 21090100 M/J World History. The world history is rostering correctly.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Friday, August 23, 2019 9:48 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Good Morning Christina,

I am reaching out to get a little bit more information from you. 1) what is the teachers full name 2) are all 4 course selected the ones that are suppose to be showing up for the teacher. and if so which ones are not showing up for the teacher when they log into their account.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To: amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com>;
integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill- Santa Rosa County

Good Morning,

I have a teacher whose course aren't all rostering in the McGraw Hill.

The Screen Capture below shows the course not being rostered into our site. Also Please advise about co-teachers rosters.

[cid:image001.png@01D5598C.99B272C0]

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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From: Miller, Amanda <amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com>>

Sent: Thursday, August 22, 2019 3:13 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>; IntegrationSupport <IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>>

Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us>>; Sanchez, Sal <sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com>>; Miller, Kim <Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com>>

Subject: RE: McGraw Hill- Santa Rosa County

Good afternoon Christi,

Our integration support team will be happy to look into this and respond back to you. I have copied them on this email so they should be reaching out shortly.

Thank you,

Amanda

** Due to increased email volume July-September, my responses may be delayed. Thank you for your patience.**

From: Cole, Christi
<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us>>>

Sent: Thursday, August 22, 2019 3:08 PM

To: Miller, Amanda
<amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com%3cmmailto:amanda.miller@mheducation.com>>>; Miller, Kim
<Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com%3cmmailto:Kim.Miller@mheducation.com>>>

Cc: Strain, Angel D.
<StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us%3cmmailto:StrainA@santarosa.k12.fl.us>>>; Sanchez, Sal

<sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.co
m%3cmmailto:sal.sanchez@mheducation.com>>>

Subject: McGraw Hill- Santa Rosa County

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good Afternoon,

I have a question about a co-teacher not being able to see the roster's in McGraw.

Michelle Speas is a co-teacher with Rebekah Nolan.

She is showing access to the textbooks, but nothing on the roster site.

Can you advise what needs to be done for her to see the students?

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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ref:_00D80LRll._5000y1cPxtE:ref

Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Thursday, August 29, 2019 8:57 AM
To: Cole, Christi
Subject: McGraw Hill Education Digital Solutions Case #15468682 [ref:_00D80LRll_5000y1cPxtE:ref]

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Morning Christina,

When I go into access manager I am not seeing any products assigned to those two teachers this is why they are not seeing any products in there account. If you would Like I can go in and add it for you I will just need to know what content the teachers are needing for their accounts, Or you cna go in and click on Assign and then assign the contnet to those teachers courses so that way they are receiving content. Please let me know which you would like to do. Thank you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/29/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Thanks,

I've set up the Nightly sync on the Access Manger.

We are still having teachers not being rostered correctly which are in our nightly sync. They are showing no Product assigned.

Ronald Weeks and Brandon Lawson at Woodland Beach Middle school.

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, August 28, 2019 3:18 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

When I go into your Access manager your Auto sync is turned to off, I can go in and turn this back on for you, but I will need to know what time you are wanting that Auto sync to run. Once I have that I can set that up for you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com.

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/28/2019

To: integrationsupport@mheducation.com

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

That's odd,

We are on a nightly sync with One Roster. Has this issue been resolved so it won't happen again?

Christi

-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>

Sent: Wednesday, August 28, 2019 12:46 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Afternoon Christina,

So I found out that the issue was you haven;t ran a file to us since the 21st. Once I ran the file, and pushed it through the teacher started to show up in our systems, and they should be able to access their content now.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

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Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/28/2019

To: integrationsupport@mheducation.com

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning Anthony,

The Email address of the teacher is TylerR@santarosa.k12.fl.us His Source ID is 489510160.

He is in One Roster and being sent to McGraw Hill as well. He still isn't populating into the Access Manager this Morning.

I've included Classlink Help Desk in this email to hopefully resolve this problem quickly.

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Tuesday, August 27, 2019 4:12 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good Evening Christina,

I am not seeing Ryan Tyler being populated in our system. Could you provide me with their email address. I can not find this teacher in Access Manager or in our Data Browser. This could be an issue that you may need to talk with ClassLink on as well since if they are being put into your SIS and your File it could be that ClassLink is not sending us the information or that something is getting lost in transit.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

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Kind Regards,
Anthony W

Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/27/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Afternoon Anthony,

I have checked our SIS system to make sure the rosters were being sent over correctly. They are. We use One Roster and I'm showing the information being sent over.

[cid:image001.png@01D55CEC.81EEB640]

-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Tuesday, August 27, 2019 9:24 AM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Goo Morning Christina,

When I go to look up the teacher I am not finding them at all in the system. ANd when I look at your file that is sent to us nightly they are not showing up on the list of teachers. You may need to make sure that the teacher is in the file before syncing/uploading to us. Once the teachers information is added then they will be able to get logged into their accounts.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/27/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning,

We are still dealing with Teachers not being populated into McGraw Hill.

Teacher at Gulf Breeze High School Ryan Tyler. He Teaches World History-

The book is World History and Geography, Florida Student Learning Center 2018, and the teacher book.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Friday, August 23, 2019 12:36 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Okay what is the content for the US history and Car plan, I am seeing a list of history products you have. So I am not sure what content to look at to assign to that class/course

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

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IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Teacher name is Brett Shepherd.

The course in the Screenshot at the are missing from Mcgraw hill.

He teachers the 21000510 M/J US History& Car Plan and 21090100 M/J World History. The world history is rostering correctly.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Friday, August 23, 2019 9:48 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Good Morning Christina,

I am reaching out to get a little bit more information from you. 1) what is the teachers full name 2) are all 4 course selected the ones that are suppose to be showing up for the teacher. and if so which ones are not showing up for the teacher when they log into their account.

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Kind Regards,

Anthony W

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McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To: amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com>;
integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill- Santa Rosa County

Good Morning,

I have a teacher whose course aren't all rostering in the McGraw Hill.

The Screen Capture below shows the course not being rostered into our site. Also Please advise about co-teachers rosters.

[cid:image001.png@01D5598C.99B272C0]

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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From: Miller, Amanda <amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com>>

Sent: Thursday, August 22, 2019 3:13 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>; IntegrationSupport <IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>>

Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us>>; Sanchez, Sal <sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com>>; Miller, Kim <Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com>>

Subject: RE: McGraw Hill- Santa Rosa County

Good afternoon Christi,

Our integration support team will be happy to look into this and respond back to you. I have copied them on this email so they should be reaching out shortly.

Thank you,

Amanda

** Due to increased email volume July-September, my responses may be delayed. Thank you for your patience.**

From: Cole, Christi

<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us>>>>

Sent: Thursday, August 22, 2019 3:08 PM

To: Miller, Amanda

<amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com%3cmmailto:amanda.miller@mheducation.com>>>>; Miller, Kim
<Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com%3cmmailto:Kim.Miller@mheducation.com>>>>

Cc: Strain, Angel D.

<StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us%3cmmailto:StrainA@santarosa.k12.fl.us>>>>; Sanchez, Sal
<sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com%3cmmailto:sal.sanchez@mheducation.com>>>>

Subject: McGraw Hill- Santa Rosa County

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good Afternoon,

I have a question about a co-teacher not being able to see the roster's in McGraw.

Michelle Speas is a co-teacher with Rebekah Nolan.

She is showing access to the textbooks, but nothing on the roster site.

Can you advise what needs to be done for her to see the students?

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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ref:_00D80LRll._5000y1cPxtE:ref

Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Thursday, August 29, 2019 9:53 AM
To: Cole, Christi
Subject: McGraw Hill Education Digital Solutions Case #15468682 [ref:_00D80LRll_5000y1cPxtE:ref]

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Okay what is the content these teachers are suppose to be getting When I go under alerts I am seeing a couple course errors from your file. Once I have the course content this will be easier for me to get resolved for you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/29/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Hey Anthony,

The Master Course are included in the One Roster files we are sending over. So it should populate automatically with the nightly sync.

We've been told not to assign product manually to the classes. Has this changed?

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Thursday, August 29, 2019 8:57 AM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Morning Christina,

When I go into access manager I am not seeing any products assigned to those two teachers this is why they are not seeing any products in there account. If you would Like I can go in and add it for you I will just need to know what content the teachers are needing for their accounts, Or you cna go in and click on Assign and then assign the contnet to those teachers courses so that way they are receiving content. Please let me know which you would like to do. Thank you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at
IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/29/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Thanks,

I've set up the Nightly sync on the Access Manger.

We are still having teachers not being rostered correctly which are in our nightly sync. They are showing no Product assigned.

Ronald Weeks and Brandon Lawson at Woodland Beach Middle school.

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, August 28, 2019 3:18 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

When I go into your Access manager your Auto sync is turned to off, I can go in and turn this back on for you, but I will need to know what time you are wanting that Auto sync to run. Once I have that I can set that up for you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

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Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/28/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

That's odd,
We are on a nightly sync with One Roster. Has this issue been resolved so it won't happen again?

Christi

-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, August 28, 2019 12:46 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Afternoon Christina,

So I found out that the issue was you haven;t ran a file to us since the 21st. Once I ran the file, and pushed it through the teacher started to show up in our systems, and they should be able to access their content now.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

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IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/28/2019

To: integrationsupport@mheducation.com

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning Anthony,

The Email address of the teacher is TylerR@santarosa.k12.fl.us His Source ID is 489510160.

He is in One Roster and being sent to McGraw Hill as well. He still isn't populating into the Access Manager this Morning.

I've included Classlink Help Desk in this email to hopefully resolve this problem quickly.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>

Sent: Tuesday, August 27, 2019 4:12 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good Evening Christina,

I am not seeing Ryan tyler being populated in our system. Could you provide me with their email address. I can not find this teacher in access manager or in our Data Browser. This could be an issue that you may need to talk with class link on as well since if they are being put into your SIS and your File it could be that Classlink is not sending us the information or that something is getting lost in transit.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/27/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Afternoon Anthony,

I have checked our SIS system to make sure the rosters were being sent over correctly. They are. We use One Roster and I'm showing the information being sent over.

[cid:image001.png@01D55CEC.81EEB640]

-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Tuesday, August 27, 2019 9:24 AM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Goo Morning Christina,

When I go to look up the teacher I am not finding them at all in the system. ANd when I look at your file that is sent to us nightly they are not showing up on the list of teachers. You may need to make sure that the teacher is in the file before syncing/uploading to us. Once the teachers information is added then they will be able to get logged into their accounts.

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IntegrationSupport@mheducation.com<<mailto:IntegrationSupport@mheducation.com>>

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From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/27/2019

To: integrationsupport@mheducation.com<<mailto:integrationsupport@mheducation.com>>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning,

We are still dealing with Teachers not being populated into McGraw Hill.

Teacher at Gulf Breeze High School Ryan Tyler. He Teaches World History-

The book is World History and Geography, Florida Student Learning Center 2018, and the teacher book.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

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<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Friday, August 23, 2019 12:36 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

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Okay what is the content for the US history and Car plan, I am seeing a list of history products you have. So I am not sure what content to look at to assign to that class/course

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860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

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From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Teacher name is Brett Shepherd.

The course in the Screenshot at the are missing from Mcgraw hill.

He teachers the 21000510 M/J US History& Car Plan and 21090100 M/J World History. The world history is rostering correctly.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

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SMARHELP 983-5098

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Friday, August 23, 2019 9:48 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Good Morning Christina,

I am reaching out to get a little bit more information from you. 1) what is the teachers full name 2) are all 4 course selected the ones that are suppose to be showing up for the teacher. and if so which ones are not showing up for the teacher when they log into their account.

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IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

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From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To: amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com>;
integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill- Santa Rosa County

Good Morning,

I have a teacher whose course aren't all rostering in the McGraw Hill.

The Screen Capture below shows the course not being rostered into our site. Also Please advise about co-teachers rosters.

[cid:image001.png@01D5598C.99B272C0]

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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From: Miller, Amanda <amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com>>

Sent: Thursday, August 22, 2019 3:13 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>; IntegrationSupport <IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>>

Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us>>; Sanchez, Sal <sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com>>; Miller, Kim <Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com>>

Subject: RE: McGraw Hill- Santa Rosa County

Good afternoon Christi,

Our integration support team will be happy to look into this and respond back to you. I have copied them on this email so they should be reaching out shortly.

Thank you,

Amanda

** Due to increased email volume July-September, my responses may be delayed. Thank you for your patience.**

From: Cole, Christi

<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us>>>

Sent: Thursday, August 22, 2019 3:08 PM

To: Miller, Amanda

<amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com%3cmmailto:amanda.miller@mheducation.com>>>; Miller, Kim
<Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com%3cmmailto:Kim.Miller@mheducation.com>>>

Cc: Strain, Angel D.

<StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us%3cmmailto:StrainA@santarosa.k12.fl.us>>>; Sanchez, Sal
<sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com%3cmmailto:sal.sanchez@mheducation.com>>>

Subject: McGraw Hill- Santa Rosa County

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good Afternoon,

I have a question about a co-teacher not being able to see the roster's in McGraw.

Michelle Speas is a co-teacher with Rebekah Nolan.

She is showing access to the textbooks, but nothing on the roster site.

Can you advise what needs to be done for her to see the students?

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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ref:_00D80LR11._5000y1cPxtE:ref

Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Friday, August 30, 2019 6:13 AM
To: Cole, Christi
Subject: McGraw Hill Education Digital Solutions Case #15468682 [ref:_00D80LRll._5000y1cPxtE:ref]

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good morning Christina,

I am reaching out with a follow up email so I can get the content information the teacher is suppose to be getting. Once I have this I can further assist you in getting the content to those two teachers.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/29/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Hey Anthony,

The Master Course are included in the One Roster files we are sending over. So it should populate automatically with the nightly sync.

We've been told not to assign product manually to the classes. Has this changed?

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District

850-983-5074
SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Thursday, August 29, 2019 8:57 AM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Morning Christina,

When I go into access manager I am not seeing any products assigned to those two teachers this is why they are not seeing any products in there account. If you would Like I can go in and add it for you I will just need to know what content the teachers are needing for their accounts, Or you cna go in and click on Assign and then assign the contnet to those teachers courses so that way they are receiving content. Please let me know which you would like to do. Thank you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

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IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/29/2019
To: integrationsupport@mheducation.com

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Thanks,

I've set up the Nightly sync on the Access Manger.

We are still having teachers not being rostered correctly which are in our nightly sync. They are showing no Product assigned.

Ronald Weeks and Brandon Lawson at Woodland Beach Middle school.

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, August 28, 2019 3:18 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

When I go into your Access manager your Auto sync is turned to off, I can go in and turn this back on for you, but I will need to know what time you are wanting that Auto sync to run. Once I have that I can set that up for you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com.

Kind Regards,
Anthony W
Integration Support

McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/28/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

That's odd,
We are on a nightly sync with One Roster. Has this issue been resolved so it won't happen again?

Christi

-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, August 28, 2019 12:46 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Afternoon Christina,

So I found out that the issue was you haven;t ran a file to us since the 21st. Once I ran the file, and pushed it through the teacher started to show up in our systems, and they should be able to access their content now.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at
IntegrationSupport@mheducation.com.

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/28/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning Anthony,

The Email address of the teacher is TylerR@santarosa.k12.fl.us His Source ID is 489510160. He is in One Roster and being sent to McGraw Hill as well. He still isn't populating into the Access Manager this Morning.

I've included Classlink Help Desk in this email to hopefully resolve this problem quickly.

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Tuesday, August 27, 2019 4:12 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good Evening Christina,

I am not seeing Ryan tyler being populated in our system. Could you provide me with their email address. I can not find this teacher in access manager or in our Data Browser. This could be an issue that you may need to

talk with class link on as well since if they are being put into your SIS and your File it could be that Classlink is not sending us the information or that something is getting lost in transit.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/27/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Afternoon Anthony,

I have checked our SIS system to make sure the rosters were being sent over correctly. They are. We use One Roster and I'm showing the information being sent over.

[cid:image001.png@01D55CEC.81EEB640]

-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Tuesday, August 27, 2019 9:24 AM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Goo Morning Christina,

When I go to look up the teacher I am not finding them at all in the system. ANd when I look at your file that is sent to us nightly they are not showing up on the list of teachers. You may need to make sure that the teacher is in the file before syncing/uploading to us. Once the teachers information is added then they will be able to get logged into their accounts.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/27/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning,

We are still dealing with Teachers not being populated into McGraw Hill.

Teacher at Gulf Breeze High School Ryan Tyler. He Teaches World History-

The book is World History and Geography, Florida Student Learning Center 2018, and the teacher book.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Friday, August 23, 2019 12:36 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Okay what is the content for the US history and Car plan, I am seeing a list of history products you have. So I am not sure what content to look at to assign to that class/course

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at
IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

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860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Teacher name is Brett Shepherd.

The course in the Screenshot at the are missing from Mcgraw hill.

He teachers the 21000510 M/J US History& Car Plan and 21090100 M/J World History. The world history is rostering correctly.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Friday, August 23, 2019 9:48 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Good Morning Christina,

I am reaching out to get a little bit more information from you. 1) what is the teachers full name 2) are all 4 course selected the ones that are suppose to be showing up for the teacher. and if so which ones are not showing up for the teacher when they log into their account.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at
IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

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IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To: amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com>;
integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill- Santa Rosa County

Good Morning,

I have a teacher whose course aren't all rostering in the McGraw Hill.

The Screen Capture below shows the course not being rostered into our site. Also Please advise about co-teachers rosters.

[cid:image001.png@01D5598C.99B272C0]

Christi Cole

Data Liaison/Student System Help

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From: Miller, Amanda <amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com>>

Sent: Thursday, August 22, 2019 3:13 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>; IntegrationSupport <IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>>

Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us>>; Sanchez, Sal <sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com>>; Miller, Kim <Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com>>

Subject: RE: McGraw Hill- Santa Rosa County

Good afternoon Christi,

Our integration support team will be happy to look into this and respond back to you. I have copied them on this email so they should be reaching out shortly.

Thank you,

Amanda

**** Due to increased email volume July-September, my responses may be delayed. Thank you for your patience.****

From: Cole, Christi
<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmailto:ColeC@santarosa.k12.fl.us>>>

Sent: Thursday, August 22, 2019 3:08 PM

To: Miller, Amanda
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<Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com%3cmailto:Kim.Miller@mheducation.com>>>

Cc: Strain, Angel D.
<StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us%3cmailto:StrainA@santarosa.k12.fl.us>>>; Sanchez, Sal
<sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com%3cmailto:sal.sanchez@mheducation.com>>>

Subject: McGraw Hill- Santa Rosa County

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Good Afternoon,

I have a question about a co-teacher not being able to see the roster's in McGraw.

Michelle Speas is a co-teacher with Rebekah Nolan.

She is showing access to the textbooks, but nothing on the roster site.

Can you advise what needs to be done for her to see the students?

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

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ref:_00D80LRll._5000y1cPxtE:ref

Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Friday, August 30, 2019 10:13 AM
To: Cole, Christi
Subject: McGraw Hill Education Digital Solutions Case #15468682 [ref:_00D80LRll_5000y1cPxtE:ref]

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

To answer your question, by manual rostering are you talking about the Master codes and redemption codes. If this is the case no you do not want to do that because you can assign content through the SFTP/File that you send us, or you can assign content through the Access Manager for teachers and students. If you have revoked content turned on anyone who manually redeems content with a code will lose that content if they are not suppose to have it on the file or through Access manager.

Also It shouldn't be taking two days for the

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com.

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/30/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning Anthony,

It looks like it takes two days for the product to be associated with the teacher. The two teachers now have product assigned to them. I noticed this question hasn't been answered yet, We've been told not to assign product manually to the classes. Has this changed?

Thanks

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Friday, August 30, 2019 6:13 AM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good morning Christina,

I am reaching out with a follow up email so I can get the content information the teacher is suppose to be getting. Once I have this I can further assist you in getting the content to those two teachers.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at
IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/29/2019

To: integrationsupport@mheducation.com

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Hey Anthony,

The Master Course are included in the One Roster files we are sending over. So it should populate automatically with the nightly sync.

We've been told not to assign product manually to the classes. Has this changed?

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>

Sent: Thursday, August 29, 2019 8:57 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Morning Christina,

When I go into access manager I am not seeing any products assigned to those two teachers this is why they are not seeing any products in there account. If you would Like I can go in and add it for you I will just need to know what content the teachers are needing for their accounts, Or you cna go in and click on Assign and then assign the contnet to those teachers courses so that way they are receiving content. Please let me know which you would like to do. Thank you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at
IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/29/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Thanks,
I've set up the Nightly sync on the Access Manger.
We are still having teachers not being rostered correctly which are in our nightly sync. They are showing no
Product assigned.
Ronald Weeks and Brandon Lawson at Woodland Beach Middle school.

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, August 28, 2019 3:18 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

When I go into your Access manager your Auto sync is turned to off, I can go in and turn this back on for you, but I will need to know what time you are wanting that Auto sync to run. Once I have that I can set that up for you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com.

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/28/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

That's odd,
We are on a nightly sync with One Roster. Has this issue been resolved so it won't happen again?

Christi

-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, August 28, 2019 12:46 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Afternoon Christina,

So I found out that the issue was you haven;t ran a file to us since the 21st. Once I ran the file, and pushed it through the teacher started to show up in our systems, and they should be able to access their content now.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com.

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/28/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning Anthony,

The Email address of the teacher is TylerR@santarosa.k12.fl.us His Source ID is 489510160. He is in One Roster and being sent to McGraw Hill as well. He still isn't populating into the Access Manager this Morning.

I've included Classlink Help Desk in this email to hopefully resolve this problem quickly.

Christi Cole

Data Liaison/Student System Help
Santa Rosa County School District
850-983-5074
SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>
Sent: Tuesday, August 27, 2019 4:12 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good Evening Christina,

I am not seeing Ryan Tyler being populated in our system. Could you provide me with their email address. I can not find this teacher in Access Manager or in our Data Browser. This could be an issue that you may need to talk with ClassLink on as well since if they are being put into your SIS and your File it could be that ClassLink is not sending us the information or that something is getting lost in transit.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/27/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Afternoon Anthony,

I have checked our SIS system to make sure the rosters were being sent over correctly. They are. We use One Roster and I'm showing the information being sent over.

[cid:image001.png@01D55CEC.81EEB640]

-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>

Sent: Tuesday, August 27, 2019 9:24 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Good Morning Christina,

When I go to look up the teacher I am not finding them at all in the system. AND when I look at your file that is sent to us nightly they are not showing up on the list of teachers. You may need to make sure that the teacher is in the file before syncing/uploading to us. Once the teachers information is added then they will be able to get logged into their accounts.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/27/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning,

We are still dealing with Teachers not being populated into McGraw Hill.

Teacher at Gulf Breeze High School Ryan Tyler. He Teaches World History-

The book is World History and Geography, Florida Student Learning Center 2018, and the teacher book.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Friday, August 23, 2019 12:36 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Okay what is the content for the US history and Car plan, I am seeing a list of history products you have. So I am not sure what content to look at to assign to that class/course

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at
IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Teacher name is Brett Shepherd.

The course in the Screenshot at the are missing from Mcgraw hill.

He teachers the 21000510 M/J US History& Car Plan and 21090100 M/J World History. The world history is rostering correctly.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Friday, August 23, 2019 9:48 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Good Morning Christina,

I am reaching out to get a little bit more information from you. 1) what is the teachers full name 2) are all 4 course selected the ones that are suppose to be showing up for the teacher. and if so which ones are not showing up for the teacher when they log into their account.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<<mailto:IntegrationSupport@mheducation.com>>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<<mailto:IntegrationSupport@mheducation.com>>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To: amanda.miller@mheducation.com<<mailto:amanda.miller@mheducation.com>>;
integrationsupport@mheducation.com<<mailto:integrationsupport@mheducation.com>>

Subject: RE: McGraw Hill- Santa Rosa County

Good Morning,

I have a teacher whose course aren't all rostering in the McGraw Hill.

The Screen Capture below shows the course not being rostered into our site. Also Please advise about co-teachers rosters.

[cid:image001.png@01D5598C.99B272C0]

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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From: Miller, Amanda <amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com>>

Sent: Thursday, August 22, 2019 3:13 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>; IntegrationSupport <IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>>

Cc: Strain, Angel D. <StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us>>; Sanchez, Sal <sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com>>; Miller, Kim <Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com>>

Subject: RE: McGraw Hill- Santa Rosa County

Good afternoon Christi,

Our integration support team will be happy to look into this and respond back to you. I have copied them on this email so they should be reaching out shortly.

Thank you,

Amanda

** Due to increased email volume July-September, my responses may be delayed. Thank you for your patience.**

From: Cole, Christi
<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmailto:ColeC@santarosa.k12.fl.us>>>

Sent: Thursday, August 22, 2019 3:08 PM

To: Miller, Amanda
<amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com%3cmailto:amanda.miller@mheducation.com>>>; Miller, Kim
<Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com%3cmailto:Kim.Miller@mheducation.com>>>

Cc: Strain, Angel D.
<StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us%3cmailto:StrainA@santarosa.k12.fl.us>>>; Sanchez, Sal
<sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com%3cmailto:sal.sanchez@mheducation.com>>>

Subject: McGraw Hill- Santa Rosa County

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good Afternoon,

I have a question about a co-teacher not being able to see the roster's in McGraw.

Michelle Speas is a co-teacher with Rebekah Nolan.

She is showing access to the textbooks, but nothing on the roster site.

Can you advise what needs to be done for her to see the students?

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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ref:_00D80LR11._5000y1cPxtE:ref

Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Tuesday, September 3, 2019 9:06 AM
To: Cole, Christi
Subject: McGraw Hill Education Digital Solutions Case #15468682 [ref:_00D80LRIL_5000y1cPxE:ref]

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good Morning Christi,

That is because the product still needs to be assigned to that class, you can do this by clicking on assign, and then selecting the product, and then selecting the course and the school. Once that is done it will assign the content to the teacher or the student.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/30/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Anthony,

Please call me Christi.

Thanks for the answers.

Please see the issue below.

One class has product but the other doesn't. Why is this happening?

[cid:image001.png@01D55F30.A4038260]

-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>

Sent: Friday, August 30, 2019 10:13 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

To answer your question, by manual rostering are you talking about the Master codes and redemption codes. If this is the case no you do not want to do that because you can assign content through the SFTP/File that you send us, or you can assign content through the Access Manager for teachers and students. If you have revoke content turned on anyone who manually redeems content with a code will lose that content if they are not suppose to have it on the file or through Access manager.

Also It shouldn't be taking two days for the

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/30/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning Anthony,

It looks like it takes two days for the product to be associated with the teacher. The two teachers now have product assigned to them.

I noticed this question hasn't been answered yet, We've been told not to assign product manually to the classes. Has this changed?

Thanks

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Friday, August 30, 2019 6:13 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good morning Christina,

I am reaching out with a follow up email so I can get the content information the teacher is suppose to be getting. Once I have this I can further assist you in getting the content to those two teachers.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/29/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Hey Anthony,

The Master Course are included in the One Roster files we are sending over. So it should populate automatically with the nightly sync.

We've been told not to assign product manually to the classes. Has this changed?

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Thursday, August 29, 2019 8:57 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Morning Christina,

When I go into access manager I am not seeing any products assigned to those two teachers this is why they are not seeing any products in there account. If you would Like I can go in and add it for you I will just need to know what content the teachers are needing for their accounts, Or you cna go in and click on Assign and then assign the contnet to those teachers courses so that way they are receiving content. Please let me know which you would like to do. Thank you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<<mailto:IntegrationSupport@mheducation.com>>

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<<mailto:IntegrationSupport@mheducation.com>>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/29/2019

To: integrationsupport@mheducation.com<<mailto:integrationsupport@mheducation.com>>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Thanks,

I've set up the Nightly sync on the Access Manger.

We are still having teachers not being rostered correctly which are in our nightly sync. They are showing no Product assigned.

Ronald Weeks and Brandon Lawson at Woodland Beach Middle school.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Wednesday, August 28, 2019 3:18 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

When I go into your Access manager your Auto sync is turned to off, I can go in and turn this back on for you, but I will need to know what time you are wanting that Auto sync to run. Once I have that I can set that up for you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at
IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/28/2019

To: integrationsupport@mheducation.com <mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

That's odd,

We are on a nightly sync with One Roster. Has this issue been resolved so it won't happen again?

Christi

-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com <mailto:integrationsupport@mheducation.com>>

Sent: Wednesday, August 28, 2019 12:46 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us <mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Afternoon Christina,

So I found out that the issue was you haven;t ran a file to us since the 21st. Once I ran the file, and pushed it through the teacher started to show up in our systems, and they should be able to access their content now.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/28/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning Anthony,

The Email address of the teacher is TylerR@santarosa.k12.fl.us<mailto:TylerR@santarosa.k12.fl.us> His Source ID is 489510160.

He is in One Roster and being sent to McGraw Hill as well. He still isn't populating into the Access Manager this Morning.

I've included Classlink Help Desk in this email to hopefully resolve this problem quickly.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Tuesday, August 27, 2019 4:12 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good Evening Christina,

I am not seeing Ryan Tyler being populated in our system. Could you provide me with their email address. I can not find this teacher in access manager or in our Data Browser. This could be an issue that you may need to talk with class link on as well since if they are being put into your SIS and your File it could be that Claslink is not sending us the information or that something is getting lost in transit.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at
IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/27/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Afternoon Anthony,

I have checked our SIS system to make sure the rosters were being sent over correctly. They are. We use One Roster and I'm showing the information being sent over.

[cid:image001.png@01D55CEC.81EEB640]

-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Tuesday, August 27, 2019 9:24 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Goo Morning Christina,

When I go to look up the teacher I am not finding them at all in the system. ANd when I look at your file that is sent to us nightly they are not showing up on the list of teachers. You may need to make sure that the teacher is in the file before syncing/uploading to us. Once the teachers information is added then they will be able to get logged into their accounts.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com%3cmailto:IntegrationSupport@mheducation.com>>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com%3cmailto:IntegrationSupport@mheducation.com>>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/27/2019

To:
integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com%3cmmailto:integrationsupport@mheducation.com>>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning,

We are still dealing with Teachers not being populated into McGraw Hill.

Teacher at Gulf Breeze High School Ryan Tyler. He Teaches World History-

The book is World History and Geography, Florida Student Learning Center 2018, and the teacher book.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com%3cmmailto:integrationsupport@mheducation.com>>>

Sent: Friday, August 23, 2019 12:36 PM

To: Cole, Christi
<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us>>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com%3cmmailto:IntegrationSupport@mheducation.com>>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To:
integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com%3cmailto:integrationsupport@mheducation.com>>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Teacher name is Brett Shepherd.

The course in the Screenshot at the are missing from Mcgraw hill.

He teachers the 21000510 M/J US History& Car Plan and 21090100 M/J World History. The world history is rostering correctly.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com%3cmmailto:integrationsupport@mheducation.com>>>

Sent: Friday, August 23, 2019 9:48 AM

To: Cole, Christi

<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us>>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Good Morning Christina,

I am reaching out to get a little bit more information from you. 1) what is the teachers full name 2) are all 4 course selected the ones that are suppose to be showing up for the teacher. and if so which ones are not showing up for the teacher when they log into their account.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com%3cmmailto:IntegrationSupport@mheducation.com>>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com%3cmmailto:IntegrationSupport@mheducation.com>>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To:
amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com%3cmailto:amanda.miller@mheducation.com>>;
integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com%3cmailto:integrationsupport@mheducation.com>>

Subject: RE: McGraw Hill- Santa Rosa County

Good Morning,

I have a teacher whose course aren't all rostering in the McGraw Hill.

The Screen Capture below shows the course not being rostered into our site. Also Please advise about co-teachers rosters.

[cid:image001.png@01D5598C.99B272C0]

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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From: Miller, Amanda

<amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com%3cmmailto:amanda.miller@mheducation.com>>>

Sent: Thursday, August 22, 2019 3:13 PM

To: Cole, Christi

<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us>>>; IntegrationSupport
<IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com%3cmmailto:IntegrationSupport@mheducation.com>>>

Cc: Strain, Angel D.

<StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us%3cmmailto:StrainA@santarosa.k12.fl.us>>>; Sanchez, Sal
<sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com%3cmmailto:sal.sanchez@mheducation.com>>>; Miller, Kim
<Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com%3cmmailto:Kim.Miller@mheducation.com>>>

Subject: RE: McGraw Hill- Santa Rosa County

Good afternoon Christi,

Our integration support team will be happy to look into this and respond back to you. I have copied them on this email so they should be reaching out shortly.

Thank you,

Amanda

** Due to increased email volume July-September, my responses may be delayed. Thank you for your patience.**

From: Cole, Christi

<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us>>>>

Good Afternoon,

I have a question about a co-teacher not being able to see the roster's in McGraw.

Michelle Speas is a co-teacher with Rebekah Nolan.

She is showing access to the textbooks, but nothing on the roster site.

Can you advise what needs to be done for her to see the students?

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

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ref: _00D80LR11._5000y1cPxtE:ref

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, September 3, 2019 1:40 PM
To: Quina, Meg
Cc: Cole, Christi
Subject: RE: Marine Science McGraw Hill Question

No, it will not give more access. They already have the full access version. You access you online account through the district SSO program and should not try to enter master codes. Christi Cole with your district IT Team has this information only to help them give teachers and students access.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Quina, Meg <QuinaM@santarosa.k12.fl.us>
Sent: Tuesday, September 3, 2019 2:36 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Marine Science McGraw Hill Question

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Good Afternoon,

I work in the Santa Rosa County math & science department. I had a teacher ask me about the online platform giving her an option to enter a master code. She is wondering if it will "unlock" additional resources if she is given the code. I am not aware of any codes and have not seen this

feature on my end so I wanted to check with you before responding. Do you know what she may be referencing?

Thank you!

Meg Quina

TSA Science K-12

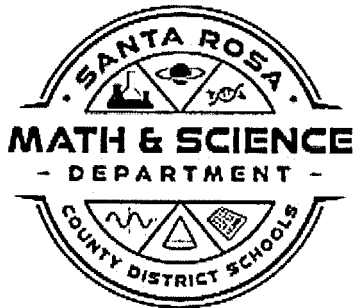
Santa Rosa County School District

Douglas A. Dillon Administrative Complex

6032 Hwy 90 Milton, FL 32570

850-983-5572 (office)

quinam@santarosa.k12.fl.us



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Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, September 4, 2019 9:01 AM
To: Cole, Christi
Subject: McGraw Hill Education Digital Solutions Case #15468682 [ref:_00D80LRll_5000y1cPxtE:ref]

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good Morning Christi,

I am reaching out to you to see if the answer I gav eyou made sense, If that is a student you are looking at. It will show two of the smae class because one is for the teacher edition, and the student will not have access to the teacher edition. Unless they are suppose to have a ssecondary product for the same class if they are you will need to click on asign and then select the product that is suppose to be tied to that class.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 8/30/2019
To: integrationsupport@mheducation.com
Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Anthony,

Please call me Christi.

Thanks for the answers.

Please see the issue below.

One class has product but the other doesn't. Why is this happening?

[cid:image001.png@01D55F30.A4038260]

-----Original Message-----

From: Integration Support <integrationsupport@mheducation.com>

Sent: Friday, August 30, 2019 10:13 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

To answer your question, by manual rostering are you talking about the Master codes and redemption codes. If this is the case no you do not want to do that because you can assign content through the SFTP/File that you send us, or you can assign content through the Access Manager for teachers and students. If you have revoke content turned on anyone who manually redeems content with a code will lose that content if they are not suppose to have it on the file or through Access manager.

Also It shouldn't be taking two days for the

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com <mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/30/2019

To: integrationsupport@mheducation.com <mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning Anthony,

It looks like it takes two days for the product to be associated with the teacher. The two teachers now have product assigned to them.

I noticed this question hasn't been answered yet, We've been told not to assign product manually to the classes. Has this changed?

Thanks

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Friday, August 30, 2019 6:13 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good morning Christina,

I am reaching out with a follow up email so I can get the content information the teacher is suppose to be getting. Once I have this I can further assist you in getting the content to those two teachers.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<<mailto:IntegrationSupport@mheducation.com>>

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<<mailto:IntegrationSupport@mheducation.com>>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/29/2019

To: integrationsupport@mheducation.com<<mailto:integrationsupport@mheducation.com>>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Hey Anthony,

The Master Course are included in the One Roster files we are sending over. So it should populate automatically with the nightly sync.

We've been told not to assign product manually to the classes. Has this changed?

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Thursday, August 29, 2019 8:57 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Morning Christina,

When I go into access manager I am not seeing any products assigned to those two teachers this is why they are not seeing any products in there account. If you would Like I can go in and add it for you I will just need to know what content the teachers are needing for their accounts, Or you cna go in and click on Assign and then assign the contnet to those teachers courses so that way they are receiving content. Please let me know which you would like to do. Thank you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<<mailto:IntegrationSupport@mheducation.com>>

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<<mailto:IntegrationSupport@mheducation.com>>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/29/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Thanks,

I've set up the Nightly sync on the Access Manger.

We are still having teachers not being rostered correctly which are in our nightly sync. They are showing no Product assigned.

Ronald Weeks and Brandon Lawson at Woodland Beach Middle school.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Wednesday, August 28, 2019 3:18 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

When I go into your Access manager your Auto sync is turned to off, I can go in and turn this back on for you, but I will need to know what time you are wanting that Auto sync to run. Once I have that I can set that up for you.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at
IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/28/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

That's odd,

We are on a nightly sync with One Roster. Has this issue been resolved so it won't happen again?

Christi

-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Wednesday, August 28, 2019 12:46 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

good Afternoon Christina,

So I found out that the issue was you haven;t ran a file to us since the 21st. Once I ran the file, and pushed it through the teacher started to show up in our systems, and they should be able to access their content now.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/28/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning Anthony,

The Email address of the teacher is TylerR@santarosa.k12.fl.us<mailto:TylerR@santarosa.k12.fl.us> His Source ID is 489510160.

He is in One Roster and being sent to McGraw Hill as well. He still isn't populating into the Access Manager this Morning.

I've included Classlink Help Desk in this email to hopefully resolve this problem quickly.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Tuesday, August 27, 2019 4:12 PM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support. This is a courtesy follow up to your previous support request, case #15468682.

Good Evening Christina,

I am not seeing Ryan Tyler being populated in our system. Could you provide me with their email address. I can not find this teacher in Access Manager or in our Data Browser. This could be an issue that you may need to talk with ClassLink on as well since if they are being put into your SIS and your File it could be that ClassLink is not sending us the information or that something is getting lost in transit.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you prefer to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at
IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/27/2019

To: integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Afternoon Anthony,

I have checked our SIS system to make sure the rosters were being sent over correctly. They are. We use One Roster and I'm showing the information being sent over.

[cid:image001.png@01D55CEC.81EEB640]

-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com>>

Sent: Tuesday, August 27, 2019 9:24 AM

To: Cole, Christi <ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Good Morning Christina,

When I go to look up the teacher I am not finding them at all in the system. ANd when I look at your file that is sent to us nightly they are not showing up on the list of teachers. You may need to make sure that the teacher is in the file before syncing/uploading to us. Once the teachers information is added then they will be able to get logged into their accounts.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com <<mailto:IntegrationSupport@mheducation.com><<mailto:IntegrationSupport@mheducation.com>%3c<mailto:IntegrationSupport@mheducation.com>>> .

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com <<mailto:IntegrationSupport@mheducation.com><<mailto:IntegrationSupport@mheducation.com>%3c<mailto:IntegrationSupport@mheducation.com>>> .

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/27/2019

To:
integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com%3cmmailto:integrationsupport@mheducation.com>>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Good Morning,

We are still dealing with Teachers not being populated into McGraw Hill.

Teacher at Gulf Breeze High School Ryan Tyler. He Teaches World History-

The book is World History and Geography, Florida Student Learning Center 2018, and the teacher book.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com%3cmmailto:integrationsupport@mheducation.com>>>

Sent: Friday, August 23, 2019 12:36 PM

To: Cole, Christi
<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us>>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Okay what is the content for the US history and Car plan, I am seeing a list of history products you have. So I am not sure what content to look at to assign to that class/course

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com><mailto:IntegrationSupport@mheducation.com%3cmmailto:IntegrationSupport@mheducation.com>>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com%3cmailto:IntegrationSupport@mheducation.com>>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To:
integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com%3cmailto:integrationsupport@mheducation.com>>

Subject: RE: McGraw Hill Education Digital Solutions Case #15468682 []

Teacher name is Brett Shepherd.

The course in the Screenshot at the are missing from Mcgraw hill.

He teachers the 21000510 M/J US History& Car Plan and 21090100 M/J World History. The world history is rostering correctly.

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

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-----Original Message-----

From: Integration Support
<integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com<mailto:integrationsupport@mheducation.com%3cmmailto:integrationsupport@mheducation.com>>>

Sent: Friday, August 23, 2019 9:48 AM

To: Cole, Christi

<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us>>>

Subject: McGraw Hill Education Digital Solutions Case #15468682 []

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Good Morning Christina,

I am reaching out to get a little bit more information from you. 1) what is the teachers full name 2) are all 4 course selected the ones that are suppose to be showing up for the teacher. and if so which ones are not showing up for the teacher when they log into their account.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com <mailto:IntegrationSupport@mheducation.com> <mailto:IntegrationSupport@mheducation.com%3cmmailto:IntegrationSupport@mheducation.com>>.

Kind Regards,

Anthony W

Integration Support

McGraw-Hill Education | School Group

860 Taylor Station Road, Blacklick Ohio 43004

P: 855-315-6417

IntegrationSupport@mheducation.com <mailto:IntegrationSupport@mheducation.com> <mailto:IntegrationSupport@mheducation.com%3cmmailto:IntegrationSupport@mheducation.com>>

----- Original Message -----

From: Cole, Christi [colec@santarosa.k12.fl.us]

Sent: 8/23/2019

To:
amanda.miller@mheducation.com <mailto:amanda.miller@mheducation.com <mailto:amanda.miller@mheducation.com%3cmailto:amanda.miller@mheducation.com>>;
integrationsupport@mheducation.com <mailto:integrationsupport@mheducation.com <mailto:integrationsupport@mheducation.com%3cmailto:integrationsupport@mheducation.com>>

Subject: RE: McGraw Hill- Santa Rosa County

Good Morning,

I have a teacher whose course aren't all rostering in the McGraw Hill.

The Screen Capture below shows the course not being rostered into our site. Also Please advise about co-teachers rosters.

[cid:image001.png@01D5598C.99B272C0]

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

SMARTHELP 983-5098

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From: Miller, Amanda
<amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com<mailto:amanda.miller@mheducation.com%3cmmailto:amanda.miller@mheducation.com>>>

Sent: Thursday, August 22, 2019 3:13 PM

To: Cole, Christi
<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us>>>; IntegrationSupport
<IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com<mailto:IntegrationSupport@mheducation.com%3cmmailto:IntegrationSupport@mheducation.com>>>

Cc: Strain, Angel D.
<StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us<mailto:StrainA@santarosa.k12.fl.us%3cmmailto:StrainA@santarosa.k12.fl.us>>>; Sanchez, Sal
<sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com<mailto:sal.sanchez@mheducation.com%3cmmailto:sal.sanchez@mheducation.com>>>; Miller, Kim
<Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com<mailto:Kim.Miller@mheducation.com%3cmmailto:Kim.Miller@mheducation.com>>>

Subject: RE: McGraw Hill- Santa Rosa County

Good afternoon Christi,

Our integration support team will be happy to look into this and respond back to you. I have copied them on this email so they should be reaching out shortly.

Thank you,

Amanda

** Due to increased email volume July-September, my responses may be delayed. Thank you for your patience.**

From: Cole, Christi
<ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us<mailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us%3cmmailto:ColeC@santarosa.k12.fl.us>>>>

Good Afternoon,

I have a question about a co-teacher not being able to see the roster's in McGraw.

Michelle Speas is a co-teacher with Rebekah Nolan.

She is showing access to the textbooks, but nothing on the roster site.

Can you advise what needs to be done for her to see the students?

Christi Cole

Data Liaison/Student System Help

Santa Rosa County School District

850-983-5074

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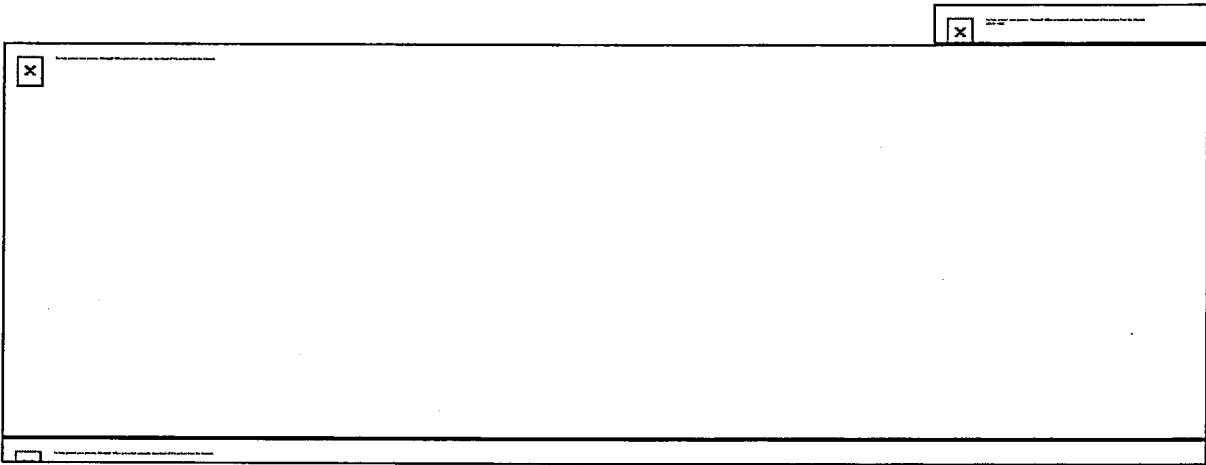
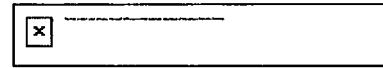
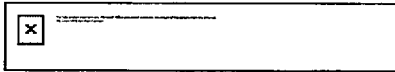
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ref: _00D80LR11._5000y1cPxtE:ref

Goodbred, Tracy R.

From: McGraw-Hill Connect Coach <connectnews@mheducation.com>
Sent: Wednesday, September 4, 2019 4:02 PM
To: Shore, Zoe F.
Subject: ZOE, Temporary Access to Connect® is Ending!

[View this email as a web page](#)



Hi ZOE,

Your temporary access to McGraw-Hill's Connect is about to expire! If you don't upgrade now, in less than 24 hours you will:



Miss notifications and assignments from your Instructor through Connect.

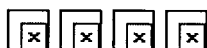


Pass up on great learning tools that go beyond "just a book" to help you get better grades in less time!



Lose the chance to win sweet, sweet cash! Purchase Connect now. Then post a selfie with your activation on Twitter or Instagram using the hashtag **#showusyouractivation**, or submit via [this link](#) for a chance to win one of 30 \$100 gift cards.

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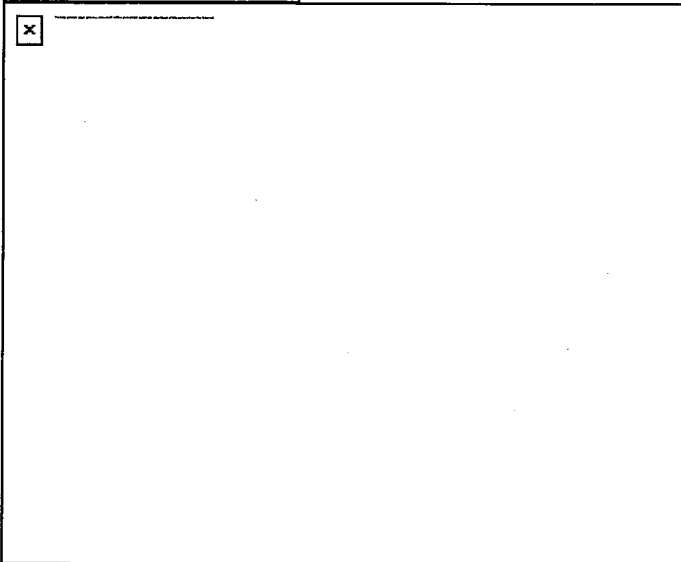
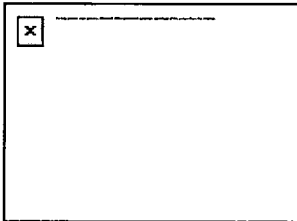
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Goodbred, Tracy R.

From: McGraw-Hill Education <Education@mheducation.com>
Sent: Thursday, September 5, 2019 8:02 AM
To: Kyser, Shanon L.
Subject: Your first year teaching? We got you covered.



***The Organized
Teacher's Guide to
Your First Year of
Teaching***

ISBN: 978-1-260-45247-1

Buy now



**Is it your first year teaching? We got you covered!
Make your first year—and every year—a success with this
essential guide.**

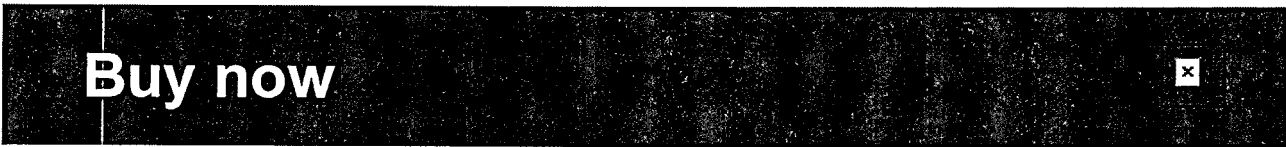
As a new teacher, you can be completely overwhelmed feeling lost and not knowing where to start when you receive the keys for the first time. *The Organized Teacher's Guide to Your First Year of Teaching* is your guide during these first few days and weeks and puts you on the road to success.

Written by an award-winning author team, this practical guide will help you successfully navigate your new role. You'll find a series of checklists, charts, diagrams, and guidelines you can use to organize your lessons, schedule, and classroom. This essential resource will

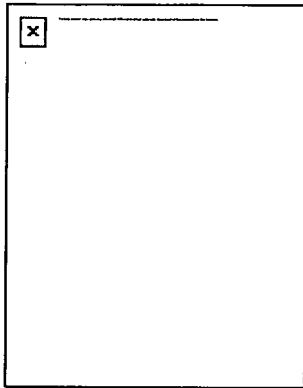
help you thrive in your first year and beyond.

What's Inside:

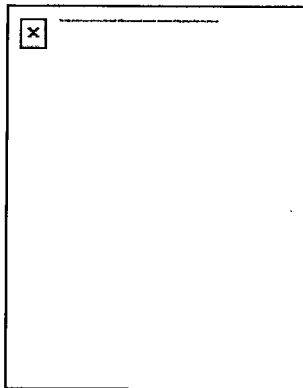
- All-in-one resource and checklist for teachers of grades K-6
- Expert advice on organizing your classroom
- Suggestions for planning lessons and creating schedules
- Reproducible content (in the book and available online) ready for you to use
- Tips on increasing productivity and more
- Charts, diagrams, and checklists for organizing a new classroom



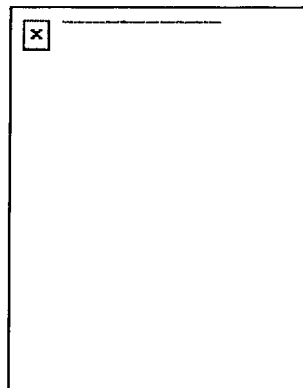
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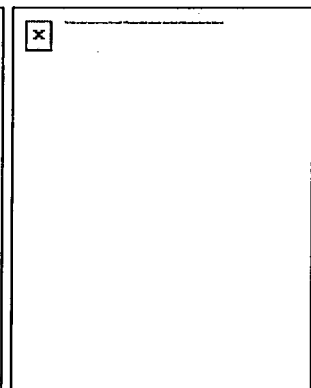
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Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Thursday, September 5, 2019 12:13 PM
To: Cole, Christi
Subject: McGraw Hill Education Digital Solutions Case #15468682 [ref:_00D80LRll._5000y1cPxtE:ref]

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

Good Afternoon Christi

I am reaching out with a follow up from the last couple emails to see if you are needing further assistance.

Good Morning Christi,

I am reaching out to you to see if the answer I gave you made sense. If that is a student you are looking at. It will show two of the same class because one is for the teacher edition, and the student will not have access to the teacher edition. Unless they are supposed to have a secondary product for the same class if they are you will need to click on assign and then select the product that is supposed to be tied to that class.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 15468682.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com.

Kind Regards,
Anthony W
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

----- Original Message -----

From: []
Sent:
To:
Subject:
ref:_00D80LRll._5000y1cPxtE:ref

Goodbred, Tracy R.

From: Your Opinion Counts <youopinioncounts@mheducation.com>
Sent: Saturday, September 7, 2019 2:32 PM
To: Cole, Christi
Subject: Your Opinion Counts - McGraw-Hill Customer Service Survey

Dear Valued Customer,

We would like to invite you to give us your opinion regarding your recent issue reported to the McGraw-Hill Customer Support Team.

The details of the case are as follows:

Case #: 15468682
Date Opened: 8/23/2019
Customer Support Representative: Anthony

At McGraw-Hill, customer satisfaction is our number one goal.

You have recently received the resolution to your inquiry. We would be grateful if you could answer a few brief questions regarding your experience. Your answers will be used to measure our success and help us identify areas where we can improve.

[Please click here to access the survey.](#)

*Register for Coast and have 24/7 self-service access to your account.
You can place orders, track shipments, view and print invoices as well as review all orders placed at www.mhecoast2coast.com*

*****Please do not respond to this email as replies are not monitored*****

If you do not wish to receive any more invitations to provide feedback, please [click here](#).

Goodbred, Tracy R.

From: noreply-he@mheducation.com
Sent: Thursday, September 12, 2019 11:46 AM
To: Burgoyne, Sheri L.
Subject: McGraw-Hill Order Confirmation #SEG-71747643

Thank you Sheri,

Thank you for placing your order with McGraw-Hill.

Below is a confirmation of your order. If your order includes a shippable product, you will receive another email confirmation once your items ship.

Order Number: SEG-71747643

Order Date: September 12, 2019 at 12:45:54

School: GULF BREEZE ELEMENTARY SCHOOL

Product	Price	Qty	Total
Reading Mastery Reading/Literature Strand Grade 1, Workbook A	\$14.49	5	\$72.45
ISBN-13: 9780076124619 MHID: 0076124614			

Subtotal: \$72.45

Shipping: \$14.00

Tax: \$6.06

Total: \$92.51

Billing

Sheri Burgoyne
6544 Firehouse Rd.
Milton, FL 32570
SANTA ROSA county
US
8509345185

burgoynes@santarosa.k12.fl.us

Shipping

Debbie Meaux
Gulf Breeze Elementary School
549 Gulf Breeze Pkwy.
Gulf Breeze, FL 32561
County
US

Shipping service level: Standard orders are processed, shipped and delivered within 10 business days.

Payment

Payment Method
Card Number enc
0079

If you have any questions, contact Customer Support at 1-800-338-3987.

Thank you for shopping with us,
Your McGraw-Hill Team

Tax exempt? All online orders initially display tax. As long as your billing address is your organization's address, and you have previously sent your tax information, you will not be charged tax.

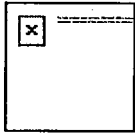
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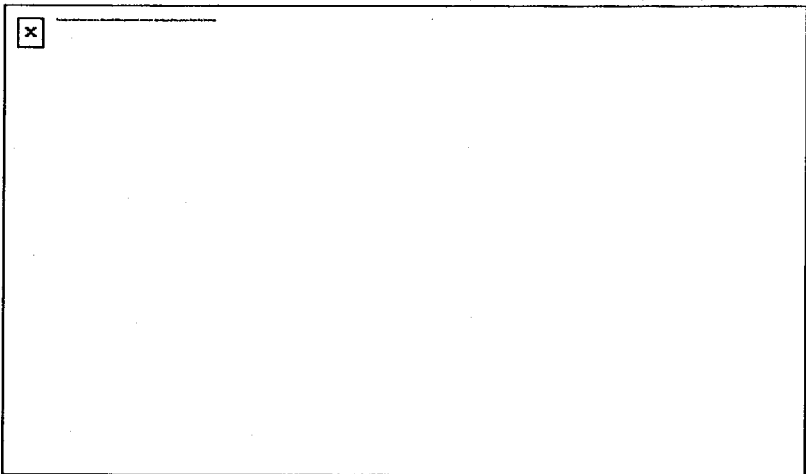
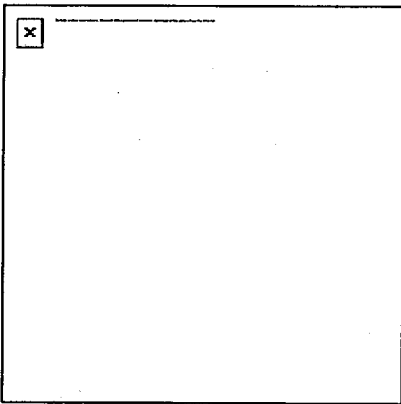
Goodbred, Tracy R.

From: McGraw-Hill Education <Education@mheducation.com>
Sent: Wednesday, September 18, 2019 9:15 AM
To: McWilliams, Debbie
Subject: (EXT) Find All Your Back to School Essentials in One Place

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Test Prep Essentials



Essential Test Prep for the School Year

Available on Amazon

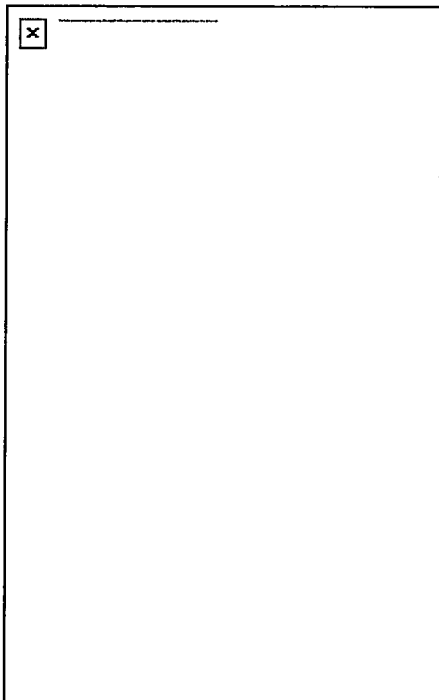
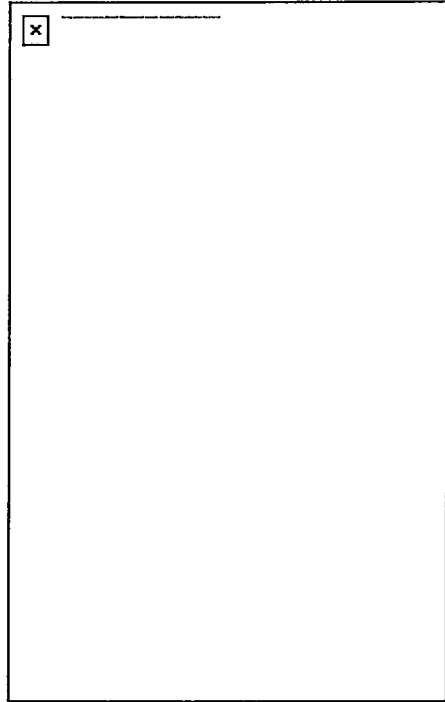
Our Amazon Store has everything you and your students need for a successful school year, including our bestselling SAT and ACT test prep, our top-ranked *5 Steps to a 5 AP* series, and our new *Must Know* series covering a range of high school subjects.

5 Steps to a 5

The most comprehensive AP prep on the market

The *5 Steps* series include practice tests, review questions, online resources, and bonus material to help students achieve the perfect score. Most *5 Steps* books come with a free Cross-Platform Prep Course that includes interactive practice tests, powerful analytics, customized study plans, flashcards, games, and more!

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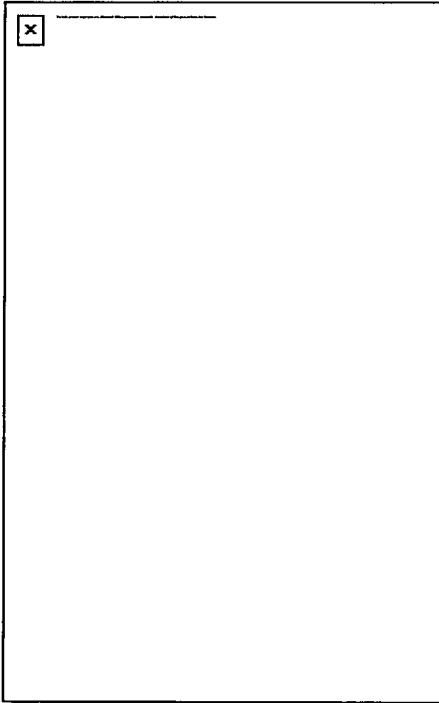
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Find out all the important stuff in a flash

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Goodbred, Tracy R.

From: noreply-he@mheducation.com
Sent: Wednesday, September 25, 2019 2:21 AM
To: Burgoyne, Sheri L.
Subject: McGraw-Hill Shipping Confirmation #SEG-71747643

Dear Sheri Burgoyne,

Good news! The following items from your McGraw-Hill Education order have shipped.

===== Order Summary =====

Order number: SEG-71747643
Date ordered: September 12, 2019
Email address: burgoynes@santarosa.k12.fl.us

Item Total: \$72.45
Estimated Shipping: \$14.00
Estimated Tax: \$6.06
Order total: \$92.51

===== Shipped Items =====

Title: Reading Mastery Reading/Literature Strand Grade 1, Workbook A
Edition: 6
Format:
ISBN: 0076124614 / 9780076124619
Item Price: \$14.49
Quantity: 5
Track your shipment here:
http://www.fedex.com/Tracking?action=track&language=english&last_action=altrack&ascend_header=1&cntry_code=us&initial=x&mps=y&tracknumbers=121216314099

===== Order History & Tracking =====

You can also track your shipment from your order history page.
(Please note that tracking information may not be available immediately.)
<https://shop.mheducation.com/store/paris/order/history.html>

===== Billing Information =====

Sheri Burgoyne
6544 Firehouse Rd.

Milton, FL 32570
US

===== Shipping Information =====

Debbie Meaux
Gulf Breeze Elementary School
549 Gulf Breeze Pkwy.
Gulf Breeze, FL 32561
US

Shipping service level: Standard 2-6 business days.(May take longer to reach certain destinations.)

==== Refund Information ====

To return a physical item or package, note our return policy: https://www.mheducation.com/return-policy.html

To return a digital-only item, see: https://www.mheducation.com/refund.html

==== Contact Us =====

Customer service:

https://www.mheducation.com/contact.html

Technical support:

https://mhedu.force.com/CXG/s/

Thank you,

The McGraw-Hill Education Team

Do not reply; this email was auto-generated.

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, September 26, 2019 8:29 AM
To: Stetler, Sue
Cc: Miller, Johnny
Subject: RE: Requesting a quote

Hi Sue,

We will be glad to get a quote together for you. Can you tell me the enrollment number? Also, are you wanting the ALEKS from last year where you log in through ALEKS.com to enter or the SSO version. If you want the SSO version, we will need to have a conversation first because there is some differences in the two. I know we are still working through the SSO option this year.

Let me know.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Sent: Wednesday, September 25, 2019 1:55 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Requesting a quote

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Hey, Ty!

We would like to request a quote for ALEKS, math, 6-Pre-Cal, digital program.

If you have any questions please let me know.

Thanks!

Sue Stetler

Bookkeeper

Central School

6180 Central School Road

Milton FL 32570

850-983-5640

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Goodbred, Tracy R.

From: Miller, Johnny <Johnny.Miller@mheducation.com>
Sent: Thursday, September 26, 2019 8:06 PM
To: Ezell, Ty; Stetler, Sue
Subject: Re: Requesting a quote

Good evening Ms Stetler,

Can we schedule a brief call next week between Wednesday and Friday? Let me know a few times and dates that work for you and have a great evening.



Johnny Miller

Personalized Learning Specialist, Achievement Solutions Group - Math

McGraw-Hill Education

8787 Orion Place, Columbus, OH 43240

C: 843 910 0424

Johnny.miller@mheducation.com



From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, September 26, 2019 9:28 AM
To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>

Cc: Miller, Johnny <Johnny.Miller@mheducation.com>

Subject: RE: Requesting a quote

Hi Sue,

We will be glad to get a quote together for you. Can you tell me the enrollment number? Also, are you wanting the ALEKS from last year where you log in through ALEKS.com to enter or the SSO version. If you want the SSO version, we will need to have a conversation first because there is some differences in the two. I know we are still working through the SSO option this year.

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Thanks



Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com



From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>

Sent: Wednesday, September 25, 2019 1:55 PM

To: Ezell, Ty <david.ezell@mheducation.com>

Subject: Requesting a quote

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, September 27, 2019 10:51 AM
To: Godwin, Natasha D.
Cc: McDaniel, Brennis L.; Stetler, Sue; Cole, Christi; Englert, Eric; Miller, Johnny
Subject: Re: Requesting a quote: Aleks at Central School

Hi Natasha,

We will be happy to get you a quote but we must all have a conference call about the ALEKS SSO version versus what you used last year. Our specialist Johnny Miller will be able to explain the differences. Are you all available next week Wednesday-Friday for a conference call? We will work around your schedule. Please let us know what works for you.

Sent from my iPhone

On Sep 27, 2019, at 11:17 AM, Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us> wrote:

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Ty,

We need to know right away if you can roster for Aleks and whether you offer a method of federated SSO.

Natasha Godwin, MLIS
Instructional Technology Specialist
Santa Rosa District Schools
850-983-5114

From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Sent: Thursday, September 26, 2019 2:59 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Cc: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>; McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Subject: Requesting a quote

Hey, Ty

We would like to request a quote for the ALEKS, math, 6 PRe-Cal, Digital Program. This is for 55 students. We want the SSO Version.

If you have any questions please let me know.

Thank you

Sue Stetler
Bookkeeper
Central School
6180 Central School Road

Milton FL 32570
850-983-5640

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On Sep 27, 2019, at 12:06 PM, Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us> wrote:

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Anytime on Wednesday will be fine. What about rostering of students?

Natasha Godwin, MLIS
Instructional Technology Specialist
Santa Rosa District Schools
850-983-5114

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, September 27, 2019 10:51 AM
To: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>
Cc: McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>; Stetler, Sue <StetlerS@santarosa.k12.fl.us>; Cole, Christi <ColeC@santarosa.k12.fl.us>; Englert, Eric <EnglertE@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: (EXT) Re: Requesting a quote: Aleks at Central School

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Natasha,

We will be happy to get you a quote but we must all have a conference call about the ALEKS SSO version versus what you used last year. Our specialist Johnny Miller will be able to explain the differences. Are you all available next week Wednesday-Friday for a conference call? We will work around your schedule. Please let us know what works for you.

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Ty,

We need to know right away if you can roster for Aleks and whether you offer a method of federated SSO.

Natasha Godwin, MLIS
Instructional Technology Specialist
Santa Rosa District Schools
850-983-5114

From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Sent: Thursday, September 26, 2019 2:59 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Cc: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>; McDaniel, Brennis L.

<McDanielB@santarosa.k12.fl.us>

Subject: Requesting a quote

Hey, Ty

We would like to request a quote for the ALEKS, math, 6 PRe-Cal, Digital Program. This is for 55 students. We want the SSO Version.

If you have any questions please let me know.

Thank you

Sue Stetler

Bookkeeper

Central School

6180 Central School Road

Milton FL 32570

850-983-5640

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, September 30, 2019 10:19 AM
To: Godwin, Natasha D.
Cc: McDaniel, Brennis L.; Stetler, Sue; Cole, Christi; Englert, Eric; Miller, Johnny; Powers-Scanga, Rachel
Subject: (EXT) Re: (EXT) Re: (EXT) Re: (EXT) Re: Requesting a quote: Aleks at Central School

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Yes, we are waiting on confirmation that we can sell SSO ALEKS. Once we have that, Johnny will send out the invitation.

Sent from my iPhone

On Sep 30, 2019, at 10:16 AM, Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us> wrote:

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Hi Ty,

We're waiting on the invitation for this meeting.

Thanks,

Natasha Godwin, MLIS
Instructional Technology Specialist
Santa Rosa District Schools
850-983-5114

From: Godwin, Natasha D.
Sent: Friday, September 27, 2019 11:34 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Cc: McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>; Stetler, Sue <StetlerS@santarosa.k12.fl.us>; Cole, Christi <ColeC@santarosa.k12.fl.us>; Englert, Eric <EnglertE@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: RE: (EXT) Re: (EXT) Re: (EXT) Re: Requesting a quote: Aleks at Central School

Brennis is flexible on that day.

Natasha Godwin, MLIS
Instructional Technology Specialist
Santa Rosa District Schools
850-983-5114

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, September 27, 2019 11:22 AM
To: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>
Cc: McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>; Stetler, Sue <StetlerS@santarosa.k12.fl.us>;

Cole, Christi <ColeC@santarosa.k12.fl.us>; Englert, Eric <EnglertE@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>

Subject: (EXT) Re: (EXT) Re: (EXT) Re: Requesting a quote: Aleks at Central School

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

We will. We will need the Currinculum contact on this call too as they will need to know what the differences are.

Sent from my iPhone

On Sep 27, 2019, at 12:21 PM, Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us> wrote:

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Okay, please send an invitation to me and Christi Cole for Wednesday between 9 am – 2 pm Central time.

Natasha Godwin, MLIS
Instructional Technology Specialist
Santa Rosa District Schools
850-983-5114

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, September 27, 2019 11:16 AM
To: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>
Cc: McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>; Stetler, Sue <StetlerS@santarosa.k12.fl.us>; Cole, Christi <ColeC@santarosa.k12.fl.us>; Englert, Eric <EnglertE@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: (EXT) Re: (EXT) Re: Requesting a quote: Aleks at Central School

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

That is what we need to talk about. SSO ALEKS is new this year and we are still working through this new process. Johnny will be able to explain further. We definitely need to talk before making a decision.

Thanks

Sent from my iPhone

On Sep 27, 2019, at 12:06 PM, Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us> wrote:

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Santa Rosa District Schools
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Subject: (EXT) Re: Requesting a quote: Aleks at Central School

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Sent from my iPhone

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Ty,

We need to know right away if you can roster for Aleks and whether you offer a method of federated SSO.

Natasha Godwin, MLIS
Instructional Technology Specialist
Santa Rosa District Schools
850-983-5114

From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Sent: Thursday, September 26, 2019 2:59 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Cc: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>; McDaniel, Brennis L.

<McDanielB@santarosa.k12.fl.us>

Subject: Requesting a quote

Hey, Ty

We would like to request a quote for the ALEKS, math, 6 PRe-Cal, Digital Program. This is for 55 students. We want the SSO Version.

If you have any questions please let me know.

Thank you

Sue Stetler

Bookkeeper

Central School

6180 Central School Road

Milton FL 32570

850-983-5640

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Goodbred, Tracy R.

Subject: (EXT) Santa Rosa ALEKS Call

Start: Wed 10/2/2019 11:00 AM
End: Wed 10/2/2019 12:00 PM

Recurrence: (none)

Meeting Status: Accepted

Organizer: Ezell, Ty

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Please click the below link to attend:

<https://mheducation.webex.com/join/johnny.miller>

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Goodbred, Tracy R.

From: Miller, Johnny <Johnny.Miller@mheducation.com>
Sent: Wednesday, October 2, 2019 1:41 PM
To: Cole, Christi
Cc: Ezell, Ty
Subject: (EXT) Re: Alex- Central

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Yes, we can have as many admin as you like for this purpose. You can also copy and paste from CSV or Excel to create student rosters and their credentials for logging in. When we get to this point please let me know so I can assist you. Have a great day

Excuse typos, sent from iPhone.

Johnny miller
Personalized Learning Specialist, Achievement Solutions Group-Math
McGraw-Hill Education
8787 Orion Place, Columbus, Ohio 43240
C: 843 910 0424
Johnny.miller@mheducation.com

From: Cole, Christi <ColeC@santarosa.k12.fl.us>
Sent: Wednesday, October 2, 2019 2:25:00 PM
To: Miller, Johnny <Johnny.Miller@mheducation.com>
Cc: Ezell, Ty <david.ezell@mheducation.com>
Subject: Alex- Central

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Good Afternoon,

Quick question. With us moving forward with Alex.

Since there isn't a CSV file that can be import. Will there be an option for an Admin account, where I can copy and paste the student information into the system, so the teacher won't have to spend the time doing it?

Christi Cole

Operation Integration Specialist
Santa Rosa County School District
850-983-5074

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, October 3, 2019 12:36 PM
To: Stetler, Sue
Cc: Godwin, Natasha D.;McDaniel, Brennis L.;Cole, Christi;Miller, Johnny
Subject: (EXT) RE: Requesting a quote
Attachments: Central School.pdf

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Sue,

I have attached the quote for the ALEKS numbers and online package that was discussed yesterday. Please let me know if you need anything else.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Sent: Thursday, September 26, 2019 3:59 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Cc: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>; McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Subject: Requesting a quote

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, October 4, 2019 1:33 PM
To: Baugus, Jeffery A.
Cc: Amy Chism
Subject: (EXT) Re: Wrong books :(

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Did the school request the Reading Essentials when they requested their consumables? Usually that is how the FSBD sends the materials. I just approve the switch when asked. I have copied Amy Chism with the FSBD on this email. Not sure if it is noted with the FSBD to replace each year.

Sent from my iPhone

On Oct 4, 2019, at 1:20 PM, Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us> wrote:

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Ty,

Didn't we switch the PO's for Pace HS to reflect them wanting Reading Essentials for years 2-5?
See below...

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861

From: Gray, Dustin <GrayD@santarosa.k12.fl.us>
Sent: Friday, October 4, 2019 10:13 AM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: Fwd: Wrong books :(

Jeff,

Here is the emails that Byers and I were having in regards to the Notebooks for Physical and how they have had the Interactive Readers in the past. Thanks for your help with this.

DG

Patriot Strong
Dustin Gray
Pace High School
Assistant Principal

(850)995-3600 ext. 1109

From: Byers, Katherine F. <ByersK@santarosa.k12.fl.us>
Sent: Thursday, September 19, 2019 2:02 PM
To: Gray, Dustin
Subject: RE: Wrong books :(

Any word on these books? I know it is probably pretty low on your list but I thought I would check.

*Katherine Byers
Science Department Chair
Chemistry I and II Honors
Swim Coach*

From: Gray, Dustin <GrayD@santarosa.k12.fl.us>
Sent: Thursday, August 29, 2019 9:19 AM
To: Byers, Katherine F. <ByersK@santarosa.k12.fl.us>
Subject: Re: Wrong books :(

Are they still boxed up? I'll work on it today...

Patriot Strong
Dustin Gray
Pace High School
Assistant Principal
(850)995-3600 ext. 1109

From: Byers, Katherine F. <ByersK@santarosa.k12.fl.us>
Sent: Thursday, August 29, 2019 7:45:44 AM
To: Gray, Dustin <GrayD@santarosa.k12.fl.us>
Subject: RE: Wrong books :(

NO, we got workbooks the first year but then we decided as a district to change to the interactive reader for the second year because we thought it was more beneficial. Not sure if we can return them and get the IR or if she will just have to deal with it. She can access the interactive reader online we are just limited in our computer access.

*Katherine Byers
Science Department Chair
Chemistry I and II Honors
Swim Coach*

From: Gray, Dustin <GrayD@santarosa.k12.fl.us>
Sent: Wednesday, August 28, 2019 3:17 PM
To: Byers, Katherine F. <ByersK@santarosa.k12.fl.us>
Subject: RE: Wrong books :(

Bridget ordered everything we got the first year...they may not be here yet. Did we get those the first year of adoption?

DG

<image001.jpg>

Dustin Gray - Assistant Principal
Pace High School
4065 Norris Road
Pace, FL 32571
850.995.3600 ext. 1109
850.995.3620 fax

"Our mission at Pace High is to provide all students with quality instruction while stressing the importance of respecting others, sharing responsibility, and embracing the concept of lifelong learning."

"Our vision is for our Patriots to be people who challenge themselves daily and are mindful of others."

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From: Byers, Katherine F. <ByersK@santarosa.k12.fl.us>
Sent: Wednesday, August 28, 2019 2:25 PM
To: Gray, Dustin <GrayD@santarosa.k12.fl.us>
Subject: FW: Wrong books :(

Don't know if we can do anything about this or if she is going to have to suck it up.

Katherine Byers
Science Department Chair
Chemistry I and II Honors
Swim Coach

From: Ripp, Brittany L. <RippB@santarosa.k12.fl.us>
Sent: Wednesday, August 28, 2019 1:37 PM
To: Byers, Katherine F. <ByersK@santarosa.k12.fl.us>
Subject: Wrong books :(

Good Afternoon,

I hope you are feeling okay! I hate to bother you but unfortunately I received the wrong books for physical science, I was supposed to get the interactive readers and i received the notebooks. Let me know if I need to do anything to help you out!

Brittany Ripp

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Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Sunday, October 6, 2019 12:12 PM
To: Penunuri, Rosali J.
Subject: (EXT) Please verify your email for McGraw-Hill Connect2

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Dear Rosali Penunuri,

Please verify your email by clicking the link below.

[Click here to verify your email](#)

Your account has been submitted for approval. This process may take up to 3 business days. Once approved, you will receive an activation email to access content.

This is an auto-generated email, please do not reply. Please visit our support page for assistance.

Goodbred, Tracy R.

From: Kim Lenaghan <Kimberly.Lenaghan@mheducation.com>
Sent: Tuesday, October 8, 2019 12:31 PM
To: Thacker, Cheryl
Subject: (EXT) ALEKS - How Can We Help?

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Professor,

I hope my email finds you well. I'm excited that you opened my email for help in Mathematics.

In order for me to better serve yours and your students' needs going forward, would you look over the following questions and share your thoughts/answers with me?

- Are you being asked to develop or do you have a Coreq course model and do you need help?
- What homework platform are you currently using? Are you receiving needed support when it comes to training for you and your colleagues on how to use your platform? How is the support right now during the semester?
- What data from your current system do you rely on most and how do you use that information?
- How important is student mastery and retention of topics in your course(s)? How does your current system support mastery?
- Are your students' homework grades and/or time spent in your current system reflective of their exam grades?
- Are students retaining the important topics as they progress through the course?
- How do you measure student success? Are you required to track or report any specific metrics?
- How are you currently accommodating and supporting varied levels of preparation amongst students?

I'd like to talk with you in more depth regarding your answers to the questions above. I believe I can help you and offer the support you need in the above areas with our [ALEKS platform](#). Do you have time this week or next to set up a call with me?

If not, I've provided information below for you to explore our ALEKS online learning tool a bit on your own.

Visit bit.ly/ALEKS_MHE to learn how ALEKS can Create Lightbulb Moments for your students, help with enhancing your classroom, review our ALEKS Commitment/Guarantee, and view Accessibility and Success Stories (from your peers.)

ALEKS can help with the following areas:

- **Regular Mathematics courses** from Basic Mathematics up to PreCalculus
- **Looking for Coreq support** - for Developmental Math, Liberal Arts Math, College Algebra and More?

- [Looking for Math Support Tips](#) for Profs, By Profs?

Would you like to test ALEKS in your Class? Let's set up a Pilot for spring 2020!

- **Call me to get started**
- **Go to bit.ly/ALKESPilot and fill out the form!**

Lastly, will you be attending [AMATYC](#) coming up in November in Milwaukee, Wisconsin? Let me know, as our team would love to know if you will be attending – stop by our booth to learn more around ALEKS!

Regards,



Kim Lenaghan
(251) 510-2330
Kimberly.Lenaghan@mheducation.com

SupportAtEveryStep.com

Your place for above and beyond support

To unsubscribe: [click here](#). You can also write to: Privacy Official, McGraw-Hill, 501 Bell Street, Dubuque, IA 52001. View the McGraw-Hill [Privacy Policy](#) for more information or contact privacy@mheducation.com.

Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Wednesday, October 9, 2019 7:06 AM
To: Mauro, Charlene
Subject: (EXT) Reset Your McGraw-Hill Education Password

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Dear Charlene Mauro,

We received a password reset request for your McGraw-Hill account. Username: c.mauro.14.

Please reset your password within the next 24 hours. If you did not make this request, there's no need to be concerned. Your account information was only sent to this email address, and your password will remain the same unless you decide to change it.

This is an auto-generated email, please do not reply. Please visit our [support page](#) for assistance.

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, October 21, 2019 9:14 AM
To: Atteberry, Teddi L.;Love, Brock;Dampson, Tabitha L.;Ferris Jr., George B.;Mendoza, Evelyn J.;McKee, Brigitte;McKee, Brigitte;Stevens, Kathryn C.;West, Lauren
Subject: (EXT) McGraw-Hill ELA Adoption Feedback

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Holley Navarre Teachers,

Our company is now building the program we will bring to market for the upcoming adoption and I am reaching out to teachers in my territory to meet and get feedback on needs for the teacher and student in the classrooms of today. Your feedback will go along way in developing a program that meets the needs of students and teachers for the upcoming adoption next year. I would love to meet with you this week, Thursday or Friday, or next week at your convenience during your planning or after school, whichever is best, to discuss ELA needs in the middle school setting. Let me know if you can fit me in this week and what day and time works best for you.

Again this feedback is so helpful and beneficial to build a program that fits teachers across Florida!

Thanks and I look forward to meeting with you!



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



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Goodbred, Tracy R.

From: McGraw-Hill Customer Service <no.reply.mcgraw-hill.customerservice@mheducation.com>
Sent: Friday, October 25, 2019 8:00 AM
To: Hord, W.F. Rick
Subject: (EXT) McGraw Hill - Web Form: Something else - Case # 16091169

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Thank you for contacting McGraw Hill. Case 16091169 has been opened for you.

Please allow up to 2 business days to respond to your inquiry.

In the meantime, stay connected at <http://www.mheducation.com/customerservice> for 24/7 access to view order status, invoicing, tracking, proof of deliveries, and more!

To protect the safety and security of our customers, credit card orders are no longer accepted via fax, mail or e-mail. We take our customers' security seriously and believe that this approach is in the best interest to protect our customers and our company alike.

US credit card orders may be placed online by visiting www.mheducation.com or <http://www.mhecoast2coast.com>. Customers who are unable to utilize online web sites can order by calling 800-338-3987.

Canada credit card orders may be placed online by visiting: <http://www.mheducation.ca/>. Customers who are unable to utilize the online web sites can order by calling 800-565-5758.

Sincerely,

McGraw Hill

Customer Service

(WCS)

You submitted the following request on 10/25/2019 12:59 PM to Customer Service:

I need help with something not listed on your contact form :

Name : Rick Hord

Email : hordw@santarosa.k12.fl.us

Phone : (850) 585-9018

Additional Details : I have found an error in a test question in the question bank for chapter 5 in the ConnectED app for A History of the World Early Ages (2018 edition, ISBN 978-0-07-676788-5)

To whom should I submit details so this can be corrected?

[https://connected.mcgraw-](https://connected.mcgraw-hill.com/ssh/assetBuckets.assess.do?bookId=L8J212FVC1N2CBGFO18M3FEWO1)

[hill.com/ssh/assetBuckets.assess.do?bookId=L8J212FVC1N2CBGFO18M3FEWO1](https://connected.mcgraw-hill.com/ssh/assetBuckets.assess.do?bookId=L8J212FVC1N2CBGFO18M3FEWO1)

ref:_00D80LRll._5000y1e3eSw:ref



Goodbred, Tracy R.

From: Customer Service <seg_customerservice@mheducation.com>
Sent: Friday, October 25, 2019 9:25 AM
To: Hord, W.F. Rick
Subject: (EXT) CSOM McGraw Hill Account - MH Case #16091169 [ref:_00D80LRll._5000y1e3eSw:ref]

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Dear William Hord,

Thank you for contacting McGraw-Hill regarding a test question error for A History of the World Early Ages (2018 edition, ISBN 978-0-07-676788-5).

Please respond with the specific information of the error for chapter 5 in the ConnectED app. This information will be sent to our editorial office.

Please contact us with any additional questions or concerns.

Thank you for choosing McGraw-Hill for your educational needs.

Kind Regards,
Gina W
Customer Success Advocate
McGraw-Hill | Customer Service & Order Management
860 Taylor Station Road, Blacklick Ohio 43004
P: 800-338-3987 | F: 800-953-8691

For faster service, including real-time order status, connect with us at www.mheducation.com/customerservice

Visit our self-service website for your order needs: www.mhecoast2coast.com

----- Original Message -----

From: []
Sent:
To:
Subject:
ref:_00D80LRll._5000y1e3eSw:ref

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, October 28, 2019 8:39 AM
To: Youngblood, Clark J
Subject: (EXT) SS Meeting

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Clark,

I thought I would ask if you are working on November 11th (Veteran's Day)? I know school is out, but I wanted to check.

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



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Goodbred, Tracy R.

From: epgtech <epgtech@mheducation.com>
Sent: Tuesday, October 29, 2019 1:41 PM
To: Macht, Shellie
Subject: (EXT) RE: Institution-ConnectED - Case 16108194 [ref:_00D80LRll_5000y1e46uD:ref]

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!



Dear Shellie Macht,

Thank you for contacting McGraw-Hill Technical Support. I was able to locate some Grade 3 WorkText Assessments that are printable. Please follow these steps:

Step 1: Click on Grade 3 Florida Social Studies WorkText Teacher Edition

Step 2: Click on Assessments then Online Assessments

Step 3: Click on My Test Library

Step 4: Click on My Test (Grade 3 WorkText Assessments will populate

Step 5: If you click on the gear on the right of each unit you will have the option to print.

If responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need to call our team, please refer to case number 16108194.

Kind Regards,
Lakesha J
Technical Support Representative
Phone: 800-437-3715, Monday-Friday, 7 am-8 pm EST

Visit our Self Help Website with many FAQ documents: [DTS Communities](#)

If you want to submit a new issue, or would like to chat with us now, please click [Contact Us](#). We are available to chat Monday-Friday, 9 am-8 pm EST.

If you want to receive automatic updates about MH platforms, subscribe here: [Status Page](#)

Goodbred, Tracy R.

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Sent: Tuesday, October 29, 2019 1:41 PM
To: Macht, Shellie
Subject: (EXT) RE: Institution-ConnectED - Case 16108194 [ref:_00D80LRll._5000y1e46uD:ref]

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If you want to receive automatic updates about MH platforms, subscribe here: [Status Page](#)

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, November 1, 2019 1:07 PM
To: Stetler, Sue
Subject: (EXT) RE: (EXT) RE: Requesting a quote

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Sue,

I just want to see if the ALEKS order was placed?

Thanks



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Sent: Thursday, October 3, 2019 1:42 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) RE: Requesting a quote

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Thank you!

Sue Stetler
Bookkeeper
Central School

6180 Central School Road
Milton FL 32570
850-983-5640

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, October 3, 2019 12:36 PM
To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Cc: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>; McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>; Cole, Christi <ColeC@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: (EXT) RE: Requesting a quote

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Sue,

I have attached the quote for the ALEKS numbers and online package that was discussed yesterday. Please let me know if you need anything else.

Thanks



Ty Ezell
Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Sent: Thursday, September 26, 2019 3:59 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Cc: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>; McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Subject: Requesting a quote

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Hey, Ty

We would like to request a quote for the ALEKS, math, 6 PRe-Cal, Digital Program. This is for 55 students. We want the SSO Version.

If you have any questions please let me know.

Thank you

Sue Stetler

Bookkeeper

Central School

6180 Central School Road

Milton FL 32570

850-983-5640

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, November 1, 2019 1:12 PM
To: Stetler, Sue
Subject: (EXT) RE: (EXT) RE: (EXT) RE: Requesting a quote

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Let me know if I can get you some help!



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Sent: Friday, November 1, 2019 2:09 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) RE: (EXT) RE: Requesting a quote

*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

I've been trying to place the order...was told someone will call me back to convert the quote to an actual purchase....so I can use the school credit card.

Can you help?

Sue Stetler
Bookkeeper
Central School

6180 Central School Road
Milton FL 32570
850-983-5640

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, November 1, 2019 1:06 PM
To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: Requesting a quote

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Sent: Thursday, October 3, 2019 1:42 PM
To: Ezell, Ty <david.ezell@mheducation.com>
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Sue Stetler
Bookkeeper

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6180 Central School Road
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Sent: Thursday, October 3, 2019 12:36 PM
To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Cc: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>; McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>; Cole, Christi <ColeC@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: (EXT) RE: Requesting a quote

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david.ezell@mheducation.com



From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Sent: Thursday, September 26, 2019 3:59 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Cc: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>; McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Subject: Requesting a quote

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Sue Stetler

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, November 6, 2019 8:16 AM
To: Stetler, Sue
Subject: (EXT) Re: Ordering Aleks Program

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Who is Janette? Is she with Santa Rosa?

Sent from my iPhone

On Nov 6, 2019, at 9:05 AM, Stetler, Sue <StetlerS@santarosa.k12.fl.us> wrote:

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Good Morning, Ty!

On 11-1-19 I talked with Janette so we can order the ALEKS program. She said that they would have to convert the quote to a purchase. Can you check to see what's going on? Why is it taking so long?

Thanks!

Sue Stetler

Bookkeeper

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From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, November 6, 2019 1:58 PM
To: Stetler, Sue
Subject: (EXT) Re: (EXT) Re: Ordering Aleks Program

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Note from CUser Service: keyed this on SO# 51865642 , it is on credit card auth hold since customer is paying for with credit card

CSOM will contact Sue for credit card payment today so this should get processed. We can check back tomorrow

Sent from my iPhone

On Nov 6, 2019, at 9:19 AM, Stetler, Sue <StetlerS@santarosa.k12.fl.us> wrote:

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

No. She was the person that I talked with at McGraw Hill. She gave me the case # 16123965 for this conversion.

Sue Stetler

Bookkeeper
Central School
6180 Central School Road
Milton FL 32570
850-983-5640

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Goodbred, Tracy R.

From: Invoices@mheducation.com
Sent: Monday, November 11, 2019 1:09 AM
To: Shore, Zoe F.
Subject: (EXT) INVOICE_US_110729372001
Attachments: INVOICE_US_110729372001.pdf

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Please find the attached invoice: INVOICE_US_110729372001.

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, November 13, 2019 7:56 AM
To: Atteberry, Teddi L.;Love, Brock;Dampson, Tabitha L.;Ferris Jr., George B.;Mendoza, Evelyn J.;Stevens, Kathryn C.;West, Lauren;McKee, Brigette
Subject: (EXT) ELA Feedback for upcoming adoption

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Holley Navarre Teachers,

Our company is now building the program we will bring to market for the upcoming adoption and I am reaching out to teachers in my territory to meet and get feedback on needs for the teacher and student in the classrooms of today. Your feedback will go along way in developing a program that meets the needs of students and teachers for the upcoming adoption next year. I would love to meet with you this week, Thursday, or next week Tuesday-Thursday, at your convenience during your planning or after school, whichever is best, to discuss ELA needs in the middle school setting. Let me know if you can fit me in this week and what day and time works best for you.

Again this feedback is so helpful and beneficial to build a program that fits teachers across Florida!

Thanks and I look forward to meeting with you!



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



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CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Holley Navarre Teachers,

Our company is now building the program we will bring to market for the upcoming adoption and I am reaching out to teachers in my territory to meet and get feedback on needs for the teacher and student in the classrooms of today. Your feedback will go along way in developing a program that meets the needs of students and teachers for the upcoming adoption next year. I would love to meet with you this week, Thursday, or next week Tuesday-Thursday, at your convenience during your planning or after school, whichever is best, to discuss ELA needs in the middle school setting. Let me know if you can fit me in this week and what day and time works best for you.

Again this feedback is so helpful and beneficial to build a program that fits teachers across Florida!

Thanks and I look forward to meeting with you!



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, November 13, 2019 1:22 PM
To: Dampson, Tabitha L.
Subject: (EXT) Re: (EXT) ELA Feedback for upcoming adoption

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Thanks Tabitha. I will reach out to Patti McNight and try to set something up.

Sent from my iPhone

On Nov 13, 2019, at 1:20 PM, Dampson, Tabitha L. <DampsonT@santarosa.k12.fl.us> wrote:

***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

Good Afternoon!

We are excited to know that people are wanting to work with us as teachers but unfortunately things like this must go through the district first per our administrators. I asked them this morning about your email and this was their response. Please contact the district office for information on how to set up times.

Thank you again for your efforts,

Tabitha Dampson

English Teacher, Holley Navarre Middle
dampsonart@gmail.com
<https://www.dampsonart.com>
<https://holleynavarremiddle.wixsite.com/hnmsbulldogs>

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, November 13, 2019 7:55 AM
To: Atteberry, Teddi L. <AtteberryTL@santarosa.k12.fl.us>; Love, Brock <LoveB@santarosa.k12.fl.us>; Dampson, Tabitha L. <DampsonT@santarosa.k12.fl.us>; Ferris Jr., George B. <FerrisG@santarosa.k12.fl.us>; Mendoza, Evelyn J. <MendozaE@santarosa.k12.fl.us>; Stevens, Kathryn C. <StevensKC@santarosa.k12.fl.us>; West, Lauren <WestL@santarosa.k12.fl.us>; McKee, Brigitte <McKeeB@santarosa.k12.fl.us>
Subject: (EXT) ELA Feedback for upcoming adoption

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Holley Navarre Teachers,

Our company is now building the program we will bring to market for the upcoming adoption and I am reaching out to teachers in my territory to meet and get feedback on needs for the teacher and student in the classrooms of today. Your feedback will go along way in developing a program that meets the needs of students and teachers for the upcoming adoption next year. I would love to meet with you this week, Thursday, or next week Tuesday-Thursday, at your convenience during your planning or after school, whichever is best, to discuss ELA needs in the middle school setting. Let me know if you can fit me in this week and what day and time works best for you.

Again this feedback is so helpful and beneficial to build a program that fits teachers across Florida!

Thanks and I look forward to meeting with you!

<image001.png>

Ty Ezell

Sales Representative

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<image002.png>

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, November 13, 2019 3:16 PM
To: McKnight, Patti
Cc: Dampson, Tabitha L.
Subject: (EXT) Secondary ELA Feedback

CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!

Hi Patti,

Our company is now building the program we will bring to market for the upcoming adoption and I am reaching out to teachers in my territory to meet and get feedback on needs for the teacher and student in the classrooms of today. I reached out to Holley Navarre teachers and Tabitha Dampson wanted me to clear it with you before meeting. I like to meet with teachers to get a better feel for their needs in the classroom and what content is a must for the new adoption. This feedback will go along way in designing a program that teachers and students will both enjoy and best meet their needs. Please let me know if this will work and I will reach out to Tabitha and schedule a time around their planning to meet.

Again this feedback is so helpful and beneficial to build a program that fits teachers across Florida!

Thanks Patti!



Ty Ezell

Sales Representative
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david.ezell@mheducation.com



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