

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, Brigitte
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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Hi Holley Navarre Teachers,

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<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<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

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, November 14, 2019 8:26 AM
To: Stetler, Sue
Subject: (EXT) RE: (EXT) Re: (EXT) Re: Ordering Aleks Program

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

Have you heard back from anyone? If not call Customer Service at 800-334-7344 and give them case # 16123965. They should be able to 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: Wednesday, November 13, 2019 12:11 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Cc: McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Subject: Re: (EXT) Re: (EXT) Re: Ordering Aleks Program

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

Ty, can you make contact with them again and see when they are going to call and get the credit card information for payment. We need to step this up.

thanks!

Sue Stetler

Bookkeeper

Central School

6180 Central School Road
Milton FL 32570
850-983-5640

From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>

Sent: Wednesday, November 6, 2019 2:04 PM

To: Ezell, Ty <david.ezell@mheducation.com>; McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>

Subject: Re: (EXT) Re: (EXT) Re: Ordering Aleks Program

Awesome! I will be in a School Advisory meeting today from 2:30-4:00 PM. I hope I don't miss the phone call!

Thanks so much, Ty, for passing on this message. I was afraid they had forgotten us!

Sue Stetler

Bookkeeper

Central School

6180 Central School Road
Milton FL 32570
850-983-5640

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

Sent: Wednesday, November 6, 2019 1:58 PM

To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>

Subject: (EXT) Re: (EXT) Re: Ordering Aleks Program

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

Note from CUsomer 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

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

Sent: Wednesday, November 6, 2019 8:16 AM

To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>

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

Central School

6180 Central School Road

Milton FL 32570

850-983-5640

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Goodbred, Tracy R.

From: Kevin Wilson <mheclientservices@mheducation.com>
Sent: Thursday, November 21, 2019 5:34 PM
To: Hord, W.F. Rick
Subject: (EXT) Re: (EXT) CSOM McGraw Hill Account - MH Case #16091169 [ref:_00D80LRll_5000y1e3eSw:ref]

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

Dear Rick Hord,

Thank you for reporting this. I confirmed that the "What Egyptians Traded" / "...Traded For" items are scored as "correct" when answered in reverse from the information taught on p.123 of the textbook. (This is also true of the source question in the Question Bank.)

This is now in the hands of the editorial team. Editorial changes tend to be grouped and published in cycles, but I will let you know when we receive an update.

For an immediate workaround, you could use the copy feature on the original test, to edit questions and deliver a modified version. As long as the question tags and standards are kept in place, the results will feed to the reports just as with the original.

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

From: Hord, W.F. Rick [hordw@santarosa.k12.fl.us]
Sent: 10/27/2019 6:40 PM
To: seg_customerservice@mheducation.com
Subject: Re: (EXT) CSOM McGraw Hill Account - MH Case #16091169 []

Here is the question. The import-export answers need to be swapped. The ancient Egyptians did not have wood to trade away. The answers in this test item conflict with the information in the text and also with other items in the same question bank. This item is easy to find - filter by question type; it's one of only 3 or 4 image label items.

From: Customer Service <seg_customerservice@mheducation.com>
Sent: Friday, October 25, 2019 9:25 AM
To: Hord, W.F. Rick <HordW@santarosa.k12.fl.us>
Subject: (EXT) CSOM McGraw Hill Account - MH Case #16091169 []

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

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

From: []
Sent:
To:
Subject:

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For a timely response, please reply directly to this email and keep the "ref:....:ref" code.

Kevin Wilson
Sr. Digital Product Specialist
McGraw-Hill | School

<https://mhedu.force.com/DTS/s/>



ref:_00D80LRll._5000y1e3eSw:ref

Goodbred, Tracy R.

From: Kerry Shanahan <course.surveys@mheducation.com>
Sent: Wednesday, December 4, 2019 11:05 AM
To: Hamel, Joe
Subject: (EXT) You can help guide the future of the foundations course

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

Hello Professor Hamel,

You are the expert in your field – we know that. That's why we're asking for your guidance. How would you improve the foundations course* given the opportunity? If you teach or oversee this course, please take a few minutes to tell us.



**Any foundational trade, technical, engineering, problem-solving (or similar) course, geared towards first- or second-year undergraduate students.*

As a thank you, three participants will be randomly selected to receive a \$500 electronic gift card.

Thank you in advance for your time and support!

Best,
Kerry

Kerry Shanahan
Director, Product Research
McGraw-Hill | 120 South Riverside Plaza, Suite 1200, Chicago, IL 60606
<http://www.mheducation.com/>

The above link not working? Please paste this link into your browser:

https://educationinsight.co1.qualtrics.com/SE?Q_DL=6ycetlLOlxM04HX_4T7k7IYNFAFSb2d_MLRP_80KVu0XmTZJAr_DD&Q_CHL=mk

Please note:

- You do not need to use a McGraw-Hill product to participate.
- The survey will take approximately 15 - 20 minutes.
- There will be an option to opt-out of the drawings if desired.
- Personal information will be kept strictly confidential.
- Participation is entirely voluntary.
- The survey will be closed on December 23, 2019.

Don't teach this course? [Click here](#) if you prefer to no longer receive information about this survey.

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Goodbred, Tracy R.

From: MHE Client Service <mheclientservices@mheducation.com>
Sent: Thursday, December 5, 2019 10:52 AM
To: Hord, W.F. Rick
Subject: (EXT) Re: (EXT) CSOM McGraw Hill Account - MH Case #16091169 [ref:_00D80LRll._5000y1e3eSw:ref]

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

Dear Rick Hord,

This question has been corrected in the question and test banks.

Please note that - by design - assignment questions cannot be modified after creation. Instead, assignments use a copy of each question as it existed when the assignment was created. To present the corrected question, please create a new assignment that draws from the updated question or test bank.

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

From: Kevin Wilson [mheclientservices@mheducation.com]
Sent: 11/21/2019 3:33 PM
To: hordw@santarosa.k12.fl.us
Subject: Re: (EXT) CSOM McGraw Hill Account - MH Case #16091169 [ref:_00D80LRll._5000y1e3eSw:ref]

Dear Rick Hord,

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

From: Hord, W.F. Rick [hordw@santarosa.k12.fl.us]
Sent: 10/27/2019 6:40 PM
To: seg_customerservice@mheducation.com
Subject: Re: (EXT) CSOM McGraw Hill Account - MH Case #16091169 []

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From: Customer Service <seg_customerservice@mheducation.com>
Sent: Friday, October 25, 2019 9:25 AM

To: Hord, W.F. Rick <HordW@santarosa.k12.fl.us>
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Kind Regards,
Gina W
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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: []
Sent:
To:
Subject:

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For a timely response, please reply directly to this email and keep the "ref:....:ref" code.

Kevin Wilson
Sr. Digital Product Specialist
McGraw-Hill | School

<https://mhedu.force.com/DTS/s/> 

ref:_00D80LRII._5000y1e3eSw:ref

For a timely response, please reply to this email thread and keep the "ref:....:ref" code.

Kevin Wilson
Sr. Digital Product Specialist

Goodbred, Tracy R.

From: Digital Technical Support <epgtech@mheducation.com>
Sent: Friday, December 13, 2019 9:39 AM
To: Clark, Sandy
Subject: (EXT) RE: Product Query-ConnectED - Case 16277296 [ref_00D80LRll_5000y1eZgym:ref]
Attachments: 85.pdf

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



Mr. Sandy Clark,

Thank you for contacting McGraw-Hill Technical Support concerning the issue with Florida Social Studies. I have attached the Answer Key for Grade 3, Unit 2, Lesson 1. This includes the Chart and Graph Skill answers. I was able to do this by going to resources and searching "Answer Key."

To access pre-made assessment you will need to do the following:

1. Log in to the Online Assessment Center and clicking My Test Library.

CLARK SOC STUDIES 3 PERIOD 07 0041-50210503-034 (38)

networks FLORIDA SOCIAL STUDIES The United States in 4 Regions and Nations TEACHER CENTER PRIMARY SOURCE LIBRARY

Online Assessments

Clark Soc Studies 3 Period 07 0041-50210503-034 Assigned Tests



Assigned Tests My Test Library

+ New Test Assign Test From Library

Search by title

Title	Schedule	IF	Status
No current quizzes.			

licking My Test. It will bring up all the pre-made test so you don't have to search the




Clark Soc Studies 3 Period 07 0041-50210503-034 (38)  


networks **FLORIDA SOCIAL STUDIES** for the United States
15 Regions and Neighbors **TEACHER CENTER**
PRIMARY SOURCE LIBRARY


Online Assessments

My Test Library

Assigned Tests | My Test Library

+ New Test |  Item Banks |  My Tests |  Archived | Filter



Title	Subject	Grd.	Created	IF
Cultural Celebrations	SS	3rd	12/12/2019	



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Responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need our team, please refer to case number 16277296.

Regards,
Maria V
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](#)

u want to submit a new issue, or would like to chat with us now, please click [Contact Us](#). We are available to ch day-Friday, 9 am-8 pm EST.

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.00D80LRll._5000y1eZgym:ref



Answer Key

Check Understanding

1. B
2. D
3. A
4. Answers will vary but may include automobiles, trains, and airplanes.
5. Spanish: their style of buildings; English: their language; French: their language and food.

Vocabulary

1. transportation
2. agriculture
3. artifact
4. culture
5. Answers will vary but should include at least three vocabulary words to describe how the environment affected the culture of Native Americans.

Reading Comprehension

1. C
2. D
3. Answers will vary but could include that Native Americans used the water for food, used plants and trees for homes, and created tools out of stone and wood.

Chart and Graph Skill

1. A
2. D
3. It stayed the same.
4. It went up.

Write About It

Score	Writing Rubric
4 Exemplary	<ul style="list-style-type: none"> • The writing includes at least three examples of the student's culture and three explanations. • The writing includes details, makes sense, and contains no mechanical errors.
3 Accomplished	<ul style="list-style-type: none"> • The writing includes two examples of the student's culture and two explanations. • The writing includes details, makes sense, and contains some mechanical errors.
2 Developing	<ul style="list-style-type: none"> • The writing includes one example of the student's culture and one explanation. • The writing does not include many details, does not make sense, and contains several mechanical errors.
1 Beginning	<ul style="list-style-type: none"> • The writing does not include an example of the student's culture or an explanation. • The writing does not include details, does not make sense, and contains serious mechanical errors.

Goodbred, Tracy R.

From: Digital Technical Support <epgtech@mheducation.com>
Sent: Friday, December 13, 2019 10:17 AM
To: Clark, Sandy
Subject: (EXT) RE: Product Query-ConnectED - Case 16277296 [ref:_00D80LRll_5000y1eZgym:ref]

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



Dear Sandy Clark,

When you click on Grade 3 WorkText Assessments it doesn't show the assessments already created? Once the assessment are taken you can see the answers in the gradebook.



SOCIAL STUDIES

The United States:
Its Regions and Neighbors



Online Assessments

Grade 3 WorkText Assessments

Assigned Tests

My Test Library

Item Banks

Grade 3 WorkText Assessments

Archived

Filter

My Tests

Search by the subj.

Grade 3 WorkText Assessments

1 2 3 ... 6 >

Title	Subject	Grd.	Created	
Unit 4 Lesson 4 Rebuilding New Orleans: Design a...	SS	3rd	11/30/2016	⚙
Unit 4 Lesson 1 Martin Luther King, Jr.: A Man w...	SS	3rd	11/30/2016	⚙
Unit 4 Inquiry Investigation Rubric: Scrapbook: 1	SS	3rd	11/30/2016	⚙
Unit 4 Big Idea Project: Class Constitution: 1	SS	3rd	11/30/2016	⚙
Unit 3 Lesson 2 Florida Citrus: Citrus Recipe: 1	SS	3rd	11/30/2016	⚙
Unit 3 Inquiry Investigation Rubric: Skit: 1	SS	3rd	11/30/2016	⚙
Unit 3 Big Idea Project: Advertisement Project: 1	SS	3rd	11/30/2016	⚙
Unit 2 Lesson 4 Frida Kahlo: Great Mexican Artist: 1	SS	3rd	11/30/2016	⚙
Unit 2 Lesson 3 Nunavut: A New Territory: Cultur...: 1	SS	3rd	11/30/2016	⚙
Unit 2 Lesson 2 Melquiades Martineaz: Contributio...: 1	SS	3rd	11/30/2016	⚙
Unit 2 Inquiry Investigation Rubric: Written Rep...: 1	SS	3rd	11/30/2016	⚙
Unit 2 Big Idea Project: Story: 1	SS	3rd	11/30/2016	⚙
Unit 1 Lesson 3 Mines Across the World: Resource...: 1	SS	3rd	11/30/2016	⚙
Unit 1 Lesson 2 John M. In: Father of Our Nation...: 1	SS	3rd	11/30/2016	⚙
Unit 1 Inquiry Investigation Rubric: Picture or...: 1	SS	3rd	11/30/2016	⚙
Unit 1 Big Idea Project: North America and Carib...: 1	SS	3rd	11/30/2016	⚙
Unit 4 Florida Standards Assessment: 1	SS	3rd	07/06/2016	⚙
Unit 3 Florida Standards Assessment: 1	SS	3rd	07/06/2016	⚙
Unit 2 Florida Standards Assessment: 1	SS	3rd	07/06/2016	⚙
Unit 1 Florida Standards Assessment: 1	SS	3rd	07/05/2016	⚙

1 2 3 ... 6 >

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 16277296.

Kind Regards,
Samaria V
Technical Support Representative
Phone: 800-437-3715, Monday-Friday, 7 am-8 pm EST

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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](#)

ref:_00D80LRll._5000y1eZgym:ref

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

From: []
Sent:
To:
Subject:

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

From: Clark, Sandy [clarksh@santarosa.k12.fl.us]
Sent: 12/13/2019 10:54 AM
To: epgtech@mheducation.com
Subject: RE: (EXT) RE: Product Query-ConnectED - Case 16277296 [ref:_00D80LRll._5000y1eZgym:ref]

This is not a premade test but one that I started and had difficulty find the question that went with the unit. I there not one that is already made by the publisher? I would like a test that was made by the publisher. I find that this curriculum is lacking in the teacher edition with no answers of unit assessments. I have struggled using this curriculum and don't quite understand why it didn't come with a teacher's manual with ALL answers for the unit study, work sheets and assessments.

From: Digital Technical Support <epgtech@mheducation.com>
Sent: Friday, December 13, 2019 9:39 AM

To: Clark, Sandy <ClarkSH@santarosa.k12.fl.us>

Subject: (EXT) RE: Product Query-ConnectED - Case 16277296 [ref:_00D80LRll._5000y1eZgym:ref]

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To access pre-made assessment you will need to do the following:

1. Log in to the Online Assessment Center and clicking My Test Library.

The screenshot shows the McGraw-Hill Social Studies Teacher Center interface. At the top, there is a navigation bar with the McGraw-Hill logo, the text 'FLORIDA SOCIAL STUDIES', and 'TEACHER CENTER PRIMARY SOURCE LIBRARY'. Below this is a section titled 'Online Assessments'. The main content area is titled 'Clark Soc Studies 3 Period 07 0041-50210503-034 Assigned Tests'. It features two tabs: 'Assigned Tests' and 'My Test Library'. Below the tabs are two buttons: '+ New Test' and 'Assign Test From Library'. There is a search box labeled 'Search by title'. Below the search box is a table with columns for 'Title', 'Schedule', and 'Status'. The table is currently empty, and a message below it says 'No current quizzes.'

2. Click on My Test. It will bring up all the pre-made test so you don't have to search the



Online Assessments

My Test Library

Assigned Tests | My Test Library

[+ New Test](#)
[Item Banks](#)
[My Tests](#)
[Archived](#)
[Filter](#)

[Grade 3 Primary Sources Asses...](#)

Title	Subject	Grd.	Created	IF
Cultural Celebrations	SS	3rd	12/12/2019	



responding to this issue, please use the "Reply" button to ensure prompt processing of your question. If you need our team, please refer to case number 16277296.

Regards,
Maria V
Technical Support Representative
Phone: 800-437-3715, Monday-Friday, 7 am-8 pm EST

our Self Help Website with many FAQ documents: [DTS Communities](#)

u want to submit a new issue, or would like to chat with us now, please click [Contact Us](#). We are available to ch
day-Friday, 9 am-8 pm EST.

u want to receive automatic updates about MH platforms, subscribe here: [Status Page](#)

.00D80LRll_5000y1eZgym:ref



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immediately by replying to the message and deleting it from your computer. Thank you.



Goodbred, Tracy R.

From: Your Opinion Counts <youopinioncounts@mheducation.com>
Sent: Monday, December 16, 2019 6:16 PM
To: Clark, Sandy
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 #: 16277296
Date Opened: 12/12/2019
Customer Support Representative: Samaria

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: Wednesday, December 18, 2019 9:02 AM
To: Mainer, Stephanie
Subject: (EXT) Please verify your email for McGraw-Hill Connect2

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



Dear Stephanie Mainer,

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.

Subject: (EXT) FW: (EXT) Justice Involved Youth Discussion
Location: 1-866-692-4530,,,596679697#

Start: Mon 12/23/2019 2:00 PM
End: Mon 12/23/2019 3:00 PM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: Bradigan, Katie

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

Ladies,

You can tune in from anywhere, but you are welcome to come to my office if you like. Let me know what you prefer.
Thanks!

-----Original Appointment-----

From: Bradigan, Katie <Katie.Bradigan@mheducation.com>
Sent: Sunday, December 22, 2019 7:59 PM
To: Bradigan, Katie; Barber, Karen R Dr.
Subject: (EXT) Justice Involved Youth Discussion
When: Monday, December 23, 2019 2:00 PM-3:00 PM (UTC-06:00) Central Time (US & Canada).
Where: 1-866-692-4530,,,596679697#

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

Karen-

I'm looking forward to connecting you and your team with Antonio Samuel from Amazon tomorrow at 2pm CST. I love connecting smart, passionate & commitment leaders who care deeply about helping kids so I know tomorrow's conversation will be great. I had an opportunity to talk with Antonio this week to share the background information you provided and he is eager to listen and learn more about your incredible work and share his background & vision for future work in this arena.

Thanks Karen!

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Recurrence: (none)

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Goodbred, Tracy R.

From: Bradigan, Katie <Katie.Bradigan@mheducation.com>
Sent: Monday, January 6, 2020 8:08 PM
To: Antonio Samuel
Cc: Barber, Karen R Dr.
Subject: (EXT) Re: (EXT) Justice Involved Youth Discussion

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

Antonio- vacation at Amazon? I didn't know that was a thing :) I'm so glad to hear you got to take some time off for the holiday and enjoy time with your family! I know how crazy this time of year is at Amazon!

I hate to throw a small wrench in our possible time slot but I now have a meeting scheduled during our proposed window on the 9th.

Are you both available on Friday, January 10th at 3pm CST?

Get [Outlook for iOS](#)

From: Antonio Samuel <antonio.samuelmba@gmail.com>
Sent: Monday, January 6, 2020 1:07 PM
To: Bradigan, Katie
Cc: Barber, Karen R Dr.
Subject: Re: (EXT) Justice Involved Youth Discussion

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

Katie,

First and foremost thanks for making this connection and I really looking forward to touching base with you and Karen. Apologies for the delayed response but I'm just returning from vacation over the holidays. With the 3rd already behind us, the 9th at 3pm CST works for me. The 23rd I'll be in Phoenix for an all day meeting so that wouldn't work for me.

Thanks again and I'll tentatively block off my calendar for the 9th until I hear otherwise.

Antonio

On Wed, Dec 25, 2019 at 7:00 PM Bradigan, Katie <Katie.Bradigan@mheducation.com> wrote:

Karen & Antonio-

First, I hope you both are having aVERY Merry Christmas! I know I've spent the entire day relaxing, eating and eating some more so I hope your holiday has been very similar! I've attached a few pictures of my current view lol.

I know that we had to reschedule our conversation on Monday because of Antonio's flights being cancelled (oh the joys of air travel in the Midwest!) so I wanted to touch base to throw a few dates/times out for us to connect. I know you both are incredibly busy so please let me know if any of the below work well for you both. If so, I will send a calendar invite with a phone bridge to hold the time.

- Friday, January 3rd at 11am CST or 2 pm CST
- Thursday, January 9th at 3pm CST
- Thursday, January 23rd at 3pm CST

Thank you both so much- I can't wait to connect two brilliant & passionate leaders who care deeply about kids!



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: "Barber, Karen R Dr." <BarberK@santarosa.k12.fl.us>

Date: Monday, December 23, 2019 at 11:38 AM

To: "Bradigan, Katie" <Katie.Bradigan@mheducation.com>
Subject: RE: (EXT) Justice Involved Youth Discussion

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

Can't wait! Thank you so much, Katie! Talk to you at 2:00!

Dr. Karen R. Barber

Director of Federal Programs

Santa Rosa School District

6032 Hwy. 90

Milton, FL 32570

-----Original Appointment-----

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To: Bradigan, Katie; Barber, Karen R Dr.

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Goodbred, Tracy R.

From: Bradigan, Katie <Katie.Bradigan@mheducation.com>
Sent: Tuesday, January 7, 2020 8:09 AM
To: Barber, Karen R Dr.; Antonio Samuel
Subject: (EXT) Re: Justice Involved Youth Discussion

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

Wonderful! I'll send a calendar invite and phone bridge for us for this Friday at 3pm CST.

@Karen- are you planning to invite your teachers/specialists? If so, let me know if you'd like me to add them to the invite and/or if you will forward along to them.

Looking forward to bringing two of my favorite leaders together to collaborate, learn & share!



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: "Barber, Karen R Dr." <BarberK@santarosa.k12.fl.us>
Date: Tuesday, January 7, 2020 at 8:48 AM
To: "Bradigan, Katie" <Katie.Bradigan@mheducation.com>, Antonio Samuel <antonio.samuelmba@gmail.com>
Subject: Justice Involved Youth Discussion

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

That works for me!

Dr. Karen R. Barber
Director of Federal Programs

Santa Rosa School District
6032 Hwy. 90
Milton, FL 32570

From: Bradigan, Katie <Katie.Bradigan@mheducation.com>
Sent: Monday, January 6, 2020 8:08 PM
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Cc: Barber, Karen R Dr. <BarberK@santarosa.k12.fl.us>
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[Get Outlook for iOS](#)

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Dr. Karen R. Barber

Director of Federal Programs

Santa Rosa School District

6032 Hwy. 90

Milton, FL 32570

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, January 10, 2020 11:02 AM
To: McDaniel, Brennis L.
Subject: (EXT) Automatic reply: Ordering Aleks Program

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

I am out of the office for trainings from January 8-10th. 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: Monday, January 13, 2020 8:21 AM
To: McDaniel, Brennis L.; Stetler, Sue
Cc: Miller, Johnny
Subject: (EXT) RE: Ordering Aleks Program

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

Sorry for your trouble in ordering. I believe Sue was trying to call to place an order by credit card. If you would like, you can email me a purchase order with the quote, I will be happy to send it to customer service for processing. If you still plan to purchase using a credit card, it will have to be with customer service over the phone. Let me know and I will.

Thanks



Ty Ezell

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



From: McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Sent: Friday, January 10, 2020 12:02 PM
To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>; Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: Ordering Aleks Program

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

Ty,

Mrs. Stetler nor I have heard back on purchasing Aleks. Can you please let us know what our next step needs to be and why this process is taking so long. Please read the emails below from Stetler and let us know.

Thank you,

Mrs. Brennis McDaniel

Central High Mathematics
mcdanielb@santarosa.k12.fl.us

CONFIDENTIALITY NOTICE: This e-mail transmission, and any documents, files or previous e-mail messages attached to it, may contain confidential information that is for the sole use of the intended recipient. If you are not the intended recipient, or a person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this message is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify me through one of the contacts in the signature above, and destroy the original transmission and its attachments without reading them or saving them to disk. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public-records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing. Thank you.

From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Sent: Tuesday, January 7, 2020 8:54 AM
To: McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Subject: Fw: Ordering Aleks Program

This is the last that I heard or had correspondence in regards to Aleks Program.

Do you have the time to follow up with Ty and see what's going on?

Sue Stetler

Bookkeeper
Central School
6180 Central School Road
Milton FL 32570
850-983-5640

From: Stetler, Sue
Sent: Wednesday, November 6, 2019 8:05 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Ordering Aleks Program

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
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, January 13, 2020 8:21 AM
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Cc: Miller, Johnny
Subject: (EXT) RE: Ordering Aleks Program

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Ty Ezell

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



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To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>; Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: Ordering Aleks Program

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

Ty,

Mrs. Stetler nor I have heard back on purchasing Aleks. Can you please let us know what our next step needs to be and why this process is taking so long. Please read the emails below from Stetler and let us know.

Thank you,

Mrs. Brennis McDaniel

Central High Mathematics
mcdanielb@santarosa.k12.fl.us

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From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Sent: Tuesday, January 7, 2020 8:54 AM
To: McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Subject: Fw: Ordering Aleks Program

This is the last that I heard or had correspondence in regards to Aleks Program.

Do you have the time to follow up with Ty and see what's going on?

Sue Stetler

Bookkeeper

Central School

6180 Central School Road
Milton FL 32570
850-983-5640

From: Stetler, Sue
Sent: Wednesday, November 6, 2019 8:05 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Ordering Aleks Program

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!

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, January 13, 2020 8:28 AM
To: McDaniel, Brennis L.; Stetler, Sue
Cc: Miller, Johnny
Subject: (EXT) RE: (EXT) RE: Ordering Aleks Program

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

She can call Customer Service at 800-334-7344. They can take the order over the phone.



Ty Ezell

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



From: McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Sent: Monday, January 13, 2020 9:25 AM
To: Ezell, Ty <david.ezell@mheducation.com>; Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: RE: (EXT) RE: Ordering Aleks Program

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Ty,

I think Sue is needing to order by credit card. Can you send the information on how to do that?

Thanks!

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Central High Mathematics
mcdanielb@santarosa.k12.fl.us

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Sent: Monday, January 13, 2020 8:21 AM
To: McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>; Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: (EXT) RE: Ordering Aleks Program

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Sorry for your trouble in ordering. I believe Sue was trying to call to place an order by credit card. If you would like, you can email me a purchase order with the quote, I will be happy to send it to customer service for processing. If you still plan to purchase using a credit card, it will have to be with customer service over the phone. Let me know and I will.

Thanks



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



From: McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Sent: Friday, January 10, 2020 12:02 PM
To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>; Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: Ordering Aleks Program

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Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Monday, January 13, 2020 9:46 AM
To: Hall, Mary Beth
Subject: (EXT) Reset Your McGraw-Hill Education Password

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



Dear Mary Hall,

We received a password reset request for your McGraw-Hill account. Username: m.hall.536.

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: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Monday, January 13, 2020 3:14 PM
To: North, Darren E
Cc: McWilliams, Debbie;Buchanan, Morris
Subject: (EXT) Re: Textbook Resources for Statistics 2023

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

Hi Darren,

It is good to hear from you. I will request a ConnectMath account for Debbie so she can download the resources from the Navidi course. Debbie, you should receive a new ConnectMath email within the next 24 hours.

If you have any questions, please feel free to reach out.

My best,

Kim

Sent from my iPhone

On Jan 13, 2020, at 12:58 PM, North, Darren E <dnorth@pensacolastate.edu> wrote:

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

Good Afternoon Kim,

Can you please help with this? Mrs. McWilliams is one of our dual enrollment instructors. Thank you.

From: McWilliams, Debbie <McWilliamsD@santarosa.k12.fl.us>
Sent: Monday, January 13, 2020 12:11 PM
To: North, Darren E <dnorth@pensacolastate.edu>; Buchanan, Morris <mbuchanan@pensacolastate.edu>
Subject: Textbook Resources for Statistics 2023
Importance: High

<p>*** This email originated from outside the Pensacola State College email system. *** Please exercise additional caution when clicking links or attachments within this email or responding to requests for personal data.</p>

Good Afternoon Gentlemen:

Could you please send me the codes to get the textbook resources for the Elementary Statistics 2nd Edition book by William Navidi & Barry Monk? I have a new computer in my classroom at MHS and we can't get the resources to load properly on my new computer. Thanks for your help. Have A Great Day!

Debbie McWilliams

MHS Math Department

Mu Alpha Theta Sponsor

MHS Class of 1979

mcwilliamsd@mail.santarosa.k12.fl.us

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Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Wednesday, January 15, 2020 11:02 AM
To: Gandy, Sara
Subject: (EXT) Reset Your McGraw-Hill Education Password

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



Dear Sara Gandy,

We received a password reset request for your McGraw-Hill account. Username: s.gandy.21.

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: Thursday, January 16, 2020 2:50 PM
To: Cole, Christi
Subject: (EXT) Case Created : Welcome to McGraw-Hill Education Integrations Support.

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



Thank you for contacting McGraw-Hill Education Integration Support.

Case number 16470799 (ref:_00D80LRll._5000y1gXy3Y:ref) has been opened for you. We will address your email as quickly as possible, though please allow up to 1 business day for a response. 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 16470799 if you have any further questions regarding this issue.

Sincerely, McGraw-Hill Education Integration Support

You submitted the following request on 1/16/2020 3:49 PM to McGraw Hill Education:

Good Afternoon MHEducation,

Santa Rosa County is in the process of switching to a new SIS (FOCUS). Our Finance department has already switched over to the new system. The new system uses different Employee ID Numbers, which is what we use for sourcedId, than our current system. We currently don't have a set date of this transition.

Since you use One Roster, we would like to know if changing the Employee sourcedId will cause any problems.

Will it create new users?

Will we be able to map the old user to the new user?

Will current users lose historical data and if so is there a way to backup and restore that data?

Are there any other potential problems we should be aware of?

Student information will not be affected.

Thanks in advance.

Christi Cole

Operation Integration Specialist

Santa Rosa County School District
850-983-5074
SMARTHELP@santarosa.k12.fl.us

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Goodbred, Tracy R.

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Friday, January 17, 2020 9:49 AM
To: Cole, Christi;Johnson, Todd
Cc: Ezell, Ty;Miller, Kim;Sanchez, Sal;Powers-Scanga, Rachel
Subject: (EXT) Change to SIS- Santa Rosa, FL

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

Good morning Christi,

I received an email in our support queue that says you will be switching your SIS system over to FOCUS. Since we are currently matching on employee ID #'s, changing those will mean that we will need to do some updating on our end to make sure the match is still occurring. Will these new ID's match the ID's that are being passed inside Classlink? We will need the ID's to match what Classlink is sending to what is being sent in the file.

Also, when are you making the official switch over to the new SIS?

Thank you,
Amanda Miller



Amanda Miller

Implementation Specialist
Customer Success

McGraw-Hill Education | School Group
8787 Orion Place, Columbus, OH 43240

C: 614-406-3531

amanda.miller@mheducation.com

mheducation.com



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From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Friday, January 17, 2020 10:33 AM
To: Johnson, Todd; Cole, Christi
Cc: Ezell, Ty; Miller, Kim; Sanchez, Sal; Powers-Scanga, Rachel
Subject: (EXT) RE: (EXT) Change to SIS- Santa Rosa, FL

Categories: FOCUS Switch

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Todd,
Thank you for letting us know! That's great news that all the data will update and match. That will make things a lot easier. If you could just give us a couple weeks notice before the change over, that would be great!

Thank you,

Amanda

From: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Sent: Friday, January 17, 2020 11:09 AM
To: Miller, Amanda <amanda.miller@mheducation.com>; Cole, Christi <ColeC@santarosa.k12.fl.us>
Cc: Ezell, Ty <david.ezell@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Sanchez, Sal <sal.sanchez@mheducation.com>; Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Subject: RE: (EXT) Change to SIS- Santa Rosa, FL

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

Hi Amanda,

Classlink/OneRoster will both be updated with the new Employee Ids and sourcedIds at the same time so everything should match. We don't have a specific timeframe for the switch yet other than in the next few months. Hopefully, we can wait until June after school is out.

Todd

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Friday, January 17, 2020 9:49 AM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>; Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Cc: Ezell, Ty <david.ezell@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Sanchez, Sal <sal.sanchez@mheducation.com>; Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
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From: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Sent: Friday, January 17, 2020 11:09 AM
To: Miller, Amanda <amanda.miller@mheducation.com>; Cole, Christi <ColeC@santarosa.k12.fl.us>
Cc: Ezell, Ty <david.ezell@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Sanchez, Sal <sal.sanchez@mheducation.com>; Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Subject: RE: (EXT) Change to SIS- Santa Rosa, FL

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

Hi Amanda,

Classlink/OneRoster will both be updated with the new Employee Ids and sourcedIds at the same time so everything should match. We don't have a specific timeframe for the switch yet other than in the next few months. Hopefully, we can wait until June after school is out.

Todd

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Friday, January 17, 2020 9:49 AM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>; Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Cc: Ezell, Ty <david.ezell@mheducation.com>; Miller, Kim <Kim.Miller@mheducation.com>; Sanchez, Sal <sal.sanchez@mheducation.com>; Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Subject: (EXT) Change to SIS- Santa Rosa, FL

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Good morning Christi,

I received an email in our support queue that says you will be switching your SIS system over to FOCUS. Since we are currently matching on employee ID #'s, changing those will mean that we will need to do some updating on our end to make sure the match is still occurring. Will these new ID's match the ID's that are being passed inside Classlink? We will need the ID's to match what Classlink is sending to what is being sent in the file.

Also, when are you making the official switch over to the new SIS?

Thank you,
Amanda Miller



Amanda Miller

Implementation Specialist

Customer Success

McGraw-Hill Education | School Group

8787 Orion Place, Columbus, OH 43240

C: 614-406-3531

amanda.miller@mheducation.com

mheducation.com



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Goodbred, Tracy R.

From: Miller, Amanda <amanda.miller@mheducation.com>
Sent: Friday, January 17, 2020 10:33 AM
To: Johnson, Todd; Cole, Christi
Cc: Ezell, Ty; Miller, Kim; Sanchez, Sal; Powers-Scanga, Rachel
Subject: (EXT) RE: (EXT) Change to SIS- Santa Rosa, FL

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

Todd,
Thank you for letting us know! That's great news that all the data will update and match. That will make things a lot easier. If you could just give us a couple weeks notice before the change over, that would be great!

Thank you,

Amanda

From: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Sent: Friday, January 17, 2020 11:09 AM
To: Miller, Amanda <amanda.miller@mheducation.com>; Cole, Christi <ColeC@santarosa.k12.fl.us>
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Amanda Miller

Implementation Specialist
Customer Success

McGraw-Hill Education | School Group
8787 Orion Place, Columbus, OH 43240

C: 614-406-3531

amanda.miller@mheducation.com

mheducation.com



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Implementation Specialist
Customer Success

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Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Friday, January 17, 2020 11:42 AM
To: Gandy, Sara
Subject: (EXT) Reset Your McGraw-Hill Education Password

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



Dear Sara Gandy,

We received a password reset request for your McGraw-Hill account. Username: s.gandy.21.

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: CSOM Order Management Special Orders <mhe_special_orders@mheducation.com>
Sent: Tuesday, January 21, 2020 8:37 AM
To: Stetler, Sue
Subject: (EXT) McGraw-Hill PO# STETLER110619

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

Sue Stetler

Purchase order: STETLER110619

Your purchase order is being canceled due to a number of attempts to clarify the order without success. We were not able to make contact for credit card payment. Please resubmit the order to our Order Services Department at P. O. Box 182605 Columbus, OH 43218 or fax # 1-614-860-1877

We apologize for any inconvenience this may cause. Thank you for your business.

NOTE: When replying to this email please do not alter the subject line.

*Kind Regards,
Tracy H
Order Management Representative
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

McGraw-Hill Case Number:

In response to original message sent...

From:
To:
Dated:
Subject:



Goodbred, Tracy R.

From: McGraw-Hill Order Management <no.reply.mcgraw-hill.customerservice@mheducation.com>
Sent: Tuesday, January 21, 2020 9:07 AM
To: Stetler, Sue
Subject: (EXT) McGraw Hill - Re: (EXT) McGraw-Hill PO# STETLER110619 - Case # 16510022

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



Thank you for contacting McGraw Hill. Case 16510022 has been opened for you.

Please allow up to 2 business days to respond to your inquiry.

Standard orders are processed, shipped, and delivered within **10 to 13 business days**.

In the meantime, US customers can connect with us at <http://www.mheducation.com/customerservice> for 24/7 access to view the status of your order, tracking & backorder details, proof of delivery, invoice copies, and more!

Canadian customers can submit their request on our website <http://www.mheducation.ca/contact/invoice-automation/>

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 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

Order Management

(OMT2/3)

You submitted the following request on 1/21/2020 10:06 AM to Order Management:

Please contact me as soon as you can! I've tried to call the phone number this morning that is listed below for Tracy H and get no response. The phones seem to not be working properly.

We need to get this straightened out today. We have been working on this order since September and have had difficulties all along the way in just getting the order placed.

I called on January 13th and spoke with Emily in Customer Service, giving her the credit card information. The confirmation number she gave me is 52187906 for the order.

Please check on this and get back with me as soon as possible.

Thanks!

*?Sue Stetler
Bookkeeper
Central School
6180 Central School Road
Milton FL 32570
850-983-5640*

*From: CSOM Order Management Special Orders <mhe_special_orders@mheducation.com>
Sent: Tuesday, January 21, 2020 8:36 AM
To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Subject: (EXT) McGraw-Hill PO# STETLER110619*

*CAUTION!!! This Message originated OUTSIDE the district. CAUTION!!!
Sue Stetler*

Purchase order: STETLER110619

Your purchase order is being canceled due to a number of attempts to clarify the order without success. We were not able to make contact for credit card payment. Please resubmit the order to our Order Services Department at P. O. Box 182605 Columbus, OH 43218 or fax # 1-614-860-1877

We apologize for any inconvenience this may cause. Thank you for your business.

NOTE: When replying to this email please do not alter the subject line.

Kind Regards,
Tracy H
Order Management Representative
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<<https://www.mheducation.com/customerservice>>

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

McGraw-Hill Case Number:

In response to original message sent...

From:
To:
Dated:
Subject:

[<http://mh.my.salesforce.com/servlet/servlet.ImageServer?oid=00D8000000LRll&esid=0180y00000uLZR1>]
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.

ref:_00D80LRll._5000y1gYpSx:ref



Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, January 21, 2020 9:30 AM
To: Stetler, Sue;MHE_Special_Orders;McDaniel, Brennis L.
Subject: (EXT) RE: (EXT) McGraw-Hill PO# STETLER110619

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

Sue,

I have reached out to our Customer Service team to contact you. What are you needing from them?

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: Tuesday, January 21, 2020 10:07 AM
To: MHE_Special_Orders <mhe_special_orders@mheducation.com>; Ezell, Ty <david.ezell@mheducation.com>;
McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Subject: Re: (EXT) McGraw-Hill PO# STETLER110619

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

Please contact me as soon as you can! I've tried to call the phone number this morning that is listed below for Tracy H and get no response. The phones seem to not be working properly.

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Thanks!

Sue Stetler

Bookkeeper

Central School

6180 Central School Road

Milton FL 32570

850-983-5640

From: CSOM Order Management Special Orders <mhe_special_orders@mheducation.com>

Sent: Tuesday, January 21, 2020 8:36 AM

To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>

Subject: (EXT) McGraw-Hill PO# STETLER110619

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Tracy H

Order Management Representative

McGraw-Hill | Customer Service & Order Management

860 Taylor Station Road, Blacklick Ohio 43004

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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

McGraw-Hill Case Number:

In response to original message sent...

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To:
Dated:
Subject:



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Ty Ezell

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



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Sent: Tuesday, January 21, 2020 10:07 AM
To: MHE_Special_Orders <mhe_special_orders@mheducation.com>; Ezell, Ty <david.ezell@mheducation.com>;
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Please check on this and get back with me as soon as possible.

Thanks!

Sue Stetler

Bookkeeper

Central School

6180 Central School Road

Milton FL 32570

850-983-5640

From: CSOM Order Management Special Orders <mhe_special_orders@mheducation.com>

Sent: Tuesday, January 21, 2020 8:36 AM

To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>

Subject: (EXT) McGraw-Hill PO# STETLER110619

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Sue Stetler

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Subject:



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From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, January 21, 2020 9:47 AM
To: McDaniel, Brennis L.; Stetler, Sue
Subject: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill PO# STETLER110619

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

Good Brennis! I am checking on the order for Sue.



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



From: McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Sent: Tuesday, January 21, 2020 10:44 AM
To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>; Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) McGraw-Hill PO# STETLER110619

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I still have access to the program. I've been working on it this morning.

Mrs. Brennis McDaniel
Central High Mathematics
mcdanielb@santarosa.k12.fl.us

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From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Sent: Tuesday, January 21, 2020 9:38 AM
To: Ezell, Ty <david.ezell@mheducation.com>; McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Subject: Re: (EXT) RE: (EXT) McGraw-Hill PO# STETLER110619

Good Morning, Ty!

I need to know what's going on? I thought by giving them our credit card number the order was placed and all was water over the bridge from the aggravation of getting the order placed.

On January 13th I received an email that the ALEKS order was received and the contract number is 1719077 and complete.

Now, from the email below, received today, it appears the order has been cancelled and we need to place the order again.

I need to know what is going on, why, and where things went wrong from our perspective.

Do you have any contacts with McGraw-Hill that can help with this situation?

Thanks!

Sue Stetler

Bookkeeper

Central School

6180 Central School Road

Milton FL 32570

850-983-5640

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Subject: (EXT) RE: (EXT) McGraw-Hill PO# STETLER110619

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Subject: (EXT) McGraw-Hill PO# STETLER110619

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

Sue Stetler

Purchase order: STETLER110619

Your purchase order is being canceled due to a number of attempts to clarify the order without success. We were not able to make contact for credit card payment. Please resubmit the order to our Order Services Department at P. O. Box 182605 Columbus, OH 43218 or fax # 1-614-860-1877

We apologize for any inconvenience this may cause. Thank you for your business.

NOTE: When replying to this email please do not alter the subject line.

Kind Regards,
Tracy H
Order Management Representative
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

McGraw-Hill Case Number:

In response to original message sent...

From:
To:
Dated:
Subject:



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, January 21, 2020 9:47 AM
To: McDaniel, Brennis L.; Stetler, Sue
Subject: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill PO# STETLER110619

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

Good Brennis! I am checking on the order for Sue.



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



From: McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Sent: Tuesday, January 21, 2020 10:44 AM
To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>; Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) McGraw-Hill PO# STETLER110619

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

I still have access to the program. I've been working on it this morning.

Mrs. Brennis McDaniel

Central High Mathematics
mcdanielb@santarosa.k12.fl.us

CONFIDENTIALITY NOTICE: This e-mail transmission, and any documents, files or previous e-mail messages attached to it, may contain confidential information that is for the sole use of the intended recipient. If you are not the intended recipient, or a person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of any of the information contained in or attached to this message is STRICTLY PROHIBITED. If you have received this transmission in error, please immediately notify me through one of the contacts in the signature above, and destroy the original transmission and its attachments without reading them or saving them to disk. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public-records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing. Thank you.

From: Stetler, Sue <StetlerS@santarosa.k12.fl.us>

Sent: Tuesday, January 21, 2020 9:38 AM

To: Ezell, Ty <david.ezell@mheducation.com>; McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>

Subject: Re: (EXT) RE: (EXT) McGraw-Hill PO# STETLER110619

Good Morning, Ty!

I need to know what's going on? I thought by giving them our credit card number the order was placed and all was water over the bridge from the aggravation of getting the order placed.

On January 13th I received an email that the ALEKS order was received and the contract number is 1719077 and complete.

Now, from the email below, received today, it appears the order has been cancelled and we need to place the order again.

I need to know what is going on, why, and where things went wrong from our perspective.

Do you have any contacts with McGraw-Hill that can help with this situation?

Thanks!

Sue Stetler

Bookkeeper

Central School

6180 Central School Road

Milton FL 32570

850-983-5640

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

Sent: Tuesday, January 21, 2020 9:30 AM

To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>; MHE_Special_Orders <mhe_special_orders@mheducation.com>;

McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>

Subject: (EXT) RE: (EXT) McGraw-Hill PO# STETLER110619

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

Sue,

I have reached out to our Customer Service team to contact you. What are you needing from them?

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: Tuesday, January 21, 2020 10:07 AM
To: MHE_Special_Orders <mhe_special_orders@mheducation.com>; Ezell, Ty <david.ezell@mheducation.com>;
McDaniel, Brennis L. <McDanielB@santarosa.k12.fl.us>
Subject: Re: (EXT) McGraw-Hill PO# STETLER110619

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

Please contact me as soon as you can! I've tried to call the phone number this morning that is listed below for Tracy H and get no response. The phones seem to not be working properly.

We need to get this straightened out today. We have been working on this order since September and have had difficulties all along the way in just getting the order placed.

I called on January 13th and spoke with Emily in Customer Service, giving her the credit card information. The confirmation number she gave me is 52187906 for the order.

Please check on this and get back with me as soon as possible.

Thanks!

Sue Stetler

Bookkeeper
Central School
6180 Central School Road
Milton FL 32570
850-983-5640

From: CSOM Order Management Special Orders <mhe_special_orders@mheducation.com>
Sent: Tuesday, January 21, 2020 8:36 AM
To: Stetler, Sue <StetlerS@santarosa.k12.fl.us>
Subject: (EXT) McGraw-Hill PO# STETLER110619

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

Sue Stetler

Purchase order: STETLER110619

Your purchase order is being canceled due to a number of attempts to clarify the order without success. We were not able to make contact for credit card payment. Please resubmit the order to our Order Services Department at P. O. Box 182605 Columbus, OH 43218 or fax # 1-614-860-1877

We apologize for any inconvenience this may cause. Thank you for your business.

NOTE: When replying to this email please do not alter the subject line.

Kind Regards,
Tracy H
Order Management Representative
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

McGraw-Hill Case Number:

In response to original message sent...

From:
To:
Dated:
Subject:



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Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Tuesday, January 21, 2020 11:22 AM
To: Phillips, Claudia L.
Subject: (EXT) Reset Your McGraw-Hill Education Password

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



Dear Claudia Phillips,

We received a password reset request for your McGraw-Hill account. Username: c.phillips.1584.

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: CSOM Domestic Customer Service2 <seg_customerservice@mheducation.com>
Sent: Wednesday, January 22, 2020 9:57 AM
To: Stetler, Sue
Subject: (EXT) Central High School - MH Case #16530181 [ref:_00D80LRll._5000y1gZFpV:ref]
Attachments: INVOICE_US_111429935001.pdf

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

Dear Sue Stetler,

Thank you for contacting us regarding your invoice on purchase order number STETLER/CC. Your invoice(s) are attached as requested.

Please contact us with any additional questions or concerns.

Kind Regards,
Charlene P
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

ref:_00D80LRll._5000y1gZFpV:ref

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

From: []
Sent:
To:
Subject:





FEIN: 80-0899290
 SUT#: 80-0885860
SEND RETURNS TO
 McGraw Hill LLC
 860 TAYLOR STATION ROAD
 BLACKLICK OH 43004
 UNITED STATES

SAN# 200-254x

CUSTOMER ORDER

ORIGINAL INVOICE

SEND SERVICE INQUIRIES TO

111429935001	17-JAN-2020
INVOICE NO	DATE

P.O. BOX 182605
 COLUMBUS, OH, 43218-2605
 UNITED STATES

PHONE: 1-888-307-5984
 FAX: 1-800-953-8691

ORDERED BY:

SHIP TO ACCT: 237318

EDI/SAN:

BILL TO ACCT: 237318

+ EDI/SAN:

CENTRAL HIGH SCHOOL
6180 CENTRAL SCHOOL RD
MILTON FL 32570

ATTN: SUE STETLER
CENTRAL HIGH SCHOOL
6180 CENTRAL SCHOOL RD
MILTON FL 32570

Contract No:1719077 (Bill To) **CUSTOMER CLASS: US-ELHI PUBLIC SCHOOLS**

PO NO:	STETLER/CC	TERMS:	IMMEDIATE	FUTURE BILL DATE:	SALES ORDER #:	52339276-7494918ONT
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SHIP VIA:	SHIP TERMS:	DELIVERY NO:
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ISBN	MHID	AUTHOR & TITLE	QUANTITY	PRICE	DISCOUNT	TAXED	NET EXTENDED PRICE
9780021391509	0021391505	ALEKS ALEKS ADD ON 1 YEAR SUBSCRIPTION 2014 1 : 13-JUL-20 - 12-JUL-21 User(s) = 1	60	19.98	0% US-N		1,198.80

ATTENTION: In our effort to protect our customers data, we will no longer store credit card data in any manner within in our system. Therefore, as of April 30, 2016 we will no longer accept credit card orders via email, fax, or mail/package delivery. Credit card orders may be placed over the phone by calling the number listed above or via our websites by visiting www.mheducation.com or www.mhecoast2coast.com.

SUBTOTAL -->	1,198.80
SALES TAX -->	0.00
SHIPPING & HANDLING -->	0.00
INVOICE TOTAL (USD) -->	1,198.80
PREPAYMENT -->	1,198.80

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PAGE 1 OF 1

REMITTANCE COPY



For Your Convenience pay by
Wire or Money Transfer:
 Account Name: McGraw Hill LLC
 Bank Name: BMO Harris Bank, N.A.
 ABA: 071000288
 SWIFT: HATRUS44
 ACCOUNT NUMBER: 3284429

REMIT TO

McGraw Hill LLC
 LOCKBOX 71545
 CHICAGO IL 60694-1545
 UNITED STATES

BILL TO

ATTN: SUE STETLER
 CENTRAL HIGH SCHOOL
 6180 CENTRAL SCHOOL RD
 MILTON FL 32570

RETURN THIS PORTION WITH PAYMENT PAYABLE IN US DOLLARS

ACCOUNT NUMBER	237318
INVOICE NUMBER	111429935001
AMOUNT DUE	0.00

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, January 22, 2020 10:59 AM
To: Stetler, Sue
Cc: McDaniel, Brennis L.
Subject: (EXT) Re: Regarding the ALEKS order

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

I am glad is taken care of. I am truly sorry for all your troubles trying to place the order. Please let me know if I can help in the future.

Thanks

Sent from my iPhone

On Jan 22, 2020, at 10:08 AM, Stetler, Sue <StetlerS@santarosa.k12.fl.us> wrote:

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

I called and talked with Shirley at McGraw Hill this morning about our order being cancelled.

In summary:

With our order on November 6th, the credit card was not run and they still had the order as open.

When I paid with the credit card on January 13, 2020, they duplicated the order. Upon realizing that the order was now a duplicate they "cancelled" the order from November 6th.

The order is now active and the order number is 52187906 if we need any further assistance.

Thank you Ty for your direction in getting this much work for product to an operational service.

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: Wednesday, January 22, 2020 11:00 AM
To: Godwin, Natasha D.
Cc: Cole, Christi; Sanchez, Sal
Subject: (EXT) Re: LTI Application Issue?

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

Natasha,

Are you sending this to me because you haven't gotten a response?

Sent from my iPhone

On Jan 22, 2020, at 9:57 AM, Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us> wrote:

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

FYI below.

Natasha Godwin, MLIS
Instructional Technology Specialist
Santa Rosa District Schools
850-983-5114

From: Godwin, Natasha D.
Sent: Wednesday, January 22, 2020 9:57 AM
To: sal.sanchez@mheducation.com
Cc: Cole, Christi <ColeC@santarosa.k12.fl.us>; Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Subject: LTI Application Issue?

Hi Sal,

I'm not sure what might be going on here, but we have a user named Stephanie Mainer (MainerS) who sees the error below when clicking our LTI app in Classlink. She appears in the roster file and the back end of McGraw Hill.

<image003.jpg>

Natasha Godwin, MLIS
Instructional Technology Specialist
Santa Rosa District Schools
Douglas A. Dillon Administrative Center
Office of Professional Learning
6032 Hwy 90

Milton, FL 32570
850-983-5114

<image001.jpg>

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Instructional Technology Specialist
Santa Rosa District Schools
Douglas A. Dillon Administrative Center
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Milton, FL 32570
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<image001.jpg>

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Goodbred, Tracy R.

From: Sanchez, Sal <sal.sanchez@mheducation.com>
Sent: Wednesday, January 22, 2020 1:20 PM
To: Godwin, Natasha D.
Cc: Cole, Christi;Youngblood, Clark J;Ezell, Ty
Subject: (EXT) RE: LTI Application Issue?

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Hi Natasha,

I see the issue with Ms Mainer's account. It should be resolved after the next overnight sync. I will check back tomorrow to make sure that her data is processed as expected .

Thanks,

Sal



Salvador Sanchez

Sr. Solution Architect

McGraw-Hill Education | School Group

8787 Orion Place, Columbus, OH 43240

C: 740-656-0027

sal.sanchez@mheducation.com

mheducation.com

From: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>
Sent: Wednesday, January 22, 2020 10:57 AM
To: Sanchez, Sal <sal.sanchez@mheducation.com>
Cc: Cole, Christi <ColeC@santarosa.k12.fl.us>; Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
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Hi Sal,

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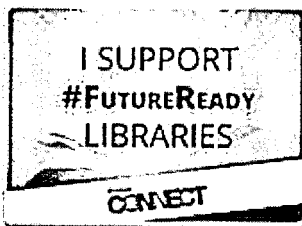


Your user account could not be located. Please contact support

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

Code: L500

Natasha Godwin, MLIS
Instructional Technology Specialist
Santa Rosa District Schools
Douglas A. Dillon Administrative Center
Office of Professional Learning
6032 Hwy 90
Milton, FL 32570
850-983-5114



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Sal



Salvador Sanchez

Sr. Solution Architect

McGraw-Hill Education | School Group

8787 Orion Place, Columbus, OH 43240

C: 740-656-0027

sal.sanchez@mheducation.com

mheducation.com

From: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>
Sent: Wednesday, January 22, 2020 10:57 AM
To: Sanchez, Sal <sal.sanchez@mheducation.com>
Cc: Cole, Christi <ColeC@santarosa.k12.fl.us>; Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Subject: LTI Application Issue?

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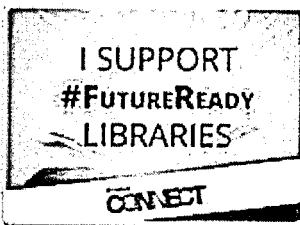


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Sorry, we seem to be having some difficulty finding this page.
If the problem persists, please contact Support.

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Natasha Godwin, MLIS
Instructional Technology Specialist
Santa Rosa District Schools
Douglas A. Dillon Administrative Center
Office of Professional Learning
6032 Hwy 90
Milton, FL 32570
850-983-5114



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, January 22, 2020 2:09 PM
To: Baugus, Jeffery A.
Subject: (EXT) Math Meeting

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

Hi Jeff,

I wanted to reach out again and thank you for agreeing to meet with our team regarding math questions and trends. They would like to know what time is best for you and your team on 2/12? We will cover k-12 math in the meeting.

Thanks

Sent from my iPhone

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, January 22, 2020 8:22 PM
To: Baugus, Jeffery A.
Subject: (EXT) Re: (EXT) Math Meeting

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

Sounds good. Thank you in advance.

Sent from my iPhone

On Jan 22, 2020, at 8:14 PM, Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us> wrote:

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

After lunch would be best. How's 1 pm?

Serving Together,
<Outlook-xnpaebjm.png>

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, January 22, 2020 2:09 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
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Hi Jeff,

I wanted to reach out again and thank you for agreeing to meet with our team regarding math questions and trends. They would like to know what time is best for you and your team on 2/12? We will cover k-12 math in the meeting.

Thanks

Sent from my iPhone

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Goodbred, Tracy R.

From: Sanchez, Sal <sal.sanchez@mheducation.com>
Sent: Thursday, January 23, 2020 7:15 AM
To: Cole, Christi; Godwin, Natasha D.
Cc: Youngblood, Clark J; Ezell, Ty
Subject: (EXT) RE: (EXT) RE: LTI Application Issue?

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

Good Morning Santa Rosa Team,
Ms Mainer's account should be accessible now:

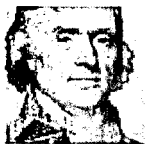


My connected Programs



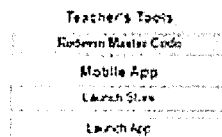
Discovering Our Past: A History of the United States, Early Years - Florida Edition 2019
Teacher Edition

Manage Content



Discovering Our Past: A History of the United States, Early Years - Florida Edition 2019
Student Edition

Manage Content Assign Content



Please let me know if she is still unable to log in.

Best,
Sal



Salvador Sanchez

Sr. Solution Architect
McGraw-Hill Education | School Group
8787 Orion Place, Columbus, OH 43240
C: 740-656-0027
sal.sanchez@mheducation.com
mheducation.com

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Sent: Wednesday, January 22, 2020 2:21 PM
To: Sanchez, Sal <sal.sanchez@mheducation.com>; Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>
Cc: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>; Ezell, Ty <david.ezell@mheducation.com>
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*** EXTERNAL EMAIL: If sender is unknown, use caution when opening. ***

Thank you Sal,

Christi

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Sent: Wednesday, January 22, 2020 1:20 PM
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Hi Natasha,

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C: 740-656-0027

sal.sanchez@mheducation.com

mheducation.com

From: Godwin, Natasha D. <GodwinN@santarosa.k12.fl.us>
Sent: Wednesday, January 22, 2020 10:57 AM
To: Sanchez, Sal <sal.sanchez@mheducation.com>
Cc: Cole, Christi <ColeC@santarosa.k12.fl.us>; Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
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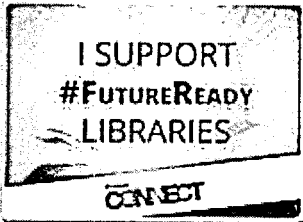


Your user account could not be located. Please contact support

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

Code: L500

Natasha Godwin, MLIS
Instructional Technology Specialist
Santa Rosa District Schools
Douglas A. Dillon Administrative Center
Office of Professional Learning
6032 Hwy 90
Milton, FL 32570
850-983-5114



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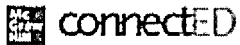
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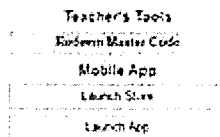
Home | My Dashboard | My Favorites | My News | My Reports
Florida

My connected Programs



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Teacher Edition

Manage Content



Discovering Our Past: A History of the United States - Early Years - Florida Edition 2018
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Manage Content Assign Content

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sal.sanchez@mheducation.com

mheducation.com

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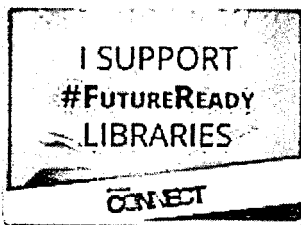


Your user account could not be located. Please contact support

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Code: L500

Natasha Godwin, MLIS
Instructional Technology Specialist
Santa Rosa District Schools
Douglas A. Dillon Administrative Center
Office of Professional Learning
6032 Hwy 90
Milton, FL 32570
850-983-5114



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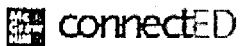
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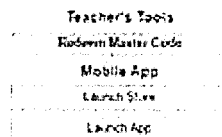
Home | My Profile | My Favorites | My Alerts | My Reports | Florida

My connectedED Programs



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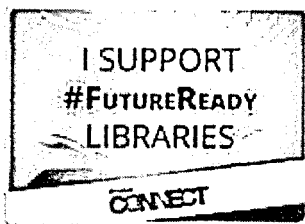


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Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Thursday, January 23, 2020 12:11 PM
To: Gandy, Sara
Subject: (EXT) Reset Your McGraw-Hill Education Password

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



Dear Sara Gandy,

We received a password reset request for your McGraw-Hill account. Username: s.gandy.21.

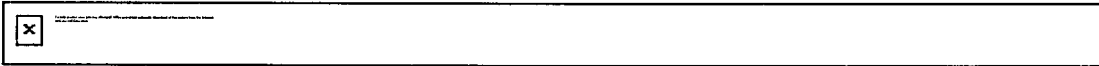
Please reset your password within the next 24 hours. If you did not make this request, there's no need to be concerned. Your account information was only sent to this email address, and your password will remain the same unless you decide to change it.

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

Goodbred, Tracy R.

From: Heath Morrison, President McGraw-Hill PreK-12
<McGrawHillSchoolEd.email@mheducation.com>
Sent: Thursday, January 23, 2020 8:47 PM
To: Mulholland, Yvette P.
Subject: (EXT) An update on our platform status

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



Dear Educators,

Over the past week, some of our platforms have experienced multiple periods of slowness and inaccessibility. We sincerely apologize for any disruption this may have caused for you and your students.

During these periods, page load times on ConnectED increased from under two seconds to up to 30 seconds; Open Learning customers have experienced similar issues upon login. In order to restore full service to customers, emergency maintenance outages have been required.

While the initial occurrence was unexpected, our monitoring systems alerted us quickly and our engineering teams are providing 24-hour analysis and coverage until the incident is fully resolved. As of today, our platforms are performing as expected and we will continue to monitor them closely.

As a former teacher, principal, and superintendent, I understand the critical importance of resolving these issues quickly. You depend on us for reliable, high-quality curricula and resources, and we take that job very seriously. We owe it to you to do better.

To have the most up-to-date information on these issues delivered to your inbox as it becomes available, visit the [Platform Status Center](#) and click on "Subscribe to Updates" at the top right.

Sincerely,
Heath Morrison
President, School PreK-12

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Goodbred, Tracy R.

From: Heath Morrison, President McGraw-Hill PreK-12
<McGrawHillSchoolEd.email@mheducation.com>
Sent: Tuesday, January 28, 2020 11:17 AM
To: Youngblood, Clark J
Subject: (EXT) Root issue identified; Full service restored

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



Dear Educators,

As you are aware, our platforms recently experienced periods of slowness and inaccessibility. Our technical teams have worked tirelessly to identify the issue and I'm pleased to say we've pinpointed the root cause and have taken corrective actions.

The disruptions were a result of a database table becoming too large and a configuration change that negatively impacted performance. Since taking steps to mitigate the root cause, our platforms are performing as expected without interruption. We will continue to closely watch performance and will update our monitoring systems accordingly to prevent similar incidents in the future.

Prior to this event, our platforms had scheduled uptimes of over 99.9% which is what we strive for in order to provide the best instructional support for you and your students. Again, please accept my deepest apologies for this disruption in service.

Sincerely,
Heath Morrison
President, School PreK-12

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, February 12, 2020 9:10 AM
To: Baugus, Jeffery A.
Subject: (EXT) Re: (EXT) Math Meeting

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

Hi Jeff,

See you at 1:00. I have two members of our team with me.

Thanks again for your time!

Sent from my iPhone

On Jan 22, 2020, at 8:14 PM, Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us> wrote:

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

After lunch would be best. How's 1 pm?

Serving Together,
<Outlook-xnpaebjm.png>

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, January 22, 2020 2:09 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: (EXT) Math Meeting

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

Hi Jeff,

I wanted to reach out again and thank you for agreeing to meet with our team regarding math questions and trends. They would like to know what time is best for you and your team on 2/12? We will cover k-12 math in the meeting.

Thanks

Sent from my iPhone

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Goodbred, Tracy R.

From: Bradigan, Katie <Katie.Bradigan@mheducation.com>
Sent: Friday, February 14, 2020 1:52 PM
To: Barber, Karen R Dr.
Subject: (EXT) Family Engagement Center

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

Hey Karen!

Happy Valentine's Day!!!!!!

I owe you call back- I will give you a shout this weekend!! I have been asked to lead McGraw's strategy around our collaboration with the Ohio Statewide Family Engagement Center. I know you are doing great work around family engagement in Santa Rosa so I wanted to share the below link. Lots of great information, ideas, success stories, etc. Just wanted to pass it along as a possible resource for you and your team as you continue the great work in Santa Rosa!

<https://ohiofamiliesengage.osu.edu/school-stories-from-ohio/>



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: Friday, February 21, 2020 2:41 PM
To: Lowrimore, Paula;Dahlgren, H. Lisa
Cc: Barber, Karen R Dr.
Subject: (EXT) Re: "Antonio Samuel" was shared with you

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

I cannot WAIT to see this video! I'm on the edge of my seat 😊



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: "Lowrimore, Paula" <LowrimoreP@santarosa.k12.fl.us>
Date: Friday, February 21, 2020 at 3:35 PM
To: "Dahlgren, H. Lisa" <DahlgrenHL@santarosa.k12.fl.us>
Cc: "Barber, Karen R Dr." <BarberK@santarosa.k12.fl.us>, "Bradigan, Katie" <Katie.Bradigan@mheducation.com>
Subject: "Antonio Samuel" was shared with you

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

Yes, please!! 😊 😊 😊 Can you also send it to Katie Bradigan at Katie.bradigan@mheducation.com? She's the person who introduced Dr. Barber to Antonio. Thank you so much, Lisa! This seriously made me cry. So awesome!! You're so talented!!

**WHO IS THE
MOST AWESOME
PERSON TODAY?**



From: Dahlgren, H. Lisa <DahlgrenHL@santarosa.k12.fl.us>
Sent: Friday, February 21, 2020 1:56 PM
To: Lowrimore, Paula <LowrimoreP@santarosa.k12.fl.us>
Subject: RE: "Antonio Samuel" was shared with you

I am sooooooooooooooooooooo happy you like it.....Would you like me to put it on my google cloud and send a link to Antonio???

**H. Lisa Dahlgren
Visual Arts Specialist
Santa Rosa District Schools
850-983-5019**



**ideas Now
" iN "**

**Lisa Dahlgren
Video Specialist
850-983-5110**

dahlgrenhl@santarosa.k12.fl.us
Santa Rosa District Schools

Teachers sharing ideas ...Join iN

Follow on: SR Classlink...Office 365...Stream...**ideas Now**

From: Lowrimore, Paula <LowrimoreP@santarosa.k12.fl.us>
Sent: Friday, February 21, 2020 1:28 PM
To: Dahlgren, H. Lisa <DahlgrenHL@santarosa.k12.fl.us>
Subject: "Antonio Samuel" was shared with you

OH MY GOODNESS!!! Lisa!!! This completely blows me away!!! Thank you, thank you, THANK YOU!!!

From: Dahlgren, H. Lisa <no-reply@microsoftstream.com>
Sent: Friday, February 21, 2020 12:08:03 PM
To: Lowrimore, Paula <LowrimoreP@santarosa.k12.fl.us>
Subject: (EXT) "Antonio Samuel" was shared with you

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



Dahlgren, H. Lisa shared this video with you



Antonio Samuel

You can watch, like, and comment on this video now or save it to your watchlist for later.

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Goodbred, Tracy R.

From: Bradigan, Katie <Katie.Bradigan@mheducation.com>
Sent: Friday, February 21, 2020 2:41 PM
To: Lowrimore, Paula;Dahlgren, H. Lisa
Cc: Barber, Karen R Dr.
Subject: (EXT) Re: "Antonio Samuel" was shared with you

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

I cannot WAIT to see this video! I'm on the edge of my seat 😊



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: "Lowrimore, Paula" <LowrimoreP@santarosa.k12.fl.us>
Date: Friday, February 21, 2020 at 3:35 PM
To: "Dahlgren, H. Lisa" <DahlgrenHL@santarosa.k12.fl.us>
Cc: "Barber, Karen R Dr." <BarberK@santarosa.k12.fl.us>, "Bradigan, Katie" <Katie.Bradigan@mheducation.com>
Subject: "Antonio Samuel" was shared with you

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

Yes, please!! 😊 😊 😊 Can you also send it to Katie Bradigan at Katie.bradigan@mheducation.com? She's the person who introduced Dr. Barber to Antonio. Thank you so much, Lisa! This seriously made me cry. So awesome!! You're so talented!!

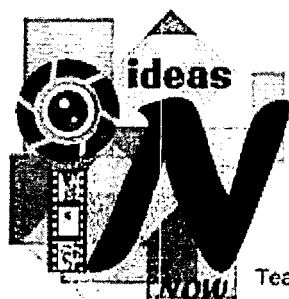
**WHO IS THE
MOST AWESOME
PERSON TODAY?**



From: Dahlgren, H. Lisa <DahlgrenHL@santarosa.k12.fl.us>
Sent: Friday, February 21, 2020 1:56 PM
To: Lowrimore, Paula <LowrimoreP@santarosa.k12.fl.us>
Subject: RE: "Antonio Samuel" was shared with you

I am sooooooooooooooooooooo happy you like it.....Would you like me to put it on my google cloud and send a link to Antonio???

H. Lisa Dahlgren
Visual Arts Specialist
Santa Rosa District Schools
850-983-5019



ideas Now
" IN "

Lisa Dahlgren
Video Specialist
850-983-5110

dahlgrenhl@santarosa.k12.fl.us
Santa Rosa District Schools

Teachers sharing ideas ...Join **IN**

Follow on: SR Classlink...Office 365...Stream...**Ideas Now**

From: Lowrimore, Paula <LowrimoreP@santarosa.k12.fl.us>
Sent: Friday, February 21, 2020 1:28 PM
To: Dahlgren, H. Lisa <DahlgrenHL@santarosa.k12.fl.us>
Subject: "Antonio Samuel" was shared with you

OH MY GOODNESS!!! Lisa!!! This completely blows me away!!! Thank you, thank you, THANK YOU!!!

From: Dahlgren, H. Lisa <no-reply@microsoftstream.com>
Sent: Friday, February 21, 2020 12:08:03 PM
To: Lowrimore, Paula <LowrimoreP@santarosa.k12.fl.us>
Subject: (EXT) "Antonio Samuel" was shared with you

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Dahlgren, H. Lisa shared this video with you



Antonio Samuel

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Goodbred, Tracy R.

From: McGraw-Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, February 24, 2020 9:35 AM
To: Head, Bridget
Subject: (EXT) Thank you for your inquiry

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, February 26, 2020 11:55 AM
To: Quina, Meg
Subject: (EXT) Re: McGraw-Hill Online Platform A&P Question

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

Meg,

I am in presentations all day today. Our Tech Support Team at 800-437-3715 can walk you through on how to find any resource or answer any question.

Sent from my iPhone

On Feb 26, 2020, at 11:50 AM, Quina, Meg <QuinaM@santarosa.k12.fl.us> wrote:

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

Hi Ty,

Can you help me locate the answer keys for the anatomy & physiology chapter tests online? I have only been able to find answer keys for worksheets and projects, and I'm trying to assist a teacher with this. I am using the demo. account, and I think the teacher's looks slightly different.

Thank you!

<Outlook-ehvtzmwe.png>

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
<Outlook-l4cwrpeb.png>

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, March 12, 2020 12:50 PM
To: Henriques, Barbara
Cc: Baugus, Jeffery A.
Subject: (EXT) Re: ordering textbooks

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

Barbara,

What program are you referring too?

Thanks

Sent from my iPhone

On Mar 12, 2020, at 12:47 PM, Henriques, Barbara <HenriquesB@santarosa.k12.fl.us> wrote:

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

David,

We have been approved to purchase 25 textbooks from your company and one teacher resource package.

Please tell me how to accomplish this asap.

Thank you,

Barbara Henriques

Gulf Breeze High School

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, March 12, 2020 1:11 PM
To: Henriques, Barbara
Subject: (EXT) Re: (EXT) Re: ordering textbooks

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

Barbara,

I will have to check on this program. We may not offer it any longer.

Sent from my iPhone

On Mar 12, 2020, at 1:09 PM, Henriques, Barbara <HenriquesB@santarosa.k12.fl.us> wrote:

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

Health Care Science Technology Career Foundations latest edition /Glencoe (2013)

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, March 12, 2020 12:50 PM
To: Henriques, Barbara <HenriquesB@santarosa.k12.fl.us>
Cc: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: (EXT) Re: ordering textbooks

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, March 12, 2020 1:13 PM
To: Henriques, Barbara
Subject: (EXT) Re: (EXT) Re: (EXT) Re: ordering textbooks

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

Ok, you can contact customer service and order at 800-334-7344. They can help you order.

Thanks

Sent from my iPhone

On Mar 12, 2020, at 1:12 PM, Henriques, Barbara <HenriquesB@santarosa.k12.fl.us> wrote:

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

My co-hart teacher just spoke with someone from your company two days ago and got prices.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, March 12, 2020 1:11 PM
To: Henriques, Barbara <HenriquesB@santarosa.k12.fl.us>
Subject: (EXT) Re: (EXT) Re: ordering textbooks

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

Barbara,

I will have to check on this program. We may not offer it any longer.

Sent from my iPhone

On Mar 12, 2020, at 1:09 PM, Henriques, Barbara <HenriquesB@santarosa.k12.fl.us> wrote:

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Health Care Science Technology Career Foundations latest edition /Glencoe (2013)

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, March 12, 2020 12:50 PM
To: Henriques, Barbara <HenriquesB@santarosa.k12.fl.us>
Cc: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: (EXT) Re: ordering textbooks

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Sent from my iPhone

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Goodbred, Tracy R.

From: Your Opinion Counts <youopinioncounts@mheducation.com>
Sent: Thursday, March 12, 2020 3:02 PM
To: Henriques, Barbara
Subject: (EXT) Your Opinion Counts - McGraw-Hill Customer Service Survey

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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 #: 16906205
Date Opened: 3/13/2020
Customer Support Representative: Napoleon

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, March 12, 2020 3:44 PM
To: Henriques, Barbara
Subject: (EXT) McGraw-Hill Order Confirmation #SEG-73292808

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

Thank you BARBARA,

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-73292808

Order Date: March 12, 2020 at 16:44:24

School: GULF BREEZE HIGH SCHOOL

Product	Price	Qty	Total
Health Care Science Technology: Career Foundations, Student Edition	\$68.67	25	\$1,716.75
ISBN-13: 9780078780929			

| MHID:
0078780926

**Health Care
Science
Technology:
Career
Foundations,
Teacher
Resource
Guide**

\$61.92 1 \$61.92

ISBN-13:
9780076614080
| MHID:
0076614085

Subtotal: \$1,778.67

Shipping: \$138.29

Tax: \$134.21

Total: \$2,051.17

Billing

Barbara Henriques
5086 Canal Street
Milton, FL 32570
SANTA ROSA county
US
8509164100
henriquesb@santarosa.k12.fl.us

Shipping

Barbara Henriques
675 Gulf Breeze Parkway
Gulf Breeze, FL 32561
SANTA ROSA County
US
Shipping service level: Standard orders are processed, shipped and delivered within 10 business days.

Payment

Payment Method:
Mastercard
Card Number ending
7591

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: CSOM Domestic Customer Service2 <seg_customerservice@mheducation.com>
Sent: Thursday, March 12, 2020 4:00 PM
To: Henriques, Barbara
Subject: (EXT) Gulf Breeze High School - MH Case #16907666 [ref:_00D80LRIL_5000y1hyCK0:ref]

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

Dear Barbara Henriques,

Thank you for contacting McGraw-Hill regarding the tax amount on your order. We appreciate the opportunity to assist you.

May you please on this email with your tax exempt certificate for us to set up your school/organization as a tax exempt.

Please contact us with any additional questions or concerns.

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

Kind Regards,
Jayson M
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 -----

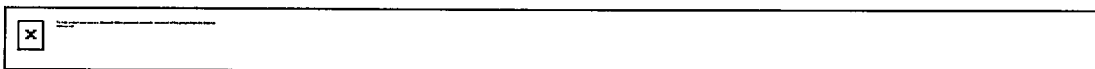
From: []
Sent:
To:
Subject:

Jayson M.
McGraw-Hill Education
ref:_00D80LRIL_5000y1hyCK0:ref

Goodbred, Tracy R.

From: Heath Morrison, President McGraw-Hill PreK-12
<McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, March 16, 2020 1:28 PM
To: Scott, Barbara
Subject: (EXT) Support Resources for Remote Learning

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



Resources and Instructional Materials for Out-of-School Learning

Being faced with the difficult decision on how to best protect your students and staff while continuing to prioritize learning is overwhelming. Please be assured that we are here to support your preparation or implementation of remote learning due to COVID-19.

Our [Support for Remote Learning](#) page provides a collection of resources that will help you navigate and refamiliarize yourself with our digital products. Our [Digital Program Components](#) will help you identify what components of our programs can be accessed in a fully digital teaching environment.

Unfortunately, there's no one-size-fits-all approach for situations like this, but we hope that the above resources will be helpful to you. If you have questions or concerns, please don't hesitate to [contact us](#).

On behalf of everyone at McGraw-Hill, we're here for you and we thank you for what you do!

Sincerely,
Heath Morrison
President, School PreK-12

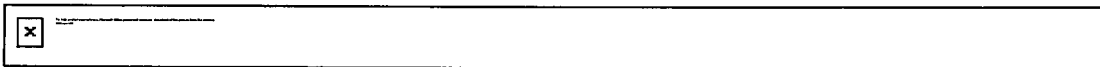
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From: Heath Morrison, President McGraw-Hill PreK-12
<McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, March 16, 2020 6:14 PM
To: Blackman, Belinda
Subject: (EXT) Support Resources for Remote Learning

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President, School PreK-12

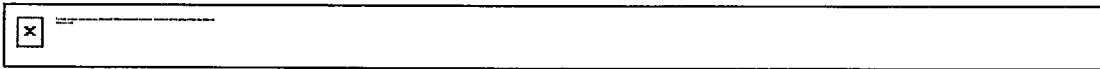
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Goodbred, Tracy R.

From: Heath Morrison, President McGraw-Hill PreK-12
<McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, March 16, 2020 7:07 PM
To: Skelley, Alaina
Subject: (EXT) Support Resources for Remote Learning

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President, School PreK-12

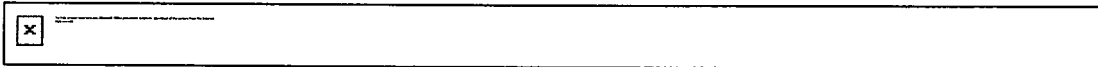
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Goodbred, Tracy R.

From: Heath Morrison, President McGraw-Hill PreK-12
<McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, March 16, 2020 7:53 PM
To: Gheen, Jackie
Subject: (EXT) Support Resources for Remote Learning

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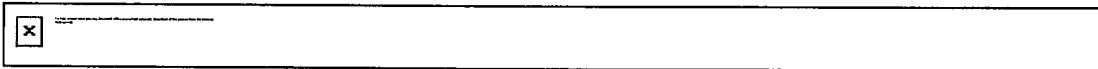
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Goodbred, Tracy R.

From: Heath Morrison, President McGraw-Hill PreK-12
<McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, March 16, 2020 8:41 PM
To: Sapp, Tiphanie
Subject: (EXT) Support Resources for Remote Learning

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



Resources and Instructional Materials for Out-of-School Learning

Being faced with the difficult decision on how to best protect your students and staff while continuing to prioritize learning is overwhelming. Please be assured that we are here to support your preparation or implementation of remote learning due to COVID-19.

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Unfortunately, there's no one-size-fits-all approach for situations like this, but we hope that the above resources will be helpful to you. If you have questions or concerns, please don't hesitate to [contact us](#).

On behalf of everyone at McGraw-Hill, we're here for you and we thank you for what you do!

Sincerely,
Heath Morrison
President, School PreK-12

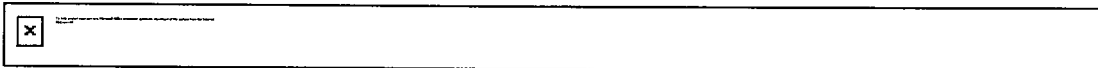
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McGraw-Hill School | 8787 Orion Place | Columbus, OH 43240

Goodbred, Tracy R.

From: Heath Morrison, President McGraw-Hill PreK-12
<McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, March 16, 2020 8:42 PM
To: Curtis, Roselyn
Subject: (EXT) Support Resources for Remote Learning

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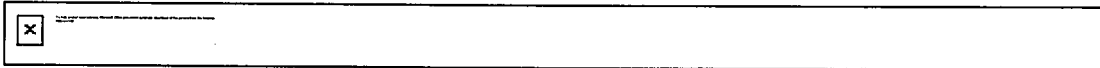
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From: Heath Morrison, President McGraw-Hill PreK-12
<McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, March 16, 2020 8:42 PM
To: McCormick, Margaret
Subject: (EXT) Support Resources for Remote Learning

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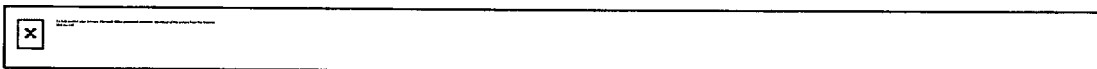
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From: Heath Morrison, President McGraw-Hill PreK-12
<McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, March 16, 2020 8:42 PM
To: Chism, Kurt W.
Subject: (EXT) Support Resources for Remote Learning

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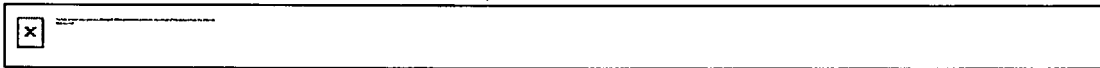
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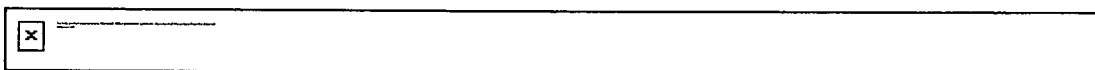
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From: Heath Morrison, President McGraw-Hill PreK-12
<McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, March 16, 2020 9:27 PM
To: Baxley, C. Daniel
Subject: (EXT) Support Resources for Remote Learning

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, March 19, 2020 9:57 AM
To: Baugus, Jeffery A.;Youngblood, Clark J
Cc: Cole, Christi
Subject: (EXT) McGraw-Hill Training Videos

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

Hi All,

We created some brief videos for teachers and for parents and families to support remote learning for students who are using McGraw-Hill materials you have adopted. See links below to the videos. If you feel these are helpful, please consider sharing them with your teachers and parents/families. I have emailed these to your content supervisors their subject specific videos and I have compiled a list of all subjects for you.

As a reminder, this website <https://www.mheducation.com/prek-12/explore/remote-learning.html> is our main landing page for providing support to you, your teachers, and parents/families to our materials while working from home and remotely. We are adding more resources and more videos, so please regularly visit the website to view more resources we have added.

Science

Science 9-12 – Remote learning support video for teachers
<https://vimeo.com/398697961/90ab79c817>
23:26

Science 9-12 - Remote learning support video for parents
<https://vimeo.com/398664225/c58406a101>
6:29

Social Studies

Social Studies 6-12 – Remote learning support video for teachers
<https://vimeo.com/398090198/10654e6948>
18:13

Social Studies 6-12 - Remote learning support video for parents
<https://vimeo.com/398665047/7456009ab1>
4:47

Please contact me if I can be of any assistance.



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: CSOM Domestic Customer Service2 <seg_customerservice@mheducation.com>
Sent: Thursday, March 19, 2020 3:43 PM
To: Henriques, Barbara
Subject: (EXT) Gulf Breeze High School - MH Case #16907666 [ref:_00D80LRIL._5000y1hyCK0:ref]

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

Dear Barbara Henriques,

We would like to inform you that your account Gulf Breeze High School is already tax exempt.

Thank you.

Kind Regards,
Charlene P
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

ref:_00D80LRIL._5000y1hyCK0:ref

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

From: []
Sent:
To:
Subject:

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

From: Henriques, Barbara [henriquesb@santarosa.k12.fl.us]
Sent: 3/13/2020 10:47 PM
To: seg_customerservice@mheducation.com
Subject: RE: (EXT) Gulf Breeze High School - MH Case #16907666 [ref:_00D80LRIL._5000y1hyCK0:ref]

Attached, please find a copy of our tax exempt form.
Please let me know when I can have the tax applied to my textbook order, removed.
Barbara Henriques

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

From: CSOM Domestic Customer Service2 <seg_customerservice@mheducation.com>

Sent: Thursday, March 12, 2020 4:00 PM

To: Henriques, Barbara <HenriquesB@santarosa.k12.fl.us>

Subject: (EXT) Gulf Breeze High School - MH Case #16907666 [ref:_00D80LRll._5000y1hyCK0:ref]

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

Dear Barbara Henriques,

Thank you for contacting McGraw-Hill regarding the tax amount on your order. We appreciate the opportunity to assist you.

May you please on this email with your tax exempt certificate for us to set up your school/organization as a tax exempt.

Please contact us with any additional questions or concerns.

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

Kind Regards,

Jayson M

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:

Jayson M.

McGraw-Hill Education

ref:_00D80LRll._5000y1hyCK0:ref

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immediately by replying to the message and deleting it from your computer. Thank you. 

Goodbred, Tracy R.

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Wednesday, March 25, 2020 9:50 AM
To: McKnight, Patti
Cc: Miller, Johnny
Subject: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Hi Patty,

I will be happy to provide a renewal quote! Do you need 50 licenses like last year?

Kind regards,
Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math
School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: Amie Ahn <amie.ahn@aleks.com>
Sent: Friday, March 20, 2020 4:01 PM
To: k12 orders <k12orders@aleks.com>; McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

Hi Johnny,

The customer below is requesting a quote to renew ALEKS subscriptions.

Can you please assist the customer with their quote request?

Thank you!



Amie Ahn
Order Fulfillment Processor I
McGraw-Hill | Digital Platform Group
15460 Laguna Canyon Road Irvine, CA 92618
P: (714) 619-7095 ext. 4124

Amie.Ahn@aleks.com

From: McKnight, Patti [<mailto:McKnightP@santarosa.k12.fl.us>]
Sent: Thursday, March 19, 2020 12:15 PM
To: k12 orders <k12orders@aleks.com>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

Good afternoon,

We did not receive any correspondence regarding a renewal quote or contract for ALEKS. Would you please provide that for us?

Patti McKnight
Santa Rosa County School District

From: ALEKS K-12 Orders <support-noreply@aleks.com>
Sent: Friday, December 14, 2018 3:57 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

ORDER RECEIVED! PLEASE RESPOND WITH REQUESTED INFORMATION

Dear Sir/Madam,

Thank you for ordering ALEKS for your K12 institution!

Per ALEKS Order #18-1327-424, the following subscriptions have been ordered by Santa Rosa County School District. Please review the important order information below and reply with the requested information:

Purchase Details

Contract #1586001

- K12 - 12 Month: 50 Subscriptions

Subscription Start Date:

We require that you provide a date (within six months from your date of purchase) 09/05/2018. Please reply to this email with your selected start date.

If a start date is not provided, we will apply a start date that is six months from the date of purchase.

IMPORTANT: Please pay close attention to the points listed below in regard to the start date chosen:

- Subscriptions can be used as soon as they become available to your institution, whether on or before your start date.
- We recommend that you register/enroll all students on or before your selected start date.
- Any unused subscription(s) not assigned to a student will start on the selected start date. Any new student(s) registered after the selected start date will have access to ALEKS for only the remainder of the subscription contract period purchased.
- Once a start date is selected and your order is processed, you will not be able to revise the date selected.

Setup Details:

If your institution and/or teachers are not currently set up in ALEKS, it is required that you click on the teacher and class set-up link below and complete the form in order to access your subscriptions.

Teacher and Class Set-Up

If it is not necessary for ALEKS to set-up teacher accounts and classes for this order, please reply to this email with your selected start date and confirm that no additional teacher or class set-up is required.

Please Note: All teachers referenced on the online order form will be set-up with a teacher account, and be emailed instructions on how to get started and begin registering students.

Feel free to contact the MHE | ALEKS Fulfillment Department with any questions regarding your order. We look forward to working with you.

MHE | ALEKS Order Fulfillment Department

Email: K12orders@aleks.com

Phone: (714) 619-7095

eFax: 714-619-6898 or 714-242-6673

[This e-mail was automatically generated by the ALEKS(R) system.]

This e-mail (including any attachments) may contain information that is private, confidential, attorney-client privileged, or otherwise legally protected from disclosure. If you have received this e-mail in error, please delete it from your system without copying it and notify the sender by reply e-mail so that our records can be corrected.

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Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Sunday, March 29, 2020 6:50 PM
To: Patrick, Mark
Subject: (EXT) Reset Your McGraw-Hill Education Password

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



Dear Mark Patrick,

We received a password reset request for your McGraw-Hill account. Username: m.patrick.59.

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, March 30, 2020 11:21 AM
To: McKnight, Patti
Cc: Lipe, Cindie S.;Walker, Donna K;Miller, Johnny
Subject: (EXT) Re: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Sorry Patti you are having issues. Do you need a new quote? If so, how many licenses?

Thanks

Sent from my iPhone

On Mar 30, 2020, at 11:19 AM, McKnight, Patti <McKnightP@santarosa.k12.fl.us> wrote:

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

Ty,

I am trying to contact someone to renew our usage of ALEKS. Would you be able to direct me to the correct person?

Thanks,
Patti McKnight

From: k12 orders <k12orders@aleks.com>
Sent: Friday, March 20, 2020 3:00 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>; k12 orders <k12orders@aleks.com>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Hi Johnny,

The customer below is requesting a quote to renew ALEKS subscriptions.

Can you please assist the customer with their quote request?

Thank you!

<image001.png>

Amie Ahn
Order Fulfillment Processor I
McGraw-Hill | Digital Platform Group
15460 Laguna Canyon Road Irvine, CA 92618
P: (714) 619-7095 ext. 4124
Amie.Ahn@aleks.com

From: McKnight, Patti [mailto:McKnightP@santarosa.k12.fl.us]
Sent: Thursday, March 19, 2020 12:15 PM
To: k12 orders <k12orders@aleks.com>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S.
<LipeC@santarosa.k12.fl.us>
Subject: RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

Good afternoon,

We did not receive any correspondence regarding a renewal quote or contract for ALEKS. Would you please provide that for us?

Patti McKnight
Santa Rosa County School District

From: ALEKS K-12 Orders <support-noreply@aleks.com>
Sent: Friday, December 14, 2018 3:57 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

ORDER RECEIVED! PLEASE RESPOND WITH REQUESTED INFORMATION

Dear Sir/Madam,

Thank you for ordering ALEKS for your K12 institution!

Per ALEKS Order #18-1327-424, the following subscriptions have been ordered by Santa Rosa County School District. Please review the important order information below and reply with the requested information:

Purchase Details

Contract #1586001

- K12 - 12 Month: 50 Subscriptions

Subscription Start Date:

We require that you provide a date (within six months from your date of purchase) 09/05/2018. Please reply to this email with your selected start date.

If a start date is not provided, we will apply a start date that is six months from the date of purchase.

IMPORTANT: Please pay close attention to the points listed below in regard to the start date chosen:

- Subscriptions can be used as soon as they become available to your institution, whether on or before your start date.
- We recommend that you register/enroll all students on or before your selected start date.
- Any unused subscription(s) not assigned to a student will start on the selected start date. Any new student(s) registered after the selected start date will have access to ALEKS for only the remainder of the subscription contract period purchased.
- Once a start date is selected and your order is processed, you will not be able to revise the date selected.

Setup Details:

If your institution and/or teachers are not currently set up in ALEKS, it is required that you click on the teacher and class set-up link below and complete the form in order to access your subscriptions.

Teacher and Class Set-Up

If it is not necessary for ALEKS to set-up teacher accounts and classes for this order, please reply to this email with your selected start date and confirm that no additional teacher or class set-up is required.

***Please Note:** All teachers referenced on the online order form will be set-up with a teacher account, and be emailed instructions on how to get started and begin registering students.*

Feel free to contact the MHE | ALEKS Fulfillment Department with any questions regarding your order. We look forward to working with you.

MHE | ALEKS Order Fulfillment Department

Email: K12orders@aleks.com

Phone: (714) 619-7095

eFax: 714-619-6898 or 714-242-6673

[This e-mail was automatically generated by the ALEKS(R) system.]

=====
This e-mail (including any attachments) may contain information that is private, confidential, attorney-client privileged, or otherwise legally protected from disclosure. If you have received this e-mail in error, please delete it from your system without copying it and notify the sender by reply e-mail so that our records can be corrected.

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.

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, March 30, 2020 11:21 AM
To: McKnight, Patti
Cc: Lipe, Cindie S.;Walker, Donna K;Miller, Johnny
Subject: (EXT) Re: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Sorry Patti you are having issues. Do you need a new quote? If so, how many licenses?

Thanks

Sent from my iPhone

On Mar 30, 2020, at 11:19 AM, McKnight, Patti <McKnightP@santarosa.k12.fl.us> wrote:

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

Ty,

I am trying to contact someone to renew our usage of ALEKS. Would you be able to direct me to the correct person?

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To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>; k12 orders <k12orders@aleks.com>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
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<image001.png>

Amie Ahn
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15460 Laguna Canyon Road Irvine, CA 92618
P: (714) 619-7095 ext. 4124
Amie.Ahn@aleks.com

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Santa Rosa County School District

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ORDER RECEIVED! PLEASE RESPOND WITH REQUESTED INFORMATION

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Purchase Details

Contract #1586001

- K12 - 12 Month: 50 Subscriptions

Subscription Start Date:

We require that you provide a date (within six months from your date of purchase) 09/05/2018. Please reply to this email with your selected start date.

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Please Note: All teachers referenced on the online order form will be set-up with a teacher account, and be emailed instructions on how to get started and begin registering students.

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Email: K12orders@aleks.com

Phone: (714) 619-7095

eFax: 714-619-6898 or 714-242-6673

[This e-mail was automatically generated by the ALEKS(R) system.]

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, March 30, 2020 11:21 AM
To: McKnight, Patti
Cc: Lipe, Cindie S.;Walker, Donna K;Miller, Johnny
Subject: (EXT) Re: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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<image001.png>

Amie Ahn
Order Fulfillment Processor I
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15460 Laguna Canyon Road Irvine, CA 92618
P: (714) 619-7095 ext. 4124
Amie.Ahn@aleks.com

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Santa Rosa County School District

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Feel free to contact the MHE | ALEKS Fulfillment Department with any questions regarding your order. We look forward to working with you.

MHE | ALEKS Order Fulfillment Department

Email: K12orders@aleks.com

Phone: (714) 619-7095

eFax: 714-619-6898 or 714-242-6673

[This e-mail was automatically generated by the ALEKS(R) system.]

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Goodbred, Tracy R.

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Monday, March 30, 2020 3:51 PM
To: McKnight, Patti
Cc: Miller, Johnny
Subject: (EXT) RE: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424
Attachments: Santa Rosa Co FL ALEKS.pdf

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

Hi Patti,

Please use the attached quote to generate your PO. You then may place your order at www.aleks.com, which is the fastest way to get your order processed – instructions attached. **Be sure to attach your quote to your online order as well as the PO; the price will be adjusted to match your quote once order is submitted.** If you prefer, email both the quote and PO directly to Orders_MHE@mheducation.com.

Kind regards,
Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math
School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Monday, March 30, 2020 2:22 PM
To: Lyles, Judy <judy.lyles@mheducation.com>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: Re: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Yes, please.

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Wednesday, March 25, 2020 9:49 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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Hi Patty,

I will be happy to provide a renewal quote! Do you need 50 licenses like last year?

Kind regards,
Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math
School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: Amie Ahn <amie.ahn@aleks.com>

Sent: Friday, March 20, 2020 4:01 PM

To: k12 orders <k12orders@aleks.com>; McKnight, Patti <McKnightP@santarosa.k12.fl.us>

Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>

Subject: RE: (EXT) MHE | ALEKS Order Received: - ALEKS Order #18-1327-424

Hi Johnny,

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Can you please assist the customer with their quote request?

Thank you!



Amie Ahn

Order Fulfillment Processor I

McGraw-Hill | Digital Platform Group

15460 Laguna Canyon Road Irvine, CA 92618

P: (714) 619-7095 ext. 4124

Amie.Ahn@aleks.com

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ORDER RECEIVED! PLEASE RESPOND WITH REQUESTED INFORMATION

Dear Sir/Madam,

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Goodbred, Tracy R.

From: Digital Technical Support <epgtech@mheducation.com>
Sent: Monday, March 30, 2020 8:33 PM
To: Cole, Christi
Subject: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

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

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

I was able to get a chance to have myself and a specialist take a look at Larry Maxwell's course, specifically: Econ Fin Lit.

When we were looking through some of the data that has been sent to us, I have determined that we do not appear to have any products attached to that course that is being sent into us through the Resources file.

Would you be able to check on your end to be sure that the products are being sent in that are linked to that course? If they are surely on your file, I will check further to see why we might not be seeing them. Thanks!

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 17005962.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Chris S
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

ref:_00D80LRll._5000y1i0Lt3:ref

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

From: []
Sent:
To:
Subject:



Goodbred, Tracy R.

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Tuesday, March 31, 2020 9:13 AM
To: McKnight, Patti
Cc: Miller, Johnny;Lipe, Cindie S.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order # 18-1327-424

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

Yes, you can. If you use a credit card, you will need to place the order directly with McGraw Hill by following the instructions on the quote. This process will be the easiest for a credit card order.

Kind regards,
Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math
School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



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Subject: Re: (EXT) RE: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Thank you, Judy. Can we make this payment with a credit card?

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Monday, March 30, 2020 3:50 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>
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Kind regards,

Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math

School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: Amie Ahn <amie.ahn@aleks.com>
Sent: Friday, March 20, 2020 4:01 PM
To: k12 orders <k12orders@aleks.com>; McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: RE: (EXT) MHE | ALEKS Order Received: - ALEKS Order #18-1327-424

Hi Johnny,

The customer below is requesting a quote to renew ALEKS subscriptions.

Can you please assist the customer with their quote request?

Thank you!



Amie Ahn

Order Fulfillment Processor I
McGraw-Hill | Digital Platform Group

15460 Laguna Canyon Road Irvine, CA 92618

P: (714) 619-7095 ext. 4124

Amie.Ahn@aleks.com

From: McKnight, Patti [<mailto:McKnightP@santarosa.k12.fl.us>]
Sent: Thursday, March 19, 2020 12:15 PM
To: k12 orders <k12orders@aleks.com>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

Good afternoon,

We did not receive any correspondence regarding a renewal quote or contract for ALEKS. Would you please provide that for us?

Patti McKnight

Santa Rosa County School District

From: ALEKS K-12 Orders <support-noreply@aleks.com>
Sent: Friday, December 14, 2018 3:57 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

ORDER RECEIVED! PLEASE RESPOND WITH REQUESTED INFORMATION

Dear Sir/Madam,

Thank you for ordering ALEKS for your K12 institution!

Per ALEKS Order #18-1327-424, the following subscriptions have been ordered by Santa Rosa County School District. Please review the important order information below and reply with the requested information:

Purchase Details

Contract #1586001

- K12 - 12 Month: 50 Subscriptions

Subscription Start Date:

We require that you provide a date (within six months from your date of purchase) 09/05/2018. Please reply to this email with your selected start date.

If a start date is not provided, we will apply a start date that is six months from the date of purchase.

IMPORTANT: Please pay close attention to the points listed below in regard to the start date chosen:

- Subscriptions can be used as soon as they become available to your institution, whether on or before your start date.
- We recommend that you register/enroll all students on or before your selected start date.
- Any unused subscription(s) not assigned to a student will start on the selected start date. Any new student(s) registered after the selected start date will have access to ALEKS for only the remainder of the subscription contract period purchased.
- Once a start date is selected and your order is processed, you will not be able to revise the date selected.

Setup Details:

If your institution and/or teachers are not currently set up in ALEKS, it is required that you click on the teacher and class set-up link below and complete the form in order to access your subscriptions.

[Teacher and Class Set-Up](#)

If it is not necessary for ALEKS to set-up teacher accounts and classes for this order, please reply to this email with your selected start date and confirm that no additional teacher or class set-up is required.

Please Note: All teachers referenced on the online order form will be set-up with a teacher account, and be emailed instructions on how to get started and begin registering students.

Feel free to contact the MHE | ALEKS Fulfillment Department with any questions regarding your order. We look forward to working with you.

MHE | ALEKS Order Fulfillment Department

Email: K12orders@aleks.com

Phone: (714) 619-7095

eFax: 714-619-6898 or 714-242-6673

[This e-mail was automatically generated by the ALEKS(R) system.]

=====
This e-mail (including any attachments) may contain information that is private, confidential, attorney-client privileged, or otherwise legally protected from disclosure. If you have received this e-mail in error, please delete it from your system without copying it and notify the sender by reply e-mail so that our records can be corrected.

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.

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Goodbred, Tracy R.

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Tuesday, March 31, 2020 9:13 AM
To: McKnight, Patti
Cc: Miller, Johnny;Lipe, Cindie S.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order # 18-1327-424

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

Yes, you can. If you use a credit card, you will need to place the order directly with McGraw Hill by following the instructions on the quote. This process will be the easiest for a credit card order.

Kind regards,
Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math
School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Tuesday, March 31, 2020 8:48 AM
To: Lyles, Judy <judy.lyles@mheducation.com>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: Re: (EXT) RE: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Thank you, Judy. Can we make this payment with a credit card?

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Monday, March 30, 2020 3:50 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: (EXT) RE: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Hi Patti,

Please use the attached quote to generate your PO. You then may place your order at www.aleks.com, which is the fastest way to get your order processed – instructions attached. **Be sure to attach your quote to your online order as well as the PO; the price will be adjusted to match your quote once order is submitted.** If you prefer, email both the quote and PO directly to Orders_MHE@mheducation.com.

Kind regards,
Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math
School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Monday, March 30, 2020 2:22 PM
To: Lyles, Judy <judy.lyles@mheducation.com>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: Re: (EXT) RE: (EXT) MHE | ALEKS Order Received: - ALEKS Order #18-1327-424

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

Yes, please.

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Wednesday, March 25, 2020 9:49 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: (EXT) RE: (EXT) MHE | ALEKS Order Received: - ALEKS Order #18-1327-424

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

Hi Patty,

I will be happy to provide a renewal quote! Do you need 50 licenses like last year?

Kind regards,

Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math

School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: Amie Ahn <amie.ahn@aleks.com>
Sent: Friday, March 20, 2020 4:01 PM
To: k12 orders <k12orders@aleks.com>; McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: RE: (EXT) MHE | ALEKS Order Received: - ALEKS Order #18-1327-424

Hi Johnny,

The customer below is requesting a quote to renew ALEKS subscriptions.

Can you please assist the customer with their quote request?

Thank you!



Amie Ahn

Order Fulfillment Processor I
McGraw-Hill | Digital Platform Group

15460 Laguna Canyon Road Irvine, CA 92618

P: (714) 619-7095 ext. 4124

Amie.Ahn@aleks.com

From: McKnight, Patti [<mailto:McKnightP@santarosa.k12.fl.us>]
Sent: Thursday, March 19, 2020 12:15 PM
To: k12 orders <k12orders@aleks.com>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

Good afternoon,

We did not receive any correspondence regarding a renewal quote or contract for ALEKS. Would you please provide that for us?

Patti McKnight

Santa Rosa County School District

From: ALEKS K-12 Orders <support-noreply@aleks.com>
Sent: Friday, December 14, 2018 3:57 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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ORDER RECEIVED! PLEASE RESPOND WITH REQUESTED INFORMATION

Dear Sir/Madam,

Thank you for ordering ALEKS for your K12 institution!

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Purchase Details

Contract #1586001

- K12 - 12 Month: 50 Subscriptions

Subscription Start Date:

We require that you provide a date (within six months from your date of purchase) 09/05/2018. Please reply to this email with your selected start date.

If a start date is not provided, we will apply a start date that is six months from the date of purchase.

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- We recommend that you register/enroll all students on or before your selected start date.
- Any unused subscription(s) not assigned to a student will start on the selected start date. Any new student(s) registered after the selected start date will have access to ALEKS for only the remainder of the subscription contract period purchased.
- Once a start date is selected and your order is processed, you will not be able to revise the date selected.

Setup Details:

If your institution and/or teachers are not currently set up in ALEKS, it is required that you click on the teacher and class set-up link below and complete the form in order to access your subscriptions.

[Teacher and Class Set-Up](#)

If it is not necessary for ALEKS to set-up teacher accounts and classes for this order, please reply to this email with your selected start date and confirm that no additional teacher or class set-up is required.

Please Note: All teachers referenced on the online order form will be set-up with a teacher account, and be emailed instructions on how to get started and begin registering students.

Feel free to contact the MHE | ALEKS Fulfillment Department with any questions regarding your order. We look forward to working with you.

MHE | ALEKS Order Fulfillment Department

Email: K12orders@aleks.com

Phone: (714) 619-7095

eFax: 714-619-6898 or 714-242-6673

[This e-mail was automatically generated by the ALEKS(R) system.]

=====

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, March 31, 2020 2:55 PM
To: McKnight, Patti
Cc: Miller, Johnny
Subject: (EXT) FW: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Hi Patti,

I wanted to see if you received the email response below from yesterday? Please let me know how I may be of help.

Thanks



Ty Ezell

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



From: Ezell, Ty
Sent: Monday, March 30, 2020 12:21 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>; Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: Re: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

Sorry Patti you are having issues. Do you need a new quote? If so, how many licenses?

Thanks

Sent from my iPhone

On Mar 30, 2020, at 11:19 AM, McKnight, Patti <McKnightP@santarosa.k12.fl.us> wrote:

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

Ty,

I am trying to contact someone to renew our usage of ALEKS. Would you be able to direct me to the correct person?

Thanks,
Patti McKnight

From: k12 orders <k12orders@aleks.com>
Sent: Friday, March 20, 2020 3:00 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>; k12 orders <k12orders@aleks.com>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Hi Johnny,

The customer below is requesting a quote to renew ALEKS subscriptions.

Can you please assist the customer with their quote request?

Thank you!

<image001.png>

Amie Ahn
Order Fulfillment Processor I
McGraw-Hill | Digital Platform Group
15460 Laguna Canyon Road Irvine, CA 92618
P: (714) 619-7095 ext. 4124
Amie.Ahn@aleks.com

From: McKnight, Patti [<mailto:McKnightP@santarosa.k12.fl.us>]
Sent: Thursday, March 19, 2020 12:15 PM
To: k12 orders <k12orders@aleks.com>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

Good afternoon,

We did not receive any correspondence regarding a renewal quote or contract for ALEKS. Would you please provide that for us?

Patti McKnight
Santa Rosa County School District

From: ALEKS K-12 Orders <support-noreply@aleks.com>
Sent: Friday, December 14, 2018 3:57 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

ORDER RECEIVED! PLEASE RESPOND WITH REQUESTED INFORMATION

Dear Sir/Madam,

Thank you for ordering ALEKS for your K12 institution!

Per ALEKS Order #18-1327-424, the following subscriptions have been ordered by Santa Rosa County School District. Please review the important order information below and reply with the requested information:

Purchase Details

Contract #1586001

- K12 - 12 Month: 50 Subscriptions

Subscription Start Date:

We require that you provide a date (within six months from your date of purchase) 09/05/2018. Please reply to this email with your selected start date.

If a start date is not provided, we will apply a start date that is six months from the date of purchase.

IMPORTANT: Please pay close attention to the points listed below in regard to the start date chosen:

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- We recommend that you register/enroll all students on or before your selected start date.
- Any unused subscription(s) not assigned to a student will start on the selected start date. Any new student(s) registered after the selected start date will have access to ALEKS for only the remainder of the subscription contract period purchased.
- Once a start date is selected and your order is processed, you will not be able to revise the date selected.

Setup Details:

If your institution and/or teachers are not currently set up in ALEKS, it is required that you click

on the teacher and class set-up link below and complete the form in order to access your subscriptions.

Teacher and Class Set-Up

If it is not necessary for ALEKS to set-up teacher accounts and classes for this order, please reply to this email with your selected start date and confirm that no additional teacher or class set-up is required.

Please Note: All teachers referenced on the online order form will be set-up with a teacher account, and be emailed instructions on how to get started and begin registering students.

Feel free to contact the MHE | ALEKS Fulfillment Department with any questions regarding your order. We look forward to working with you.

MHE | ALEKS Order Fulfillment Department

Email: K12orders@aleks.com

Phone: (714) 619-7095

eFax: 714-619-6898 or 714-242-6673

[This e-mail was automatically generated by the ALEKS(R) system.]

=====
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Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Tuesday, March 31, 2020 7:26 PM
To: Cole, Christi
Subject: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

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

Hi Christi,

I apologize for the delay on getting back with you. However, we were able to identify the problem.

When we are looking at the error log that we receive from the last couple of days, it looks like there are 7 columns that are showing errors for the Resources file. The error for each of those columns, is "Referenced key not found.", and the value of each is "pearsoneasybridgexxxxx" (the 'x's represent a 6 digit number).

The value that is being shown in this error log is linking to a Pearson Product, so this would look to be why nothing is being rostered to that course with that product. Until it is updated with the courseResources endpoints with the McGraw-Hill information, the resources will not assign anything to anyone.

If you need any help with locating this error log to where you can see what I am looking at, please let me know and I can add some time to my calendar to give you a call and show you where these are located. Thanks, Christi!

Kind Regards,
Chris S
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
Integrationsupport@mheducation.com

ref:_00D80LRll._5000y1i0Lt3:ref

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

From: []
Sent:
To:
Subject:

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

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 3/31/2020 12:30 PM
To: epgtech@mheducation.com
Cc: johnsont@santarosa.k12.fl.us
Subject: RE: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

Good Afternoon Chris,

We checked the resource file. The Master code is there. We re-run the Classlink Sync.

I re-ran the sync inside of the Access Manager.

It's still not showing Product associated with Mr. Larry Maxwell.

Christi Cole

Operation Integration Specialist

Santa Rosa County School District

850-983-5074

SMARTHELP@santarosa.k12.fl.us

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From: Digital Technical Support <epgtech@mheducation.com>
Sent: Monday, March 30, 2020 8:33 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

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

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

I was able to get a chance to have myself and a specialist take a look at Larry Maxwell's course, specifically: Econ Fin Lit.

When we were looking through some of the data that has been sent to us, I have determined that we do not appear to have any products attached to that course that is being sent into us through the Resources file.

Would you be able to check on your end to be sure that the products are being sent in that are linked to that course? If they are surely on your file, I will check further to see why we might not be seeing them. Thanks!

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 17005962.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Chris S
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

ref:_00D80LRll._5000y1i0Lt3:ref

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

From: []
Sent:
To:
Subject:



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Goodbred, Tracy R.

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Wednesday, March 25, 2020 9:50 AM
To: McKnight, Patti
Cc: Miller, Johnny
Subject: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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Hi Patty,

I will be happy to provide a renewal quote! Do you need 50 licenses like last year?

Kind regards,
Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math
School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: Amie Ahn <amie.ahn@aleks.com>
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Amie Ahn
Order Fulfillment Processor I
McGraw-Hill | Digital Platform Group
15460 Laguna Canyon Road Irvine, CA 92618
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Amie.Ahn@aleks.com

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Dear Sir/Madam,

Thank you for ordering ALEKS for your K12 institution!

Per ALEKS Order #18-1327-424, the following subscriptions have been ordered by Santa Rosa County School District. Please review the important order information below and reply with the requested information:

Purchase Details

Contract #1586001

- K12 - 12 Month: 50 Subscriptions

Subscription Start Date:

We require that you provide a date (within six months from your date of purchase) 09/05/2018. Please reply to this email with your selected start date.

If a start date is not provided, we will apply a start date that is six months from the date of purchase.

IMPORTANT: Please pay close attention to the points listed below in regard to the start date chosen:

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Teacher and Class Set-Up

If it is not necessary for ALEKS to set-up teacher accounts and classes for this order, please reply to this email with your selected start date and confirm that no additional teacher or class set-up is required.

Please Note: All teachers referenced on the online order form will be set-up with a teacher account, and be emailed instructions on how to get started and begin registering students.

Feel free to contact the MHE | ALEKS Fulfillment Department with any questions regarding your order. We look forward to working with you.

MHE | ALEKS Order Fulfillment Department

Email: K12orders@aleks.com

Phone: (714) 619-7095

eFax: 714-619-6898 or 714-242-6673

[This e-mail was automatically generated by the ALEKS(R) system.]

This e-mail (including any attachments) may contain information that is private, confidential, attorney-client privileged, or otherwise legally protected from disclosure. If you have received this e-mail in error, please delete it from your system without copying it and notify the sender by reply e-mail so that our records can be corrected.

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Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Sunday, March 29, 2020 6:50 PM
To: Patrick, Mark
Subject: (EXT) Reset Your McGraw-Hill Education Password

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



Dear Mark Patrick,

We received a password reset request for your McGraw-Hill account. Username: m.patrick.59.

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, March 30, 2020 11:21 AM
To: McKnight, Patti
Cc: Lipe, Cindie S.; Walker, Donna K; Miller, Johnny
Subject: (EXT) Re: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Sorry Patti you are having issues. Do you need a new quote? If so, how many licenses?

Thanks

Sent from my iPhone

On Mar 30, 2020, at 11:19 AM, McKnight, Patti <McKnightP@santarosa.k12.fl.us> wrote:

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

Ty,

I am trying to contact someone to renew our usage of ALEKS. Would you be able to direct me to the correct person?

Thanks,
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From: k12 orders <k12orders@aleks.com>
Sent: Friday, March 20, 2020 3:00 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>; k12 orders <k12orders@aleks.com>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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Hi Johnny,

The customer below is requesting a quote to renew ALEKS subscriptions.

Can you please assist the customer with their quote request?

Thank you!

<image001.png>

Amie Ahn
Order Fulfillment Processor I
McGraw-Hill | Digital Platform Group
15460 Laguna Canyon Road Irvine, CA 92618
P: (714) 619-7095 ext. 4124
Amie.Ahn@aleks.com

From: McKnight, Patti [mailto:McKnightP@santarosa.k12.fl.us]
Sent: Thursday, March 19, 2020 12:15 PM
To: k12 orders <k12orders@aleks.com>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S.
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Subject: RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

Good afternoon,

We did not receive any correspondence regarding a renewal quote or contract for ALEKS. Would you please provide that for us?

Patti McKnight
Santa Rosa County School District

From: ALEKS K-12 Orders <support-noreply@aleks.com>
Sent: Friday, December 14, 2018 3:57 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, March 30, 2020 11:21 AM
To: McKnight, Patti
Cc: Lipe, Cindie S.; Walker, Donna K; Miller, Johnny
Subject: (EXT) Re: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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Thank you!

<image001.png>

Amie Ahn
Order Fulfillment Processor I
McGraw-Hill | Digital Platform Group
15460 Laguna Canyon Road Irvine, CA 92618
P: (714) 619-7095 ext. 4124
Amie.Ahn@aleks.com

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Patti McKnight
Santa Rosa County School District

From: ALEKS K-12 Orders <support-noreply@aleks.com>
Sent: Friday, December 14, 2018 3:57 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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Amie Ahn

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Goodbred, Tracy R.

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Monday, March 30, 2020 3:51 PM
To: McKnight, Patti
Cc: Miller, Johnny
Subject: (EXT) RE: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424
Attachments: Santa Rosa Co FL ALEKS.pdf

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

Hi Patti,

Please use the attached quote to generate your PO. You then may place your order at www.aleks.com, which is the fastest way to get your order processed – instructions attached. **Be sure to attach your quote to your online order as well as the PO; the price will be adjusted to match your quote once order is submitted.** If you prefer, email both the quote and PO directly to Orders_MHE@mheducation.com.

Kind regards,
Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math
School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Monday, March 30, 2020 2:22 PM
To: Lyles, Judy <judy.lyles@mheducation.com>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: Re: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Yes, please.

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Wednesday, March 25, 2020 9:49 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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Hi Patty,

I will be happy to provide a renewal quote! Do you need 50 licenses like last year?

Kind regards,
Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math
School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: Amie Ahn <amie.ahn@aleks.com>

Sent: Friday, March 20, 2020 4:01 PM

To: k12 orders <k12orders@aleks.com>; McKnight, Patti <McKnightP@santarosa.k12.fl.us>

Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>

Subject: RE: (EXT) MHE | ALEKS Order Received: - ALEKS Order #18-1327-424

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Goodbred, Tracy R.

From: Digital Technical Support <epgtech@mheducation.com>
Sent: Monday, March 30, 2020 8:33 PM
To: Cole, Christi
Subject: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRII._5000y1i0Lt3:ref]

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

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

I was able to get a chance to have myself and a specialist take a look at Larry Maxwell's course, specifically: Econ Fin Lit.

When we were looking through some of the data that has been sent to us, I have determined that we do not appear to have any products attached to that course that is being sent into us through the Resources file.

Would you be able to check on your end to be sure that the products are being sent in that are linked to that course? If they are surely on your file, I will check further to see why we might not be seeing them. Thanks!

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 17005962.

Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Chris S
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

ref:_00D80LRII._5000y1i0Lt3:ref

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

From: []
Sent:
To:
Subject:



Goodbred, Tracy R.

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Tuesday, March 31, 2020 9:13 AM
To: McKnight, Patti
Cc: Miller, Johnny;Lipe, Cindie S.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order # 18-1327-424

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

Yes, you can. If you use a credit card, you will need to place the order directly with McGraw Hill by following the instructions on the quote. This process will be the easiest for a credit card order.

Kind regards,
Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math
School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Tuesday, March 31, 2020 8:48 AM
To: Lyles, Judy <judy.lyles@mheducation.com>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: Re: (EXT) RE: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Thank you, Judy. Can we make this payment with a credit card?

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Monday, March 30, 2020 3:50 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: (EXT) RE: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Hi Patti,

Please use the attached quote to generate your PO. You then may place your order at www.aleks.com, which is the fastest way to get your order processed – instructions attached. **Be sure to attach your quote to your online order as well as the PO; the price will be adjusted to match your quote once order is submitted.** If you prefer, email both the quote and PO directly to Orders_MHE@mheducation.com.

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Judy



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School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Monday, March 30, 2020 2:22 PM
To: Lyles, Judy <judy.lyles@mheducation.com>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: Re: (EXT) RE: (EXT) MHE | ALEKS Order Received: - ALEKS Order #18-1327-424

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

Yes, please.

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Wednesday, March 25, 2020 9:49 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: (EXT) RE: (EXT) MHE | ALEKS Order Received: - ALEKS Order #18-1327-424

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

Hi Patty,

I will be happy to provide a renewal quote! Do you need 50 licenses like last year?

Kind regards,

Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math

School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: Amie Ahn <amie.ahn@aleks.com>
Sent: Friday, March 20, 2020 4:01 PM
To: k12 orders <k12orders@aleks.com>; McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: RE: (EXT) MHE | ALEKS Order Received: - ALEKS Order #18-1327-424

Hi Johnny,

The customer below is requesting a quote to renew ALEKS subscriptions.

Can you please assist the customer with their quote request?

Thank you!



Amie Ahn

Order Fulfillment Processor I
McGraw-Hill | Digital Platform Group

15460 Laguna Canyon Road Irvine, CA 92618

P: (714) 619-7095 ext. 4124

Amie.Ahn@aleks.com

From: McKnight, Patti [<mailto:McKnightP@santarosa.k12.fl.us>]
Sent: Thursday, March 19, 2020 12:15 PM
To: k12 orders <k12orders@aleks.com>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

Good afternoon,

We did not receive any correspondence regarding a renewal quote or contract for ALEKS. Would you please provide that for us?

Patti McKnight

Santa Rosa County School District

From: ALEKS K-12 Orders <support-noreply@aleks.com>
Sent: Friday, December 14, 2018 3:57 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

ORDER RECEIVED! PLEASE RESPOND WITH REQUESTED INFORMATION

Dear Sir/Madam,

Thank you for ordering ALEKS for your K12 institution!

Per ALEKS Order #18-1327-424, the following subscriptions have been ordered by Santa Rosa County School District. Please review the important order information below and reply with the requested information:

Purchase Details

Contract #1586001

- K12 - 12 Month: 50 Subscriptions

Subscription Start Date:

We require that you provide a date (within six months from your date of purchase) 09/05/2018. Please reply to this email with your selected start date.

If a start date is not provided, we will apply a start date that is six months from the date of purchase.

IMPORTANT: Please pay close attention to the points listed below in regard to the start date chosen:

- Subscriptions can be used as soon as they become available to your institution, whether on or before your start date.
- We recommend that you register/enroll all students on or before your selected start date.
- Any unused subscription(s) not assigned to a student will start on the selected start date. Any new student(s) registered after the selected start date will have access to ALEKS for only the remainder of the subscription contract period purchased.
- Once a start date is selected and your order is processed, you will not be able to revise the date selected.

Setup Details:

If your institution and/or teachers are not currently set up in ALEKS, it is required that you click on the teacher and class set-up link below and complete the form in order to access your subscriptions.

[Teacher and Class Set-Up](#)

If it is not necessary for ALEKS to set-up teacher accounts and classes for this order, please reply to this email with your selected start date and confirm that no additional teacher or class set-up is required.

Please Note: All teachers referenced on the online order form will be set-up with a teacher account, and be emailed instructions on how to get started and begin registering students.

Feel free to contact the MHE | ALEKS Fulfillment Department with any questions regarding your order. We look forward to working with you.

MHE | ALEKS Order Fulfillment Department

Email: K12orders@aleks.com

Phone: (714) 619-7095

eFax: 714-619-6898 or 714-242-6673

[This e-mail was automatically generated by the ALEKS(R) system.]

=====

This e-mail (including any attachments) may contain information that is private, confidential, attorney-client privileged, or otherwise legally protected from disclosure. If you have received this e-mail in error, please delete it from your system without copying it and notify the sender by reply e-mail so that our records can be corrected.

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.

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To: McKnight, Patti
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Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math

School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: Amie Ahn <amie.ahn@aleks.com>
Sent: Friday, March 20, 2020 4:01 PM
To: k12 orders <k12orders@aleks.com>; McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: RE: (EXT) MHE | ALEKS Order Received: - ALEKS Order #18-1327-424

Hi Johnny,

The customer below is requesting a quote to renew ALEKS subscriptions.

Can you please assist the customer with their quote request?

Thank you!



Amie Ahn

Order Fulfillment Processor I
McGraw-Hill | Digital Platform Group

15460 Laguna Canyon Road Irvine, CA 92618

P: (714) 619-7095 ext. 4124

Amie.Ahn@aleks.com

From: McKnight, Patti [<mailto:McKnightP@santarosa.k12.fl.us>]
Sent: Thursday, March 19, 2020 12:15 PM
To: k12 orders <k12orders@aleks.com>
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Subject: RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

Good afternoon,

We did not receive any correspondence regarding a renewal quote or contract for ALEKS. Would you please provide that for us?

Patti McKnight

Santa Rosa County School District

From: ALEKS K-12 Orders <support-noreply@aleks.com>
Sent: Friday, December 14, 2018 3:57 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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ORDER RECEIVED! PLEASE RESPOND WITH REQUESTED INFORMATION

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Purchase Details

Contract #1586001

- K12 - 12 Month: 50 Subscriptions

Subscription Start Date:

We require that you provide a date (within six months from your date of purchase) 09/05/2018. Please reply to this email with your selected start date.

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Setup Details:

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[Teacher and Class Set-Up](#)

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Please Note: All teachers referenced on the online order form will be set-up with a teacher account, and be emailed instructions on how to get started and begin registering students.

Feel free to contact the MHE | ALEKS Fulfillment Department with any questions regarding your order. We look forward to working with you.

MHE | ALEKS Order Fulfillment Department

Email: K12orders@aleks.com

Phone: (714) 619-7095

eFax: 714-619-6898 or 714-242-6673

[This e-mail was automatically generated by the ALEKS(R) system.]

=====

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, March 31, 2020 2:55 PM
To: McKnight, Patti
Cc: Miller, Johnny
Subject: (EXT) FW: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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

Hi Patti,

I wanted to see if you received the email response below from yesterday? Please let me know how I may be of help.

Thanks



Ty Ezell

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



From: Ezell, Ty
Sent: Monday, March 30, 2020 12:21 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Cc: Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>; Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Miller, Johnny <Johnny.Miller@mheducation.com>
Subject: Re: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

Sorry Patti you are having issues. Do you need a new quote? If so, how many licenses?

Thanks

Sent from my iPhone

On Mar 30, 2020, at 11:19 AM, McKnight, Patti <McKnightP@santarosa.k12.fl.us> wrote:

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

Ty,

I am trying to contact someone to renew our usage of ALEKS. Would you be able to direct me to the correct person?

Thanks,
Patti McKnight

From: k12 orders <k12orders@aleks.com>
Sent: Friday, March 20, 2020 3:00 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>; k12 orders <k12orders@aleks.com>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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Hi Johnny,

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Can you please assist the customer with their quote request?

Thank you!

<image001.png>

Amie Ahn
Order Fulfillment Processor I
McGraw-Hill | Digital Platform Group
15460 Laguna Canyon Road Irvine, CA 92618
P: (714) 619-7095 ext. 4124
Amie.Ahn@aleks.com

From: McKnight, Patti [<mailto:McKnightP@santarosa.k12.fl.us>]
Sent: Thursday, March 19, 2020 12:15 PM
To: k12 orders <k12orders@aleks.com>
Cc: Walker, Donna K <WalkerD@santarosa.k12.fl.us>; Lipe, Cindie S. <LipeC@santarosa.k12.fl.us>
Subject: RE: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

Good afternoon,

We did not receive any correspondence regarding a renewal quote or contract for ALEKS. Would you please provide that for us?

Patti McKnight
Santa Rosa County School District

From: ALEKS K-12 Orders <support-noreply@aleks.com>
Sent: Friday, December 14, 2018 3:57 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) MHE|ALEKS Order Received: - ALEKS Order #18-1327-424

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ORDER RECEIVED! PLEASE RESPOND WITH REQUESTED INFORMATION

Dear Sir/Madam,

Thank you for ordering ALEKS for your K12 institution!

Per ALEKS Order #18-1327-424, the following subscriptions have been ordered by Santa Rosa County School District. Please review the important order information below and reply with the requested information:

Purchase Details

Contract #1586001

- K12 - 12 Month: 50 Subscriptions

Subscription Start Date:

We require that you provide a date (within six months from your date of purchase) 09/05/2018. Please reply to this email with your selected start date.

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on the teacher and class set-up link below and complete the form in order to access your subscriptions.

Teacher and Class Set-Up

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MHE | ALEKS Order Fulfillment Department

Email: K12orders@aleks.com

Phone: (714) 619-7095

eFax: 714-619-6898 or 714-242-6673

[This e-mail was automatically generated by the ALEKS(R) system.]

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Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Tuesday, March 31, 2020 7:26 PM
To: Cole, Christi
Subject: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

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

Hi Christi,

I apologize for the delay on getting back with you. However, we were able to identify the problem.

When we are looking at the error log that we receive from the last couple of days, it looks like there are 7 columns that are showing errors for the Resources file. The error for each of those columns, is "Referenced key not found.", and the value of each is "pearsoneasybridgexxxxx" (the 'x's represent a 6 digit number).

The value that is being shown in this error log is linking to a Pearson Product, so this would look to be why nothing is being rostered to that course with that product. Until it is updated with the courseResources endpoints with the McGraw-Hill information, the resources will not assign anything to anyone.

If you need any help with locating this error log to where you can see what I am looking at, please let me know and I can add some time to my calendar to give you a call and show you where these are located. Thanks, Christi!

Kind Regards,
Chris S
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

ref:_00D80LRll._5000y1i0Lt3:ref

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

From: []
Sent:
To:
Subject:

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

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 3/31/2020 12:30 PM
To: epgtech@mheducation.com
Cc: johnsont@santarosa.k12.fl.us
Subject: RE: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

Good Afternoon Chris,

We checked the resource file. The Master code is there. We re-run the Classlink Sync.

I re-ran the sync inside of the Access Manager.

It's still not showing Product associated with Mr. Larry Maxwell.

Christi Cole

Operation Integration Specialist

Santa Rosa County School District

850-983-5074

SMARTHELP@santarosa.k12.fl.us

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From: Digital Technical Support <epgtech@mheducation.com>
Sent: Monday, March 30, 2020 8:33 PM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

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

Dear Christina Cole,

Thank you for contacting McGraw-Hill Education Integration Support.

I was able to get a chance to have myself and a specialist take a look at Larry Maxwell's course, specifically: Econ Fin Lit.

When we were looking through some of the data that has been sent to us, I have determined that we do not appear to have any products attached to that course that is being sent into us through the Resources file.

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Please submit new issues to McGraw-Hill Education Integration Support via email at IntegrationSupport@mheducation.com

Kind Regards,
Chris S
Integration Support
McGraw-Hill Education | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

ref:_00D80LRll._5000y1i0Lt3:ref

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

From: []
Sent:
To:
Subject:



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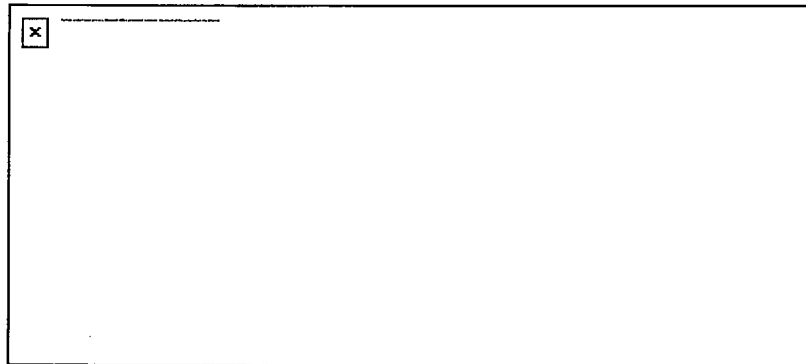
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Goodbred, Tracy R.

From: McGraw Hil <Education@mheducation.com>
Sent: Wednesday, April 1, 2020 8:05 AM
To: Maxwell, L. Kenneth II
Subject: (EXT) Free Login to 5 Steps AP Cross-Platform Prep Course

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



Dear AP Educator,

We're Here To Help!

During this unprecedented time of disruption, we know that teachers across the country are scrambling for materials to supplement their AP virtual classroom instruction. Our *5 Steps to a 5* team is happy to share our unique online AP study platform with you, which will be available at no cost between now and the end of the school year. These online courses for 14 key AP subjects contain everything you'll find in our *5 Steps to a 5* test prep guides, including thorough content review, practice tests, and much more. Feel free to share these resources with your students and fellow teachers as you see fit.

Here is a link to a landing page that contains the simple instructions for accessing the online resource:

<https://learn.mheducation.com/AP-Teacher-Resources.html>

As you know, McGraw Hill has been a trusted resource for educators for well over 100 years. Now more than ever, we are committed to providing all of the content solutions you need. Keep up the great work!

— The McGraw Hill *5 Steps to a 5* team



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Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, April 1, 2020 9:54 AM
To: Cole, Christi
Cc: Johnson, Todd
Subject: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

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Hi Christi/Todd,

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IntegrationSupport@mheducation.com

ref:_00D80LRll._5000y1i0Lt3:ref

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

From: []
Sent:
To:
Subject:

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

From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 4/1/2020 9:26 AM

To: integrationsupport@mheducation.com

Cc: johnsont@santarosa.k12.fl.us

Subject: RE: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

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Christi Cole

Operation Integration Specialist

Santa Rosa County School District

850-983-5074

SMARHELP@santarosa.k12.fl.us

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From: Integration Support <integrationsupport@mheducation.com>
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From: []
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From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 3/31/2020 12:30 PM
To: epgtech@mheducation.com

Cc: johnsont@santarosa.k12.fl.us

Subject: RE: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

Good Afternoon Chris,

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Sent: Wednesday, April 1, 2020 9:54 AM
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From: []
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Subject:

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From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 4/1/2020 9:26 AM

To: integrationsupport@mheducation.com

Cc: johnsont@santarosa.k12.fl.us

Subject: RE: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

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Sent: Monday, March 30, 2020 8:33 PM
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Subject: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

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Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, April 1, 2020 12:01 PM
To: Johnson, Todd
Cc: Cole, Christi
Subject: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]
Attachments: Teacher Larry Maxwell course.png

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Hi Todd!

It looks like this has now been corrected on our end, as I am seeing the course in Access Manager. Please see the attached screenshot.

I am doing a manual upload right now, so any students that he needs to have linked to that course/class he should see shortly.

Let us know if there is anything else that you or Christi might need looked at or addressed, and we will be happy to help! Thanks!

Kind Regards,
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IntegrationSupport@mheducation.com

ref:_00D80LRll._5000y1i0Lt3:ref

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

From: []
Sent:
To:
Subject:

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

From: Johnson, Todd [johnsont@santarosa.k12.fl.us]
Sent: 4/1/2020 11:35 AM
To: colec@santarosa.k12.fl.us; integrationsupport@mheducation.com
Subject: RE: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

Hi Chris,

If you get a chance could you look again please? That course resource should exist now.

Thanks,

Todd

From: Integration Support <integrationsupport@mheducation.com>
Sent: Wednesday, April 1, 2020 9:54 AM
To: Cole, Christi <ColeC@santarosa.k12.fl.us>
Cc: Johnson, Todd <JohnsonT@santarosa.k12.fl.us>
Subject: (EXT) McGraw Hill Education Digital Solutions Case #17005962 [ref:_00D80LRll._5000y1i0Lt3:ref]

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Goodbred, Tracy R.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Wednesday, April 1, 2020 2:47 PM
To: Cole, Christi
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 #: 17005962
Date Opened: 3/30/2020
Customer Support Representative: Chris

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.mhcoast2coast.com*

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

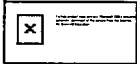
If you do not wish to receive any more invitations to provide feedback, please [click here](#).

Goodbred, Tracy R.

From: Simon Wong <successinmath@mheducation.com>
Sent: Friday, April 3, 2020 1:50 PM
To: Thacker, Cheryl
Subject: (EXT) You're Invited: Virtual Math & Stats Symposium

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

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



Because learning changes everything.®



Dear Cheryl,

Across the world, educators like you are stepping up and rising to new challenges. We aim to further support your commitment to improving student learning, no matter the circumstance.

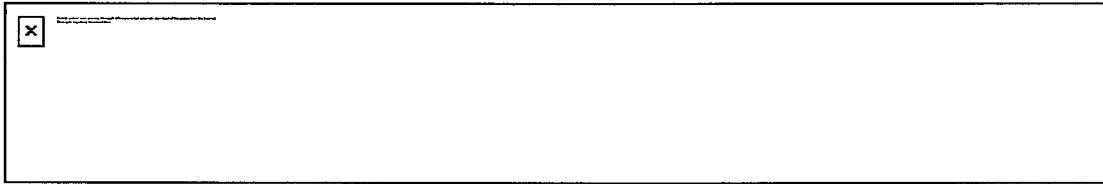
As such, we'd like to invite you to join your peers and thought leaders from around the country to learn tried-and-true strategies for reaching every student, whether it is face to face or webcam to webcam.

Space is limited; sign up today!



We hope to "see" you on April 17 at our Math & Stats Virtual Symposium!

Sincerely,
The McGraw-Hill Math Team



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

[Unsubscribe](#)

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

Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Monday, April 6, 2020 1:37 PM
To: Kratz, Sylvia M.
Subject: (EXT) Please verify your email for McGraw-Hill Connect2

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



Dear Sylvia Kratz,

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: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, April 27, 2020 7:51 AM
To: McKnight, Patti
Subject: (EXT) FADIMA ELA Adoption

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

Hey Patti,

On a recent FADIMA conference call, some districts shared their plans to review K-12 ELA during the 2020-2021 school year and their plans to implement for the 2021-2022 school year. I was not able to attend the call. Can you share with me what your district's plans are for the Reading/ELA review and implementation? I wanted to get an update as COIVD19 had changed education in Florida at this time.

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, April 27, 2020 8:00 AM
To: McKnight, Patti
Subject: (EXT) RE: (EXT) FADIMA ELA Adoption

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

Thanks Patti!



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, April 27, 2020 9:00 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) FADIMA ELA Adoption

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

Hi Ty,

I have not heard an update. It's on my list to check today. I'll keep you posted.

Patti McKnight
Literacy and ESOL Coordinator
Santa Rosa County School District



From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, April 27, 2020 7:51 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) FADIMA ELA Adoption

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Thanks



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Goodbred, Tracy R.

From: McGraw-Hill Customer Service <no.reply.mcgraw-hill.customerservice@mheducation.com>
Sent: Monday, April 27, 2020 9:45 AM
To: Lipe, Cindie S.
Subject: (EXT) McGraw Hill - Web Form: Order - Case # 17173827

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



Thank you for contacting McGraw Hill. Case 17173827 has been opened for you.

Standard orders are processed, shipped, and delivered within **10 to 13 business days**.

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!

Canadian customers can submit their request on our website at <http://www.mheducation.ca/contact/invoice-automation/>

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

Order Management

(WOM)

You submitted the following request on 4/27/2020 9:45 AM to Order Management:

Organization : Santa Rosa County District Schools

Name : cindie lipe

Phone : 404-488-3567

Email : lipec@santarosa.k12.fl.us

Additional Comments : I want to place an order with a credit card. I've called and keep getting cut off. tried to order online and you site keeps cycling me back around to the home page. Quote #

JLYLE-03302020-002

can someone call me please? working from home . . .

Attachment : See Attachment Section.

ref:_00D80LRll_5000y1isHRe:ref



Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, April 28, 2020 9:09 AM
To: McKnight, Patti
Subject: (EXT) Doug Fisher Book Club

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

Hi Patti,

As a fellow ELA enthusiast, and in appreciation for all that you are doing to make home-learning work, I wanted to share with you a wonderful opportunity to interact directly with ELA thought leaders, Douglas Fisher and Nancy Frey through the Fisher & Frey Book Club. Below is a link to learn about the book club, and a link to register for the zoom book club meeting.

Book club details

Visible Learning for Literacy, Grades K-12
May 4 - May 15
Moderators: Douglas Fisher and Nancy Frey

We know literacy can change lives. We've been searching for "what works" for decades and we know nearly all things teachers do work to improve student achievement. But only a few things work at ensuring a student gains a full year's worth of growth for a year of school. Let's focus on what works and when guided by Visible Learning® Research (Hattie, 2009).

Click here <https://us.corwin.com/en-us/nam/ffbookclub> to learn more about the Book Club.

And click here to join the May 4-May 15 Visible Learning for Literacy event <https://zoom.us/meeting/register/tZcpdeuurzsrijmzjiyNAnGnK5woOoZNYAQ>

Let me know if you are able to take some PD time for yourself and your staff and join us for this book study.



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, April 28, 2020 9:13 AM
To: McKnight, Patti
Subject: (EXT) RE: (EXT) Doug Fisher Book Club

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

Please do!



Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
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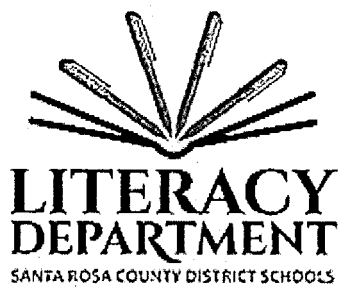
From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Tuesday, April 28, 2020 10:13 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) Doug Fisher Book Club

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

May I share this with my Reading Coaches????? This is a wonderful opportunity!

Patti McKnight

Literacy and ESOL Coordinator
Santa Rosa County School District
850-983-5064
<https://calendly.com/mcknightp/request>



From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, April 28, 2020 9:09 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) Doug Fisher Book Club

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We know literacy can change lives. We've been searching for "what works" for decades and we know nearly all things teachers do work to improve student achievement. But only a few things work at ensuring a student gains a full year's worth of growth for a year of school. Let's focus on what works and when guided by Visible Learning® Research (Hattie, 2009).

Click here <https://us.corwin.com/en-us/nam/ffbookclub> to learn more about the Book Club.

And click here to join the May 4-May 15 Visible Learning for Literacy event <https://zoom.us/meeting/register/tZcpdeuurzsrijmzjiyNAnGnK5woOoZNYAQ>

Let me know if you are able to take some PD time for yourself and your staff and join us for this book study.



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, April 30, 2020 9:27 AM
To: Avis, Vanessa F.
Subject: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I just recently received and email from corporate that you may have a need for World of Wonders Pre-K? Please let me know how I may be of help!

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, April 30, 2020 9:32 AM
To: McKnight, Patti
Subject: (EXT) RE: (EXT) FADIMA ELA Adoption

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

I just wanted to check in with you to see if you were able to get information about the ELA adoption? I also have questions regarding a timeline for presentations as Santa Rosa usually starts presentations in November. Since the state has NOT even released a state bid for the ELA adoption yet, so we know the timeline for 2020 is definitely changing to accommodate publishers in preparing products that meet the new standards (just released in Feb) and the specifications (released in March) I expect delays from publishers having completed print materials ready in October-November. Would you have time for a phone call today or tomorrow or even next week? 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



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Monday, April 27, 2020 9:00 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) FADIMA ELA Adoption

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

Hi Ty,

I have not heard an update. It's on my list to check today. I'll keep you posted.

Patti McKnight
Literacy and ESOL Coordinator



From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, April 27, 2020 7:51 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) FADIMA ELA Adoption

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Hey Patti,

On a recent FADIMA conference call, some districts shared their plans to review K-12 ELA during the 2020-2021 school year and their plans to implement for the 2021-2022 school year. I was not able to attend the call. Can you share with me what your district's plans are for the Reading/ELA review and implementation? I wanted to get an update as COVID19 had changed education in Florida at this time.

Thanks



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:39 AM
To: Avis, Vanessa F.
Subject: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

Thanks for the quick response. I can possibly set up a virtual presentation and order a sample be sent to you, but I am not sure they would arrive by May 15th and you be able to fully dig into them by that time frame. I am providing the below digital access for you to start your review. I will order a set of the complete print materials be sent to you. Let me know a day and time for a live webinar presentation that may work. If you can provide a couple of days for the presentation, I will see what we have available. We are getting lots of request for digital online webinars at this time.

<https://connected.mcgraw-hill.com>

Username: wowteacher
Password: mhe2020ela

How many kits would the district need to purchase?



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:31 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Good morning, Ty.

Our district is wanting to pilot a new PreK curriculum and would like to review sample materials and arrange for a virtual presentation. We are under a tight timeline, as we would like to make a decision for purchase by May 15th. Would you be able to arrange a "meeting" sometime next week?

Vanessa Avis

Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:27 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) McGraw-Hill World of Wonders Pre-K

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Hi Vanessa,

I just recently received an email from corporate that you may have a need for World of Wonders Pre-K? Please let me know how I may be of help!

Thanks



Ty Ezell

Sales Representative
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C: 850.628.1858
david.ezell@mheducation.com



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:50 AM
To: Avis, Vanessa F.
Subject: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

I just ordered one complete set of print. I will see what I can do about a presentation on one of those dates and get back to you. Also, how many kits will the district need to purchase?

Thanks



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:48 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thanks for the information and ordering the materials for us. We realize this is a quick turnaround. I hope it will be alright if I forward this information to the three others on our committee. Currently we are looking to pilot in five classes.

Here are three possible days/times for next week.

May 5th 9:00-10:00
6th between 12:00-2:00
7th 12:00-1:00

Vanessa Avis

Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
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From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:39 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
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<https://connected.mcgraw-hill.com>

Username: wowteacher
Password: mhe2020ela

How many kits would the district need to purchase?



Ty Ezell

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david.ezell@mheducation.com



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:31 AM

To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) McGraw-Hill World of Wonders Pre-K

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Vanessa Avis

Program Facilitator

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Douglas A. Dillon Center

6032 Highway 90

Milton, FL 32570

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

Sent: Thursday, April 30, 2020 9:27 AM

To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Subject: (EXT) McGraw-Hill World of Wonders Pre-K

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Thanks



Ty Ezell

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C: 850.628.1858

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:52 AM
To: Avis, Vanessa F.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Can you talk by phone?



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:51 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

We would be looking at five for the current year as a pilot.

Vanessa Avis

Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:50 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

I just ordered one complete set of print. I will see what I can do about a presentation on one of those dates and get back to you. Also, how many kits will the district need to purchase?

Thanks



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
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To: Ezell, Ty <david.ezell@mheducation.com>
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6th between 12:00-2:00
7th 12:00-1:00

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<https://connected.mcgraw-hill.com>

Username: wowteacher
Password: mhe2020ela

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Thanks



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To: Avis, Vanessa F.
Cc: Read, Lissette
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(850) 549-7201

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 10:49 AM
To: McKnight, Patti
Subject: (EXT) Re: (EXT) RE: (EXT) FADIMA ELA Adoption

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

Sure, what number should I call you?

Sent from my iPhone

On Apr 30, 2020, at 10:48 AM, McKnight, Patti <McKnightP@santarosa.k12.fl.us> wrote:

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

My people are telling me they haven't heard anything new.

I would love to hear what you heard. Are you available around 2 Central time?

Patti McKnight

Literacy and ESOL Coordinator
Santa Rosa County School District
850-983-5064

<https://calendly.com/mcknightp/request>

<image005.jpg>

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:32 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) FADIMA ELA Adoption

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I just wanted to check in with you to see if you were able to get information about the ELA adoption? I also have questions regarding a timeline for presentations as Santa Rosa usually starts presentations in November. Since the state has NOT even released a state bid for the ELA adoption yet, so we know the timeline for 2020 is definitely changing to accommodate publishers in preparing products that meet the new standards (just released in Feb) and the specifications (released in March) I expect delays from publishers having completed print materials ready in October-November. Would you have time for a phone call today or tomorrow or even next week? Let me know if you can fit me in.

Thanks

<image002.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image003.png>

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

Sent: Monday, April 27, 2020 9:00 AM

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

Subject: RE: (EXT) FADIMA ELA Adoption

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

Hi Ty,

I have not heard an update. It's on my list to check today. I'll keep you posted.

Patti McKnight

Literacy and ESOL Coordinator

Santa Rosa County School District

<image004.jpg>

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

Sent: Monday, April 27, 2020 7:51 AM

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

Subject: (EXT) FADIMA ELA Adoption

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

Hey Patti,

On a recent FADIMA conference call, some districts shared their plans to review K-12 ELA during the 2020-2021 school year and their plans to implement for the 2021-2022 school year. I was not able to attend the call. Can you share with me what your district's plans are for the Reading/ELA review and implementation? I wanted to get an update as COVID19 had changed education in Florida at this time.

Thanks

<image002.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image003.png>

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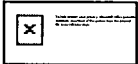
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Goodbred, Tracy R.

From: Michael Ryan <highered@mheducation.com>
Sent: Monday, May 4, 2020 9:15 AM
To: Thacker, Cheryl
Subject: (EXT) An Important Update on the Proposed Merger of McGraw-Hill and Cengage

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



Because learning changes everything.®

Dear Professor Thacker,

I am writing today to provide an update on the proposed merger between McGraw-Hill and Cengage, which was announced last year. The two companies have now mutually agreed not to pursue the merger. We will, therefore, remain separate and independent companies.

We are very happy and proud to be helping instructors and students succeed in higher education, as McGraw-Hill has done for over 100 years. Over the past six weeks, we have worked directly with more than 7,000 higher ed instructors nationwide to help them make the emergency transition to online instruction due to COVID-19. This has allowed more than 110,000 students to complete their spring courses online using McGraw-Hill Connect®, McGraw-Hill ALEKS® or supported eBook platforms.

All of higher education faces significant challenges going into the summer and fall. We are prepared to help you navigate through these uncertain times by providing the following:

- Peer-reviewed and classroom-tested content and digital learning tools that support both in-person and online teaching formats
- Pre-built online courses following a nationally recognized quality rubric
- Training, peer coaching and first day of class support for instructors
- Industry-leading technical support for both instructors and students
- A range of affordable purchase options that allows both instructors and students to choose what works best for them. This includes Inclusive Access, which provides first day of class access to course materials at below market prices.

We look forward to continuing to be your partner in delivering a high-quality experience for your students.

Sincerely,

Michael Ryan
President, McGraw-Hill Higher Education



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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: Wednesday, May 6, 2020 7:16 AM
To: Avis, Vanessa F.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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I just wanted to check to make sure you received the webinar presentation invite for 12:00 today? We are looking forward to presenting the program to you and your team!



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 11:30 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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Thanks, Ty!
I will let the others know so they can add to their calendars.

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

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6032 Highway 90
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(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 10:28 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Cc: Read, Lissette <lissette.read@mheducation.com>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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Hi Vanessa,

Thanks for the quick response. I can possibly set up a virtual presentation and order a sample be sent to you, but I am not sure they would arrive by May 15th and you be able to fully dig into them by that time frame. I am providing the below digital access for you to start your review. I will order a set of the complete print materials be sent to you. Let me know a day and time for a live webinar presentation that may work. If you can provide a couple of days for the presentation, I will see what we have available. We are getting lots of request for digital online webinars at this time.

<https://connected.mcgraw-hill.com>

Username: wowteacher
Password: mhe2020ela

How many kits would the district need to purchase?



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:31 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Good morning, Ty.

Our district is wanting to pilot a new PreK curriculum and would like to review sample materials and arrange for a virtual presentation. We are under a tight timeline, as we would like to make a decision for purchase by May 15th.

Would you be able to arrange a "meeting" sometime next week?

Vanessa Avis

Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:27 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I just recently received an email from corporate that you may have a need for World of Wonders Pre-K? Please let me know how I may be of help!

Thanks



Ty Ezell

Sales Representative
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david.ezell@mheducation.com



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 6, 2020 10:26 AM
To: McKnight, Patti
Subject: (EXT) RE: (EXT) Re: (EXT) RE: (EXT) FADIMA ELA Adoption

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

Hey Patti,

I wanted to bring to your attention that some of your Glencoe Health with Human Sexuality, Florida, Teacher Edition, 2014 will expire in August. I believe one school bought a year before the others, so I wanted to make your aware that you may loose some digital in the fall for some students and teachers. We still offer a 5 year option at the FSBD. I am not sure if you guys are adopting a new program this year on next. Let me know and I also may be able to build a package for years you may need.

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, April 30, 2020 11:51 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) Re: (EXT) RE: (EXT) FADIMA ELA Adoption

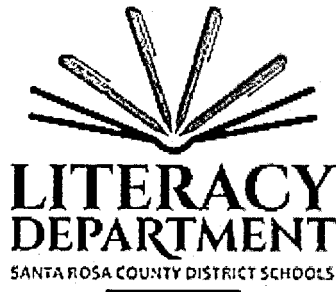
***** EXTERNAL EMAIL: If sender is unknown, use caution when opening. *****

I'm in the office today...staffing plans are going out. ☹️

My cell is 850-910-3601.

Patti McKnight

Literacy and ESOL Coordinator
Santa Rosa County School District
850-983-5064
<https://calendly.com/mcknightp/request>



From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 10:49 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) Re: (EXT) RE: (EXT) FADIMA ELA Adoption

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

Sure, what number should I call you?

Sent from my iPhone

On Apr 30, 2020, at 10:48 AM, McKnight, Patti <McKnightP@santarosa.k12.fl.us> wrote:

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

My people are telling me they haven't heard anything new.

I would love to hear what you heard. Are you available around 2 Central time?

Patti McKnight
Literacy and ESOL Coordinator
Santa Rosa County School District
850-983-5064
<https://calendly.com/mcknightp/request>
<image005.jpg>

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:32 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) FADIMA ELA Adoption

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

I just wanted to check in with you to see if you were able to get information about the ELA adoption? I also have questions regarding a timeline for presentations as Santa Rosa usually starts presentations in November. Since the state has NOT even released a state bid for the ELA adoption yet, so we know the timeline for 2020 is definitely changing to accommodate publishers in preparing products that meet the new standards (just released in Feb) and the specifications (released in March) I expect delays from publishers having completed print materials ready in October-November. Would you have time for a phone call today or tomorrow or even next week? Let me know if you can fit me in.

Thanks

<image002.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image003.png>

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

Sent: Monday, April 27, 2020 9:00 AM

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

Subject: RE: (EXT) FADIMA ELA Adoption

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

Hi Ty,

I have not heard an update. It's on my list to check today. I'll keep you posted.

Patti McKnight

Literacy and ESOL Coordinator

Santa Rosa County School District

<image004.jpg>

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

Sent: Monday, April 27, 2020 7:51 AM

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

Subject: (EXT) FADIMA ELA Adoption

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

Hey Patti,

On a recent FADIMA conference call, some districts shared their plans to review K-12 ELA during the 2020-2021 school year and their plans to implement for the 2021-2022 school year. I was not able to

attend the call. Can you share with me what your district's plans are for the Reading/ELA review and implementation? I wanted to get an update as COIVD19 had changed education in Florida at this time.

Thanks

<image002.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image003.png>

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 6, 2020 12:41 PM
To: Avis, Vanessa F.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I wanted to share the World of Wonders packages with you.

I put the package contents below.

Packaging Each World of Wonders package contains:

- 1 set Teacher's Edition (10 volumes) o 9 volumes covering units 1-9 o 1 volume of Teacher's Choice Mini Units "My Favorite Themes"
- 1 set My Word Book student book (20 copies) come first year only
- 1 set Trade Books (42 books)
- 1 Read Aloud Anthology
- 1 set of Retelling Cards
- 1 set Literature Big Books (8 big books + Big Book of Nursery Rhymes and Songs)
- 6 sets of Little Readers (36 books per set)
- 1 set Social-Emotional Mini Big Books (8 books)
- 12 sets of Patterned Books (10 books per set)
- 1 set Flip Charts o Literacy and Language Flip Chart o Social and Emotional Flip Chart o Assessment Mini Flip Chart o 2 digital flip charts: Social Studies and Science
- 1 set Oral Language, Alphabet, Letter, Photo and Concept Cards
- 1 Teacher Workspace (6-year subscription)
- 20 Student Workspaces (6-year subscription)

Technology Components

- Digital games for skills acquisition and practice in phonemic awareness, phonics, and early math concepts
- eBooks of all literature
- Digital flip charts (as noted above)
- Assessment handbook (PDF) and progress reporting
- School-to-home letters in multiple languages with suggested home activities
- Visual vocabulary cards of oral and concept vocabulary

Suggested Add-Ons

- Manipulatives Kit- Many teachers will already have their own manipulatives in the classroom, so this is not a required part of the bundle
- Classroom Library Set – 14 books- This set contains suggested titles for Teacher's Choice Mini Units, but teachers are encouraged to use their own favorite books for these weeks/themes, so this is not a required part of the bundle

I hope this helps!



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Wednesday, May 6, 2020 8:37 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thank you. I did receive it and shared it with the others who will attend.

Vanessa Avis

Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 6, 2020 7:16 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

I just wanted to check to make sure you received the webinar presentation invite for 12:00 today? We are looking forward to presenting the program to you and your team!



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 11:30 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thanks, Ty!
I will let the others know so they can add to their calendars.

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 10:28 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Cc: Read, Lissette <lissette.read@mheducation.com>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I was able to secure a live webinar with Lissette Reed on May 6th 12:00-2:00 CST. We will send out a meeting notice next week for you and your team. Please let us know any specific items w you would like covered in the webinar. I have ordered the complete print set to be sent to you, but I am not sure if it will get to you by May 6th due to COVID19 shipping delays.

Thanks and we look forward to presenting!



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:54 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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(850) 549-7201

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:52 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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Can you talk by phone?



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:51 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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We would be looking at five for the current year as a pilot.

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:50 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

I just ordered one complete set of print. I will see what I can do about a presentation on one of those dates and get back to you. Also, how many kits will the district need to purchase?

Thanks



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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:48 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thanks for the information and ordering the materials for us. We realize this is a quick turnaround. I hope it will be alright if I forward this information to the three others on our committee. Currently we are looking to pilot in five classes.

Here are three possible days/times for next week.

May 5th 9:00-10:00
6th between 12:00-2:00
7th 12:00-1:00

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:39 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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<https://connected.mcgraw-hill.com>

Username: wowteacher

Password: mhe2020ela

How many kits would the district need to purchase?



Ty Ezell

Sales Representative

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C: 850.628.1858

david.ezell@mheducation.com



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Sent: Thursday, April 30, 2020 10:31 AM

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

Subject: RE: (EXT) McGraw-Hill World of Wonders Pre-K

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Good morning, Ty.

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Would you be able to arrange a "meeting" sometime next week?

Vanessa Avis

Program Facilitator

ESE Specialized Curriculum, Instruction, and Intervention

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

Sent: Thursday, April 30, 2020 9:27 AM

To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Subject: (EXT) McGraw-Hill World of Wonders Pre-K

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Hi Vanessa,

I just recently received and email from corporate that you may have a need for World of Wonders Pre-K? Please let me know how I may be of help!

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, May 6, 2020 2:15 PM
To: Avis, Vanessa F.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K
Attachments: Santa Rosa WOW.pdf

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

I have sent your sequence question to Lissette to answer and I will reply once she gets the answer to me.

I have attached a quote above for 5 World of Wonders kits. The below are the add on options for pricing purposes.

Manipulatives Kit	PK	0021976805	\$426.1
Library Set	PK	0078987903	\$150.9

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: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Wednesday, May 6, 2020 2:59 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thank you for meeting with us today. I have a couple of questions.

Are you able to send us a sequence of how the phonological awareness skills are introduced throughout the units of study?

Also, would you please send us the pricing list of the basic unit and the price of the additional add-ons?

We realize this could change based on different factors, we just need a ballpark for now.

Vanessa Avis

Program Facilitator

ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center

6032 Highway 90

Milton, FL 32570

(850) 983-5565

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

Sent: Wednesday, May 6, 2020 12:41 PM

To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I wanted to share the World of Wonders packages with you.

I put the package contents below.

Packaging Each World of Wonders package contains:

- 1 set Teacher's Edition (10 volumes) o 9 volumes covering units 1-9 o 1 volume of Teacher's Choice Mini Units "My Favorite Themes"
- 1 set My Word Book student book (20 copies) come first year only
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- 1 set of Retelling Cards
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- 6 sets of Little Readers (36 books per set)
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- 1 set Flip Charts o Literacy and Language Flip Chart o Social and Emotional Flip Chart o Assessment Mini Flip Chart o 2 digital flip charts: Social Studies and Science
- 1 set Oral Language, Alphabet, Letter, Photo and Concept Cards
- 1 Teacher Workspace (6-year subscription)
- 20 Student Workspaces (6-year subscription)

Technology Components

- Digital games for skills acquisition and practice in phonemic awareness, phonics, and early math concepts

- eBooks of all literature
- Digital flip charts (as noted above)
- Assessment handbook (PDF) and progress reporting
- School-to-home letters in multiple languages with suggested home activities
- Visual vocabulary cards of oral and concept vocabulary

Suggested Add-Ons

- Manipulatives Kit- Many teachers will already have their own manipulatives in the classroom, so this is not a required part of the bundle
- Classroom Library Set – 14 books- This set contains suggested titles for Teacher’s Choice Mini Units, but teachers are encouraged to use their own favorite books for these weeks/themes, so this is not a required part of the bundle

I hope this helps!



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Wednesday, May 6, 2020 8:37 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thank you. I did receive it and shared it with the others who will attend.

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

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I just wanted to check to make sure you received the webinar presentation invite for 12:00 today? We are looking forward to presenting the program to you and your team!



Ty Ezell

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McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com



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Thanks, Ty!

I will let the others know so they can add to their calendars.

Vanessa Avis

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ESE Specialized Curriculum, Instruction, and Intervention

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6032 Highway 90

Milton, FL 32570

(850) 983-5565

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Sent: Thursday, April 30, 2020 10:28 AM

To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Cc: Read, Lissette <lissette.read@mheducation.com>

Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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Hi Vanessa,

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Thanks and we look forward to presenting!



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Can you talk by phone?



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I just ordered one complete set of print. I will see what I can do about a presentation on one of those dates and get back to you. Also, how many kits will the district need to purchase?

Thanks



Ty Ezell

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Subject: RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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Thanks for the information and ordering the materials for us. We realize this is a quick turnaround. I hope it will be alright if I forward this information to the three others on our committee. Currently we are looking to pilot in five classes.

Here are three possible days/times for next week.

May 5th 9:00-10:00
6th between 12:00-2:00
7th 12:00-1:00

Vanessa Avis
Program Facilitator
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From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:39 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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Hi Vanessa,

Thanks for the quick response. I can possibly set up a virtual presentation and order a sample be sent to you, but I am not sure they would arrive by May 15th and you be able to fully dig into them by that time frame. I am providing the below digital access for you to start your review. I will order a set of the complete print materials be sent to you. Let me know a day and time for a live webinar presentation that may work. If you can provide a couple of days for the presentation, I will see what we have available. We are getting lots of request for digital online webinars at this time.

<https://connected.mcgraw-hill.com>

Username: wowteacher

Password: mhe2020ela

How many kits would the district need to purchase?



Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Sent: Thursday, April 30, 2020 10:31 AM

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

Subject: RE: (EXT) McGraw-Hill World of Wonders Pre-K

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Good morning, Ty.

Our district is wanting to pilot a new PreK curriculum and would like to review sample materials and arrange for a virtual presentation. We are under a tight timeline, as we would like to make a decision for purchase by May 15th.

Would you be able to arrange a "meeting" sometime next week?

Vanessa Avis

Program Facilitator

ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center

6032 Highway 90

Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:27 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I just recently received an email from corporate that you may have a need for World of Wonders Pre-K? Please let me know how I may be of help!

Thanks



Ty Ezell

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



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Because learning changes everything.®

QUOTE PREPARED FOR:

Santa Rosa Co Sch Board
5086 CANAL STREET
MILTON, FL 32570-6726
ACCOUNT NUMBER: 263597

SUBSCRIPTION/DIGITAL CONTACT:

Christina Cole
colec@santarosa.k12.fl.us
(850) 983-5074

CONTACT:

Vanessa Avis
avisv@santarosa.k12.fl.us
(850) 983-5565

SALES REP INFORMATION:

Ty Ezell
david.ezell@mheducation.com
(850) 628-1858

Section Summary	Value of All Materials	Free Materials	Product Subtotal
World of Wonders Pre-K Kit	\$0.00		
PRODUCT TOTAL*	\$14,995.00	\$0.00	\$14,995.00
ESTIMATED S&H**			\$1,200.00
ESTIMATED TAX**			TBD
GRAND TOTAL*			\$16,195.00

* Price firm for 45 days from quote date. Price quote must be attached to school purchase order to receive the quoted price and free materials.

**Shipping and handling charges shown are only estimates. Actual shipping and handling charges will be applied at time of order. Taxes are not included in the quote total. If applicable, actual tax charges will be applied at time of order.

Comments:

PLEASE INCLUDE THIS PROPOSAL WITH YOUR PURCHASE ORDER

SEND ORDER TO:

McGraw-Hill | PO Box 182605 | Columbus, OH 43218-2605
Email: orders_mhe@mheducation.com | Phone: 1-800-338-3987 | Fax: 1-800-953-8691

QUOTE DATE: 05/06/2020
QUOTE NUMBER: TEZEL-05062020-001

ACCOUNT NAME: Santa Rosa Co Sch Board
ACCOUNT #: 263597

EXPIRATION DATE: 06/20/2020
PAGE #: 1



Because learning changes everything.

Product Description	ISBN	Qty	Unit Price	Free Materials	Line Subtotal
WORLD OF WONDERS CLASSROOM KIT 6 YEAR SUBSCRIPTION BUNDLE GRADE PREK	978-0-07-679204-7	5	\$2,999.00	\$0.00	\$14,995.00

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CONTACT:

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(850) 983-5565

VALUE OF ALL MATERIALS	\$14,995.00
FREE MATERIALS	\$0.00
PRODUCT TOTAL*	\$14,995.00
ESTIMATED SHIPPING & HANDLING**	\$1,200.00
ESTIMATED TAX**	TBD
GRAND TOTAL	\$16,195.00

SUBSCRIPTION/DIGITAL CONTACT:

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colec@santarosa.k12.fl.us
(850) 983-5074

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Terms of Service:

By placing an order for digital products (the 'Subscribed Materials'), the entity that this price quote has been prepared for ('Subscriber') agrees to be bound by the Terms of Service and any specific provisions required by Subscriber's state law, each located in the applicable links below. Subject to Subscriber's payment of the fees set out above, McGraw Hill LLC hereby grants to Subscriber a non-exclusive, non-transferable license to allow only the number of Authorized Users that corresponds to the quantity of Subscribed Materials set forth above to access and use the Subscribed Materials under the terms described in the Terms of Service and any specific provisions required by Subscriber's state law, each located in the applicable links below. The subscription term for the Subscribed Materials shall be as set forth in the Product Description above. If no subscription term is specified, the initial term shall be one (1) year from the date of this price quote (the 'Initial Subscription Term'), and thereafter the Subscriber shall renew for additional one (1) year terms (each a 'Subscription Renewal Term'), provided MHE has chosen to renew the subscription and has sent an invoice for such Subscription Renewal Term to Subscriber.

Terms Of Service

Provisions required by Subscriber State law

ATTENTION: In our effort to protect our customer's data, we will no longer store credit card data in any manner within in our system. Therefore, as of April 30, 2016 we will no longer accept credit card orders via email, fax, or mail/package delivery. Credit card orders may be placed over the phone by calling the number listed above or via our websites by visiting www.mheducation.com (or www.mhecoast2coast.com).

School Purchase Order Number: _____

Name of School Official (Please Print)

Signature of School Official

PLEASE INCLUDE THIS PROPOSAL WITH YOUR PURCHASE ORDER

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PAGE #: 3

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 6, 2020 2:22 PM
To: Avis, Vanessa F.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K
Attachments: WoW Scope and Sequence.pdf

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

I have attached the scope and sequence for WOW. I hope this will help!



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Wednesday, May 6, 2020 2:59 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thank you for meeting with us today. I have a couple of questions.

Are you able to send us a sequence of how the phonological awareness skills are introduced throughout the units of study?

Also, would you please send us the pricing list of the basic unit and the price of the additional add-ons?

We realize this could change based on different factors, we just need a ballpark for now.

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

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Hi Vanessa,

I wanted to share the World of Wonders packages with you.

I put the package contents below.

Packaging Each World of Wonders package contains:

- 1 set Teacher's Edition (10 volumes) o 9 volumes covering units 1-9 o 1 volume of Teacher's Choice Mini Units "My Favorite Themes"
- 1 set My Word Book student book (20 copies) come first year only
- 1 set Trade Books (42 books)
- 1 Read Aloud Anthology
- 1 set of Retelling Cards
- 1 set Literature Big Books (8 big books + Big Book of Nursery Rhymes and Songs)
- 6 sets of Little Readers (36 books per set)
- 1 set Social-Emotional Mini Big Books (8 books)
- 12 sets of Patterned Books (10 books per set)
- 1 set Flip Charts o Literacy and Language Flip Chart o Social and Emotional Flip Chart o Assessment Mini Flip Chart o 2 digital flip charts: Social Studies and Science
- 1 set Oral Language, Alphabet, Letter, Photo and Concept Cards
- 1 Teacher Workspace (6-year subscription)
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Technology Components

- Digital games for skills acquisition and practice in phonemic awareness, phonics, and early math concepts
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Cc: Read, Lissette <lissette.read@mheducation.com>
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david.ezell@mheducation.com



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Sent: Thursday, April 30, 2020 10:48 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thanks for the information and ordering the materials for us. We realize this is a quick turnaround. I hope it will be alright if I forward this information to the three others on our committee. Currently we are looking to pilot in five classes.

Here are three possible days/times for next week.

May 5th 9:00-10:00
6th between 12:00-2:00
7th 12:00-1:00

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:39 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

Thanks for the quick response. I can possibly set up a virtual presentation and order a sample be sent to you, but I am not sure they would arrive by May 15th and you be able to fully dig into them by that time frame. I am providing the below digital access for you to start your review. I will order a set of the complete print materials be sent to you. Let me know a day and time for a live webinar presentation that may work. If you can provide a couple of days for the presentation, I will see what we have available. We are getting lots of request for digital online webinars at this time.

<https://connected.mcgraw-hill.com>

Username: wowteacher

Password: mhe2020ela

How many kits would the district need to purchase?



Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:31 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Good morning, Ty.

Our district is wanting to pilot a new PreK curriculum and would like to review sample materials and arrange for a virtual presentation. We are under a tight timeline, as we would like to make a decision for purchase by May 15th.

Would you be able to arrange a "meeting" sometime next week?

Vanessa Avis

Program Facilitator

ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center

6032 Highway 90

Milton, FL 32570

(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:27 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I just recently received and email from corporate that you may have a need for World of Wonders Pre-K? Please let me know how I may be of help!

Thanks



Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com



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Pre-Kindergarten & Transitional Kindergarten

Unit/Week	Alphabet Time	Book Time	Math	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
Unit 1, Week 1 Who We Are	Alphabet Song Phonemic Awareness: Environmental Sounds Print Awareness: Environmental Print High-Frequency Word: I	<i>Llama, Llama Misses Mama</i> by Anna Dewdney <i>Ollie's School Day</i> by Stephanie Calmenson and Abby Carter Nursery Rhyme: <i>Mary Had a Little Lamb</i>	Introduction to Materials and Procedures (Note: Each week, teacher creates a chart with students to organize theme-related data. While children are exploring centers, teachers use narrating, revoicing, and asking open-ended questions to develop mathematical understandings and problem-solving skills)	Our Five Senses Be a Scientist/ Exploring Pumpkins	What About Me? I Live In America (national symbols)	Literacy Through Music: Hokey Pokey Social-Emotional: Caring for Ourselves (Rules and Limits) (Mister Rogers) Flip Chart: A Friendly Classroom Social-Emotional Book: <i>I Learn and Play In School</i> (Listening) Health and Safety: Brushing Teeth	Transitional K and Advanced Learners (Kindergarten Standards coverage) Assess Letter Knowledge; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It 3-Year-Olds and Extra Support (developmentally appropriate practices) Introduce Alphabet; Name—First letter; Draw About It; Oral Language; Let's Explore Together English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Preteach Basic Words; Oral Language; Talk About It; Draw and Write About It Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD
Unit 1, Week 2 Who We Are	Alphabet Song Phonemic Awareness: Distinguish Sounds Print Awareness: Print Conveys Meaning High-Frequency Words: I, a My Word Book (Book 1)	<i>If You're Happy</i> by Randall de Sève <i>Green Is a Chile Pepper</i> by Roseanne Greenfield Thong and John Parra Nursery Rhyme: <i>Wee Willie Winkie</i>	Count verbally, explore math manipulatives Day 1: Fingerplay Day 2: Count and clap to 10 Day 3: Count objects in the room up to 2, explore counters and observe Day 4: Count and hop or march Day 5: Fingerplay	Our Five Senses 5 Senses Song: <i>Use Your Senses</i>	What About Me? Our Flag (Pledge of Allegiance)	Literacy Through Music: Hokey Pokey Social-Emotional: Caring for Ourselves (Take Your Time) (Mister Rogers) Flip Chart: Our Class Rule: Clean Up Social-Emotional Book: <i>I Learn and Play In School</i> (Showing Kindness) Health and Safety: Body Parts and Functions	Transitional K and Advanced Learners (Kindergarten Standards coverage) Assess Letter Knowledge; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It 3-Year-Olds and Extra Support (developmentally appropriate practices) Introduce Alphabet; Name—First letter; Draw About It; Oral Language; Let's Explore Together English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Preteach Basic Words; Oral Language; Talk About It; Draw and Write About It Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD



Kindergarten & Transitional Kindergarten

Unit/Week	Alphabet Time	Book Time	Math	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
Unit 1, Week 3 Who We Are	Alphabet Song Phonemic Awareness: Distinguish Sounds Print Awareness: Distinguish Print from Pictures High-Frequency Word: see	<i>Always, Sometimes, Never</i> by Ellen Tarlow <i>ABC I Like Me!</i> by Nancy Carlson Classic Tale: <i>The Knee-High Man</i>	Counting, make small groups, explore materials Day 1: My age—number with fingers, arms, legs; count and move Day 2: Find groups of 2 Day 3: Find groups of 2 Day 4: Show counters, children match with fingers Day 5: Show counters, children match with fingers	Our Five Senses Look Again (Observe Closely)	What About Me? Cultural Diversity/My Culture Reading in Social Studies	Social-Emotional: Caring for Ourselves (Mister Rogers) Flip Chart: Making and Keeping Friends Social-Emotional Book: <i>I Learn and Play in School</i> (Following Rules) Health and Safety: Body Parts and Functions	Transitional K and Advanced Learners (Kindergarten Standards coverage) Assess Letter Knowledge; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It 3-Year-Olds and Extra Support (developmentally appropriate practices) Introduce Alphabet; Name—First letter; Draw About It; Oral Language; Let's Explore Together English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Preteach Basic Words; Oral Language; Talk About It; Draw and Write About It Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD
Unit 1, Week 4 Who We Are	Alphabet Song Phonemic Awareness: Review Print Awareness: Review High-Frequency Words: see Theme Book 1: <i>I See Me</i>	Teacher's Choice Classic Tale: <i>Timimoto</i>	Counting and producing small groups, recognizing equal groups, duplicate rhythmic patterns Day 1: Compare numbers (items in a row) Day 2: Demo counting (3) Day 3: Demo counting (4) Day 4: Demo counting (5) Day 5: Simon Says with numbers, read counting book	Our Five Senses Describing Objects Song: <i>Fuzzy Wuzzy</i>	Fieldtrip: Historic Museum	Social-Emotional: Caring for Ourselves (Mister Rogers) Flip Chart: Helping One Another	Transitional K and Advanced Learners (Kindergarten Standards coverage) Assess Letter Knowledge; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It 3-Year-Olds and Extra Support (developmentally appropriate practices) Introduce Alphabet; Name—First letter; Draw About It; Oral Language; Let's Explore Together English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Preteach Basic Words; Oral Language; Talk About It; Draw and Write About It Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD



Place Kindergarten standards in the appropriate column.

Unit/Week	Alphabet Time	Book Time	Main	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
Unit 2, Week 1 Making Friends	<p>Aa</p> <p>Phonemic Awareness: Syllables</p> <p>Print Awareness: Concept of a Word</p> <p>High-Frequency Word: like</p> <p>My Word Book (Book 2)</p>	<p><i>Friends All Around</i> by Miela Ford</p> <p><i>The Blue Chameleon</i> by Emily Gravett</p> <p>Classic Tale: <i>The Bremen Town Musicians</i></p>	<p>Matching shapes, counting (warm-up and incorporate)</p> <p>Day 1: Match shapes</p> <p>Day 2: Circles</p> <p>Day 3: Squares</p> <p>Day 4: Find shapes, squares and circles</p> <p>Day 5: Circle or not?—sort circles and squares</p>	<p>What Does a Scientist Do?</p> <p>Be a Scientist: Feel the Difference (Rocks)</p>	<p>Why Are Rules Important?</p> <p>Friends Share</p>	<p>Literacy Through Music: Jack and Jill, Looby Loo</p> <p>Social-Emotional: Sharing and Working Together (What Belongs to Everyone?) (Mister Rogers)</p> <p>Flip Chart: How Can I Help in School?</p> <p>Social-Emotional Book: <i>I Work and Play With Others</i> (sharing)</p> <p>Health and Safety: Playground Safety</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>
Unit 2, Week 2 Making Friends	<p>Mm</p> <p>Phonemic Awareness: Rhyme</p> <p>Print Awareness: Directionality</p> <p>High-Frequency Words: like</p>	<p><i>Being Friends</i> by Karen Beaumont</p> <p><i>How Do Dinosaurs Play with Their Friends?</i> by Jane Yolen and Mark Teague</p> <p>Nursery Rhyme: <i>This Is the House That Jack Built</i></p>	<p>2-D shapes, subitizing</p> <p>Day 1: Triangle</p> <p>Day 2: Counting—children see and name number, make 3 shapes with found objects</p> <p>Day 3: Rectangle</p> <p>Day 4: Counting—children see and name number, make 3 shapes with found objects</p> <p>Day 5: Shape hunt</p>	<p>What Does a Scientist Do?</p> <p>Predicting</p>	<p>Why Are Rules Important?</p> <p>Follow the Rules</p>	<p>Social-Emotional: Emotional: Sharing and Working Together (Job Squads) (Mister Rogers)</p> <p>Flip Chart: We All Need Friends</p> <p>Social-Emotional Book: <i>I Work and Play With Others</i> (Making Plans)</p> <p>Health and Safety: Home Safety</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>



Kindergarten, Transitional Kindergarten

Unit/Week	Alphabet Time	Book Time	Math	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
Unit 2, Week 3 Making Friends	Ss Phonemic Awareness: Initial Sounds Print Awareness: Concept of a Letter High-Frequency Word: we, to	<i>Virgil & Owen</i> by Paulette Bogan <i>ABC for You and Me</i> by Meg Gimis Classic Tale: <i>The Clever Jackal</i>	Count objects, produce small groups, compare and order Day 1: Add counters to plate based on number stated (5) Day 2: Roll number cube and match to counters Day 3: Add counters to plate based on number stated (5) Day 4: Count and move in patterns (clap, clap, clap, hop) Day 5: 5 Fingerplay	What Does a Scientist Do? Sort and Classify Song: <i>You Can Sort</i>	Why Are Rules Important? Cooperating, Negotiating, and Compromising Reading in Social Studies	Social-Emotional: Sharing and Working Together (Mister Rogers) Flip Chart: Taking Care of Our Classroom Social-Emotional Book: <i>I Work and Play With Others (Cooperating)</i> Health and Safety: Community Safety	Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and slight words); Write About It (all modes) 3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas) English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD
Unit 2, Week 4 Making Friends	Pp Phonemic Awareness: Review Print Awareness: Review High-Frequency Words: we, to Theme Book 2: <i>We Are Friends</i>	Teacher's Choice Classic Tale: <i>Little Red Riding Hood</i>	Count to find "how many?" and compare amounts Day 1: Numeral 1 (Jump number, show how to write number) Day 2: Numeral 2 Day 3: Numeral 3 Day 4: Numeral 4 Day 5: Numeral 5	Position	Fieldtrip: Principal's Office	Social-Emotional: Sharing and Working Together (Mister Rogers) Flip Chart: Work and Play Together	Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and slight words); Write About It (all modes) 3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas) English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD



Pre-K/Kindergarten & Transitional Kindergarten

Unit/Week	Alphabet Time	Book Time	Math	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
Unit 3, Week 1 Families	<p>Tt</p> <p>Phonemic Awareness: Initial Sounds</p> <p>Print Awareness: Uppercase Letters (names)</p> <p>High-Frequency Word: the</p> <p>My Word Book (Book 3)</p>	<p><i>Families</i> by Shelley Rotner</p> <p><i>Looking for Bongo</i> by Eric Velazquez</p> <p>Classic Tale: <i>The Three Bears</i></p>	<p>Counting, compare numbers</p> <p>Day 1: Numeral 6, verbally count to 10</p> <p>Day 2: Review Numerals</p> <p>Day 3: Number book</p> <p>Day 4: What's My Number?</p> <p>Day 5: Review</p>	<p>At My House</p> <p>Be a Scientist/Magnets Stick to Some Things</p>	<p>What Is Your Home Like?</p> <p>My Home</p>	<p>Literacy Through Music: Mary Wore Her Red Dress, If You're Happy</p> <p>Social-Emotional: Expressing Our Feelings (Saying "I Am Sorry") (Mister Rogers)</p> <p>Flip Chart: Be Proud of What You Can Do</p> <p>Social-Emotional Book: <i>I Have Feelings (happy)</i></p> <p>Health and Safety: Medicine Safety</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>
Unit 3, Week 2 Families	<p>Ii</p> <p>Phonemic Awareness: Rhyme</p> <p>Print Awareness: Word Spaces</p> <p>High-Frequency Words: the</p>	<p><i>All the World</i> by Liz Garton Scanlon and Maria Frazee</p> <p><i>Big Box of Shapes</i> by Wiley Blevins</p> <p>Nursery Rhyme: <i>Diddle, Diddle, Dumpling</i></p>	<p>Shapes, counting, reading numerals</p> <p>Day 1: Create a shape book with 4 shapes learned</p> <p>Day 2: Count items, place onto table, children quietly count and name number</p> <p>Day 3: What Shape Is It?—show found objects and pictures</p> <p>Day 4: Numeral Card: show, then jump number, Review shapes: Is it a square?—child holds up matching shape</p> <p>Day 5: Repeat above</p>	<p>At My House</p> <p>We Have Plants</p> <p>Reading in Science</p>	<p>What Is Your Home Like?</p> <p>Around the World</p>	<p>Social-Emotional: Expressing Our Feelings (Feeling Angry) (Mister Rogers)</p> <p>Flip Chart: All About Feelings</p> <p>Social-Emotional Book: <i>I Have Feelings (sad)</i></p> <p>Health and Safety: Healthy Habits—Preventing Infections</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>



Unit/Week	Unit 3, Week 3	Unit 3, Week 4
Unit/Week	Unit 3, Week 3	Unit 3, Week 4
Alphabet Time	Phonemic Awareness: Syllables Print Awareness: Match Words High-Frequency Words: are Classic Tale: <i>The Rooster That Went to To's Wedding</i> By Pat Mora <i>Birthday Basket for Tia</i> Sophie Blackall by Jacqueline Woodson and Pat Mora	Phonemic Awareness: Review Print Awareness: Review High-Frequency Words: are Theme Book 3: <i>We Are a Family</i>
Book Time	<i>Pecan Pie Baby</i> by Jacqueline Woodson and Sophie Blackall	Teacher's Choice Classic Tale: <i>The Crocodile and the Hen</i>
Math	Shapes, counting Day 1: Spy with shapes (3 sides), walk a shape path Day 2: Shape sort, count to 10 Day 3: Stand on shape named Day 4: Shape sort, count to 10 Day 5: Stand on shape named	Counting, reading numerals Day 1: Show counters, name number, match to numeral card 1-6 Day 2: Numeral 7 Day 3: Count and move to 10 Day 4: Numeral 8 Day 5: Count and move to 10
Science	At My House Is It Day or Night? Sun and Shadows Song: <i>Day Sky and Night Sky</i>	At My House Heat and Light Using Energy and Electricity
Social Studies	What Is Your Home Like? Family History Reading in Social Studies	Fieldtrip: Neighborhood Walk Social-Emotional: Expressing Our Feelings (Mister Rogers)
Literacy Through Music Health & Safety Social-Emotional	Literacy Through Music: <i>If You're Happy, Mary Wore Her Red Dress.</i> Social-Emotional: Expressing Our Feelings (Mister Rogers) Flip Chart: Things I can Do Social-Emotional Book: <i>I Have Feelings (and)</i> Health and Safety: Preventing Infections	Flip Chart: Family Time Social-Emotional: Expressing Our Feelings (Mister Rogers)
Differentiated Pathways	Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds: Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes) 3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas) English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It Adaptions for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD	Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds: Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes) 3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas) English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It Adaptions for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD



Pre-K/Kindergarten & Transitional Kindergarten

Unit/Week	Alphabet Time	Book Time	Math	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
Unit 4, Week 1 Food	<p>Oo</p> <p>Phonemic Awareness: Syllables</p> <p>Print Awareness: Uppercase Letters</p> <p>High-Frequency Word: my</p> <p>My Word Book (Book 4)</p>	<p><i>Yummy! Good Food Makes Me Strong</i> by Shelly Rotner</p> <p><i>The Apple Pie that Papa Baked</i> by Lauren Thompson</p> <p>Classic Tale: <i>The Little Red Hen</i></p>	<p>Numerals, counting</p> <p>Day 1: Numeral 9</p> <p>Day 2: Mix-up verbal counting</p> <p>Day 3: Numeral 10</p> <p>Day 4: Numerals 1-10</p> <p>Day 5: Fingerplay</p>	<p>Mixing and Growing</p> <p>Be a Scientist/From Seed to Sprout</p> <p>Song: <i>What Plants Need</i></p>	<p>Where Does Food Come From?</p> <p>From Farm to Table</p>	<p>Literacy Through Music: Little Miss Muffet, Apple and Bananas</p> <p>Social-Emotional: Proud to Be Growing (Using Silverware) (Mister Rogers)</p> <p>Flip Chart: Working with Friends</p> <p>Social-Emotional Book: <i>I Can Do It</i> (strong self-concept—compare now things to things long ago that you couldn't do)</p> <p>Health and Safety: Washing Hands</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>
Unit 4, Week 2 Food	<p>Ff</p> <p>Phonemic Awareness: Initial Sounds</p> <p>Print Awareness: Word Spaces</p> <p>High-Frequency Word: my</p>	<p><i>Chew, Chew, Gulp!</i> by Jarrett Krosoczka</p> <p><i>Plants Feed Me</i> by Lizzy Rockwell</p> <p>Nursery Rhyme: <i>Pease-Porridge Hot</i></p>	<p>Counting, ordering numbers, patterns and lengths</p> <p>Day 1: Build linking cubes specific number (count and move each day)</p> <p>Day 2: Build linking cubes specific number</p> <p>Day 3: Order numeral cards 1-5</p> <p>Day 4: Order dot cards 1-5</p> <p>Day 5: Fingerplay</p>	<p>Mixing and Growing</p> <p>Matter Changes</p>	<p>Where Does Food Come From?</p> <p>Food Jobs</p>	<p>Social-Emotional: Proud to Be Growing (Let's Go Shopping) (Mister Rogers)</p> <p>Flip Chart: Let's Play Detective</p> <p>Social-Emotional Book: <i>I Can Do It</i> (Being/Accepting Yourself)</p> <p>Health and Safety: Good Nutrition and Identifying Hunger</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>



Pre-Kindergarten & Transitional Kindergarten

Unit/Week	Alphabet Time	Book Time	Math	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
<p>Unit 4, Week 3</p> <p>Food</p>	<p>Hh</p> <p>Phonemic Awareness: Alliteration</p> <p>Print Awareness: Text Forms and Functions (lists)</p> <p>High-Frequency Word: is</p>	<p><i>Feast for 10</i> by Cathryn Falwell</p> <p><i>Bunny Cakes</i> by Rosemary Wells</p> <p>Classic Tale: <i>Little Juan and the Cooking Pot</i></p>	<p>Shapes</p> <p>Day 1: Review shapes, add rhombus (diamond) and trapezoid</p> <p>Day 2: Count and move to 10, shape box</p> <p>Day 3: Shape step</p> <p>Day 4: Count and move to 10 (forward and backward), shape box</p> <p>Day 5: Add to shape book</p>	<p>Mixing and Growing</p> <p>Plants We Eat</p> <p>Song: <i>Plants We Eat</i></p>	<p>Where Does Food Come From?</p> <p>Using Money to Buy Things</p> <p>Reading in Social Studies</p>	<p>Social-Emotional: Proud to Be Growing (Mister Rogers)</p> <p>Flip Chart: Time to Share</p> <p>Social-Emotional Book: <i>I Can Do It (Being Responsible)</i></p> <p>Health and Safety: Food Variety and Preferences</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>
<p>Unit 4, Week 4</p> <p>Food</p>	<p>Dd</p> <p>Phonemic Awareness: Review</p> <p>Print Awareness: Review</p> <p>High-Frequency Word: Is</p> <p>Theme Book 4: My Yummy Food</p>	<p>Teacher's Choice</p> <p>Classic Tale: <i>The Johnny Cake Boy</i></p>	<p>Shapes, adding and subtracting</p> <p>Day 1: Name shapes</p> <p>Day 2: Shape sort, count forward and backward to 10</p> <p>Day 3: Add (how many now?— show counters, add one, ask how many now?), then subtract one, add/subtract up to 2</p> <p>Day 4: Count forward and backward to 10, Add then subtract one, add/subtract up to 2</p> <p>Day 5: Count forward and backward to 10, review shapes</p>	<p>Mixing and Growing</p> <p>Heat It Up, Freeze It Up</p> <p>Song: <i>Let's Heat, Mix, and Freeze</i></p>	<p>Fieldtrip: Restaurant</p>	<p>Social-Emotional: Proud to Be Growing (Mister Rogers)</p> <p>Flip Chart: Keep Trying</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>



Pre-Kindergarten & Transitional Kindergarten

Unit/Week	Alphabet Time	Book Time	Math	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
Unit 5, Week 1 Our Neighborhood	<p>Rr</p> <p>Phonemic Awareness: Blend Syllables with Picture Support</p> <p>Print Awareness: Match Words</p> <p>High-Frequency Word: have</p> <p>My Word Book (Book 5)</p>	<p><i>Say Hello</i> by Rachel Isadora</p> <p><i>Whose Hat Is This?</i> by Sharon Katz Cooper</p> <p>Classic Tale: <i>City Mouse and Country Mouse</i></p>	<p>Patterns, counting beyond 10</p> <p>Day 1: Movement patterns, visual patterns, verbal counting beyond 10 all week</p> <p>Day 2: Count and move in patterns, copy patterns</p> <p>Day 3: Count and move in patterns, copy patterns</p> <p>Day 4: Art patterns (stringing beads)</p> <p>Day 5: Art patterns (stringing beads)</p>	<p>What's In Our Neighborhood?</p> <p>Be a Scientists/ Mini Landforms</p>	<p>We Live in Neighborhoods</p> <p>What Is a Neighborhood?</p>	<p>Literacy Through Music: 1, 2, 3, Buckle My Shoe, The Mulberry Bush</p> <p>Social-Emotional: People Are Alike and Different (No One Just Like You) (Mister Rogers)</p> <p>Flip Chart: How Can I Help Someone?</p> <p>Social-Emotional Book: <i>I Make Good Choices (playing fair)</i></p> <p>Health and Safety: Dial 9-1-1</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>
Unit 5, Week 2 Our Neighborhood	<p>Ee</p> <p>Phonemic Awareness: Blend Syllables with Picture Support</p> <p>Print Awareness: Word Spaces</p> <p>High-Frequency Word: have</p>	<p><i>All Through My Town</i> by Jean Reidy</p> <p><i>When Dinosaurs Came with Everything</i> by Elise Broach</p> <p>Nursery Rhyme: <i>To Market</i></p>	<p>Patterns, counting</p> <p>Day 1: Movement patterns, visual patterns, verbal counting beyond 10 all week</p> <p>Day 2: Count and move in patterns, copy patterns</p> <p>Day 3: Count and move in patterns, copy patterns</p> <p>Day 4: Art patterns (stringing beads)</p> <p>Day 5: Art patterns (stringing beads)</p>	<p>What's In Our Neighborhood?</p> <p>Trees Around Us</p>	<p>We Live in Neighborhoods</p> <p>Neighborhood Buildings</p>	<p>Social-Emotional: Proud to Be Growing (Paper Dolls) (Mister Rogers)</p> <p>Flip Chart: How Can I Get Others to Play With Me?</p> <p>Social-Emotional Book: <i>I Make Good Choices (solving problems with words)</i></p> <p>Health and Safety: Emergency Routines— Identifying emergency situations</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>



Phonics (K) | Literacy (K) | Math (K) | Science (K) | Social Studies (K) | Social-Emotional Health & Safety (K) | Literacy Through Music (K) | Differentiated Pathways (K)

Unit/Week	Alphabet Time	Book Time	Math	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
Unit 5, Week 3 Our Neighborhood	<p>Bb</p> <p>Phonemic Awareness: Delete Syllables with Picture Support</p> <p>Print Awareness: Match Sentences</p> <p>High-Frequency Word: big</p>	<p><i>One Is a Drummer</i> by Roseanne Thong and Grace Lin</p> <p><i>Round Is a Tortilla</i> by Roseanne Thong and John Parra</p> <p>Classic Tale: <i>The Voice In Rabbit's House</i></p>	<p>Count out items, name quickly items in group, shape review</p> <p>Day 1: Name number of objects in group up to 3, verbally count beyond 10 all week</p> <p>Day 2: Produce number of objects up to 10</p> <p>Day 3: Recognize and show a variety of shapes (shape sort—what's my rule?)</p> <p>Day 4: Numeral Jump (cards 1-9)</p> <p>Day 5: Show counters on desk, cover quickly, children name number</p>	<p>What's In Our Neighborhood?</p> <p>Insects Around Us</p> <p>Song: <i>Look at the Insects</i></p>	<p>We Live In Neighborhoods</p> <p>Comparing Neighborhoods</p> <p>Keeping Our Neighborhood Clean</p> <p>Reading in Social Studies</p>	<p>Social-Emotional: People Are Alike and Different (Mister Rogers)</p> <p>Flip Chart: How Can I Solve Problems?</p> <p>Social-Emotional Book: <i>I Make Good Choices (showing respect)</i></p> <p>Health and Safety: Emergency routines—asking for help from adults</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage)</p> <p>Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices)</p> <p>Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary)</p> <p>Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs</p> <p>Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>
Unit 5, Week 4 Our Neighborhood	<p>Ll</p> <p>Phonemic Awareness: Review</p> <p>Print Awareness: Review</p> <p>High-Frequency Word: big</p> <p>Theme Book 5: My Big City</p>	<p>Teacher's Choice</p> <p>Classic Tale: <i>Anansi's Dinner Guest</i></p>	<p>Counting and comparing numbers</p> <p>Day 1: Count beyond 10 all week, show numeral cards 1-10, flip over say number and find correct number of counters</p> <p>Day 2: Make mistakes in counting for children to correct</p> <p>Day 3: Build towers as you count, knock down and count again to check</p> <p>Day 4: Count and move in patterns</p> <p>Day 5: Compare cube towers</p>	<p>What's In Our Neighborhood</p> <p>Sound</p>	<p>Fieldtrip: A Police Station</p>	<p>Social-Emotional: People Are Alike and Different (Mister Rogers)</p> <p>Flip Chart: How Do Friends Solve Problems?</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage)</p> <p>Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices)</p> <p>Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary)</p> <p>Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs</p> <p>Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>



Print/Kindergarten & Transitional Kindergarten

Unit/Week	Alphabet Time	Book Time	Math	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
Unit 6, Week 1 Transportation	<p>Kk</p> <p>Phonemic Awareness: Blend Syllables with Picture Support</p> <p>Print Awareness: Match Letter-Sounds</p> <p>High-Frequency Word: go</p> <p>My Word Book (Book 6)</p>	<p><i>The Bus For Us</i> by Suzanne Bloom</p> <p><i>Goodnight, Goodnight Construction Site</i> by Sherri Duskey Rinker and Tom Lichtenheld</p> <p>Classic Tale: <i>Cinderella</i></p>	<p>Compare amounts</p> <p>Day 1: Count forward and backward to 10 and beyond, measure lengths (find things the same length) (as long as . . .)</p> <p>Day 2: Show counters briefly, children count quickly</p> <p>Day 3: Count forward and backward to 10 and beyond, how many?—add and remove</p> <p>Day 4: Match numeral cards to amounts—give different amounts and compare</p> <p>Day 5: Verbally count to 20, match numeral cards to amounts—give different amounts</p>	<p>Sky, Land, or Water?</p> <p>Be a Scientist/Weather Calendar</p> <p>Reading in Science</p>	<p>How Many Ways to Travel?</p> <p>Here to There</p>	<p>Literacy Through Music: Humpty Dumpty, The Wheels on the Bus</p> <p>Social-Emotional: Managing Our Feelings (Going Away, Coming Back) (Mister Rogers)</p> <p>Flip Chart: How Can He Solve His Problem?</p> <p>Social-Emotional Book: <i>I Can Control Myself (staying calm)</i></p> <p>Health and Safety: Fire Safety</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>
Unit 6, Week 2 Transportation	<p>Uu</p> <p>Phonemic Awareness: Delete Syllables with Picture Support</p> <p>Print Awareness: Word Spaces</p> <p>High-Frequency Word: go</p>	<p><i>Alphabet Trucks</i> by Samantha Vamos</p> <p><i>Clickety Clack</i> by Robert Spence</p> <p>Nursery Rhyme: <i>Ride Away, Ride Away</i></p>	<p>Compare amounts, measure</p> <p>Day 1: Bigger and longer with stacking cubes</p> <p>Day 2: Fingerplay, then verbally count beyond to 20 or more</p> <p>Day 3: Compare amounts on table, order amounts (and numeral cards) and ask what is missing</p> <p>Day 4: Compare amounts on table, order amounts (and numeral cards) and ask what is missing</p> <p>Day 5: Verbally count to 30, move in patterns of 5</p>	<p>Sky, Land, or Water?</p> <p>Ground to Travel On</p> <p>Song: <i>The Bus</i></p>	<p>How Many Ways to Travel?</p> <p>All Types of Vehicles</p>	<p>Social-Emotional: Managing Our Feelings (Fast and Slow, Self-Control) (Mister Rogers)</p> <p>Flip Chart: What Should I Do?</p> <p>Social-Emotional Book: <i>I Can Control Myself</i></p> <p>Health and Safety: Transportation Safety</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>



Pre-K/Kindergarten & Transitional Kindergarten

Unit/Week	Alphabet Time	Book Time	Math	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
<p>Unit 6, Week 3</p> <p>Transportation</p>	<p>Gg</p> <p>Phonemic Awareness: Delete Syllables with Picture Support</p> <p>Print Awareness: Match Sentences</p> <p>High-Frequency Word: where</p>	<p><i>Toy Boat</i> by Randall de Seve and Loren Long</p> <p><i>Row Row Your Boat</i> by Jane Carrera</p> <p>Classic Tale: <i>Mouse Deer Crosses the River</i></p>	<p>Compare amounts, measure</p> <p>Day 1: Measure lengths, place numeral cards in order 1-10</p> <p>Day 2: Count backward 10-0, measure lengths with cubes</p> <p>Day 3: Verbally count to 30, I'm Thinking of a Number, children find cubes</p> <p>Day 4: Longer and bigger—lengths and amounts</p> <p>Day 5: Place numeral cards in order 1-10</p>	<p>Sky, Land, or Water?</p> <p>Ocean or Lake?</p>	<p>How Many Ways to Travel?</p> <p>Maps (making)</p> <p>Reading in Social Studies</p>	<p>Social-Emotional: Managing Our Feelings (Mister Rogers)</p> <p>Flip Chart: Trying New Things</p> <p>Social-Emotional Book: <i>I Can Control Myself (being patient)</i></p> <p>Health and Safety: Pedestrian Safety</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>
<p>Unit 6, Week 4</p> <p>Transportation</p>	<p>Ww</p> <p>Phonemic Awareness: Review</p> <p>Print Awareness: Review</p> <p>High-Frequency Word: where</p> <p>Theme Book 6: Where Will We Go?</p>	<p>Teacher's Choice</p> <p>Classic Tale: <i>Three Billy Goats Gruff</i></p>	<p>Shapes, counting, compare and order, solve problems</p> <p>Day 1: Count forward and backward to 10 and beyond, shape puzzles with pattern blocks</p> <p>Day 2: What's the missing number (objects and numeral cards)</p> <p>Day 3: I Spy shapes, guess my rule shape sort</p> <p>Day 4: What's the missing number (objects and numeral cards)</p> <p>Day 5: Count forward and backward to 10 and beyond, shape puzzles with pattern blocks</p>	<p>This Is Water</p> <p>Reading in Science</p>	<p>Fieldtrip: A Fire Station</p>	<p>Social-Emotional: Managing Our Feelings (Mister Rogers)</p> <p>Flip Chart: How Do I Solve Problems?</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>



Pre-K/Kindergarten & Transitional Kindergarten

Unit/Week	Alphabet Time	Book Time	Math	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
Unit 7, Week 1 Animals	<p>Xx</p> <p>Phonemic Awareness: Blend onset/rime (no pictures)</p> <p>Print Awareness: Match Letter-Sounds</p> <p>High-Frequency Word: play</p> <p>My Word Book (Book 7)</p>	<p><i>Farms ABC</i> by Blake A. Hoena</p> <p><i>Duck, Duck, Goose</i> by Wiley Blevins</p> <p>Classic Tale: <i>The Three Little Pigs</i></p>	<p>Adding, counting, make shapes</p> <p>Day 1: Word problems—use fingers to count; use found objects too</p> <p>Day 2: Fingerplay to 10, adding</p> <p>Day 3: Word problems, adding, make shape designs</p> <p>Day 4: Word problems, adding, make shape designs</p> <p>Day 5: Word problems, adding</p>	<p>How Do Animals Grow?</p> <p>Be a Scientist/ Observing Animals</p> <p>Reading in Science</p>	<p>Animals</p> <p>On the Farm</p>	<p>Literacy Through Music: Old MacDonald Had a Farm, Chook, Chook, Chook OR Six Little Ducks, OR 1, 2, 3, 4, 5, Caught a Fish Alive</p> <p>Social-Emotional: Things Are Alike and Different (Big and Little) (Mister Rogers)</p> <p>Flip Chart: What Do I Do Next?</p> <p>Social-Emotional Book: <i>I Keep Trying (don't give up)</i></p> <p>Health and Safety: Make Good Decisions</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) OR Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>
Unit 7, Week 2 Animals	<p>Vv</p> <p>Phonemic Awareness: Delete Syllables with Picture Support</p> <p>Print Awareness: Letters in Print (recognize)</p> <p>High-Frequency Word: play</p>	<p><i>What Puppies Do Best</i> by Laura Numeroff and Lynn Munsinger</p> <p><i>Gilbert Goldfish Wants a Pet</i> by Kelly DiPucchio and Bob Shea</p> <p>Nursery Rhyme: <i>Hey! Diddle, Diddle</i></p>	<p>Adding, counting</p> <p>Day 1: Count forward and backward to 10 and beyond, add and subtract word problems</p> <p>Day 2: Lengths, numeral cards say names then flip over and stop before card for children to guess number</p> <p>Day 3: Word problems with fingers</p> <p>Day 4: Numeral cards say names then flip over and stop before card for children to guess number</p> <p>Day 5: Count forward and backward, word problems with fingers</p>	<p>How Do Animals Grow?</p> <p>Pets Grow and Baby Animals</p> <p>Song: <i>Watch Us Grow</i></p>	<p>Animals</p> <p>Our Pets</p>	<p>Social-Emotional: Things Are Alike and Different (Same but Different) (Mister Rogers)</p> <p>Flip Chart: How Can I Help?</p> <p>Social-Emotional Book: <i>I Keep Trying (trying new things)</i></p> <p>Health and Safety: Healthcare Professionals</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>



Pre-Kindergarten & Transitional Kindergarten

Unit/Week	Alphabet Time	Book Time	Math	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
Unit 7, Week 3 Animals	<p>J</p> <p>Phonemic Awareness: Delete onset (no pictures)</p> <p>Print Awareness: Distinguish Letters from Numbers</p> <p>High-Frequency Word: little</p> <p>My Word Book (Book 9)</p>	<p><i>Hello! Hello!</i> by Miriam Schlein</p> <p><i>The Snail and the Whale</i> by Julia Donaldson</p> <p>Classic Tale: <i>Now Things Are Worse!</i></p>	<p>Add and count</p> <p>Day 1: Add to 5, ordinal numbers (1st, 2nd)</p> <p>Day 2: Five Little Ducks, ordinal numbers</p> <p>Day 3: Add to 5</p> <p>Day 4: Add to 5, verbally count</p> <p>Day 5: Add to 5, verbally count</p>	<p>How Do Animals Grow?</p> <p>Swim and Swish (habitats)</p> <p>Song: <i>The Ocean Song</i></p>	<p>Animals</p> <p>In the Wild</p> <p>Reading in Social Studies</p>	<p>Social-Emotional: Things Are Alike and Different (What's Different at the Zoo) (Mister Rogers)</p> <p>Flip Chart: How Do I Solve a Problem?</p> <p>Social-Emotional Book: <i>I Keep Trying (asking questions, exploring what I'm curious about)</i></p> <p>Health and Safety: Communicating When Not Feeling Well</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>
Unit 7, Week 4 Animals	<p>Oq</p> <p>Phonemic Awareness: Review</p> <p>Print Awareness: Review</p> <p>High-Frequency Word: little</p> <p>Theme Book 6: Baby</p>	<p>Teacher's Choice</p> <p>Classic Tale: <i>The Lion and the Mouse</i></p>	<p>Shapes</p> <p>Day 1: Make shapes</p> <p>Day 2: Recognize and make shapes</p> <p>Day 3: Distinguish shapes (properties)</p> <p>Day 4: Distinguish shapes (properties)</p> <p>Day 5: Show shape briefly for children to guess, they find matching shape manipulative</p>	<p>We Can Fly (habitats)</p>	<p>Fieldtrip: A Farm</p>	<p>Social-Emotional: Things Are Alike and Different (I'm Thinking Of . . .) (Mister Rogers)</p> <p>Flip Chart: How Do I Sit in Class?</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>



Unit/Week	Alphabet Time	Book Time	Math	Sciences	Social Studies	Social/Emotional Health & Safety Literacy Through Music	Differentiated Pathways
Unit 3, Week 1 Nature	Yy Phonic Awareness: Blend onset/rime (no pictures) Print Awareness: Match Letter-Sounds High-Frequency Words: what	<i>Spring Is Here</i> by Taro Gomi <i>Leaves</i> by David Ezra Stein Classic Tale: <i>Jack and the Beanstalk</i>	Shapes Day 1: Make shapes Day 2: Recognize and make shapes Day 3: Distinguish shapes (properties) Day 4: Distinguish shapes (properties) Day 5: Show shape briefly for children to guess, they find matching shape manipulative	All a Part of Nature Be a Scientist/Parts of a Plant	Where Do Plants and Animals Live? Understand Globes	Literacy Through Music: Twinkle, Twinkle, Little Star Social-Emotional: How You're Growing (Growing Takes Time) (Mister Rogers) Flip Chart: What Happens in our Classroom? Social-Emotional Book: <i>I Have More Feelings (worry)</i> Health and Safety: Sun Safety	Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes) 3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas) English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD
Unit 3, Week 2 Nature	Zz Phonic Awareness: Delete onset (no pictures) Print Awareness: Directionality High-Frequency Words: what	<i>Are Trees Alive?</i> by Debbie S. Miller and Steacy Schuett <i>The Great Big Green</i> by Peggy Gifford Nursery Rhyme: <i>Mary, Mary, Quite Contrary</i>	Adding and subtracting Day 1: Adding word problems with manipulatives Day 2: Compare numbers—give numeral card and ask who has more?—then use counters to confirm Day 3: Listen and count Day 4: Compare numbers—give numeral card and ask who has more?—then use counters to confirm Day 5: Adding word problems with manipulatives	All a Part of Nature Under Your Feet Reading in Science Song: <i>What's Under Your Feet?</i>	Where Do Plants and Animals Live? Plant and Animal Habitats	Social-Emotional: Look How You're Growing (Grow to Independence) (Mister Rogers) Flip Chart: Making Fair Choices Social-Emotional Book: <i>I Have More Feelings (scared)</i> Health and Safety: Helping the Environment	Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes) 3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas) English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD



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Unit/Week	Alphabet Time	Book Time	Math	Science	Social Studies	Social-Emotional Health & Safety Literacy Through Music	Differentiated Pathways
Unit 2, Week 3 Nature	<p>Alphabet Review</p> <p>Phonemic Awareness: Delete onset (no pictures)</p> <p>Print Awareness: Text Forms and Functions</p> <p>High-Frequency Word: you</p> <p>My Word Book (Book B)</p>	<p><i>What Makes the Seasons?</i> by Megan Montague Cash</p> <p><i>Raindrop, Plop!</i> by Pam Pepparoni</p> <p>Classic Tale: <i>Grandmother Spider Brings the Sun</i></p>	<p>Adding</p> <p>Day 1: Adding</p> <p>Day 2: Addition and subtraction word problems</p> <p>Day 3: Addition and subtraction word problems</p> <p>Day 4: Addition and subtraction word problems</p> <p>Day 5: Addition and subtraction word problems</p>	<p>All a Part of Nature</p> <p>The Seasons</p> <p>Song: <i>The Seasons</i></p>	<p>Where Do Plants and Animals Live?</p> <p>Comparing Weather in Different Places</p> <p>Reading in Social Studies</p>	<p>Social-Emotional: How You're Growing (Mister Rogers)</p> <p>Flip Chart: How Can I Show Good Teamwork?</p> <p>Social-Emotional Book: <i>I Have More Feelings (Jealous)</i></p> <p>Health and Safety: Safety in Weather</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>
Unit 2, Week 4 Nature	<p>Alphabet Review</p> <p>Phonemic Awareness: Review</p> <p>Print Awareness: Review</p> <p>High-Frequency Word: you</p> <p>Theme Book 6: What Do You See?</p>	<p>Teacher's Choice</p> <p>Classic Tale: <i>Foolish Timid Rabbit</i></p>	<p>Math Review</p> <p>Day 1: Shapes</p> <p>Day 2: Counting to 30</p> <p>Day 3: Numerals</p> <p>Day 4: Addition</p> <p>Day 5: Subtraction</p>	<p>All a Part of Nature</p> <p>Taking Care of Earth</p>	<p>Fieldtrip: A Zoo</p>	<p>Social-Emotional: How You're Growing (Mister Rogers)</p> <p>Flip Chart: How Do I Act in Class?</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage) Teach Letter-Sounds; Blend Words; Vocabulary Boost; Extend Concepts (Content Areas); Read Little Book (phonics and sight words); Write About It (all modes)</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices) Focus on Letter Names; Find and Make Letters; Name: First letter (and compare to other letters); Draw About It; Oral Language; Let's Explore Together (Content Areas)</p> <p>English Learners (building oral language and vocabulary) Preview and Build Vocabulary; Articulation Support; Preteach Letters and Basic Words; Oral Language (develop vocabulary); Talk About It; Draw and Write About It</p> <p>Adaptations for Children with special Needs Modifications for Language Delays; Cognitive Delays; Children on the Autism Spectrum; Physical Impairments; Visual Impairments; Speech and Language Impairments; Behavior Problems; Attention Deficit Disorder; ADHD</p>

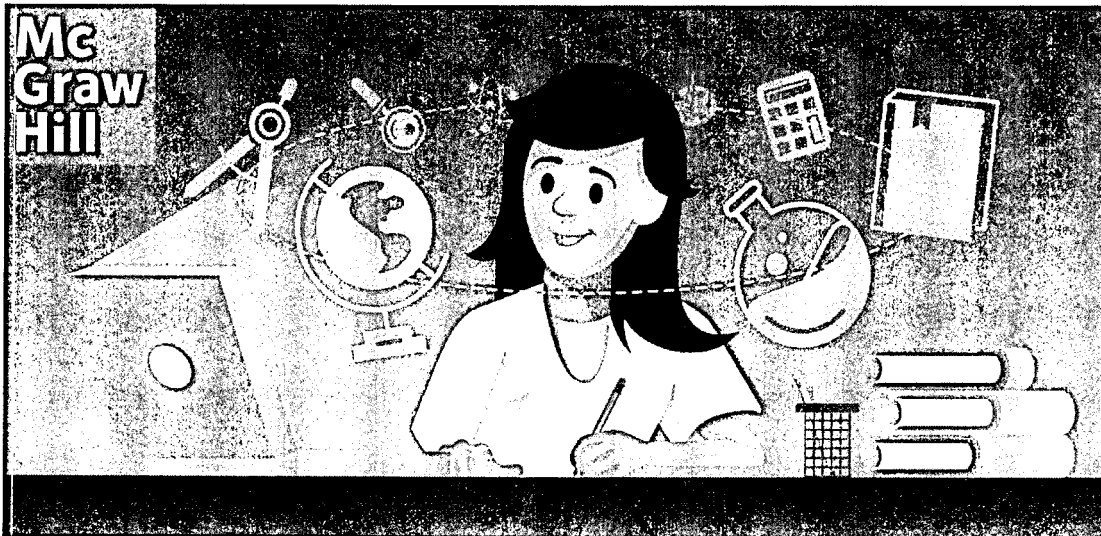


Unit Week	<p>Get Ready For Kindergarten</p> <p>(focus on assessment, and classroom routines and procedures)</p> <p>Use K Common Core Standards Skills for Instruction</p>	<p>My Favorite Themes</p> <p>Themes include:</p> <ul style="list-style-type: none"> • Author and Illustrator Study: Eric Carle • Dinosaurs • Thanksgiving (and other celebrations) • Seasons • "My Favorite Theme" Template • Blank template for helps teachers structure their own mini-units 	<p>My Favorite Themes</p> <p>Happy Thanksgiving!</p> <p>Theme Book 10:</p>	<p>Alphabet Assess</p> <p>Phonemic Awareness: Assess</p> <p>Print Awareness: Assess</p> <p>High-Frequency Words: with, for</p> <p>My Word Book (Book 10)</p> <p>Theme Book 9:</p> <p>Ready for Kindergarten</p>	<p>Week 1:</p> <p>Dr. Seuss's ABC</p> <p>Counting (item 21—how high can you count; items 22–23—count objects and recall numbers)</p> <p>1. Counting (item 21—how high can you count; items 22–23—count objects and recall numbers)</p> <p>2. Comparing and Ordering Numbers (item 26—ordinal numbers; item 27—comparing amounts)</p> <p>3. Recognizing Numbers and Subitizing (item 28—How many?)</p> <p>4. Numerals (item 29–35)</p> <p>5. Comparing and Ordering Numbers (item 30—put numerals in order)</p> <p>6. Counting (item 31—count to 10 starting at 4)</p> <p>7. Comparing and Ordering Numbers (item 32—which is bigger?)</p> <p>8. Comparing Shapes (item 33—match and sort shapes)</p> <p>9. Recognizing Shapes (item 34—recognize shapes by name)</p> <p>10. Patterns (item 35—create patterns)</p>	<p>Math Assessment</p> <p>How Things Move</p> <p>Reading in Science</p> <p>Song: Push and Pull</p> <p>Exercise Is Fun</p> <p>What Our Bodies Need</p> <p>Growing Up:</p>	<p>Motion and Energy</p> <p>Science</p>	<p>Social Studies</p>	<p>Social-Emotional</p> <p>Health & Safety</p> <p>Literacy Through Music</p>	<p>Transitional K and Advanced Learners (Kindergarten Standards coverage)</p> <p>Assessment</p> <p>3-Year-Olds and Extra Support (developmentally appropriate practices)</p> <p>English Learners (building oral language and vocabulary) Assessment</p> <p>Adaptations for Children with special Needs (including 2 wordless books for language assessment)</p> <p>Modifications for Language Delays: Cognitive Delays: Children on the Autism Spectrum; Physical Impairments: Visual Impairments; Speech and Language Impairments: Behavior Problems; Attention Deficit Disorder; ADHD</p>	<p>And other favorites!</p> <p><i>Bee Bim Bop</i> by Linda Sue Park</p> <p><i>Harry the Dirty Dog</i> by Gene Zion</p> <p>PreK Classroom Library</p> <p>Includes titles such as:</p> <p><i>Thank You, Thanksgiving</i> by David Milgrim</p> <p><i>If the Dinosaurs Came Back</i> by Bernard Most</p> <p><i>Top the Magic Tree</i> by Christie Matheson</p> <p><i>The Mixed-Up Chameleon</i> by Eric Carle</p>
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Goodbred, Tracy R.

From: McGraw-Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, May 11, 2020 6:32 AM
To: Avis, Vanessa F.
Subject: (EXT) How to Engage Your Students During School Closures with Remote Learning

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



While thousands of schools are closing each year due to natural disasters or to slow the spread of harmful viruses, learning still goes on, and educators must find creative ways to facilitate it from home.

In an effort to support educators that are facing school closures, this Texas educator has shared actionable tips that will better engage students in distance learning activities. From remote learning apps that can track performance, to free, fun resources that don't require Internet access, these tools will ensure learning will take place despite the extended break.

GET THE STORY

[For more helpful tips visit our Remote & Home Learning Pinterest Board](#)

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, May 11, 2020 11:20 AM
To: Avis, Vanessa F.
Subject: (EXT) RE: Vocabulary question

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

Vanessa,

Check with the district office today, as I believe the World of Wonders materials are being delivered sometime today. Let me know once you get them.

Thanks



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Wednesday, May 6, 2020 4:52 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Vocabulary question

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

One of the participants from our meeting today called and asked if there are identified vocabulary words suggested for instruction with each of the PreK read aloud stories (not high frequency words or sight words)? We saw some of this in the oral language development portion of the presentation but we're unclear if these came from stories or are considered theme words.

We're very anxious to see the materials and do a deeper dive into all of the components. There was a lot of information to take in today.

Vanessa Avis
Program Facilitator

ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 13, 2020 8:53 AM
To: Avis, Vanessa F.
Subject: (EXT) RE: (EXT) RE: Vocabulary question

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

Hey Vanessa,

I wanted to check with you again to see if you received the samples yet?

Thanks



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Monday, May 11, 2020 12:40 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: Vocabulary question

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Thank you. I should have checked my emails before I left. I actually went into the office for a meeting today. I will go back in either later today or tomorrow to check and will let you know once I have everything in my possession.

Vanessa Avis

Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
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Milton, FL 32570
(850) 983-5565

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 13, 2020 9:28 AM
To: Avis, Vanessa F.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: Vocabulary question

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No worries, I just wanted to make sure you guys received them.



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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Wednesday, May 13, 2020 10:20 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) RE: (EXT) RE: Vocabulary question

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They were delivered to the office yesterday but I have not had time to get them. I have a deadline on another big project.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 13, 2020 8:53 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: Vocabulary question

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david.ezell@mheducation.com



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Subject: RE: (EXT) RE: Vocabulary question

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

Thank you. I should have checked my emails before I left. I actually went into the office for a meeting today. I will go back in either later today or tomorrow to check and will let you know once I have everything in my possession.

Vanessa Avis

Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Monday, May 11, 2020 11:20 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: Vocabulary question

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

Vanessa,

Check with the district office today, as I believe the World of Wonders materials are being delivered sometime today. Let me know once you get them.

Thanks



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Wednesday, May 6, 2020 4:52 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Vocabulary question

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

One of the participants from our meeting today called and asked if there are identified vocabulary words suggested for instruction with each of the PreK read aloud stories (not high frequency words or sight words)? We saw some of this in the oral language development portion of the presentation but we're unclear if these came from stories or are considered theme words.

We're very anxious to see the materials and do a deeper dive into all of the components. There was a lot of information to take in today.

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

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Goodbred, Tracy R.

From: MHE Client Service <mheclientservices@mheducation.com>
Sent: Thursday, May 14, 2020 1:07 PM
To: Cole, Christi
Subject: (EXT) RE: MHE Roster Clean-Up Request Question- Santa Rosa - Case 17276306 [ref:_00D80LRll_5000y1iDnoV:ref]

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



Dear Christina Cole,

Yes, Classes are where student/teacher data is held. If the class get delete this will delete custom lessons. If the teacher accounts get deleted this will also delete the classes

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 17276306.

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](#)

----- Original Message -----
From: Cole, Christi [colec@santarosa.k12.fl.us]
Sent: 5/14/2020

To: mheclientservices@mheducation.com
Subject: MHE Roster Clean-Up Request Question- Santa Rosa

Good Afternoon MHE Client Services,
On Option 3: Archive/Delete Classes,. Does this delete any
custom lessons that the teacher has built?

[cid:image001.png@01D629ED.272DF6C0]

Christi Cole

Operation Integration Specialist
Santa Rosa County School District
850-983-5074
SMARTHELP@santarosa.k12.fl.us

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Goodbred, Tracy R.

From: MHE Client Service <mheclientservices@mheducation.com>
Sent: Thursday, May 14, 2020 3:31 PM
To: Cole, Christi
Subject: (EXT) RE: Institution-ConnectED - Case 17276306 [ref:_00D80LRll_5000y1iDnoV:ref]

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

Christina Cole,

Archiving a class is only possible on products that being used on the Open Learning side of the website. Archiving will hide the class from view but can be re-enabled later. Any new classes will not have the custom lessons.

Products using ConnectED side of the site, only has the delete option.

In response 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 17276306.

Regards,
Christi
Product Specialist
Santa Rosa | School Group
707-36-1290 Monday-Friday, 7 am-8 pm EST

For 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](#)

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

Christi Cole [colec@santarosa.k12.fl.us]

5/14/2020

mheclientservices@mheducation.com

Subject: RE: (EXT) RE: MHE Roster Clean-Up Request Question- Santa Rosa - Case 17276306 []

want to submit a new issue, please click Contact
https://mhedu.force.com/DTS/s/contactus?utm_source=Contact%20Us%20-TS%20Tier%201%20Email&utm_medium=email&utm_campaign=contactus.

want to receive automatic updates about MH platforms, subscribe here: Status
https://status.mheducation.com/?utm_source=MHE%20Status%20Page%20-TS%20Tier%201%20Email&utm_medium=email&utm_campaign=mhestatuspage

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

Cole, Christi [colec@santarosa.k12.fl.us]
5/14/2020
heclientservices@mheducation.com<mailto:mheclientservices@mheducation.com>
ct: MHE Roster Clean-Up Request Question- Santa Rosa

Afternoon MHE Client Services,
tion 3: Archive/Delete Classes,. Does this delete any custom lessons that the teacher has built?

image001.png@01D629ED.272DF6C0]

i Cole

tion Integration Specialist
Rosa County School District
83-5074
THELP@santarosa.k12.fl.us<mailto:SMARTHELP@santarosa.k12.fl.us>

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<https://mh.my.salesforce.com/servlet/servlet.ImageServer?oid=00D80000000LRll&esid=0180y00000v>

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ref:_00D80LRll._5000y1iDnoV:ref

Goodbred, Tracy R.

From: Your Opinion Counts <youopinioncounts@mheducation.com>
Sent: Thursday, May 14, 2020 3:32 PM
To: Cole, Christi
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 #: 17276306
Date Opened: 5/14/2020
Subject: MHE Roster Clean-Up Request Question- Santa Rosa

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

You have recently received the resolution to your inquiry via email. 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: Friday, May 15, 2020 9:31 AM
To: McKnight, Patti
Cc: Guyler, Debra
Subject: (EXT) EIR

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

Hi Patti,

I know we had talked a week or so ago about SRA and I wanted to invite you to the below. Feel free to share with your teachers.

Dr. Patricia Mathes, author of SRA Early Interventions in Reading is hosting a webinar next Wednesday May 20th at 4 PM (EST). She will talk about rising 2nd and 3rd graders for the next school year. Please invite any prospects or current customers familiar with the lower levels of EIR. This webinar will focus on level 2.

I've included the copy below and an invitation attached as well.

We can help you catch up rising 2nd and 3rd graders with SRA Early Interventions in Reading.

REGISTER for a webinar Wednesday May 20th, 2020 from 4 PM - 5 PM (EST) with author Dr. Patricia Mathes to learn more.

As a partner in the learning community dedicated to building responsible citizens and empowering all learners, we look forward to working with you!



Thinking about what to do to help your students get back on their learning track?

We can help you catch up rising 2nd and 3rd graders with SRA Early Interventions in Reading.

REGISTER for a webinar Wednesday May 20th, 2020 at 4 PM - 5 PM (EST) with author Dr. Patricia Mathes to learn more.

As a partner in the learning community dedicated to building responsible citizens and empowering all learners, we look forward to working with you!



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, May 19, 2020 5:57 PM
To: Avis, Vanessa F.
Subject: (EXT) Re: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thanks for letting me know Vanessa. May I ask for reporting purposes, which publisher did you guys choose?

Sent from my iPhone

On May 19, 2020, at 5:46 PM, Avis, Vanessa F. <AvisV@santarosa.k12.fl.us> wrote:

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

Thank you for sharing the information on the Pre-K WOW program. However, our team has elected to go with another company. We appreciate you allowing us to view the entire curriculum and would like to make arrangements for its return.

Thank you for you time and support.

Vanessa Avis

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 6, 2020 2:21 PM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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I have attached the scope and sequence for WOW. I hope this will help!

<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image002.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Wednesday, May 6, 2020 2:59 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thank you for meeting with us today. I have a couple of questions.

Are you able to send us a sequence of how the phonological awareness skills are introduced throughout the units of study?

Also, would you please send us the pricing list of the basic unit and the price of the additional add-ons?

We realize this could change based on different factors, we just need a ballpark for now.

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 6, 2020 12:41 PM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I wanted to share the World of Wonders packages with you.

I put the package contents below.

Packaging Each World of Wonders package contains:

- 1 set Teacher's Edition (10 volumes) o 9 volumes covering units 1-9 o 1 volume of Teacher's Choice Mini Units "My Favorite Themes"
- 1 set My Word Book student book (20 copies) come first year only
- 1 set Trade Books (42 books)
- 1 Read Aloud Anthology
- 1 set of Retelling Cards
- 1 set Literature Big Books (8 big books + Big Book of Nursery Rhymes and Songs)
- 6 sets of Little Readers (36 books per set)
- 1 set Social-Emotional Mini Big Books (8 books)

- 12 sets of Patterned Books (10 books per set)
- 1 set Flip Charts o Literacy and Language Flip Chart o Social and Emotional Flip Chart o Assessment Mini Flip Chart o 2 digital flip charts: Social Studies and Science
- 1 set Oral Language, Alphabet, Letter, Photo and Concept Cards
- 1 Teacher Workspace (6-year subscription)
- 20 Student Workspaces (6-year subscription)

Technology Components

- Digital games for skills acquisition and practice in phonemic awareness, phonics, and early math concepts
- eBooks of all literature
- Digital flip charts (as noted above)
- Assessment handbook (PDF) and progress reporting
- School-to-home letters in multiple languages with suggested home activities
- Visual vocabulary cards of oral and concept vocabulary

Suggested Add-Ons

- Manipulatives Kit- Many teachers will already have their own manipulatives in the classroom, so this is not a required part of the bundle
- Classroom Library Set – 14 books- This set contains suggested titles for Teacher’s Choice Mini Units, but teachers are encouraged to use their own favorite books for these weeks/themes, so this is not a required part of the bundle

I hope this helps!

<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image005.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Wednesday, May 6, 2020 8:37 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thank you. I did receive it and shared it with the others who will attend.

Vanessa Avis

Program Facilitator

ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center

6032 Highway 90

Milton, FL 32570

(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 6, 2020 7:16 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

I just wanted to check to make sure you received the webinar presentation invite for 12:00 today? We are looking forward to presenting the program to you and your team!

<image001.png>
Ty Ezell
Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com
<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 11:30 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thanks, Ty!
I will let the others know so they can add to their calendars.

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 10:28 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Cc: Read, Lissette <lissette.read@mheducation.com>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I was able to secure a live webinar with Lissette Reed on May 6th 12:00-2:00 CST. We will send out a meeting notice next week for you and your team. Please let us know any specific items w you would like

covered in the webinar. I have ordered the complete print set to be sent to you, but I am not sure if it will get to you by May 6th due to COVID19 shipping delays.

Thanks and we look forward to presenting!

<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Sent: Thursday, April 30, 2020 10:54 AM

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

Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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(850) 549-7201

Vanessa Avis

Program Facilitator

ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center

6032 Highway 90

Milton, FL 32570

(850) 983-5565

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

Sent: Thursday, April 30, 2020 9:52 AM

To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Can you talk by phone?

<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Sent: Thursday, April 30, 2020 10:51 AM

To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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We would be looking at five for the current year as a pilot.

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:50 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

I just ordered one complete set of print. I will see what I can do about a presentation on one of those dates and get back to you. Also, how many kits will the district need to purchase?

Thanks

<image001.png>

Ty Ezell
Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com
<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:48 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thanks for the information and ordering the materials for us. We realize this is a quick turnaround. I hope it will be alright if I forward this information to the three others on our committee. Currently we are looking to pilot in five classes.

Here are three possible days/times for next week.

May 5th 9:00-10:00
6th between 12:00-2:00

7th 12:00-1:00

Vanessa Avis

Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:39 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

Thanks for the quick response. I can possibly set up a virtual presentation and order a sample be sent to you, but I am not sure they would arrive by May 15th and you be able to fully dig into them by that time frame. I am providing the below digital access for you to start your review. I will order a set of the complete print materials be sent to you. Let me know a day and time for a live webinar presentation that may work. If you can provide a couple of days for the presentation, I will see what we have available. We are getting lots of request for digital online webinars at this time.

<https://connected.mcgraw-hill.com>

Username: wowteacher
Password: mhe2020ela

How many kits would the district need to purchase?

<image001.png>

Ty Ezell

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

<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:31 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Good morning, Ty.

Our district is wanting to pilot a new PreK curriculum and would like to review sample materials and arrange for a virtual presentation. We are under a tight timeline, as we would like to make a decision for purchase by May 15th.

Would you be able to arrange a "meeting" sometime next week?

Vanessa Avis

Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

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

Sent: Thursday, April 30, 2020 9:27 AM

To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Subject: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I just recently received an email from corporate that you may have a need for World of Wonders Pre-K? Please let me know how I may be of help!

Thanks

<image001.png>

Ty Ezell

Sales Representative
McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image006.png>

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 20, 2020 8:06 AM
To: Avis, Vanessa F.
Subject: (EXT) RE: (EXT) Re: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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Thanks Vanessa. I could probably pick up the items next Thursday afternoon sometime if you can get them together. Let me know if that works.

Thanks



Ty Ezell

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



From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Tuesday, May 19, 2020 9:21 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) Re: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Ty,
The committee selected Benchmark's Ready to Advance curriculum.
Please send information on how to return your materials.

Vanessa

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

Sent: Tuesday, May 19, 2020 5:57 PM

To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Subject: (EXT) Re: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thanks for letting me know Vanessa. May I ask for reporting purposes, which publisher did you guys choose?

Sent from my iPhone

On May 19, 2020, at 5:46 PM, Avis, Vanessa F. <AvisV@santarosa.k12.fl.us> wrote:

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

Thank you for sharing the information on the Pre-K WOW program. However, our team has elected to go with another company. We appreciate you allowing us to view the entire curriculum and would like to make arrangements for its return.

Thank you for your time and support.

Vanessa Avis

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

Sent: Wednesday, May 6, 2020 2:21 PM

To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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I have attached the scope and sequence for WOW. I hope this will help!

<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image002.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Wednesday, May 6, 2020 2:59 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thank you for meeting with us today. I have a couple of questions.

Are you able to send us a sequence of how the phonological awareness skills are introduced throughout the units of study?

Also, would you please send us the pricing list of the basic unit and the price of the additional add-ons?

We realize this could change based on different factors, we just need a ballpark for now.

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 6, 2020 12:41 PM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I wanted to share the World of Wonders packages with you.

I put the package contents below.

Packaging Each World of Wonders package contains:

- 1 set Teacher's Edition (10 volumes) o 9 volumes covering units 1-9 o 1 volume of Teacher's Choice Mini Units "My Favorite Themes"
- 1 set My Word Book student book (20 copies) come first year only
- 1 set Trade Books (42 books)
- 1 Read Aloud Anthology
- 1 set of Retelling Cards

- 1 set Literature Big Books (8 big books + Big Book of Nursery Rhymes and Songs)
- 6 sets of Little Readers (36 books per set)
- 1 set Social-Emotional Mini Big Books (8 books)
- 12 sets of Patterned Books (10 books per set)
- 1 set Flip Charts o Literacy and Language Flip Chart o Social and Emotional Flip Chart o Assessment Mini Flip Chart o 2 digital flip charts: Social Studies and Science
- 1 set Oral Language, Alphabet, Letter, Photo and Concept Cards
- 1 Teacher Workspace (6-year subscription)
- 20 Student Workspaces (6-year subscription)

Technology Components

- Digital games for skills acquisition and practice in phonemic awareness, phonics, and early math concepts
- eBooks of all literature
- Digital flip charts (as noted above)
- Assessment handbook (PDF) and progress reporting
- School-to-home letters in multiple languages with suggested home activities
- Visual vocabulary cards of oral and concept vocabulary

Suggested Add-Ons

- Manipulatives Kit- Many teachers will already have their own manipulatives in the classroom, so this is not a required part of the bundle
- Classroom Library Set – 14 books- This set contains suggested titles for Teacher’s Choice Mini Units, but teachers are encouraged to use their own favorite books for these weeks/themes, so this is not a required part of the bundle

I hope this helps!

<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image005.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Sent: Wednesday, May 6, 2020 8:37 AM

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

Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thank you. I did receive it and shared it with the others who will attend.

Vanessa Avis

Program Facilitator

ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 6, 2020 7:16 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

I just wanted to check to make sure you received the webinar presentation invite for 12:00 today? We are looking forward to presenting the program to you and your team!

<image001.png>

Ty Ezell

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

<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 11:30 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thanks, Ty!
I will let the others know so they can add to their calendars.

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 10:28 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Cc: Read, Lissette <lissette.read@mheducation.com>

Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I was able to secure a live webinar with Lissette Reed on May 6th 12:00-2:00 CST. We will send out a meeting notice next week for you and your team. Please let us know any specific items w you would like covered in the webinar. I have ordered the complete print set to be sent to you, but I am not sure if it will get to you by May 6th due to COVID19 shipping delays.

Thanks and we look forward to presenting!

<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Sent: Thursday, April 30, 2020 10:54 AM

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

Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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(850) 549-7201

Vanessa Avis

Program Facilitator

ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center

6032 Highway 90

Milton, FL 32570

(850) 983-5565

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

Sent: Thursday, April 30, 2020 9:52 AM

To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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Can you talk by phone?

<image001.png>

Ty Ezell

Sales Representative

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C: 850.628.1858

david.ezell@mheducation.com

<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Sent: Thursday, April 30, 2020 10:51 AM

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

Subject: RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

We would be looking at five for the current year as a pilot.

Vanessa Avis

Program Facilitator

ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center

6032 Highway 90

Milton, FL 32570

(850) 983-5565

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

Sent: Thursday, April 30, 2020 9:50 AM

To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Subject: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

I just ordered one complete set of print. I will see what I can do about a presentation on one of those dates and get back to you. Also, how many kits will the district need to purchase?

Thanks

<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:48 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thanks for the information and ordering the materials for us. We realize this is a quick turnaround. I hope it will be alright if I forward this information to the three others on our committee. Currently we are looking to pilot in five classes.

Here are three possible days/times for next week.

May 5th 9:00-10:00
6th between 12:00-2:00
7th 12:00-1:00

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:39 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

Thanks for the quick response. I can possibly set up a virtual presentation and order a sample be sent to you, but I am not sure they would arrive by May 15th and you be able to fully dig into them by that time frame. I am providing the below digital access for you to start your review. I will order a set of the complete print materials be sent to you. Let me know a day and time for a live webinar presentation that may work. If you can provide a couple of days for the presentation, I will see what we have available. We are getting lots of request for digital online webinars at this time.

<https://connected.mcgraw-hill.com>

Username: wowteacher

Password: mhe2020ela

How many kits would the district need to purchase?

<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:31 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Good morning, Ty.

Our district is wanting to pilot a new PreK curriculum and would like to review sample materials and arrange for a virtual presentation. We are under a tight timeline, as we would like to make a decision for purchase by May 15th.

Would you be able to arrange a "meeting" sometime next week?

Vanessa Avis

Program Facilitator

ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center

6032 Highway 90

Milton, FL 32570

(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:27 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I just recently received an email from corporate that you may have a need for World of Wonders Pre-K? Please let me know how I may be of help!

Thanks

<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image006.png>

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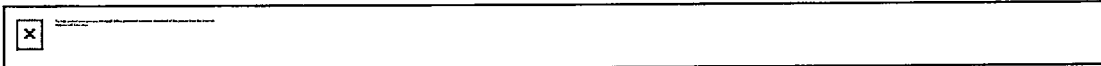
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Goodbred, Tracy R.

From: McGraw Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Thursday, May 21, 2020 7:31 AM
To: Cole, Christi
Subject: (EXT) Preparing Class Information for Year End

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



Steps to Prepare for Year End

We know that your end-of-year preparation looks very different this year, and we hope you, your family and students are safe and healthy. While it's still too early to know exactly what back-to-school will look like, we remain committed to ensuring you have the tools and resources you need to make the smoothest transition to the new school year as possible. Regardless of how and where learning takes place.

End of Year

We've created some [important reminders](#) to help with preparation for next year. These steps will help to ensure you begin next school year with the best online experience.

Summer Enhancements

We'll be keeping you informed of product and platform enhancements taking place over the summer. In the meantime, additional tools, resources and trainings can be found on our [self-service help site](#) and [back-to-school preparedness page](#).

Although these are trying times for us all, we thank you for your continued commitment to keep instruction going in whatever shape and form that came in during the outbreak of COVID-19. There's no instruction manual for times like this, and together we will work for a better tomorrow.

Please take care of yourself and each other,
The McGraw Hill team

If you have specific questions regarding your integration, please reach out to integrationsupport@mheducation.com.

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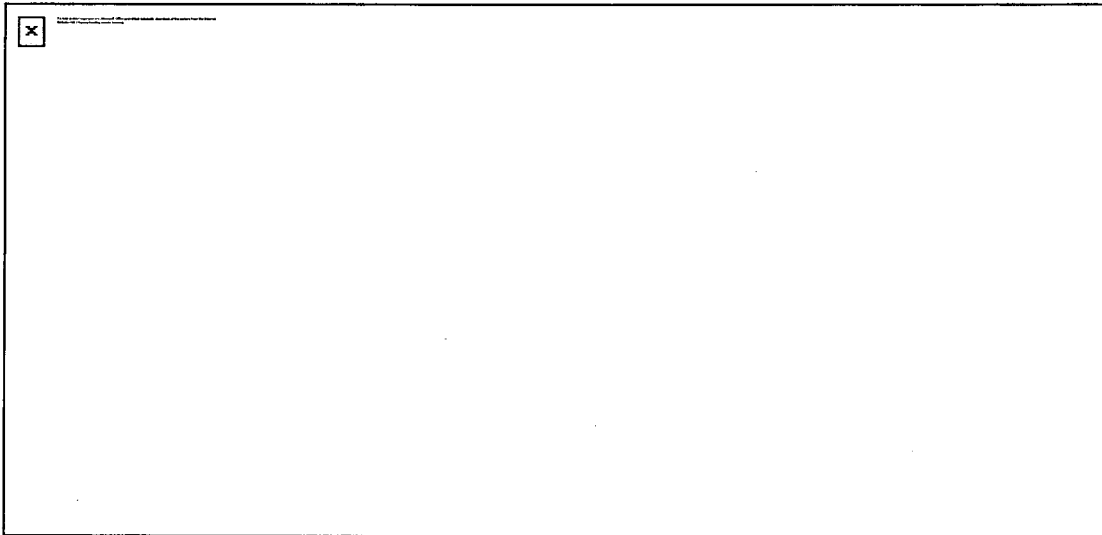
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Goodbred, Tracy R.

From: McGraw Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, May 25, 2020 6:32 AM
To: Moberly, Joe H.
Subject: (EXT) How to Engage Your Students During School Closures with Remote Learning

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



While thousands of schools are closing each year due to natural disasters or to slow the spread of harmful viruses, learning still goes on, and educators must find creative ways to facilitate it from home.

In an effort to support educators that are facing school closures, this Texas educator has shared actionable tips that will better engage students in distance learning activities. From remote learning apps that can track performance, to free, fun resources that don't require Internet access, these tools will ensure learning will take place despite the extended break.

GET THE STORY



[For more helpful tips visit our Remote & Home Learning Pinterest Board](#)

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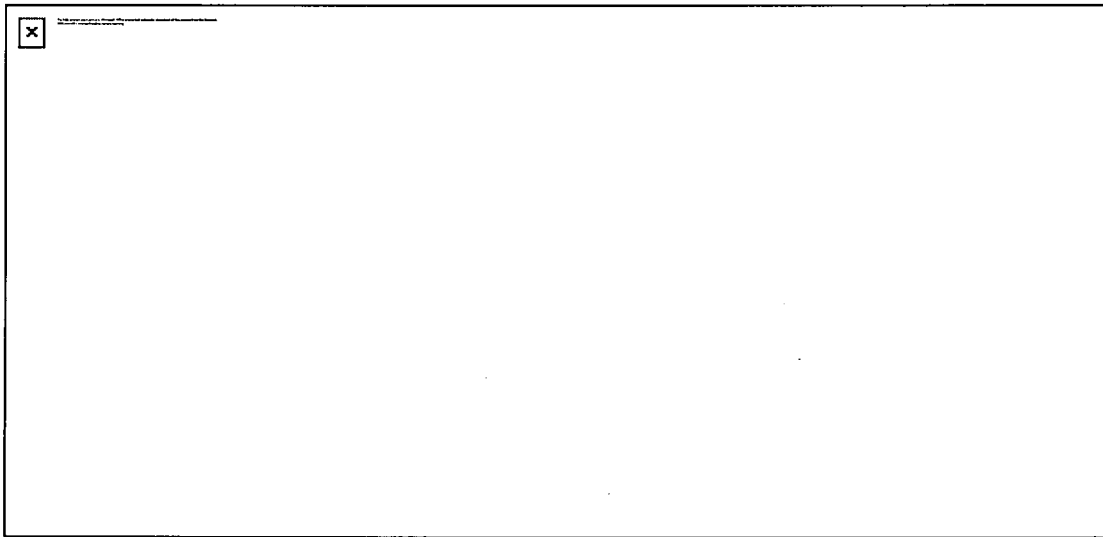
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Goodbred, Tracy R.

From: McGraw Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, May 25, 2020 6:32 AM
To: Avis, Vanessa F.
Subject: (EXT) Why Your Students Need Social and Emotional Learning

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



Educators are now paying more attention to the importance of incorporating social and emotional learning (SEL) into instruction at all grade levels—and with good reason. SEL can be a critical factor in helping close achievement gaps.

Studies show that students with strong social and emotional skills have greater success in higher education and the workplace but with limited time and resources, how can we teach these soft skills to our students?

Discover how you can help develop critical skills like responsible decision-making, relationship skills, and social awareness in your students.

GET THE STORY



For more helpful tips visit our Social & Emotional Learning (SEL) Pinterest Board

[view in browser](#) | [forward to a friend](#) | [unsubscribe](#)

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Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com
<image002.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Tuesday, May 19, 2020 9:21 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) Re: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Ty,
The committee selected Benchmark's Ready to Advance curriculum.
Please send information on how to return your materials.

Vanessa

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, May 19, 2020 5:57 PM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) Re: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thanks for letting me know Vanessa. May I ask for reporting purposes, which publisher did you guys choose?

Sent from my iPhone

On May 19, 2020, at 5:46 PM, Avis, Vanessa F. <AvisV@santarosa.k12.fl.us> wrote:

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

Thank you for sharing the information on the Pre-K WOW program. However, our team has elected to go with another company. We appreciate you allowing

us to view the entire curriculum and would like to make arrangements for its return.

Thank you for your time and support.

Vanessa Avis

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 6, 2020 2:21 PM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

I have attached the scope and sequence for WOW. I hope this will help!

<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image002.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Wednesday, May 6, 2020 2:59 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thank you for meeting with us today. I have a couple of questions.

Are you able to send us a sequence of how the phonological awareness skills are introduced throughout the units of study?

Also, would you please send us the pricing list of the basic unit and the price of the additional add-ons?

We realize this could change based on different factors, we just need a ballpark for now.

Vanessa Avis
Program Facilitator

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, May 6, 2020 12:41 PM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I wanted to share the World of Wonders packages with you.

I put the package contents below.

Packaging Each World of Wonders package contains:

- 1 set Teacher's Edition (10 volumes) o 9 volumes covering units 1-9 o 1 volume of Teacher's Choice Mini Units "My Favorite Themes"
- 1 set My Word Book student book (20 copies) come first year only
- 1 set Trade Books (42 books)
- 1 Read Aloud Anthology
- 1 set of Retelling Cards
- 1 set Literature Big Books (8 big books + Big Book of Nursery Rhymes and Songs)
- 6 sets of Little Readers (36 books per set)
- 1 set Social-Emotional Mini Big Books (8 books)
- 12 sets of Patterned Books (10 books per set)
- 1 set Flip Charts o Literacy and Language Flip Chart o Social and Emotional Flip Chart o Assessment Mini Flip Chart o 2 digital flip charts: Social Studies and Science
- 1 set Oral Language, Alphabet, Letter, Photo and Concept Cards
- 1 Teacher Workspace (6-year subscription)
- 20 Student Workspaces (6-year subscription)

Technology Components

- Digital games for skills acquisition and practice in phonemic awareness, phonics, and early math concepts
- eBooks of all literature
- Digital flip charts (as noted above)
- Assessment handbook (PDF) and progress reporting
- School-to-home letters in multiple languages with suggested home activities
- Visual vocabulary cards of oral and concept vocabulary

Suggested Add-Ons

- Manipulatives Kit- Many teachers will already have their own manipulatives in the classroom, so this is not a required part of the bundle

- Classroom Library Set – 14 books- This set contains suggested titles for Teacher’s Choice Mini Units, but teachers are encouraged to use their own favorite books for these weeks/themes, so this is not a required part of the bundle

I hope this helps!

<image001.png>

Ty Ezell

Sales Representative

McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image005.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Sent: Wednesday, May 6, 2020 8:37 AM

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

Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thank you. I did receive it and shared it with the others who will attend.

Vanessa Avis

Program Facilitator

ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center

6032 Highway 90

Milton, FL 32570

(850) 983-5565

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

Sent: Wednesday, May 6, 2020 7:16 AM

To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>

Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

I just wanted to check to make sure you received the webinar presentation invite for 12:00 today? We are looking forward to presenting the program to you and your team!

<image001.png>

Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com
<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 11:30 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thanks, Ty!
I will let the others know so they can add to their calendars.

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 10:28 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Cc: Read, Lissette <lissette.read@mheducation.com>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I was able to secure a live webinar with Lissette Reed on May 6th 12:00-2:00 CST. We will send out a meeting notice next week for you and your team. Please let us know any specific items w you would like covered in the webinar. I have ordered the complete print set to be sent to you, but I am not sure if it will get to you by May 6th due to COVID19 shipping delays.

Thanks and we look forward to presenting!

<image001.png>
Ty Ezell

Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com
<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:54 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

(850) 549-7201

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:52 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Can you talk by phone?

<image001.png>
Ty Ezell
Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com
<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:51 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

We would be looking at five for the current year as a pilot.

Vanessa Avis

Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:50 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

I just ordered one complete set of print. I will see what I can do about a presentation on one of those dates and get back to you. Also, how many kits will the district need to purchase?

Thanks

<image001.png>

Ty Ezell

Sales Representative
McGraw-Hill Education | School Group

C: 850.628.1858

david.ezell@mheducation.com

<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:48 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Thanks for the information and ordering the materials for us. We realize this is a quick turnaround. I hope it will be alright if I forward this information to the three others on our committee. Currently we are looking to pilot in five classes.

Here are three possible days/times for next week.

May 5th 9:00-10:00
6th between 12:00-2:00
7th 12:00-1:00

Vanessa Avis
Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:39 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

Thanks for the quick response. I can possibly set up a virtual presentation and order a sample be sent to you, but I am not sure they would arrive by May 15th and you be able to fully dig into them by that time frame. I am providing the below digital access for you to start your review. I will order a set of the complete print materials be sent to you. Let me know a day and time for a live webinar presentation that may work. If you can provide a couple of days for the presentation, I will see what we have available. We are getting lots of request for digital online webinars at this time.

<https://connected.mcgraw-hill.com>

Username: wowteacher
Password: mhe2020ela

How many kits would the district need to purchase?

<image001.png>

Ty Ezell
Sales Representative
McGraw-Hill Education | School Group
C: 850.628.1858
david.ezell@mheducation.com
<image006.png>

From: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Sent: Thursday, April 30, 2020 10:31 AM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) McGraw-Hill World of Wonders Pre-K

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

Good morning, Ty.

Our district is wanting to pilot a new PreK curriculum and would like to review sample materials and arrange for a virtual presentation. We are under a tight timeline, as we would like to make a decision for purchase by May 15th.

Would you be able to arrange a "meeting" sometime next week?

Vanessa Avis

Program Facilitator
ESE Specialized Curriculum, Instruction, and Intervention

Douglas A. Dillon Center
6032 Highway 90
Milton, FL 32570
(850) 983-5565

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, April 30, 2020 9:27 AM
To: Avis, Vanessa F. <AvisV@santarosa.k12.fl.us>
Subject: (EXT) McGraw-Hill World of Wonders Pre-K

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

Hi Vanessa,

I just recently received an email from corporate that you may have a need for World of Wonders Pre-K? Please let me know how I may be of help!

Thanks

<image001.png>

Ty Ezell

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

<image006.png>

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Goodbred, Tracy R.

From: Digital Technical Support <epgtech@mheducation.com>
Sent: Thursday, May 28, 2020 1:25 PM
To: Temple, Ed
Subject: (EXT) RE: Product Query-ConnectED - Case 17361825 [ref:_00D80LR11_5000y1jbR84:ref]

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



Dear Edwin Temple,

Thank you for contacting McGraw-Hill Technical Support concerning the issue with assignments.

<https://www.mheducation.com/permissions.html>

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 17361825.

Kind Regards,
Sabrina B
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.

From: Digital Technical Support <epgtech@mheducation.com>
Sent: Thursday, May 28, 2020 1:25 PM
To: Temple, Ed
Subject: (EXT) RE: Product Query-ConnectED - Case 17361825 [ref:_00D80LRll._5000y1jbR84:ref]

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



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Kind Regards,
Sabrina B
Technical Support Representative
Phone: 800-437-3715, Monday-Friday, 7 am-8 pm EST

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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.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Thursday, May 28, 2020 3:02 PM
To: Temple, Ed
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 #: 17361825
Date Opened: 5/28/2020
Customer Support Representative: Melissa

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: Wednesday, June 3, 2020 9:31 AM
To: CAROLYN PILCHER; Susan Saunders; Sonya Judkins; Allen, Darby; Laura King; Titze, Jessica; robin.richards@calhounflschools.org; Flanagan, Ann; McKnight, Patti; Melissa Marsh; Brasington, Jami - Elementary Education; Cheryl Ellison; Pamela Price; Lori Sandgren; Gay Lewis; Robin Hill; Rex Mitchell
Subject: (EXT) Literacy Without Limits Summer Virtual Conference
Attachments: UFLI Virtual Conference 2020 (002).pdf

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

Hi All,

I wanted to share an invite with you to our Literacy Without Limits Summer Virtual Conference in conjunction with UF. I believe you will get some good information from the conference. Please share with your teachers if you would like.

Thanks



Ty Ezell

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



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UF UNIVERSITY of
FLORIDA
College of Education
LASTINGER CENTER



**Click to
Register!
Login for
sessions or stay
all day!**

Literacy Without Limits

Summer Virtual Conference

Friday, June 12, 2020

AGENDA

8:30 – 9:45 Conducting Word Work to Build Mastery in Sound Spelling Relationships (Early Decoding)

UFLI Session followed by: *Foundational Skill Kit Overview*

10:00 – 11:15 Conducting Word Work to Build Mastery in Sound Spelling Relationships (Advanced Decoding)

UFLI Session followed by: *Word Analysis Kit Overview*

11:15 – 12:15 Lunch Break

12:15 – 1:30 Vocabulary and Comprehension Instruction

UFLI Session followed by: *SRA Reading Labs Overview*

1:45 – 3:00 Virtual Small-group Reading Instruction

UFLI Session followed by: *Redbird Language Arts & Writing Overview*

Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, June 4, 2020 10:47 AM
To: McKnight, Patti
Subject: (EXT) ELA Bid

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

Hey Patti,

I know you are on top of this, but I wanted to share as I am with other directors in my territory. Let me know if you have questions.

FL has just released their timeline for the K-12 ELA bid.

Please see full details at: <http://www.fldoe.org/core/fileparse.php/5574/urlt/IMTimelinePublisherCL.pdf>

Of Note:

- Sept 15, 2020 – Intent to Bid due
- Fri. Oct 2, 2020 – BID DUE
- Fri. Oct 16, 2020 – STATE SAMPLES DUE (Digital)

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, June 4, 2020 1:03 PM
To: Baugus, Jeffery A.
Subject: (EXT) ALEKS

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

Hey Jeff,

I hope you are safe and doing well!? I know you were a fan of ALEKS during the last adoption. I wanted to see if you would like to pilot ALEKS for the summer for some students that might need extra help maintaining their math skills that might have diminished due to the COVID19 distant learning. I wanted to offer this possibility since times have changed and COVID19 is still playing a part in education delivery and probably will in the near future. ALEKS would be a great fit for digital learning. Let me know if you are interested and I will see what I can do.

Thanks



Ty Ezell

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

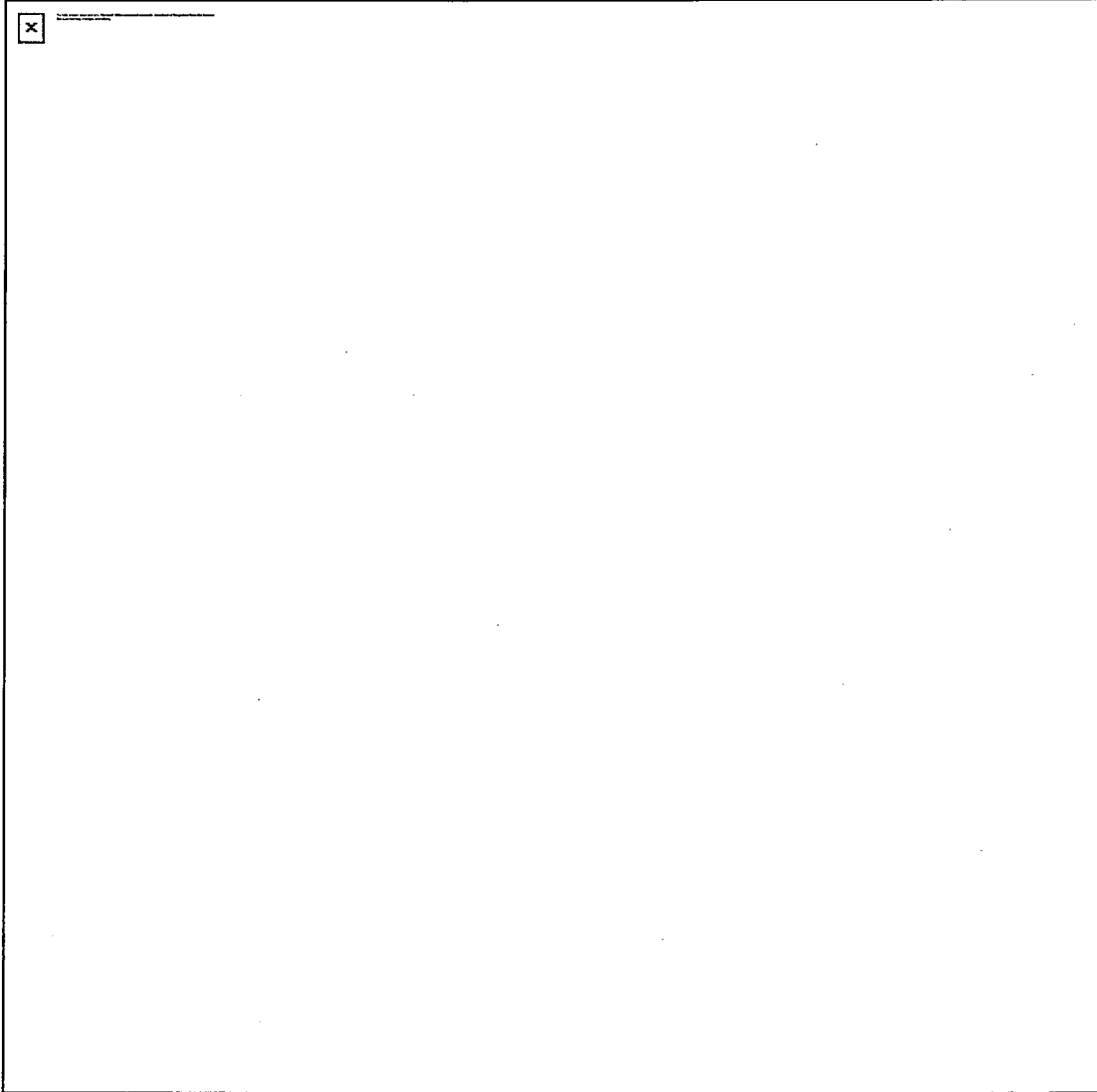


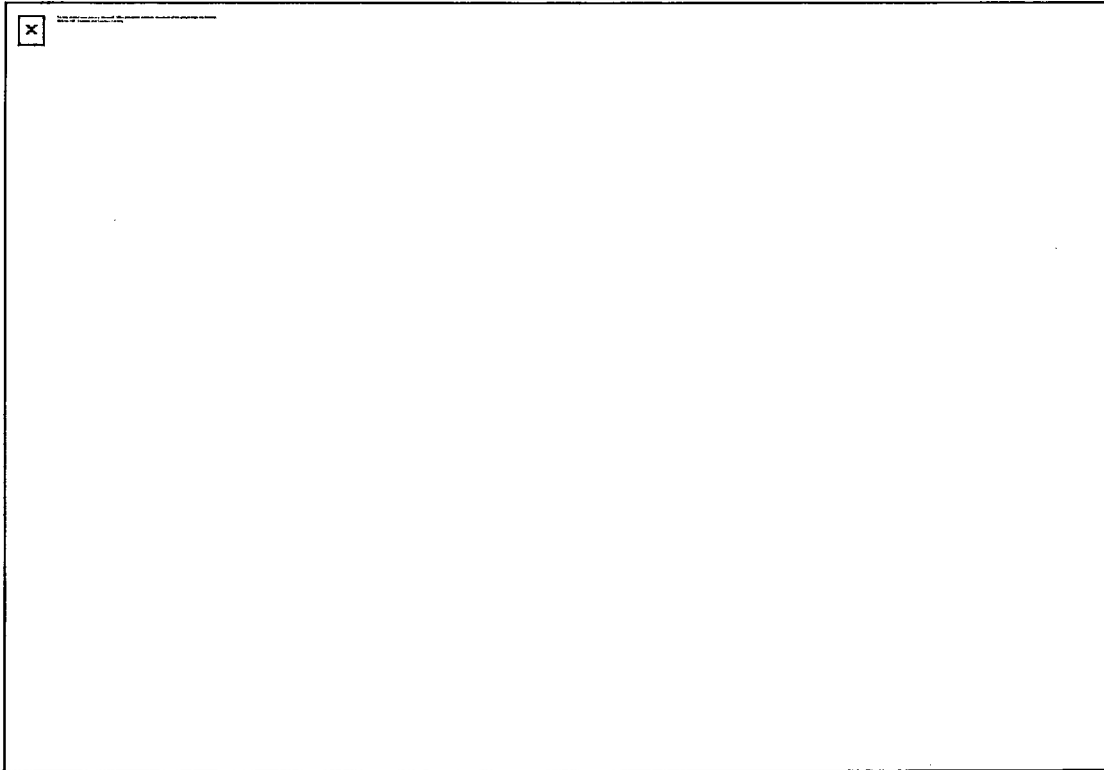
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Goodbred, Tracy R.

From: McGraw Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Monday, June 8, 2020 6:32 AM
To: Avis, Vanessa F.
Subject: (EXT) 10 effective strategies for promoting educational equity

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



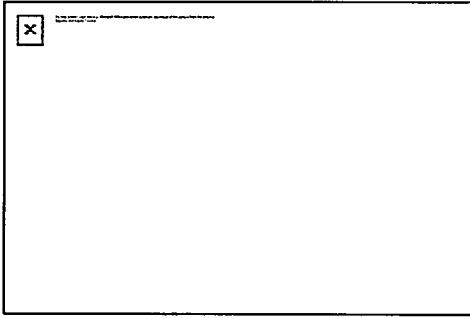


What School Leaders Can Do to Promote Educational Equity

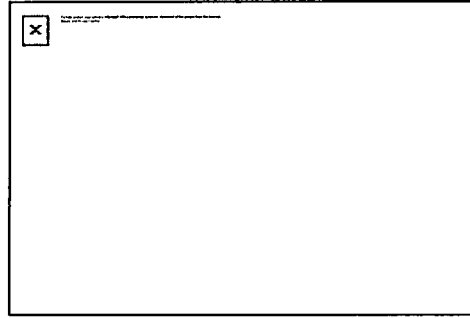
When it comes to educational equity, the pool of relevant research is vast, because equity is so complex. Our applied learning sciences team wanted to create something from this research that could aid school and district leaders in crafting and implementing their equity initiatives. So, they created a research-based guide called *Guiding Principles for Equity in Education*. This guide contains ten key principles for an educational equity framework, all derived from education research. Each principle has a list of actionable strategies for implementation for continuing equity momentum in your school district.

For more on educational equity:

[VISIT HERE](#)



[What's the Difference Between Equity and Equality in Education?](#)



[Four Ways to Strive for Equity and Access in Your District](#)

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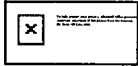
McGraw Hill School | 8787 Orion Place | Columbus, OH 43240
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Goodbred, Tracy R.

From: Noah Evans <successinmath@mheducation.com>
Sent: Tuesday, June 9, 2020 4:04 PM
To: Thacker, Cheryl
Subject: (EXT) Resource: Initial Planning for Corequisite Model

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Because learning changes everything.®

Corequisite Implementation Guide

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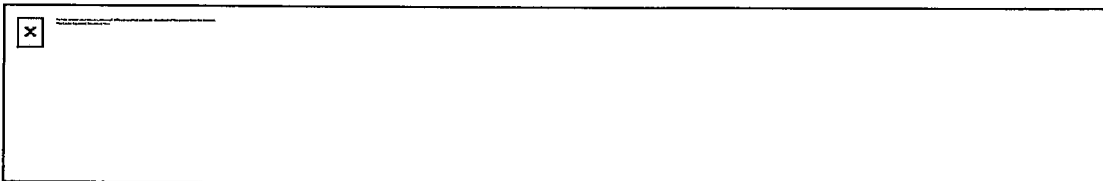


Dear Cheryl,

Like many others in FL, you may be working on developing a corequisite course this summer. If so, our “by professors, for professors” [Corequisite Implementation Guide](#) could be a major help to you! Under the Initial Planning portion of the guide, we offer an interactive quiz to help identify the model best suited for your institution, and then share videos and downloadable PDFs created by professors who have implemented similar models.

TAKE ME TO THE COREQUISITE IMPLEMENTATION GUIDE

Best Regards,
Noah Evans | Marketing Manager
McGraw-Hill | (563) 552-8330





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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Wednesday, June 10, 2020 1:56 PM
To: Baugus, Jeffery A.
Subject: (EXT) Re: Reading Essentials - Physical Science

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Yes, they will need to ask the FSBD for switching of the books. The FSBD will need to reach out to me for approval.

Sent from my iPhone

On Jun 10, 2020, at 1:54 PM, Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us> wrote:

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

Ty,

Just wanted to check in regarding science orders. Anything our schools need to do with summer orders for this?

Serving Together,
<Outlook-umi1taqx.png>

From: Baugus, Jeffery A.
Sent: Tuesday, September 11, 2018 12:40 PM
To: Ty Ezell <david.ezell@mheducation.com>
Subject: Reading Essentials - Physical Science

Ty,

Here are the schools who would like to receive the Reading Essentials workbook for years 2-5 of the adoption and their respective PO numbers.

Thanks so much for your help with this.

Milton High - 726615
Pace High - 726696
Central School - 726881

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: Wednesday, June 10, 2020 2:05 PM
To: Jeff Cregor
Cc: Baugus, Jeffery A.
Subject: (EXT) FW: Reading Essentials - Physical Science

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

Hi Jeff,

I just wanted to bring to your attention again this year as we did the prior years that 3 schools in Santa Rosa will be ordering their science consumables again and asking to switch to the Reading Essentials again this year. See the email from last year below. We have done this the last two years and they are asking again. Be on the lookout for their orders and yes we can do it as long as the numbers are the same and the cost of the books are the same. 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, June 10, 2020 2:55 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Fw: Reading Essentials - Physical Science

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

Ty,

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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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Sent: Tuesday, September 11, 2018 12:40 PM
To: Ty Ezell <david.ezell@mheducation.com>
Subject: Reading Essentials - Physical Science

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Thanks so much for your help with this.

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, June 12, 2020 3:14 PM
To: Baugus, Jeffery A.
Subject: (EXT) FCTM

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

Hey Jeff,

I wanted to reach out to you and see if there is any possible opportunities to sponsor a speaker or two at FCTM? Are you still accepting speaker proposals? We may have one of our authors to speak on best practices, and a teacher/ALEKS user. Let me know if we can help.

Thanks



Ty Ezell

Sales Representative
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C: 850.628.1858
david.ezell@mheducation.com



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, June 12, 2020 3:31 PM
To: Baugus, Jeffery A.
Subject: (EXT) RE: (EXT) FCTM

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Thanks Jeff! I will let management know!



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: Friday, June 12, 2020 4:29 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) FCTM

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

Absolutely. We'll be posting a new speaker proposal form early next week and would love for you to submit proposals. We're also finalizing sponsorship opportunities for exhibitors as well, if MHE is interested in partnering with us in some capacity.

Once they go live, if you have any questions, please let me know.

Thanks so much for your support!

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: Friday, June 12, 2020 3:13 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: (EXT) FCTM

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

Hey Jeff,

I wanted to reach out to you and see if there is any possible opportunities to sponsor a speaker or two at FCTM? Are you still accepting speaker proposals? We may have one of our authors to speak on best practices, and a teacher/ALEKS user. Let me know if we can help.

Thanks



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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Tuesday, June 16, 2020 10:24 AM
To: McKnight, Patti
Subject: (EXT) CARES Funding

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Hey Patti,

Going through the CARES funding for FI that was finally released last week. I am not sure where you guys stand on submitting this as the turnaround time is quick, but I know we have discussed in the past about Foundational Skills Kits. This may be an opportunity for you to get some funding to help with implementing these kits or SRA in general. Please let me know if I can help.

Thanks



Ty Ezell

Sales Representative
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david.ezell@mheducation.com



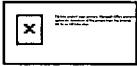
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Goodbred, Tracy R.

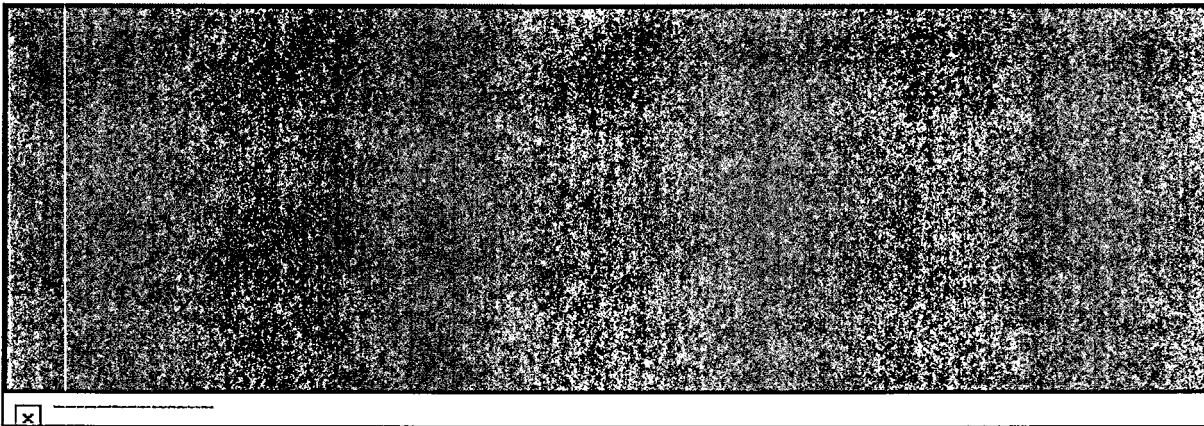
From: Mike Ryan <highered@mheducation.com>
Sent: Tuesday, June 16, 2020 4:45 PM
To: Thacker, Cheryl
Subject: (EXT) Register for REMOTE hosted by ASU

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Pre-registration is now open!

There is no better time than now to connect as a community of educators and share best practices in designing and delivering engaging online and hybrid experiences for learners.

McGraw Hill is pleased to sponsor REMOTE: The Connected Faculty Summit hosted by Arizona State University and announce that registration is now open! This 2-day virtual conference on July 13-14, 2020, is free to higher education faculty and administrators and provides actionable Insights for online and blended teaching and learning.

REGISTER NOW

ABOUT REMOTE

REMOTE: The Connected Faculty Summit hosted by ASU will showcase best practices, techniques, and tools to provide actionable insight to Higher Education faculty around the concept of "the best of online education."

REMOTE provides a forum to identify and promote the best possible pedagogy, techniques and tools by faculty for online and blended learning and to help faculty design the most engaging experience for learners. Hosted by Arizona State University, REMOTE is an independent conference supported by the ASU Foundation.

WHEN?

This 2-day virtual conference is FREE to higher education faculty and administrators and provides actionable Insights for online and blended teaching and learning.

July 13, 2020, 12:00 PM PDT – 4:00 PM PDT

July 14, 2020, 9:00 AM PDT – 1:00 PM PDT

WHO WILL ATTEND?

REMOTE is FREE of charge for those involved in learning delivery (faculty and learning practitioners) as well as administration worldwide.

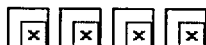
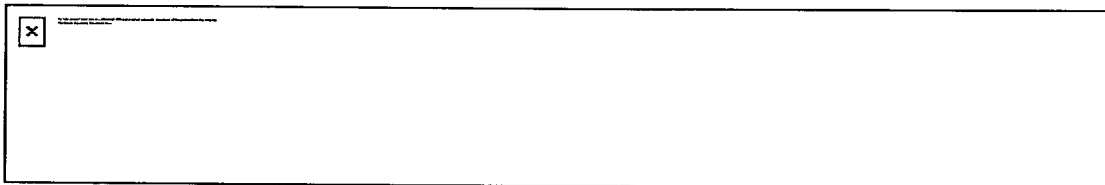
WHY ATTEND?

Be ready for the challenge of teaching in what promises to be a complex and messy fall term.

Join thousands of faculty, thought and practice leaders across global universities and colleges, to discover immediate ways to improve online class delivery and to obtain navigation assistance around blended delivery. Build your network of peers and experts. Learn from their responses to COVID-19 to help you design a better back to school, for this fall and beyond.

REMOTE will showcase master practitioners across higher education, and you will have the opportunity to see how they lead their classes online and learn best practices by discipline.

- **Increase student engagement.** Sessions will include how to engage students virtually, ensure diversity and inclusion in the online classroom, and improve the effectiveness of mixed mode teaching, among other topics.
- **Build a network of support.** Meet and engage with peers and experts, as in any in-person event. Participate in one-on-one sessions, one-to-many events, and virtual lounges to allow serendipity and connections to blossom.
- **Discipline insights.** Sessions will be led by educators across Gen Ed and you can pick up discipline-specific tips from established online experts.
- **Understand policy issues** amid shifts in higher education. Ideal for deans, provosts, and administrators.
- **Gain access to curated free resources.** Sponsors will be on hand in the virtual Exhibit Hall to provide resources and answer questions on a variety of remote solutions that can be immediately put to use. This includes case studies, videos, products and services, technology solutions, tools and recommendations for streamlining online learning.



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Goodbred, Tracy R.

From: McGraw Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Wednesday, June 17, 2020 12:11 PM
To: Weaver, Jan
Subject: (EXT) Thank you for your request

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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: Thursday, June 18, 2020 12:02 PM
To: Weaver, Jan
Subject: (EXT) McGraw-Hill Programs

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

Hi John,

I have been contacted by corporate that you have requested information on some of our content? Please let me know how I can help?

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, June 18, 2020 12:30 PM
To: Weaver, Jan
Subject: (EXT) RE: (EXT) McGraw-Hill Programs

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

The Entering the World of Work is a 206 version which is for students in grade 9-12 and only offers print. I would have to see if we still have some in stock as we probably aren't printing any longer.

The Succeeding in the World of Work is a 2013 version grade 9-12 and only comes in a package with print SE and online. The online is different as you have to purchase a single user license (like college options) in a 1 year or six year option. I have included the below link for you to review. I don't think there is any teacher resources. There may be a teacher log in once student bundles are purchased. Since it is an older program, it may not be able to be accessed through district SSO integration.

<https://www.mheducation.com/prek-12/product/succeeding-world-work-student-edition-mcgraw-hill/9780078959448.html?exactIsbn=true>

Basically you have an older print option or a slightly newer print/digital option.

Thanks



Ty Ezell

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



From: Weaver, Jan <WeaverJL@santarosa.k12.fl.us>
Sent: Thursday, June 18, 2020 1:17 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) McGraw-Hill Programs

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

I will be taking over our DCT classes next year and need to update my textbooks. I am looking at either "Entering the World of Work" 9780078701689 & 9780078664991 and "Succeeding in the World of Work" 9780078959448 Of these 2

text, which would you recommend for high school DCT? We have used the Succeeding text in the past. Can you send me a exam copy(ies) please?

I am only interested in the print version of these text along with Teacher Resources. Also, can you send me a quote for purchasing 40 books plus TE and resources

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, June 18, 2020 12:02 PM
To: Weaver, Jan <WeaverJL@santarosa.k12.fl.us>
Subject: (EXT) McGraw-Hill Programs

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, June 18, 2020 1:36 PM
To: Weaver, Jan
Subject: (EXT) RE: (EXT) RE: (EXT) McGraw-Hill Programs

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Let me know what you would like to do.



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



From: Weaver, Jan <WeaverJL@santarosa.k12.fl.us>
Sent: Thursday, June 18, 2020 1:51 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: RE: (EXT) RE: (EXT) McGraw-Hill Programs

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

Ok, thank you!

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Thursday, June 18, 2020 12:30 PM
To: Weaver, Jan <WeaverJL@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) McGraw-Hill Programs

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, June 19, 2020 12:30 PM
To: McKnight, Patti
Subject: (EXT) ELA Conversation

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Hey Patti,

Would you have some time next week to talk by phone about the upcoming ELA adoption? I want to get a better understanding of how COVID will affect distance learning for the upcoming adoption. Let me know if you have a few minutes to spare sometime and I will work around your schedule.

Thanks



Ty Ezell

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Goodbred, Tracy R.

From: Ezell, Ty <david.ezell@mheducation.com>
Sent: Friday, June 19, 2020 12:33 PM
To: Baugus, Jeffery A.
Subject: (EXT) Math Conversation

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

Hey Jeff,

Would you have some time next week to talk by phone about the upcoming Math adoption? I want to get a better understanding of how COVID will affect distance learning for the upcoming adoption. Let me know if you have a few minutes to spare sometime and I will work around your schedule.

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: Friday, June 19, 2020 12:48 PM
To: Baugus, Jeffery A.
Subject: (EXT) RE: (EXT) Math Conversation

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

Thanks Jeff! I just sent you an invite for Monday at 9:00 am. I will call you.

Have a great weekend!



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: Friday, June 19, 2020 1:45 PM
To: Ezell, Ty <david.ezell@mheducation.com>
Subject: Re: (EXT) Math Conversation

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

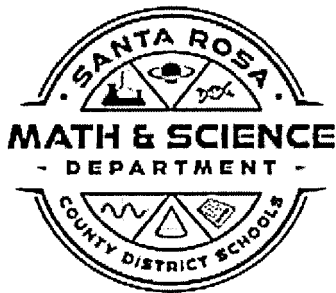
Absolutely. Monday or Tuesday morning are wide open for me. Send me a calendar invite for a time that works for you and we'll make it happen.

Have a great weekend!

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: Friday, June 19, 2020 12:33 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: (EXT) Math Conversation

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

Hey Jeff,

Would you have some time next week to talk by phone about the upcoming Math adoption? I want to get a better understanding of how COVID will affect distance learning for the upcoming adoption. Let me know if you have a few minutes to spare sometime and I will work around your schedule.

Thanks



Ty Ezell

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david.ezell@mheducation.com



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Goodbred, Tracy R.

From: McGraw Hil <Education@mheducation.com>
Sent: Tuesday, July 7, 2020 8:56 AM
To: Willis, Angela
Subject: (EXT) Extended Access to 5 Steps AP Cross-Platform Prep Course

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



Dear AP Educator,

We're extending your free access to the digital AP cross-platform prep course!

In April we made our *5 Steps to a 5* AP cross-platform prep course available through the end of the school year. We want to let you know that **we are extending access to the platform until August 10.**

These online courses for 14 key AP subjects contain everything you'll find in our *5 Steps to a 5* test prep guides, including thorough content review, practice tests, and much more. Feel free to continue to share these resources with your students and fellow teachers as you see fit.

Here is a link to a landing page that contains the simple instructions for accessing the online resource:

<https://learn.mheducation.com/AP-Teacher-Resources.html>

We will release the new 2021 editions of *5 Steps to a 5* in September of this year, which will be updated to align with the most recent AP test changes and will include up-to-date COVID-19 resources and FAQs to help you prepare for the upcoming school year.

As you know, McGraw Hill has been a trusted resource for educators for well over 100 years. Now more than ever, we are committed to providing all of the content solutions you need. Keep up the great work!

— The McGraw Hill *5 Steps to a 5* team

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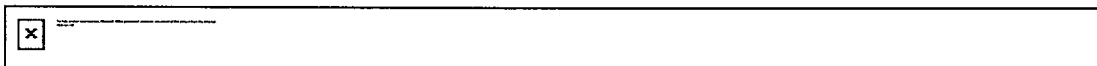
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Goodbred, Tracy R.

From: McGraw Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Thursday, July 9, 2020 3:26 PM
To: Mohr, Emily
Subject: (EXT) Spend the day with Dr. Fisher & FL BEST standards

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



Florida's new B.E.S.T. standards require that students access complex texts and develop sophisticated literacy skills. Students of any age can achieve the level of expectation in the Florida standards, with the right kind of instruction.

Join Dr. Doug Fisher, virtually, as he discusses the following access points, using the new Florida B.E.S.T standards:

- Purpose & Modeling
- Close & Scaffolded Reading Instruction
- Collaborative Conversations
- An Independent Reading Staircase
- Formative Assessments



Dr. Doug Fisher, Professor of Educational Leadership at San Diego State University and a teacher leader at Health Sciences High & Middle College, served as a reviewer of the FL BEST Standards for the Fordham Foundation and is a lead author on McGraw Hill ELA programs.

Institute attendees will receive a free copy of his *Rigorous Reading, Florida Edition* eBook as part of registration.

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Goodbred, Tracy R.

From: McGraw Hill <McGrawHillSchoolEd.email@mheducation.com>
Sent: Tuesday, July 14, 2020 9:06 AM
To: Godwin, Suzette
Subject: (EXT) Limited Time Offer for Digital AP, Honors, & Electives

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



Up to a 65% savings!

For a limited time, we are offering our suite of **Advanced Placement, honors & electives** digital course resources enriched with multimedia content including videos, animations, eBook, Smartbook, teacher resources and gradebook features at a discount price.

One-year digital student subscriptions \$48.99*

One-year digital teacher subscriptions FREE
(with purchase of student subscriptions)

We know that back-to-school 2020 may be unpredictable and that affordable digital resources are more important than ever. Whether you'll be on campus, distanced, or blended, we are here to help you deliver comprehensive course resources that support teacher and student success, and fit your budget.

GET LIMITED TIME OFFER

Find your program or Contact your sales representative today for questions or pricing.

AP® is a trademark registered and/or owned by the College Board, which was not involved in the production of, and does not endorse, these products.

**Offer expires October 31, 2020.*

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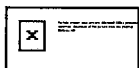
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Goodbred, Tracy R.

From: Melissa Caughlin <highered@mheducation.com>
Sent: Wednesday, July 15, 2020 12:11 PM
To: Thacker, Cheryl
Subject: (EXT) Textbook, Mobile eBook, or fully online? Be ready.

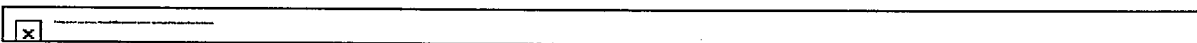
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OUR SUPPORT COMES
IN ALL SIZES.**

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Hi Cheryl,

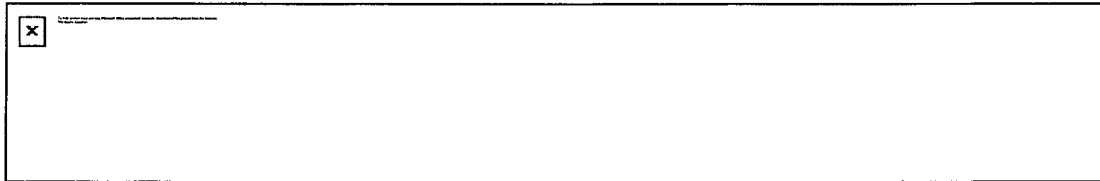
This term might bring a lot of unknowns, but there is one thing we do know – McGraw Hill can support you at every step, especially if you need to adjust to an online environment.

Whether you need a printed textbook, are offering students a mobile-ready eBook, or teaching fully online, we've got you covered with tips, resources, and videos on our [Support at Every Step](#) site. Thinking about how your course can go online? Learn more about our easy-to-use platforms.

LEARN MORE

Warm Regards,

Melissa Caughlin
McGraw Hill



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Goodbred, Tracy R.

From: Mandy Gray <mheclientservices@mheducation.com>
Sent: Monday, July 20, 2020 8:32 AM
To: Cole, Christi
Subject: (EXT) Clean-Up Request Completed Case# 17384623 [ref:_00D80LRll._5000y1jbpwK:ref]

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

Dear Christina Cole,

I am happy to report that your account clean-up request has been completed. You may now proceed with submitting updated roster files.

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 17384623.

Kind Regards,
Mandy G
Digital Product Specialist
McGraw Hill | School
800-836-1290 Monday-Friday, 7 am-8 pm EST

Visit our Self-Help Website with many FAQ documents: <https://mhedu.force.com/DTS/s/> If you want to submit a new issue: <https://mhedu.force.com/DTS/s/contactus>.

If you want to receive automatic updates about MH platforms, subscribe here: <http://status.mheducation.com/>

ref:_00D80LRll._5000y1jbpwK:ref

Goodbred, Tracy R.

From: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Monday, July 20, 2020 3:55 PM
To: Petruska, Mary Anne
A;kschultz@pensacolastate.edu;chunt@pensacolastate.edu;jcarr@pensacolastate.edu;kmons@pensacolastate.edu;oshoop@pensacolastate.edu;gbloxom@pensacolastate.edu;wcarden@pensacolastate.edu;Woods, Deborah
V;sperry@pensacolastate.edu;ghardin@pensacolastate.edu;Brahier, Jennifer;jward@pensacolastate.edu;cwilliams@pensacolastate.edu;mcollick@pensacolastate.edu;tdunkle@pensacolastate.edu;jkitchen@pensacolastate.edu;Thacker, Cheryl;Walker, Michael L;Turner, Chris;crobbsins@pensacolastate.edu;bmueller@pensacolastate.edu;sstanton@pensacolastate.edu;kjohnson@pensacolastate.edu;phovanec@pensacolastate.edu;tbeck@pensacolastate.edu;dackerman@pensacolastate.edu;mmayers@pensacolastate.edu;jharris@pensacolastate.edu;jhecht@pensacolastate.edu
Cc: Buchanan, Morris;Jackson, Teresa;Black, Wes;Havens, Patrick
Subject: (EXT) MAC 1105 ConnectMath Master Template has been rebuilt

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

Hi PSC College Algebra Math Instructors,

I hope all is well with you and you are enjoying your summer. I wanted to let you know the MAC 1105 Connect Math Master Templates have been rebuilt for Fall 2020. It is the PSC Connect Math shell and can be copied to anyone teaching the course in the fall. It is important to remind any faculty that are scheduled to teach MAC 1105 in the fall that if they are planning to use Connect Math, they will need to either use the Master Template or build a new course using the new edition as the old could have Flash content that will not be supported.

Also, Patrick Havens is the ConnectMath Implementation Consultant for PSC. Anyone needing training on ConnectMath, or would like a refresher on "how to" please have them click on his scheduling link, [HERE](#). If his calendar is full, please refer to his overflow calendar here, <https://mheimplementationteam2.as.me/schedule.php>.

If you have any questions, or need anything else, please let me know.

Many thanks for your support and have a great week!

My best,

Kim

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Goodbred, Tracy R.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Wednesday, July 22, 2020 12:17 PM
To: Godwin, Tabatha H.
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 #: 17689109
Date Opened: 7/22/2020
Customer Support Representative: Jennifer

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-mhe@mheducation.com
Sent: Wednesday, July 22, 2020 3:46 PM
To: Rochelle, Dyana D.
Subject: (EXT) McGraw-Hill Education Username Request

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



Dear Dyana Rochelle,

We received a username request for your McGraw-Hill account. Your username is d.rochelle.11.

If you did not make this request, there's no need to be concerned. Your account information was only sent to this email address.

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, July 22, 2020 3:47 PM
To: Rochelle, Dyana D.
Subject: (EXT) Reset Your McGraw-Hill Education Password

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



Dear Dyana Rochelle,

We received a password reset request for your McGraw-Hill account. Username: d.rochelle.11.

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 <McGrawHillSchoolEd.email@mheducation.com>
Sent: Thursday, July 23, 2020 7:24 AM
To: Cole, Christi
Subject: (EXT) Summer Learning Tools & Support

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

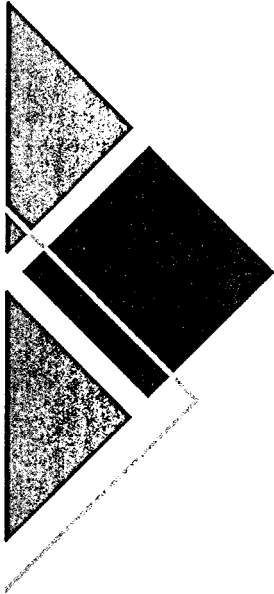


Tools and Trainings for the Year Ahead

COVID-19 has created extraordinary circumstances for educators, students, and families alike. While it's still unclear what next school year will look like, one thing is certain, you are faced with the most unprecedented situation of our time—educating a generation of learners amid a crisis that will impact the rest of their lives in ways we've yet to fully understand.

As we begin to navigate this new way of living and learning together, we know the path forward will be different for each of you and we're here to help you in your plans to move forward for the next school year.





Key resources include:

[Curriculum trainings and support page](#) provides live and on demand support and trainings for our curriculum and platforms.

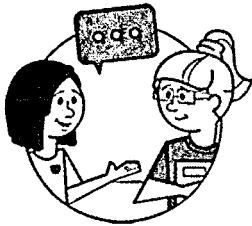
- [Register today](#) for live platform trainings.

[Platform support offers guides, tutorials, and other resources](#) for teachers and administrators using our platforms.

- Follow our [back-to-school playlist on YouTube](#)
- Teacher specific resources can be found [here](#)
- Administrator resources can be found [here](#)

[Our at-home resources page](#) provides product components available for home use along with free educational activities and apps.

[Stay informed](#) on policy updates and state reopening guidelines. Learn more about creating a [healing centered reentry plan](#).



If you have an questions or need additional support, please contact our Integration Support at IntegrationSupport@mheducation.com or call 1-855-315-6417.

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Goodbred, Tracy R.

From: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Tuesday, July 28, 2020 8:30 AM
To: Thacker, Cheryl
Subject: (EXT) RE: (EXT) MAC 1105 ConnectMath Master Template has been rebuilt

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

Absolutely! Just let me know if you have any questions and be safe and thank you for teaching!

My best,

Kim



Because learning changes everything.™

Kim Lenaghan | Learning Technology Consultant | Higher Ed Group
McGraw-Hill Education | South Alabama and NorthWest Florida
C: 251-510-2330 | kimberly.lenaghan@mheducation.com | supportateverystep.com



From: Thacker, Cheryl <ThackerC@santarosa.k12.fl.us>
Sent: Monday, July 27, 2020 4:38 PM
To: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Subject: Re: (EXT) MAC 1105 ConnectMath Master Template has been rebuilt

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

Thank you for the info. I have never used Connect Math - but would it help if we have to teach remote? If so, I will definitely use and sign up for tutorial .

Thank you again,

Mrs. Cheryl Thacker

Gulf Breeze High School

Dual Enrollment Mathematics Teacher

Virtual Help Hours

Monday - Friday

9:00 - 10:00 AM

2:00 - 3:30 PM

From: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>

Sent: Monday, July 20, 2020 3:55 PM

To: Petruska, Mary Anne A <mpetruska@pensacolastate.edu>; kschultz@pensacolastate.edu <kschultz@pensacolastate.edu>; chunt@pensacolastate.edu <chunt@pensacolastate.edu>; jcarr@pensacolastate.edu <jcarr@pensacolastate.edu>; kmmons@pensacolastate.edu <kmmons@pensacolastate.edu>; oshoop@pensacolastate.edu <oshoop@pensacolastate.edu>; gbloxom@pensacolastate.edu <gbloxom@pensacolastate.edu>; wcarden@pensacolastate.edu <wcarden@pensacolastate.edu>; Woods, Deborah V <dwoods@pensacolastate.edu>; sperry@pensacolastate.edu <sperry@pensacolastate.edu>; ghardin@pensacolastate.edu <ghardin@pensacolastate.edu>; Brahier, Jennifer <jbrahier@pensacolastate.edu>; jward@pensacolastate.edu <jward@pensacolastate.edu>; cwilliams@pensacolastate.edu <cwilliams@pensacolastate.edu>; mcollick@pensacolastate.edu <mcollick@pensacolastate.edu>; tdunkle@pensacolastate.edu <tdunkle@pensacolastate.edu>; jkitchen@pensacolastate.edu <jkitchen@pensacolastate.edu>; Thacker, Cheryl <ThackerC@santarosa.k12.fl.us>; Walker, Michael L <mwalker@pensacolastate.edu>; Turner, Chris <cturner@pensacolastate.edu>; crobbins@pensacolastate.edu <crobbins@pensacolastate.edu>; bmueller@pensacolastate.edu <bmueller@pensacolastate.edu>; sstanton@pensacolastate.edu <sstanton@pensacolastate.edu>; kjohnson@pensacolastate.edu <kjohnson@pensacolastate.edu>; phovanec@pensacolastate.edu <phovanec@pensacolastate.edu>; tbeck@pensacolastate.edu <tbeck@pensacolastate.edu>; dackerman@pensacolastate.edu <dackerman@pensacolastate.edu>; mmayers@pensacolastate.edu <mmayers@pensacolastate.edu>; jharris@pensacolastate.edu <jharris@pensacolastate.edu>; jhecht@pensacolastate.edu <jhecht@pensacolastate.edu>

Cc: Buchanan, Morris <mbuchanan@pensacolastate.edu>; Jackson, Teresa <tjackson@pensacolastate.edu>; Black, Wes <wes.black@mheducation.com>; Havens, Patrick <patrick.havens@mheducation.com>

Subject: (EXT) MAC 1105 ConnectMath Master Template has been rebuilt

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

Hi PSC College Algebra Math Instructors,

I hope all is well with you and you are enjoying your summer. I wanted to let you know the MAC 1105 Connect Math Master Templates have been rebuilt for Fall 2020. It is the PSC Connect Math shell and can be copied to anyone teaching the course in the fall. It is important to remind any faculty that are scheduled to teach MAC 1105 in the fall that if they are planning to use Connect Math, they will need to either use the Master Template or build a new course using the new edition as the old could have Flash content that will not be supported.

Also, Patrick Havens is the ConnectMath Implementation Consultant for PSC. Anyone needing training on ConnectMath, or would like a refresher on "how to" please have them click on his scheduling link, [HERE](#). If his calendar is full, please refer to his overflow calendar here, <https://mheimplementationteam2.as.me/schedule.php>.

If you have any questions, or need anything else, please let me know.

Many thanks for your support and have a great week!

My best,

Kim

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Goodbred, Tracy R.

From: Your Opinion Counts <mcgrawhillproductsup@mheducation.com>
Sent: Wednesday, August 12, 2020 11:20 AM
To: Thacker, Cheryl
Subject: (EXT) Your Opinion Counts - McGraw-Hill Education Customer Service Survey

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

Thank you for recently attending a session with one of our Implementation Consultants at McGraw-Hill Education.

To ensure we are providing the best services and meeting all your needs, would you please fill out a brief survey? Your help and feedback is greatly appreciated and will assist us in providing and improving our training and implementation support.

[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: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Wednesday, August 12, 2020 1:13 PM
To: Thacker, Cheryl; Havens, Patrick
Subject: (EXT) RE: (EXT) Connect Math Training: Follow Up

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

Hi Cheryl,

The cost of the codes depends on whether the school can buy the codes directly from McGraw or if they have to buy from the Pensacola State Bookstore. Can you confirm where they would be purchased?

Thanks.

Kim



Because learning changes everything.™

Kim Lenaghan | Learning Technology Consultant | Higher Ed Group
McGraw-Hill Education | South Alabama and NorthWest Florida
C: 251-510-2330 | kimberly.lenaghan@mheducation.com | supportateverystep.com



From: Thacker, Cheryl <ThackerC@santarosa.k12.fl.us>
Sent: Wednesday, August 12, 2020 12:59 PM
To: Havens, Patrick <patrick.havens@mheducation.com>
Cc: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Subject: Re: (EXT) Connect Math Training: Follow Up

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

I will also ask my DE school contact about licenses to purchase if we go 100% online again. Let me know how much per student it will cost.

Thank you again,

Mrs. Cheryl Thacker

Gulf Breeze High School

Dual Enrollment Mathematics Teacher

Virtual Help Hours

Monday - Friday

9:00 - 10:00 AM

2:00 - 3:30 PM

From: Havens, Patrick <patrick.havens@mheducation.com>
Sent: Wednesday, August 12, 2020 11:22 AM
To: Thacker, Cheryl <ThackerC@santarosa.k12.fl.us>
Cc: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Subject: (EXT) Connect Math Training: Follow Up

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Hi Cheryl,

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To access Connect Math go to à <https://www.connectmath.com/>

Access the Instructor Training Center à <https://www.connectmath.com/training>

Best,
Patrick



Patrick Havens | Senior Implementation Consultant
McGraw-Hill Education | 501 Bell Street, Dubuque, IA 52001
P: 563-584-6072 | patrick.havens@mheducation.com
mheducation.com



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To schedule with me click here: <https://mheducationimplementationteam.as.me/patrickhavens>

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Goodbred, Tracy R.

From: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Wednesday, August 12, 2020 1:20 PM
To: Thacker, Cheryl; Havens, Patrick
Subject: (EXT) RE: (EXT) RE: (EXT) Connect Math Training: Follow Up

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

Hi Cheryl,

I understand. If you all did have to go all online, does the city purchase licenses, the school or Pensacola State?

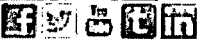
Thanks.

Kim



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Kim Lenaghan | Learning Technology Consultant | Higher Ed Group
McGraw-Hill Education | South Alabama and NorthWest Florida
C: 251-510-2330 | kimberly.lenaghan@mheducation.com | supportateverystep.com



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Sent: Wednesday, August 12, 2020 1:18 PM
To: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>; Havens, Patrick <patrick.havens@mheducation.com>
Subject: Re: (EXT) RE: (EXT) Connect Math Training: Follow Up

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Dual Enrollment Mathematics Teacher

Virtual Help Hours

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From: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Wednesday, August 12, 2020 1:13 PM
To: Thacker, Cheryl <ThackerC@santarosa.k12.fl.us>; Havens, Patrick <patrick.havens@mheducation.com>
Subject: (EXT) RE: (EXT) Connect Math Training: Follow Up

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Thanks.

Kim



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Best,
Patrick



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Goodbred, Tracy R.

From: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Wednesday, August 12, 2020 1:29 PM
To: Thacker, Cheryl; Havens, Patrick
Subject: (EXT) RE: (EXT) RE: (EXT) RE: (EXT) Connect Math Training: Follow Up

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It would be between \$55 and \$65 depending on if print is needed or not.

My best,

Kim



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Kim Lenaghan | Learning Technology Consultant | Higher Ed Group
McGraw-Hill Education | South Alabama and NorthWest Florida
C: 251-510-2330 | kimberly.lenaghan@mheducation.com | supportateverystep.com



From: Thacker, Cheryl <ThackerC@santarosa.k12.fl.us>
Sent: Wednesday, August 12, 2020 1:21 PM
To: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>; Havens, Patrick <patrick.havens@mheducation.com>
Subject: Re: (EXT) RE: (EXT) RE: (EXT) Connect Math Training: Follow Up

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Most likely through Pensacola State.

Mrs. Cheryl Thacker

Gulf Breeze High School

Dual Enrollment Mathematics Teacher

Virtual Help Hours

Monday - Friday

9:00 - 10:00 AM

2:00 - 3:30 PM

From: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Wednesday, August 12, 2020 1:19 PM
To: Thacker, Cheryl <ThackerC@santarosa.k12.fl.us>; Havens, Patrick <patrick.havens@mheducation.com>
Subject: (EXT) RE: (EXT) RE: (EXT) Connect Math Training: Follow Up

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Sent: Wednesday, August 12, 2020 1:18 PM
To: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>; Havens, Patrick <patrick.havens@mheducation.com>
Subject: Re: (EXT) RE: (EXT) Connect Math Training: Follow Up

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Sent: Wednesday, August 12, 2020 1:13 PM

To: Thacker, Cheryl <ThackerC@santarosa.k12.fl.us>; Havens, Patrick <patrick.havens@mheducation.com>

Subject: (EXT) RE: (EXT) Connect Math Training: Follow Up

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Best,
Patrick



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Goodbred, Tracy R.

From: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Wednesday, August 12, 2020 2:18 PM
To: Havens, Patrick;Thacker, Cheryl
Subject: (EXT) RE: Connect Math Training: Follow Up

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

Thanks Patrick! Cheryl, please reach out if you have to go online at any point. We are here to help.

My best,

Kim



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Kim Lenaghan | Learning Technology Consultant | Higher Ed Group
McGraw-Hill Education | South Alabama and NorthWest Florida
C: 251-510-2330 | kimberly.lenaghan@mheducation.com | supportateverystep.com



From: Havens, Patrick <patrick.havens@mheducation.com>
Sent: Wednesday, August 12, 2020 11:23 AM
To: thackerc@santarosa.k12.fl.us
Cc: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Subject: Connect Math Training: Follow Up

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Goodbred, Tracy R.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Wednesday, August 12, 2020 6:17 PM
To: Mazel, Erin E.
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 #: 17844448
Date Opened: 8/12/2020
Customer Support Representative: Monique

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: Jenine Duffey <jenine.duffey@mheducation.com>
Sent: Tuesday, August 18, 2020 1:33 PM
To: Thacker, Cheryl
Subject: (EXT) Planning for Fall 2020

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

Dear Professor Thacker,

On behalf of McGraw Hill, we would like to thank you for adopting McGraw Hill products .

I work alongside your campus representative-Kim Lenaghan.

I want to follow-up on the training you had with Erika Lo.

We want to make sure that everything goes smoothly with your classes this fall. Please check out the resources at [Support at Every Step](#) site. Also, please [watch this video](#) and see firsthand the tips, tools and resources that may help.

McGraw Hill strives to provide the best service. Let us know how we can help.

Jenine Duffey | Sales Associate | Higher Ed Group
McGraw-Hill Education

208-771-0645 | Jenine.Duffey@mheducation.com | mheducation.com

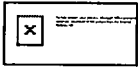


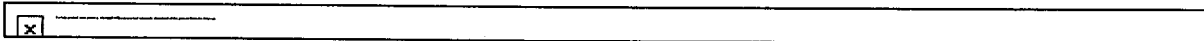
Goodbred, Tracy R.

From: Mike Hamel <highered@mheducation.com>
Sent: Wednesday, August 19, 2020 11:13 AM
To: Thacker, Cheryl
Subject: (EXT) Share McGraw Hill eBook savings with your students!

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

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Hi Cheryl,

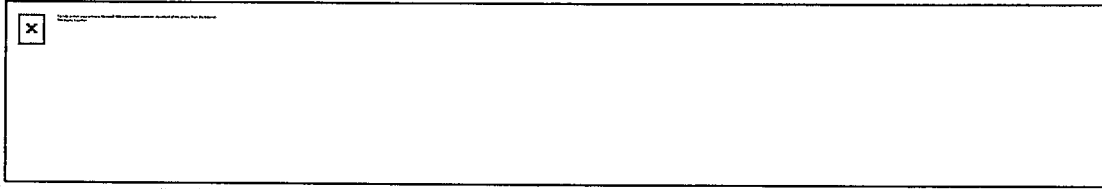
The McGraw Hill eBook is a low-cost, digital option that allows students to access their textbook anytime, anywhere using their phone or tablet. And with the free ReadAnywhere App, students can access their texts even when they're offline!

You can share a \$5 promo code and purchasing options with your students by sending them this link: <https://bit.ly/F20eBook>

Best Regards,

Mike Hamel
McGraw Hill

P.S. Need instructor resources for your McGraw Hill printed textbook or eBook? We've got them here: <https://www.mheducation.com/highered/support/ebook-print.html>.



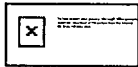
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Goodbred, Tracy R.

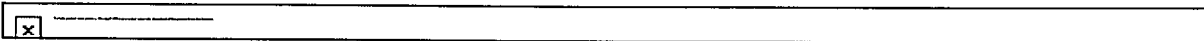
From: Mary Ellen Rahn <Successinmath@mheducation.com>
Sent: Thursday, August 20, 2020 1:44 PM
To: Thacker, Cheryl
Subject: (EXT) Share this ALEKS MathReady Offer to Overcome Learning Loss This Fall.

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Because learning changes everything.®



Hi Cheryl,

Right now, students all over the country are returning to school after a long break. Some are preparing for a **new math class** or a course that requires math – most need to refresh their math skills in order to be successful.

ALEKS MathReady can help students with a proven personalized practice plan and is available free for 2 months (\$19.95/month thereafter) for a limited time.*

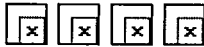
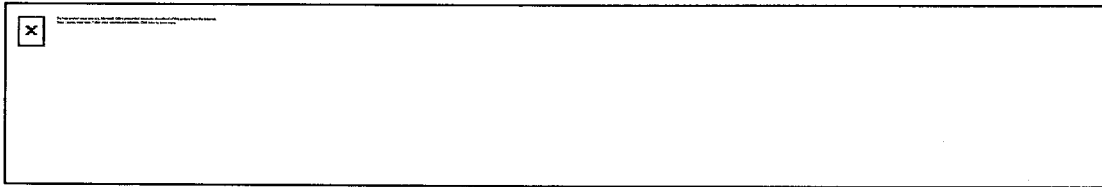
SHARE THIS LIMITED TIME OFFER WITH YOUR STUDENTS

ALEKS MathReady is a direct-to-student product where learners work independently of a course with instructor-driven homework assignments.

Best,

Mary Ellen Rahn

*First 2 months free then subscription will automatically renew on a monthly basis at \$19.95/month (plus tax where applicable). Cancel anytime. Limited time offer ends 10/18/2020. First-time customers only. Terms and conditions apply. [Learn more.](#)



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Goodbred, Tracy R.

From: Kim Lenaghan <Kimberly.Lenaghan@mheducation.com>
Sent: Friday, August 21, 2020 1:34 PM
To: Thacker, Cheryl
Subject: (EXT) ISBNs, Desk Copies, Connect® Set-up, and More

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

Hi Professor Thacker,

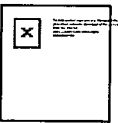
Welcome to a new term! I know that this can be a hectic time of year—and that this year might feel especially crazy with many new challenges—but I am here to help! Whether you need a desk copy, digital copy, ISBN, or help with online resources, I'm only a click away.

Please use the links below so that I can provide a faster response to your needs:

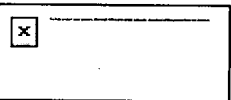
I need help!
Nothing- thanks anyway.

If you need instructional support resources, check out our Support at Every Step website. We have training videos, First-Day-of-Class materials, syllabus language, peer best practices, and more.

Thank you, again, for choosing McGraw Hill!
Warm Regards,



Kim Lenaghan | Learning Technology Representative
McGraw Hill
(251) 510-2330 | Kimberly.Lenaghan@mheducation.com | mheducation.com



SupportAtEveryStep.com

Your place for above and beyond support

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Goodbred, Tracy R.

From: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Sent: Friday, August 21, 2020 2:57 PM
To: Ty Ezell; Pearce, Tammie
Subject: (EXT) RE: AP Lang and Comp

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

Thanks Ty!

Hi Tammie,

I'd love to get you some AP Lang resources to review.
Please let me know what questions you might have and where I direct a sample to.

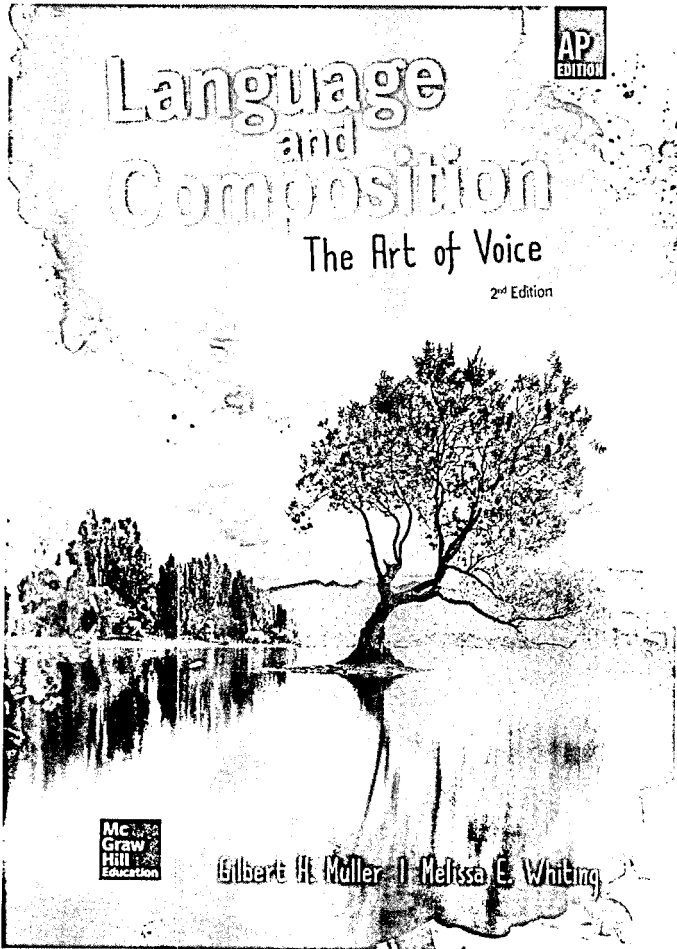
Have a good weekend.
Rachel

From: Ty Ezell <ty.ezell@savvas.com>
Sent: Friday, August 21, 2020 2:51 PM
To: Pearce, Tammie <Pearcet@santarosa.k12.fl.us>; Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Subject: AP Lang and Comp

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

Hey Tammie,

Yesterday I responded by email to let you know that Savvas didn't have an AP Lang and Comp program for you to review. McGraw-Hill Education does have a good AP Lang and Comp program. Below is the program and I am including Rachel Powers-Scanga from McGraw-Hill in the email as she will be able to help you with sampling and answering your questions. It is a good program and they will take care of you! I am sorry I couldn't help you but I wanted you to have a good program that will fit your needs even though it isn't one of ours.



Thanks and have a great weekend!

--
Account General Manager North Florida
Savvas Learning Company (formerly Pearson K12 Learning)

Mobile: [850-374-7465](tel:850-374-7465)
savvas.com | [@savvaslearning](https://twitter.com/savvaslearning)



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Goodbred, Tracy R.

From: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Sent: Friday, August 21, 2020 4:38 PM
To: Pearce, Tammie
Subject: (EXT) RE: (EXT) RE: AP Lang and Comp

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

I have a great place for you to start looking at resources while you wait for a sample.
I will get a sample ordered for you now, and you can expect to receive it in about 7 business days.
As you review, let me know what you think.
Rachel

CLICK HERE: McGraw Hill AP Language & Composition PADLET

Password: MHE (case sensitive)
Chrome is the best Browser for PADLET

PADLET Includes:

Sample Chapter with TABLE OF CONTENTS
Program Overview flyer
Tabbing Guide
Full Video Presentation
Full Digital Demo Teacher Resources Guide
Sample Teacher Manual
Sample Syllabus

From: Pearce, Tammie <PearceT@santarosa.k12.fl.us>
Sent: Friday, August 21, 2020 4:33 PM
To: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>; Ty Ezell <ty.ezell@savvas.com>
Subject: Re: (EXT) RE: AP Lang and Comp

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

Thank you so much for the hook-up. I would love to preview the book and other materials if at all possible. You can send the sample(s) to
Navarre High School
8600 High School Blvd.
Navarre, FL 32566
Attention: Tammie Pearce

I truly appreciate as I have been struggling a bit with our current book since the test has changed (Even though the test situation was so different for 2020 I have been told the 2021 will be the NEW test format).

Tammie Pearce
Navarre High School
AP Language and Composition
English I Honors

From: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Sent: Friday, August 21, 2020 1:57 PM
To: Ty Ezell <ty.ezell@savvas.com>; Pearce, Tammie <PearceT@santarosa.k12.fl.us>
Subject: (EXT) RE: AP Lang and Comp

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Thanks Ty!

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Please let me know what questions you might have and where I direct a sample to.

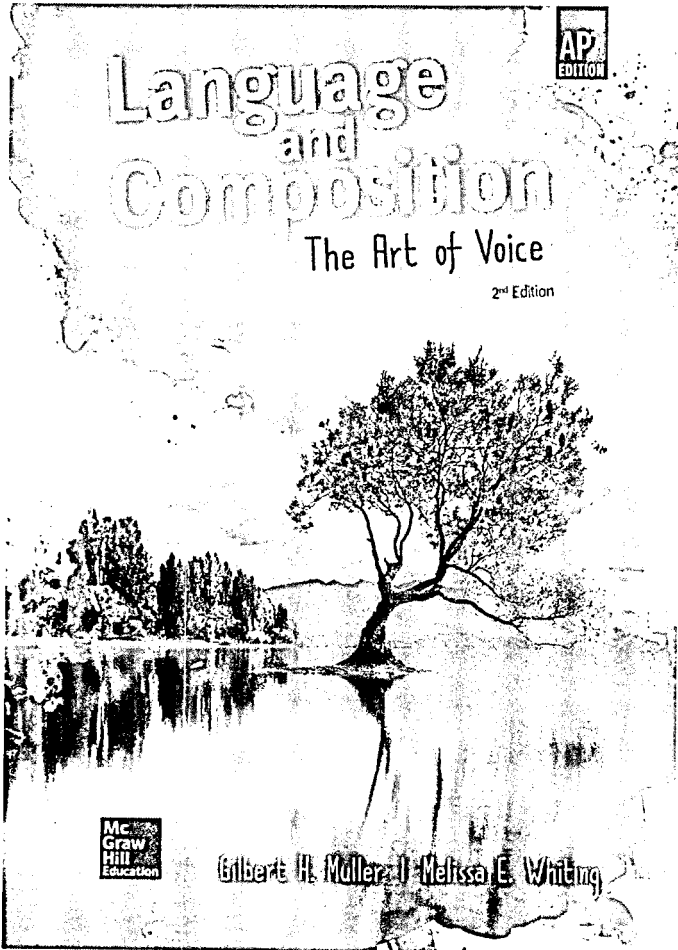
Have a good weekend.
Rachel

From: Ty Ezell <ty.ezell@savvas.com>
Sent: Friday, August 21, 2020 2:51 PM
To: Pearce, Tammie <Pearcet@santarosa.k12.fl.us>; Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
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Thanks and have a great weekend!

--
Account General Manager North Florida
Savvas Learning Company (formerly Pearson K12 Learning)

Mobile: [850-374-7465](tel:850-374-7465)
savvas.com | [@savvaslearning](https://twitter.com/savvaslearning)



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Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Sunday, August 23, 2020 2:18 PM
To: Edwards, Katharine
Subject: (EXT) Reset Your McGraw-Hill Education Password

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



Dear Katharine Edwards,

We received a password reset request for your McGraw-Hill account. Username: k.edwards.436.

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: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Sent: Friday, August 21, 2020 4:38 PM
To: Pearce, Tammie
Subject: (EXT) RE: (EXT) RE: AP Lang and Comp

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I have a great place for you to start looking at resources while you wait for a sample.
I will get a sample ordered for you now, and you can expect to receive it in about 7 business days.
As you review, let me know what you think.
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CLICK HERE: McGraw Hill AP Language & Composition PADLET

Password: MHE (case sensitive)
Chrome is the best Browser for PADLET

PADLET Includes:

Sample Chapter with TABLE OF CONTENTS
Program Overview flyer
Tabbing Guide
Full Video Presentation
Full Digital Demo Teacher Resources Guide
Sample Teacher Manual
Sample Syllabus

From: Pearce, Tammie <PearceT@santarosa.k12.fl.us>
Sent: Friday, August 21, 2020 4:33 PM
To: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>; Ty Ezell <ty.ezell@savvas.com>
Subject: Re: (EXT) RE: AP Lang and Comp

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

Thank you so much for the hook-up. I would love to preview the book and other materials if at all possible. You can send the sample(s) to
Navarre High School
8600 High School Blvd.
Navarre, FL 32566
Attention: Tammie Pearce

I truly appreciate as I have been struggling a bit with our current book since the test has changed (Even though the test situation was so different for 2020 I have been told the 2021 will be the NEW test format).

Tammie Pearce
Navarre High School
AP Language and Composition
English I Honors

From: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Sent: Friday, August 21, 2020 1:57 PM
To: Ty Ezell <ty.ezell@savvas.com>; Pearce, Tammie <PearceT@santarosa.k12.fl.us>
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Thanks Ty!

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Please let me know what questions you might have and where I direct a sample to.

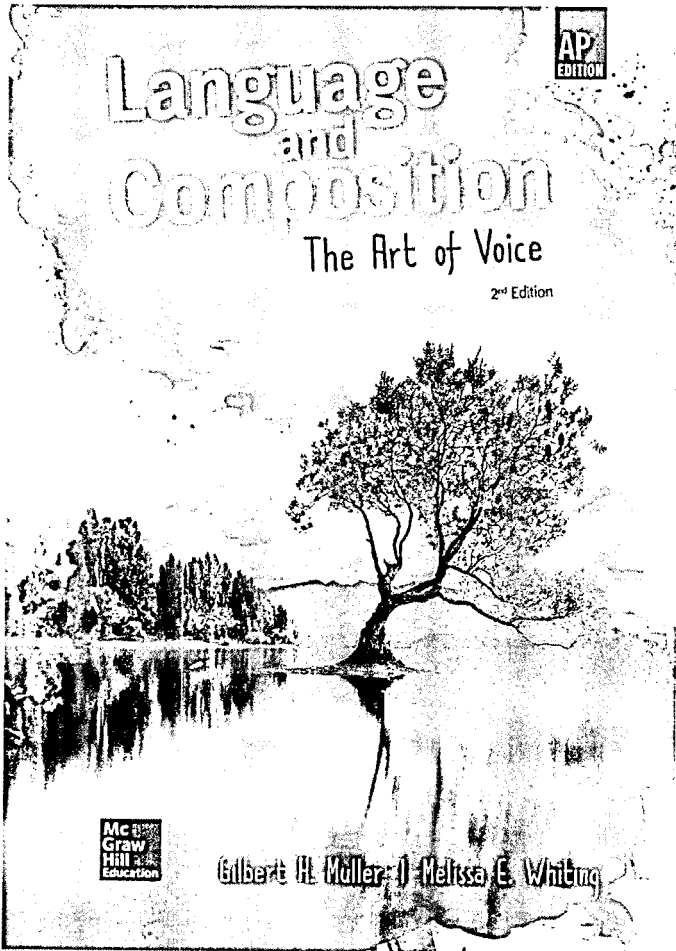
Have a good weekend.
Rachel

From: Ty Ezell <ty.ezell@savvas.com>
Sent: Friday, August 21, 2020 2:51 PM
To: Pearce, Tammie <Pearcet@santarosa.k12.fl.us>; Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Subject: AP Lang and Comp

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Hey Tammie,

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Thanks and have a great weekend!

--
Account General Manager North Florida
Savvas Learning Company (formerly Pearson K12 Learning)

Mobile: [850-374-7465](tel:850-374-7465)
savvas.com | [@savvaslearning](https://twitter.com/savvaslearning)



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Goodbred, Tracy R.

From: CSOM Domestic Customer Service2 <seg_customerservice@mheducation.com>
Sent: Monday, August 24, 2020 2:35 PM
To: Youngblood, Clark J
Cc: mcgrawhillschooled.email@mheducation.com;rachel.powers-scanga@mheducation.com
Subject: (EXT) Milton High School - McGraw Hill Case #18035245 [ref:_00D80LRll._5000y1lZ3AF:ref]

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

Dear Clark Youngblood,

Thank you for your inquiry regarding your McGraw Hill representative.

Your Sales Representative is trained on the product content and is best qualified to answer your questions and make recommendations. They can provide samples for your review for future adoptions.

Your Sales Representative is Rachel Powers-Scanga, her phone number is (813) 838-3572, and her email address is rachel.powers-scanga@mheducation.com. For your convenience I have copied her on this email correspondence.

Thank you for your interest in our educational products and we look forward to your business.

Kind Regards,
Frederick D
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

ref:_00D80LRll._5000y1lZ3AF:ref

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

From: []
Sent:
To:
Subject:



Goodbred, Tracy R.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Wednesday, August 26, 2020 2:47 PM
To: Youngblood, Clark J
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 #: 18035245

Date Opened: 8/25/2020

Subject: Action Required: New MQL - Milton High School for High School Curriculum, 9-12

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

You have recently received the resolution to your inquiry via email. 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.mhcoast2coast.com*

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

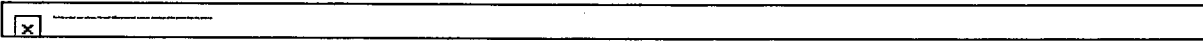
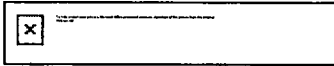
If you do not wish to receive any more invitations to provide feedback, please [click here](#).

Goodbred, Tracy R.

From: Lynn Breithaupt <highered@mheducation.com>
Sent: Wednesday, September 2, 2020 10:34 AM
To: Thacker, Cheryl
Subject: (EXT) Your students will thank you later.

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

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



Hi Cheryl,

Student's study habits have changed, and so should their study tools. That's why we created McGraw Hill Redi.

Redi offers 1 hour of free virtual tutoring, an online learning library, and exclusive discount offers.

Help your students make the grade by making a simple suggestion – McGraw Hill Redi.



Sincerely,

Lynn Breithaupt
McGraw Hill

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Goodbred, Tracy R.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Tuesday, September 8, 2020 1:02 PM
To: Greenhaw, Gregory A.
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 #: 18385011
Date Opened: 9/8/2020
Customer Support Representative: Hannah

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: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Friday, September 11, 2020 4:47 PM
To: Mazel, Erin E.
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 #: 18466577
Date Opened: 9/11/2020
Customer Support Representative: Anamaris

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.mhcoast2coast.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: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Monday, September 14, 2020 9:56 AM
To: Mazel, Erin E.
Cc: Baugus, Jeffery A.; Powers-Scanga, Rachel
Subject: (EXT) FW: Online textbooks

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

Hi Erin and Jeff!

I would like to introduce myself as the new Sales Representative with McGraw Hill for our area. This is my second tenure with McGraw Hill and I am very excited to be back. I am here to help in any way that I can and committed to giving you the kind of service you need and expect.

Please save my contact information for future reference. Feel free to contact me by phone or email and if you like we can always set up a zoom type call 😊

Thank you very much and I look forward to working with you and your colleagues...

Regarding your issue with gaining access to teacher materials for your Exploring Health Sciences text(see thread below), I am happy to help. You do get complimentary access to the teacher materials with the purchase of the Text.

To request teacher access to the online materials please go to link mheonline.com/connectactivation

This link will take you to the activation page. Fill out the form there and submit. If you have question please call 800-598-4077 for assistance. Of course you can always reach back out to me for help is needed 😊



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715

From: "Baugus, Jeffery A." <BaugusJ@santarosa.k12.fl.us>
Date: September 11, 2020 at 4:33:34 PM EDT
To: "Mazel, Erin E." <MazelE@santarosa.k12.fl.us>
Cc: "Powers-Scanga, Rachel" <Rachel.Powers-Scanga@mheducation.com>
Subject: Re: Online textbooks

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

Erin,

Let me introduce you to Rachel from McGraw Hill. She should be able to help you moving forward with next steps.

Thanks!

Serving Together,

Jeffery Baugus
Coordinator of Math and Science
Santa Rosa County School District



Office: 850.983.5051 Fax: 850.981.7861

From: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
Sent: Friday, September 11, 2020 2:14 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: Re: Online textbooks

Hello Mr. Baugus,

I did some research and discovered that in March of this year Mrs. Barbara Henriques purchased a set of physical textbooks from McGraw Hill. Mrs. Henriques thought that she had ordered a CD-ROM with the textbooks to give me access to the teacher resources, but McGraw Hill customer service said that they don't even sell CD-ROMs anymore! Everything is in the cloud! So, I think that Mrs. Henriques only purchased physical textbooks, with no accompanying digital resources.

As I am new to the district and to teaching I am open to any guidance as how to proceed. I would love to have a digital copy of the textbook that would facilitate our digital learning days, and students who may have absences, in addition to digital teacher resources, but I have no concept as to what costs would be associated with such a purchase or who funds digital textbook purchases.

I truly appreciate you time and am willing to listen to suggestions.

Thank you,
Erin

From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Friday, September 11, 2020 2:08 PM
To: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>; Hofius, Anthony T. <HofiusA@santarosa.k12.fl.us>
Subject: Re: Online textbooks

Erin,

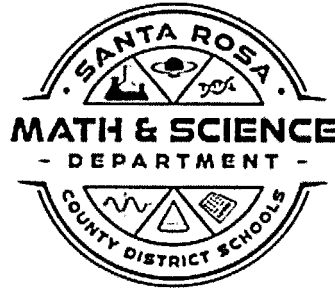
It doesn't look like rostering for this went through ITS in the past. I'll try and find the MHE rep and have them connect with you for next steps.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861



From: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
Sent: Friday, September 11, 2020 12:41 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>; Hofius, Anthony T. <HofiusA@santarosa.k12.fl.us>
Subject: Re: Online textbooks

Hello,

Just checking back in to see if you were able to get the access code for the McGraw Hill text called Healthcare Science Technology? I am mainly interested in the McGraw Hill Connect that has the current resources for that textbook. I am using worksheets and test from an old version of the textbook and the materials are not in sync.

Thank you,
Erin
904-755-2236

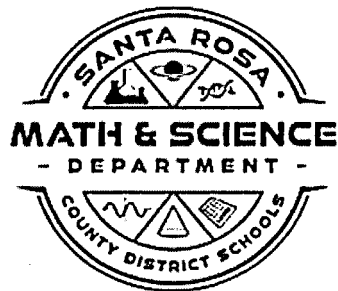
From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Wednesday, September 2, 2020 4:30 PM
To: Hofius, Anthony T. <HofiusA@santarosa.k12.fl.us>; Keen, Patrick <KeenP@santarosa.k12.fl.us>
Cc: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
Subject: Re: Online textbooks

Gotcha. Thanks for the info! I'll connect with ITS to get resolved.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District



Office: 850.983.5051 Fax: 850.981.7861

From: Hofius, Anthony T. <HofiusA@santarosa.k12.fl.us>
Sent: Wednesday, September 2, 2020 4:21 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>; Keen, Patrick <KeenP@santarosa.k12.fl.us>
Cc: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
Subject: RE: Online textbooks

First is the chemistry (HMH), which it looks like you know there is a nationwide issue. Hopefully that can be fixed soon.

Bio did work but we had to do some searching to find out that Pearson Easy bridge changed to Savvas Easy bridge. So that is resolved.

So now it is the Heath Academy's books with McGraw hill connect.
One is called HealthCare science technology.
Other is Simmers DHO health science.

Erin Mazel is our new Nurse in that Health Academy. I have included her in the email so she can give you some more specifics on that text book

Thank you,

Anthony Hofius
GBHS Science
Department Chair

Failure Often Leads to Success

Preparing students for success by providing a superior, relevant education.

From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Wednesday, September 2, 2020 4:09 PM
To: Keen, Patrick <KeenP@santarosa.k12.fl.us>
Cc: Hofius, Anthony T. <HofiusA@santarosa.k12.fl.us>; Gutshall, Andrea K. <GutshallA@santarosa.k12.fl.us>
Subject: Re: Online textbooks

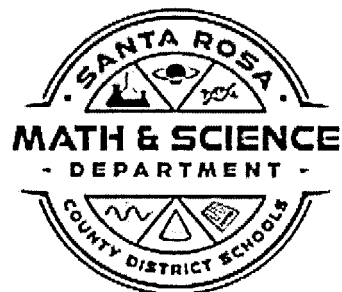
Thanks Patrick,

Anthony and Andrea, what books are not showing for you?

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District



Office: 850.983.5051 Fax: 850.981.7861

From: Keen, Patrick <KeenP@santarosa.k12.fl.us>
Sent: Wednesday, September 2, 2020 3:52 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Cc: Hofius, Anthony T. <HofiusA@santarosa.k12.fl.us>; Gutshall, Andrea K. <GutshallA@santarosa.k12.fl.us>
Subject: RE: Online textbooks

Thanks Mr. Baugus,

Just to make sure you have GBHS Dept. Chairs;

Anthony Hofius – Science
Andrea Gutshall - Math

Respectfully,

Patrick Keen

Assistant Principal
Gulf Breeze High School
(850) 916-4118

From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Wednesday, September 02, 2020 2:52 PM
To: Keen, Patrick <KeenP@santarosa.k12.fl.us>
Subject: Re: Online textbooks

They should have access. I know we found an issue with Bio Hon this morning we fixed, so that should show tomorrow.

Let me know what's not working and I'll get it looked at.

Also, we've heard HMH is having issues nationwide, so that might explain that part of it.

Also, textbook communication has been going through dept chairs to try and save you guys from more e-mails.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861



From: Keen, Patrick <KeenP@santarosa.k12.fl.us>
Sent: Wednesday, September 2, 2020 2:43 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: Online textbooks

Good afternoon,

In our department chair meeting this morning, our science and math chair both mentioned not having access in classlink for online textbooks. Science said they had none and math said it was hit or miss. It is very possible I missed and email about this. Please advise. My understanding is that both remote and B&M teachers are wanting to utilize this resource.

Respectfully,

Patrick Keen

Assistant Principal
Gulf Breeze High School
(850) 916-4118

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Monday, September 14, 2020 9:56 AM
To: Mazel, Erin E.
Cc: Baugus, Jeffery A.; Powers-Scanga, Rachel
Subject: (EXT) FW: Online textbooks

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

Hi Erin and Jeff!

I would like to introduce myself as the new Sales Representative with McGraw Hill for our area. This is my second tenure with McGraw Hill and I am very excited to be back. I am here to help in any way that I can and committed to giving you the kind of service you need and expect.

Please save my contact information for future reference. Feel free to contact me by phone or email and if you like we can always set up a zoom type call 😊

Thank you very much and I look forward to working with you and your colleagues...

Regarding your issue with gaining access to teacher materials for your Exploring Health Sciences text(see thread below), I am happy to help. You do get complimentary access to the teacher materials with the purchase of the Text.

To request teacher access to the online materials please go to link mheonline.com/connectactivation

This link will take you to the activation page. Fill out the form there and submit. If you have question please call 800-598-4077 for assistance. Of course you can always reach back out to me for help is needed 😊



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715

From: "Baugus, Jeffery A." <BaugusJ@santarosa.k12.fl.us>
Date: September 11, 2020 at 4:33:34 PM EDT
To: "Mazel, Erin E." <MazelE@santarosa.k12.fl.us>
Cc: "Powers-Scanga, Rachel" <Rachel.Powers-Scanga@mheducation.com>
Subject: Re: Online textbooks

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

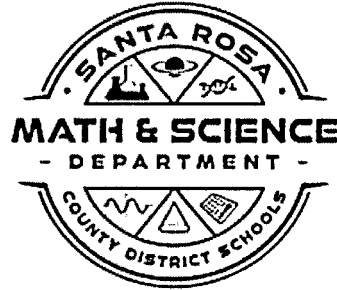
Erin,

Let me introduce you to Rachel from McGraw Hill. She should be able to help you moving forward with next steps.

Thanks!

Serving Together,

Jeffery Baugus
Coordinator of Math and Science
Santa Rosa County School District



Office: 850.983.5051 Fax: 850.981.7861

From: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
Sent: Friday, September 11, 2020 2:14 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Subject: Re: Online textbooks

Hello Mr. Baugus,

I did some research and discovered that in March of this year Mrs. Barbara Henriques purchased a set of physical textbooks from McGraw Hill. Mrs. Henriques thought that she had ordered a CD-ROM with the textbooks to give me access to the teacher resources, but McGraw Hill customer service said that they don't even sell CD-ROMs anymore! Everything is in the cloud! So, I think that Mrs. Henriques only purchased physical textbooks, with no accompanying digital resources.

As I am new to the district and to teaching I am open to any guidance as how to proceed. I would love to have a digital copy of the textbook that would facilitate our digital learning days, and students who may have absences, in addition to digital teacher resources, but I have no concept as to what costs would be associated with such a purchase or who funds digital textbook purchases.

I truly appreciate you time and am willing to listen to suggestions.

Thank you,
Erin

From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Friday, September 11, 2020 2:08 PM
To: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>; Hofius, Anthony T. <HofiusA@santarosa.k12.fl.us>
Subject: Re: Online textbooks

Erin,

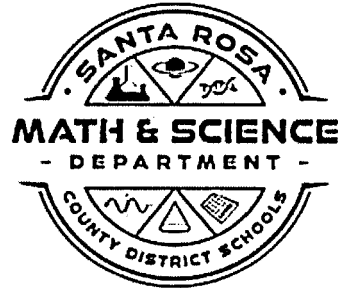
It doesn't look like rostering for this went through ITS in the past. I'll try and find the MHE rep and have them connect with you for next steps.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District

Office: 850.983.5051 Fax: 850.981.7861



From: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
Sent: Friday, September 11, 2020 12:41 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>; Hofius, Anthony T. <HofiusA@santarosa.k12.fl.us>
Subject: Re: Online textbooks

Hello,

Just checking back in to see if you were able to get the access code for the McGraw Hill text called Healthcare Science Technology? I am mainly interested in the McGraw Hill Connect that has the current resources for that textbook. I am using worksheets and test from an old version of the textbook and the materials are not in sync.

Thank you,
Erin
904-755-2236

From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Wednesday, September 2, 2020 4:30 PM
To: Hofius, Anthony T. <HofiusA@santarosa.k12.fl.us>; Keen, Patrick <KeenP@santarosa.k12.fl.us>
Cc: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
Subject: Re: Online textbooks

Gotcha. Thanks for the info! I'll connect with ITS to get resolved.

Serving Together,

Jeffery Baugus

Coordinator of Math and Science
Santa Rosa County School District



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From: Hofius, Anthony T. <HofiusA@santarosa.k12.fl.us>
Sent: Wednesday, September 2, 2020 4:21 PM
To: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>; Keen, Patrick <KeenP@santarosa.k12.fl.us>
Cc: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
Subject: RE: Online textbooks

First is the chemistry (HMH), which it looks like you know there is a nationwide issue. Hopefully that can be fixed soon.

Bio did work but we had to do some searching to find out that Pearson Easy bridge changed to Savvas Easy bridge. So that is resolved.

So now it is the Heath Academy's books with McGraw hill connect.
One is called HealthCare science technology.
Other is Simmers DHO health science.

Erin Mazel is our new Nurse in that Health Academy. I have included her in the email so she can give you some more specifics on that text book

Thank you,

Anthony Hofius
GBHS Science
Department Chair

Failure Often Leads to Success

Preparing students for success by providing a superior, relevant education.

From: Baugus, Jeffery A. <BaugusJ@santarosa.k12.fl.us>
Sent: Wednesday, September 2, 2020 4:09 PM
To: Keen, Patrick <KeenP@santarosa.k12.fl.us>
Cc: Hofius, Anthony T. <HofiusA@santarosa.k12.fl.us>; Gutshall, Andrea K. <GutshallA@santarosa.k12.fl.us>
Subject: Re: Online textbooks

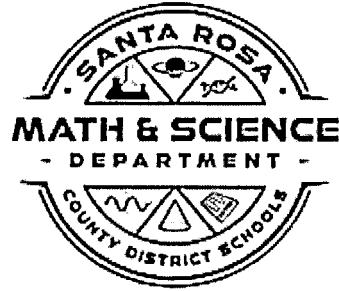
Thanks Patrick,

Anthony and Andrea, what books are not showing for you?

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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Andrea Gutshall - Math

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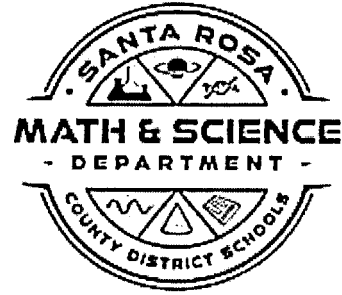
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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Monday, September 14, 2020 11:48 AM
To: Mazel, Erin E.
Subject: (EXT) RE: Healthcare Science Technology

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

Hi Erin! Happy to help. Do you have the isbn for the text. I want to make sure I match up the correct text. Thank you



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715



From: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
Sent: Monday, September 14, 2020 12:30 PM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: Healthcare Science Technology

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

Hello Michael,

I appreciate you sending me the information this morning for the Teacher Resources. Can you please give me a quote on the cost of adding 25-27 licenses for digital textbooks to my physical book purchase? I am looking at adding the digital book to our classroom.

Thank you,
Erin

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From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Monday, September 14, 2020 1:15 PM
To: Mazel, Erin E.
Subject: (EXT) RE: Healthcare Science Technology
Attachments: Gulf Breeze HS - Healthcare Sci Tech (digital) - 9.14.2020.xls

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

Hi Erin!

Please see attached quote for your perusal. Please let me know if you have any questions.

Thank you



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715

From: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
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ORDER FORM FOR:

Gulf Breeze High School
675 GULF BREEZE PARKWAY
GULF BREEZE, FL 32561
ACCOUNT NUMBER: 264568

SUBSCRIPTION/DIGITAL CONTACT:

Erin Mazel
mazele@santarosa.k12.fl.us
9047552236

CONTACT:

Erin Mazel
mazele@santarosa.k12.fl.us
9047552236

SALES REP INFORMATION:

Kevin Curran AWE
kevin.curran@mheducation.com

Section Summary		Product Subtotal
Healthcare Science Technology		\$1,382.67
PRODUCT TOTAL*		\$1,382.67
ESTIMATED S&H**		TBD
ESTIMATED TAX**		TBD
GRAND TOTAL*		\$1,382.67

* Price firm for 45 days from quote date. Price quote must be attached to school purchase order to receive the quoted price and free materials.

**Shipping and handling charges are not included in the quote total. Actual shipping and handling charges will be applied at time of order. Taxes are not included in the quote total. If applicable, actual tax charges will be applied at time of order.

Comments:

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SEND ORDER TO:

McGraw-Hill | PO Box 182605 | Columbus, OH 43218-2605
Email: orders_mhe@mheducation.com | Phone: 1-800-338-3987 | Fax: 1-800-953-8691

QUOTE DATE: 09/14/2020

ACCOUNT NAME: Gulf Breeze High School

EXPIRATION DATE: 10/29/2020

QUOTE NUMBER: DGARB-09142020-005

ACCOUNT #: 264568

PAGE #: 1



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Product Description	ISBN	Qty	Unit Price	Line Subtotal
Healthcare Science Technology				
HEALTH CARE SCIENCE TECHNOLOGY CONNECT PLUS SINGLE USER 1 YEAR SUBSCRIPTION	978-0-07-660416-6	27	\$51.21	\$1,382.67
Healthcare Science Technology Subtotal:				\$1,382.67

PLEASE INCLUDE THIS PROPOSAL WITH YOUR PURCHASE ORDER

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Email: orders_mhe@mheducation.com | Phone: 1-800-338-3987 | Fax: 1-800-953-8691

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QUOTE NUMBER: DGARB-09142020-005

ACCOUNT NAME: Gulf Breeze High School
ACCOUNT #: 264568

EXPIRATION DATE: 10/29/2020
PAGE #: 2



Because learning changes everything.™

ORDER FORM FOR:

Gulf Breeze High School
675 GULF BREEZE PARKWAY
GULF BREEZE, FL 32561
ACCOUNT NUMBER: 264568

CONTACT:

Erin Mazel
mazele@santarosa.k12.fl.us
9047552236

PRODUCT TOTAL*	\$1,382.67
ESTIMATED SHIPPING & HANDLING**	TBD
ESTIMATED TAX**	TBD
GRAND TOTAL	\$1,382.67

SUBSCRIPTION/DIGITAL CONTACT:

Erin Mazel
mazele@santarosa.k12.fl.us
9047552236

Comments:

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**Shipping and handling charges are not included in the quote total. Actual shipping and handling charges will be applied at time of order. Taxes are not included in the quote total. If applicable, actual tax charges will be applied at time of order.

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By placing an order for digital products (the 'Subscribed Materials'), the entity that this price quote has been prepared for ('Subscriber') agrees to be bound by the Terms of Service and any specific provisions required by Subscriber's state law, each located in the applicable links below. Subject to Subscriber's payment of the fees set out above, McGraw Hill LLC hereby grants to Subscriber a non-exclusive, non-transferable license to allow only the number of Authorized Users that corresponds to the quantity of Subscribed Materials set forth above to access and use the Subscribed Materials under the terms described in the Terms of Service and any specific provisions required by Subscriber's state law, each located in the applicable links below. The subscription term for the Subscribed Materials shall be as set forth in the Product Description above. If no subscription term is specified, the initial term shall be one (1) year from the date of this price quote (the 'Initial Subscription Term'), and thereafter the Subscriber shall renew for additional one (1) year terms (each a 'Subscription Renewal Term'), provided MHE has chosen to renew the subscription and has sent an invoice for such Subscription Renewal Term to Subscriber.

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Provisions required by Subscriber State law

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School Purchase Order Number: _____

Name of School Official (Please Print)

Signature of School Official

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PAGE #: 3

Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Monday, September 14, 2020 1:40 PM
To: Mazel, Erin E.
Subject: (EXT) RE: (EXT) RE: Healthcare Science Technology

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Hi Sent you the quote. Did you get it? Thank you



Michael Gallagher
North Florida Representative
McGraw-Hill | School
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michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715



From: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
Sent: Monday, September 14, 2020 2:33 PM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: Re: (EXT) RE: Healthcare Science Technology

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

Certainly.

978-0-07-878092-9

Author is K. Booth

Thank you,
Erin

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From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Monday, September 14, 2020 1:14:50 PM
To: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
Subject: (EXT) RE: Healthcare Science Technology

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Hi Erin!

Please see attached quote for your perusal. Please let me know if you have any questions.

Thank you



Michael Gallagher

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michael.gallagher@mheducation.com

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From: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
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Thank you,
Erin

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Monday, September 14, 2020 1:42 PM
To: Mazel, Erin E.
Subject: (EXT) RE: (EXT) RE: (EXT) RE: Healthcare Science Technology

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Sent: Monday, September 14, 2020 2:41 PM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: Re: (EXT) RE: (EXT) RE: Healthcare Science Technology

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Yes. I see it. Thank you. Erin

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From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Monday, September 14, 2020 1:39:52 PM
To: Mazel, Erin E. <MazelE@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) RE: Healthcare Science Technology

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Certainly.

978-0-07-878092-9

Author is K. Booth

Thank you,
Erin

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Erin

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Goodbred, Tracy R.

From: noreply-he@mheducation.com
Sent: Monday, September 14, 2020 2:06 PM
To: Mazel, Erin E.
Subject: (EXT) Welcome to McGraw-Hill Connect! Your Login Information and Getting Started Resources

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



Welcome to the McGraw-Hill Connect family!

You just took a big leap towards shaping your students' futures. Educators are more important than ever, and we're committed to making your job easier and more rewarding. When it comes to student success, it all starts with you. Let Connect® elevate your voice and let McGraw-Hill make it easy.

Let's get started!

Click this link to set your password for the first time: [Reset Password](#)

To sign into Connect®, go to: connect.mheducation.com

Use your McGraw-Hill Username: mazole@santarosa.k12.fl.us

You're registered – now what?

1. **Do you want in-person help?** We've got great people who can help you build your course and provide tips on how to most efficiently and effectively get up and running with Connect.
2. **Want to do it yourself?** No problem, our Digital Faculty Consultants have created a treasure trove of self-serve resources for Connect beginners to experts.
3. **Tech questions?** Chat with our team and quickly get the answers you need.
4. **On the go?** Make sure to download the free ReadAnywhere App and access your digital textbook wherever and whenever you want – even offline!

Where can you find all of these great resources? SupportAtEveryStep.com is your one stop shop for contact info for our support teams and key self-service resources. Visit today and bookmark for the future!

This term is going to be great! We're here to help – every step of the way.

Goodbred, Tracy R.

From: Subscription Management <subscriptionmanagement@mheducation.com>
Sent: Monday, September 14, 2020 2:07 PM
To: Mazel, Erin E.
Subject: (EXT) Your Connect online instructor resources - McGraw Hill - Case # 18500909 [ref:_00D80LRll_5000y1lvEdo:ref]

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



Dear Erin Mazel,

Thank you for contacting McGraw Hill Subscription Management. We have processed your request for online instructor resources in Connect for the following title:

Text: Booth's Healthcare Science Technology

To access your Connect instructor account, please sign in as follows.

Website: connect.mheducation.com
User Name: mazele@santarosa.k12.fl.us
Password: Password1

To access the online teacher resources, please click on your section name, then on the library tab, then on "Instructor Resources." Resources vary per title, comprised of teacher manuals, test banks, presentation tools, lecture PowerPoints, etc.

To open the e-book, click on the book cover or hyperlinked book title within your section.

Help and Support: For useful resources, including Quick Start Guides, Implementation Guides, and instructional videos, please visit [McGraw Hill's AP, Honors, & Electives Digital Resource Page](#).

Should you have any difficulties navigating the site, please do not hesitate to contact the Digital Technical Support team by phone at 800-598-2517 or via email at epgtech@mheducation.com.

Additional teacher accounts may be requested

here: <http://mheonline.com/connectactivation>

Thank you for choosing McGraw Hill for your educational needs.

Kind Regards,
Heidi S
Customer Success Advocate
McGraw Hill | Customer Service & Order Management
860 Taylor Station Road, Blacklick Ohio 43004
P: 800-598-4077 | 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



ref:_00D80LRll_5000y1lvEdo:ref

Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Tuesday, September 22, 2020 10:59 AM
To: Schmitt, Jennifer
Subject: (EXT) RE: Hole's Anatomy Teachers Edition

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

Hi Jennifer!

I hope you are having a great day. I can check on that for you. What is the isbn for that text? Thank you

Back to School Live Webinars available for supporting in-person and remote learning. Please visit our Training webpage at <https://www.mheducation.com/prek-12/explore/product-trainings.html> to learn more and to register for complimentary, live webinar training.



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715



From: Schmitt, Jennifer <SchmittJ@santarosa.k12.fl.us>
Sent: Tuesday, September 22, 2020 11:24 AM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: Hole's Anatomy Teachers Edition

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

Good morning!

I have a couple of teachers that are looking for a hard copy of the Hole's Essentials of Human Anatomy and Physiology Teacher's Edition. Is this something that you would be able to get for us?

Thank you so much for anything you can do!

Serving together,

Jennifer Schmitt

TSA for Science
Santa Rosa County District Schools
Phone: (850) 983-5572



"The art of teaching is the art of assisting discovery." ~ Mark Van Doren

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Tuesday, September 22, 2020 2:08 PM
To: Youngblood, Clark J
Cc: Cole, Christi
Subject: (EXT) FW: Santa Rosa--McGraw Hill issue

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

Hi Clark!

I hope you are having a great week. I am the new McGraw Sales Rep for our area. See below in yellow. Rachel is the Florida manager and she was filling in until I was hired to fill the vacancy.

Rachel forwarded me your email below. I will look into this issue and report back to you shortly.

Thank you very much...

I would like to introduce myself as the new Sales Representative with McGraw Hill for our area. This is my second tenure with McGraw Hill and I am very excited to be back. I am here to help in any way that I can and committed to giving you the kind of service you need and expect.

Please save my contact information for future reference. Feel free to contact me by phone or email and if you like we can always set up a zoom type call 😊

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North Florida Representative
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C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715



From: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Sent: Tuesday, September 22, 2020 2:21 PM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: FW: Santa Rosa--McGraw Hill issue

From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Tuesday, September 22, 2020 2:05 PM
To: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Cc: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: Santa Rosa--McGraw Hill issue

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Thanks,

**Clark Youngblood
Coordinator of Social Studies
Santa Rosa District Schools**

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Michael Gallagher
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C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
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From: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
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To: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
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Subject: (EXT) RE: (EXT) FW: Santa Rosa--McGraw Hill issue

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Hi Clark,

So I can do some troubleshooting and research can you or the teacher please share some information with me?

Is this one teacher and or multiple teachers. We need a teacher name and school so we can look it up in system. More info the better.

Also, What subject and grade of the text so we can look directly into the account.

A Student first and last name that is having trouble not showing in Studysmart.

A student first and last name that is not registerd for learnsmart and what device the students are using, ipad, laptop, chromebook etc.

Thank you....

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michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715



From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Tuesday, September 22, 2020 3:11 PM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: Re: (EXT) FW: Santa Rosa--McGraw Hill issue

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

Michael,

Good to hear from you and hope you are doing well !

I appreciate any help you can provide.

**Clark Youngblood
Coordinator of Social Studies
Santa Rosa District Schools**

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Tuesday, September 22, 2020 2:08 PM
To: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Cc: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: (EXT) FW: Santa Rosa--McGraw Hill issue

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michael.gallagher@mheducation.com
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From: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Sent: Tuesday, September 22, 2020 2:21 PM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: FW: Santa Rosa--McGraw Hill issue

From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Tuesday, September 22, 2020 2:05 PM
To: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>
Cc: Cole, Christi <ColeC@santarosa.k12.fl.us>
Subject: Santa Rosa--McGraw Hill issue

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Santa Rosa District Schools**

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From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Tuesday, September 22, 2020 3:08 PM
To: Youngblood, Clark J
Subject: (EXT) RE: (EXT) RE: (EXT) FW: Santa Rosa--McGraw Hill issue

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Hi,

Perfect. Will do. Thanks

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Michael Gallagher
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michael.gallagher@mheducation.com
Customer Service 800-338-3987
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From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Sent: Tuesday, September 22, 2020 4:00 PM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: Re: (EXT) RE: (EXT) FW: Santa Rosa--McGraw Hill issue

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

Michael,

I'm going to forward this to the teacher, and you can correspond with her. Please keep me in the loop on this just for future reference.

THANKS

Clark Youngblood
Coordinator of Social Studies
Santa Rosa District Schools

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Tuesday, September 22, 2020 2:46 PM
To: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>
Subject: (EXT) RE: (EXT) FW: Santa Rosa--McGraw Hill issue

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Michael Gallagher

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C: 850.408.7314

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From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>

Sent: Tuesday, September 22, 2020 3:11 PM

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North Florida Representative

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To: Gallagher, Michael <Michael.Gallagher@mheducation.com>

Subject: FW: Santa Rosa--McGraw Hill issue

From: Youngblood, Clark J <YoungbloodCJ@santarosa.k12.fl.us>

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To: Powers-Scanga, Rachel <Rachel.Powers-Scanga@mheducation.com>

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Goodbred, Tracy R.

From: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Wednesday, September 23, 2020 1:21 AM
To: Robbins, Carly R.
Cc: Black, Wes
Subject: (EXT) FYI regarding Connect Math course for College Algebra

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

Hi Mrs. Robbins,

I hope all is well with you and you were spared from the storm. I'm reaching out today to let you know that FLASH is no longer going to be available after December 2020. Therefore, the two sections that you are currently teaching will need to be rebuilt in the ENHANCED version of Connect Math for College Algebra by Miller for spring.

Were your Connect Math sections copied to you or did you build your assignments? When you have a chance, please let me know and we will proceed accordingly.

My best,

Kim



Because learning changes everything.™

Kim Lenaghan | Learning Technology Consultant | Higher Ed Group
McGraw-Hill Education | South Alabama and NorthWest Florida
C: 251-510-2330 | kimberly.lenaghan@mheducation.com | supportateverystep.com



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Goodbred, Tracy R.

From: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Wednesday, September 23, 2020 8:46 AM
To: Robbins, Carly R.
Subject: (EXT) Re: (EXT) FYI regarding Connect Math course for College Algebra

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

Thanks Carly. Can you please tell me who copied the course to you?

Sent from my iPhone

On Sep 23, 2020, at 8:31 AM, Robbins, Carly R. <RobbinsC@santarosa.k12.fl.us> wrote:

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

Hi Kim,

They were originally copied from another professor and I edited them before using them.

Carly Robbins

NHS Math Dept.
Room 317

Sent from Mail for Windows 10

From: Lenaghan, Kimberly
Sent: Wednesday, September 23, 2020 1:21 AM
To: Robbins, Carly R.
Cc: Black, Wes
Subject: (EXT) FYI regarding Connect Math course for College Algebra

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Kim

<image001.png>

Kim Lenaghan | Learning Technology Consultant | Higher Ed Group
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C: 251-510-2330 | kimberly.lenaghan@mheducation.com | supportateverystep.com

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Wednesday, September 23, 2020 9:05 AM
To: Youngblood, Clark J
Subject: (EXT) Question about Discovering Our Past Textbook
Attachments: FL_Networks_Teacher_Digital_Walkthrough_Brochure.pdf;
FL_Networks_Student_Digital_Walkthrough_Flyer.pdf

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

Hi Clark,

I did want to pass along some information from our marketing team. This was sent to us on Friday. McGraw has made some updates to FL Social Studies that is intended to better support teachers and families during remote learning. New tiles have been created on the social studies dashboard for "Family Help" and "Remote Learning Resources".

A great new addition is the creation lesson of a subject specific plan template for teachers that gives them ideas for planning synchronous and asynchronous learning.

Please see attached for a Florida specific walkthrough brochure with more details, one for teachers and one for families/students.

Please feel free to share this information with your teachers.

Thank you...

Back to School Live Webinars available for supporting in-person and remote learning. Please visit our Training webpage at <https://www.mheducation.com/prek-12/explore/product-trainings.html> to learn more and to register for complimentary, live webinar training.



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715



From: Jon C Rehm <rehmjc@gm.sbac.edu>
Sent: Monday, September 21, 2020 3:21 PM

To: Gallagher, Michael <Michael.Gallagher@mheducation.com>

Subject: Question about Discovering Our Past Textbook

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

Good Afternoon,

Alachua County has adopted Discovering Our Past: A History of the US Early Years for our 8th grade US History course. I was wondering if the test bank for the textbook is available in Examview. We are using Canvas this year for our digital students. My IT department can get test bank questions into Canvas using Examview smoothly. The test bank we have attached to the textbook that teachers log into does not play as well with Canvas I am being told and teachers are having to cut and paste question by question. I already have the Civics bank in Examview but not the US History for some reason.

Thanks,
Jon

Jon Rehm EdD
Curriculum Specialist Social Studies K-12
Alachua County Public Schools
620 E. University Ave.
Gainesville, FL 32601
352-955-7622
@ACPS_SocStudies

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Digital Walkthrough

We recognize that 2020 has been anything but normal. The definition of “back-to-school” means something very different depending on your school district. As we navigate this new way of living and learning together, we remain committed to ensuring you have the tools and resources you need to make the smoothest transition to the new school year as possible—regardless of how and where learning takes place.

For Fall 2020 that starts with a focus on helping teachers navigate the digital experience as quickly and easily as possible through a new “Remote Learning Resources” section on the *Florida Networks* social studies dashboard.

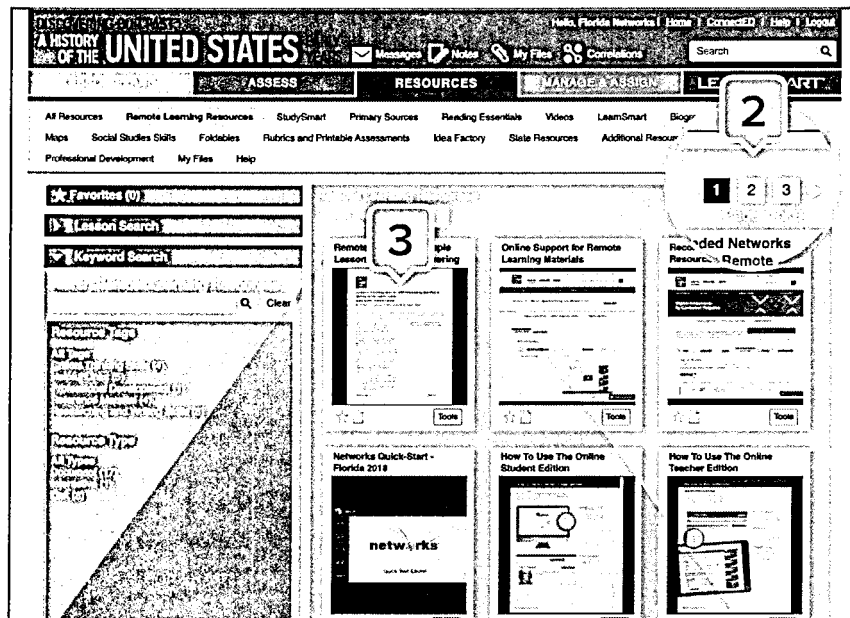
1. When you log into your course, you will notice a new “Remote Learning Resources” tile located on the bottom left of your dashboard. This new tile was created specifically to delineate and increase the visibility of the materials. This tile is a single point of access to a variety of planning materials and resources that are available within *Florida Networks*.

2. You'll notice up to three pages of Remote Learning Resources.

3. The first option (row 1, column 1) will always be a brand new “Remote Learning Example Lesson Plan,” written for the course you are teaching. This example is built using a full chapter and the lessons within the chapter. It includes synchronous and asynchronous learning resources. This lesson plan offers:

- ❑ A Suggested Pacing Guide.
- ❑ Guidance and support for students with limited access to computers or internet.
- ❑ Teaching options for synchronous (group) teaching options—in class or online.
- ❑ Teaching options for asynchronous (individual) lessons and activities for remote learning.

This approach is intended to be a framework for you to use across other chapters and lessons from the course.



Guidance for Using McGraw Hill's Discovering Our Past: A History of the United States—Early Years, Florida Edition in Remote Learning Environments in 2020–2021

Some form of remote or distance learning will be part of many districts' planning for school year 2020–2021. Your McGraw Hill materials can help you instruct—and your students learn—whether their classes are meeting for a few days a week or not meeting at all in person.

We've organized your program resources and teaching options in the following sample lesson plan in two ways: (1) synchronous learning (group learning at the same time)—whether in-class or online; and (2) asynchronous learning (self-paced individual learning) in a remote setting.

The synchronous activities can be presented during your in-class and virtual classroom time and encompass live presentations and live text/audio/visual chat. Reserve in-class and synchronous time for building a classroom community and for those activities requiring conversation. Allow time for human connection and look for opportunities for students to share their thinking with their teacher and peers using digital tools built for this purpose. Many of the activities are or can be converted to group work to allow students to work cooperatively remotely—encourage this interaction when possible.

Discuss online synchronous etiquette the first day and throughout the course. To help build classroom community and buy-in, ask for students' input.

Examples:

- ▷ Use the mute button when not speaking.
- ▷ Raise your hand (physically or virtually) to speak.
- ▷ If it's necessary to create a virtual background, make it unobtrusive.
- ▷ Provide constructive—not critical—feedback to peers and teachers.

▷ Focus not only on self-awareness and self-management, but social or group awareness.

The asynchronous activities—digital narrative and resources such as videos, worksheets, quizzes, and interactive images/graphs—are available in your Online Student Edition and Online Teacher Edition. As mentioned in the Asynchronous column of the sample lesson plan, we recommend that you prepare and email a short video for each lesson that introduces students to the lesson, presents the lesson objectives, and outlines assignments for the day or week. This process will set student expectations and, over time, will become a normalizing routine. Adding digital Lecture Notes (located in the Online Teacher Edition) may help students follow along if you present or review lesson information in your videos.

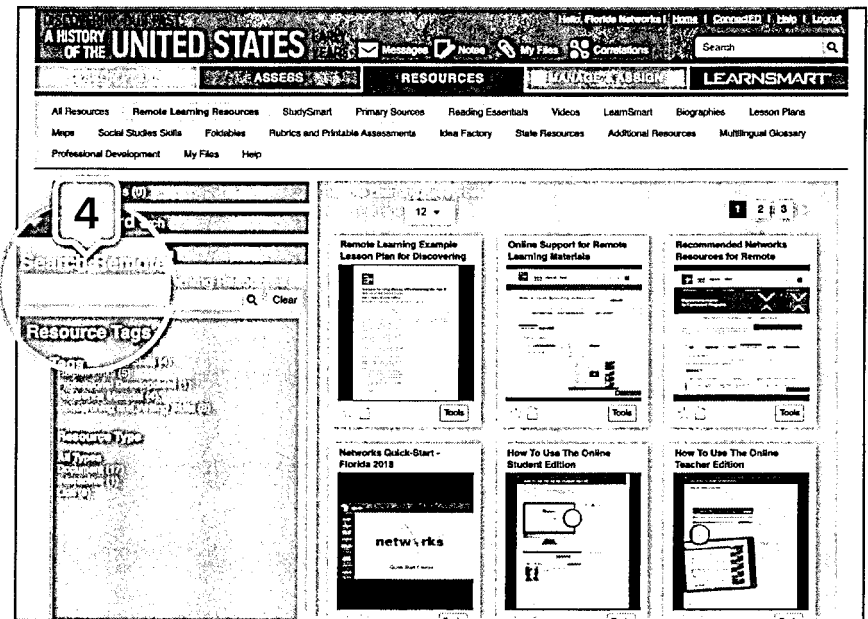
We've organized online materials in a centralized and streamlined way so students and caregivers can find everything by visiting one place. If your students have limited access to the Online Student Edition, we recommend you provide the following items to each student:

- ▷ Print Student Edition (if you have only a classroom set of textbooks, you may print out each lesson from the Online Teacher Edition)
- ▷ Worksheets for the lessons (see the sample Lesson Plan below for suggestions for a resource packet for students who do not have access to technology)

4. All resources are easily searchable and filtered by tags or resource type.

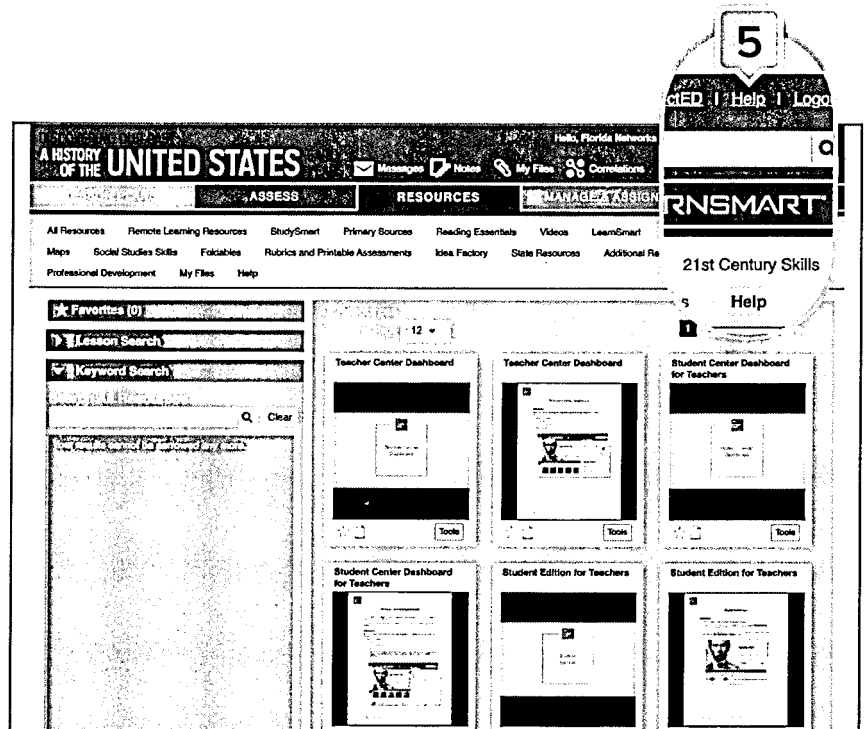
Other Remote Learning Resources include:

- ❑ Links to additional online support and remote resources.
- ❑ Overviews of how to use the teacher edition and student edition online.
- ❑ External resources, such as:
 - ❑ iCivics
 - ❑ ePals Global Community Classroom
 - ❑ EDSITEment: The Best of the Humanities on the Web
 - ❑ iEarn (International Education and Resources)
- ❑ An Interactive Skills Presentation slideshow.



5. Need more help? You can find additional help documentation, videos, and technical assistance for your class materials on our Help site.

For additional help, visit mhedu.force.com/DTS



Goodbred, Tracy R.

From: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Thursday, September 24, 2020 8:28 AM
To: Robbins, Carly R.
Cc: Lenaghan, Kimberly
Subject: (EXT) RE: (EXT) FYI regarding Connect Math course for College Algebra

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

Good Morning Carly,

We are having your existing ConnectMath course rebuilt in the ConnectMath enhanced version for spring (without Flash content). I'll let you know when it is in your ConnectMath for editing/using in the spring semester.

My best,

Kim



Because learning changes everything.™

Kim Lenaghan | Learning Technology Consultant | Higher Ed Group
McGraw-Hill Education | South Alabama and NorthWest Florida
C: 251-510-2330 | kimberly.lenaghan@mheducation.com | supportateverystep.com



From: Robbins, Carly R. <RobbinsC@santarosa.k12.fl.us>
Sent: Wednesday, September 23, 2020 8:31 AM
To: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Subject: RE: (EXT) FYI regarding Connect Math course for College Algebra

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

Hi Kim,

They were originally copied from another professor and I edited them before using them.

Carly Robbins

NHS Math Dept.
Room 317

Sent from Mail for Windows 10

From: Lenaghan, Kimberly
Sent: Wednesday, September 23, 2020 1:21 AM
To: Robbins, Carly R.
Cc: Black, Wes
Subject: (EXT) FYI regarding Connect Math course for College Algebra

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

Hi Mrs. Robbins,

I hope all is well with you and you were spared from the storm. I'm reaching out today to let you know that FLASH is no longer going to be available after December 2020. Therefore, the two sections that you are currently teaching will need to be rebuilt in the ENHANCED version of Connect Math for College Algebra by Miller for spring.

Were your Connect Math sections copied to you or did you build your assignments? When you have a chance, please let me know and we will proceed accordingly.

My best,

Kim



Because learning changes everything.™

Kim Lenaghan | Learning Technology Consultant | Higher Ed Group
McGraw-Hill Education | South Alabama and NorthWest Florida
C: 251-510-2330 | kimberly.lenaghan@mheducation.com | supportateverystep.com



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Goodbred, Tracy R.

From: CSOM SE Subscription Management <subscriptionmanagement@mheducation.com>
Sent: Friday, September 25, 2020 8:54 AM
To: Cole, Christi
Subject: (EXT) Welcome to my.mheducation.com -Case 18660917 [ref:_00D80LRll_5000y1mMnL4:ref]

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



Dear Christina Cole,

Welcome to McGraw Hill and thank you for partnering with us. You have been identified as your account's Organization Administrator (formerly known as Master Code Holder). You can ensure a successful implementation by helping teachers understand how they access their McGraw Hill digital products.

If your district is interested in automating user and roster management, click [here](#) to learn more about our Integration Services.

Instructions for Direct Login & Manual Rostering Customers

There are two codes that are utilized for McGraw Hill digital access. It is important to note that these codes are specific to your account and should not be shared outside of your organization or published to a district website.

- **Teacher Registration Code:** This is a 7-digit alphanumeric code that teachers will need to register for an account. Teachers that already have an account for

programs on ConnectED or the Open Learning Platform do not need to self-register.

- Master Code: This is a 16-digit alphanumeric code that is used to license ConnectED program content. Programs on the Open Learning Platform do not require a master code.

Your responsibility as the Organization Administrator is to distribute these codes as needed to teachers. Students should not be given either of these codes.

To access the codes for your organization:

1. Go to <https://my.mheducation.com>
2. Enter your username and password.
Username: CHRISTINC2108
3. For security purposes, follow the on-screen instructions to set a permanent password for your account.
4. Select Manage Products from the left side menu.
5. Distribute the appropriate codes to your teachers.
 - - Provide the teacher registration code to any new teachers that need an account.
 - Provide master codes to teachers who need to add ConnectED content to their account. Programs on the Open Learning Platform do not require a master code.

For additional assistance:

Online help: <https://mhedu.force.com/DTS/s>

How to get started as an Organization

Administrator: <https://mhedu.force.com/DTS/s/dts-articlelist?dc=District Administrators Admin Reportin>

How to create administrator accounts:

<https://mhedu.force.com/DTS/s/article/My-mheducation-com-Create-Administrator-Accounts>

How to locate teacher registration codes: <https://mhedu.force.com/DTS/s/article/My-mheducation-com-Locate-Staff-Registration-Codes>

How to self-register to create a teacher account: <https://mhedu.force.com/DTS/s/article/My-mheducation-com-Create-a-Teacher-Account?dc=All> Users Log in Password Help

How to import students: <https://mhedu.force.com/DTS/s/article/ConnectED-How-do-I-Import-Students?dc=>

How to register, how to use the digital content, or other technical concerns:

Digital Technical Support: 1-800-437-3715.

For email support click [here](#).

Questions regarding license start & end dates:

Subscription Management: 1-800-598-4077 or subscriptionmanagement@mheducation.com

Kind Regards,

Nicole T
Customer Success Advocate
McGraw Hill | Customer Service & Order Management
860 Taylor Station Road, Blacklick Ohio 43004
P: 800-598-4077 | 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

McGraw Hill

ref:_00D80LR11._5000y1mMnL4:ref



Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Tuesday, September 29, 2020 9:17 AM
To: Barnes, Travis S.
Subject: (EXT) McGraw-Hill Education Username Request

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



Dear Travis Barnes,

We received a username request for your McGraw-Hill account. Your username is t.barnes.746.

If you did not make this request, there's no need to be concerned. Your account information was only sent to this email address.

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: Tuesday, September 29, 2020 9:18 AM
To: Barnes, Travis S.
Subject: (EXT) Reset Your McGraw-Hill Education Password

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



Dear Travis Barnes,

We received a password reset request for your McGraw-Hill account. Username: t.barnes.746.

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-he-qa@mheducation.com
Sent: Thursday, October 1, 2020 8:22 PM
To: Jennings, Shawn B.
Subject: (EXT) QUIZ RESULTS FOR Seeley : Anatomy and Physiology : Chapter 3 : Structure and Function of the Cell : Animation: How Facilitated Diffusion Works

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

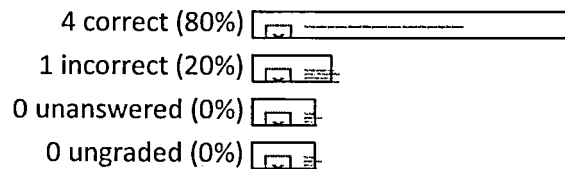
Do not reply to this email. The sender's email address is listed below as Student eMail Address.

**Author Name: Seeley
Site Name: Anatomy and Physiology
Chapter: Structure and Function of the Cell
Quiz: Animation: How Facilitated Diffusion Works**

**Student Name: Shawn Jennings
Student eMail Address: Jenningsb@santarosa.k12.fl.us
Section ID:**

Results Reporter

Out of 5 questions, you answered 4 correctly, for a final grade of 80%.



View the animation below, then complete the quiz to test your knowledge of the concept.

Your Results:

The correct answer for each question is indicated by a

1CORRECT Facilitated diffusion requires

A)enzymes.

B) carrier proteins.

C) lipid carriers.

D) carbohydrate carriers.

E) lipid or carbohydrate carriers.

□

2 INCORRECT _ Facilitated diffusion occurs

A) into the cell only.

B) out of the cell only.

C) in either direction depending on the temperature.

D) in either direction depending on the concentration gradient of the molecule.

E) in either direction depending on the size of the molecule.

□

3 CORRECT _ Facilitated diffusion is used to transport

A) sugars and amino acids.

B) H₂O and O₂.

C) CO₂ and O₂.

D) CO₂ and H₂O.

E) sugars and H₂O.

□

4 CORRECT _ Unlike simple diffusion, facilitated diffusion requires energy expenditure by the cell.

A) True

B) False

□

5 CORRECT _ Facilitated diffusion requires a specific transporter for a specific molecule.

Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Friday, October 2, 2020 6:26 PM
To: Owens, Heather Ann J.
Subject: (EXT) RE: 6th grade online textbook

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

Hi Heather!

Thank you for reaching out and I look forward to working with you. Can you please provide me with some additional information? Please see below in yellow. Thank you

Back to School Live Webinars available for supporting in-person and remote learning. Please visit our Training webpage at <https://www.mheducation.com/prek-12/explore/product-trainings.html> to learn more and to register for complimentary, live webinar training.



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715



From: Owens, Heather Ann J. <OwensH@santarosa.k12.fl.us>
Sent: Friday, October 2, 2020 5:36 PM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: 6th grade online textbook

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

Hi. Mr. Youngblood sent me your information. Some of the previous questions I had have been worked out. Here are some new ones. 😊

1. Some of my students are showing up in the wrong class. How can I move them to the correct class? What is the ISBN for the materials that the students are using? What Grade and what school?
2. I have a lot of classes listed that I'm not teaching this year. Some are from previous years. How can I delete them?
3. Is there a way to change the name of a class? The names are very long, including in the student version and include my full name.
4. I tried to assign the kids a chapter in LearnSmart. I couldn't get that assignment to show on their assignment list, but it was the chapter that showed when they pulled up LearnSmart. How do I get it to show on the main page where assignments are listed? What ISBN, grade?

Thank you,

Heather Owens, M.Ed.

Ancient Civilizations

<https://planbook.com/planbook.html?t=1287484&k=owens&v=W&c=16160356&y=1550081>

Remote Ancient Civilizations/ World History

<https://planbook.com/planbook.html?t=1287484&k=owens&v=W&c=16451847&y=1550081>

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Goodbred, Tracy R.

From: Digital Technical Support <epgtech@mheducation.com>
Sent: Monday, October 5, 2020 12:56 PM
To: Owens, Heather Ann J.
Cc: michael.gallagher@mheducation.com
Subject: (EXT) RE: Individual-ConnectED - Case 18740110 [ref:_00D80LRll_5000y1mOCzC:ref]

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e experiencing with your account. For questions 1 - 3: Please be aware that your
als, rosters, and account content are managed locally, by your district. Please reach

ment list, please see the following video for instructions on how to create an assignment

'ConnectED-Assignment-Tracker-Video

our question. If you need to call our team, please refer to case number 18740110.

available to chat Monday-Friday, 9 am-8 pm EST.

tus Page.

would go to another dept please let me know.

se visit our Training webpage at <https://www.mheducation.com/prek-12/explore/product-trainings.html> to learn n

1>[Twitter logo]<<http://www.twitter.com/mheducation>>[YouTube logo]<<http://www.youtube.com/mheducation>>[L

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r@mheducation.com>>

2.fl.us>>

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1/?url=http%3A%2F%2Fwww.mheducation.com%2F&data=01%7C01%7CMichael.Gallagher%40mheducation.com%2F&reserved=0>

1/?url=http%3A%2F%2Fwww.facebook.com%2Fmcgrawhilleducation&data=01%7C01%7CMichael.Gallagher%40mheducation.com%2F&reserved=0>[Twitter
m%2Fmheducation&data=01%7C01%7CMichael.Gallagher%40mheducation.com%7C48b7923d11ec48d9bcb708d86730bba1%7Cf919b1efc0c347358fca0928ec39d8d5%7C0&sdata=x2Jqj3MxUOc78qThb4
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12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fmcgraw-hill-11ec48d9bcb708d86730bba1%7Cf919b1efc0c347358fca0928ec39d8d5%7C0&sdata=x2Jqj3MxUOc78qThb4
1.com%2Fmheducation&data=01%7C01%7CMichael.Gallagher%40mheducation.com%7C48b7923d11ec48d9

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)mheducation.com>>

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<<https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fplanbook.com%2Fplanbook.html%3Ft%3D30bba1%7Cf919b1efc0c347358fca0928ec39d8d5%7C0&sdata=BJNKI%2BtFDhTD8YISSx49LuagosZgYTefzKl%3D>
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Goodbred, Tracy R.

From: Digital Technical Support <epgtech@mheducation.com>
Sent: Monday, October 5, 2020 12:56 PM
To: Owens, Heather Ann J.
Cc: michael.gallagher@mheducation.com
Subject: (EXT) RE: Individual-ConnectED - Case 18740110 [ref:_00D80LRll_5000y1mOCzC:ref]

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r@mheducation.com>>

2.fl.us>>

me with some additional information? Please see below in yellow. Thank you

Goodbred, Tracy R.

From: epgtech <epgtech@mheducation.com>
Sent: Monday, October 5, 2020 3:42 PM
To: Hill, Sarah
Subject: (EXT) RE: McGraw Hill Technical Support Case #18747026 [ref:_00D80LRII_5000y1mOKgx:ref]

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



Dear Sarah Hill,

Thank you for contacting McGraw Hill Technical Support. We appreciate you taking the time to bring this to our attention.

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 18747026. Thanks so much for your patience while I research your issue. Your school is integrated which means your district manages your content. You can reach out to your admin to contact the district support contact of your district for further assistance.

Kind Regards,
Antonio M
Technical Support Representative
McGraw Hill | School
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, please click [Contact Us](#).

If you want to receive automatic updates about MH platforms, subscribe here: [Status Page](#)

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

From: []

Sent:

To:

Subject:



ref:_00D80LRll._5000y1mOKgx:ref

Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Tuesday, October 6, 2020 10:43 AM
To: Schmitt, Jennifer
Subject: (EXT) Re: Earth Space Teacher's Editions

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

Hi Jennifer. I will check into this and get back with you shortly. Thank you.

Get [Outlook for iOS](#)

From: Schmitt, Jennifer <SchmittJ@santarosa.k12.fl.us>
Sent: Tuesday, October 6, 2020 11:25:36 AM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: Earth Space Teacher's Editions

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

Good morning!

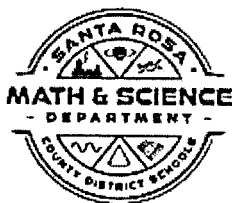
I have a couple of questions for you this morning. In my demo account (FL612SCIDEMO), I don't currently have the Teacher's Edition for the Earth/Space Textbook ISBN: 978-0-07-904390-0. I use that demo account to make videos to help my teachers out with issues that they find. Second question: for the Science notebook that goes along with that text, is there a teacher's edition for that? My teachers aren't seeing answer keys to those workbooks and I also don't have a hard copy of that.

Thank you in advance for any help you can provide! Have a wonderful week!

Serving together,

Jennifer Schmitt

TSA for Science
Santa Rosa County District Schools
Phone: (850) 983-5572



"The art of teaching is the art of assisting discovery." ~ Mark Van Doren

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Friday, October 9, 2020 9:33 AM
To: Schmitt, Jennifer
Subject: (EXT) RE: Earth Space Teacher's Editions

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

Hi Jennifer!

Happy Friday! Below is what I was able to find out.

The FL612SCIDEMO has been corrected. All Teacher Editions are now available.

We don't have a teacher version of the Science Notebook available in print, but the answers are found in ConnectED.

Click on menu and then Resources. Then click on Keyword Search and from the options at the left choose Science Notebook. Then click on Teacher Resources.

I hope this information is helpful and have a great weekend.

Thank you...

Back to School Live Webinars available for supporting in-person and remote learning. Please visit our Training webpage at <https://www.mheducation.com/prek-12/explore/product-trainings.html> to learn more and to register for complimentary, live webinar training.



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715



From: Schmitt, Jennifer <SchmittJ@santarosa.k12.fl.us>
Sent: Tuesday, October 6, 2020 11:26 AM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: Earth Space Teacher's Editions

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Friday, October 9, 2020 10:19 AM
To: Schmitt, Jennifer
Subject: (EXT) RE: (EXT) RE: Earth Space Teacher's Editions

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Customer Service 800-338-3987
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From: Schmitt, Jennifer <SchmittJ@santarosa.k12.fl.us>
Sent: Friday, October 9, 2020 10:34 AM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: RE: (EXT) RE: Earth Space Teacher's Editions

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

Thank you so very much!! I really appreciate your help!

Happy Friday to you too!

Serving together,

Jennifer Schmitt

TSA for Science
Santa Rosa County District Schools
Phone: (850) 983-5572



"The art of teaching is the art of assisting discovery." ~ Mark Van Doren

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
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Michael Gallagher

North Florida Representative

McGraw-Hill | School

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michael.gallagher@mheducation.com

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Tuesday, October 13, 2020 10:36 AM
To: Boling, Charlotte J.
Subject: (EXT) Hi! Let me introduce myself as the new Sales Representative with McGraw Hill for our area

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

Hi Charlotte! Congrats on your new position!

I hope you are doing well and having a great start to the school year.

I would like to introduce myself as the new Sales Representative with McGraw Hill for our area. This is my second tenure with McGraw Hill and I am very excited to be back. I am here to help in any way that I can and committed to giving you the kind of service you need and expect.

Please save my contact information for future reference. Feel free to contact me by phone or email and if you like we can always set up a zoom type call 😊

Thank you very much and I look forward to working with you and your colleagues...

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Tech Support 800-437-3715

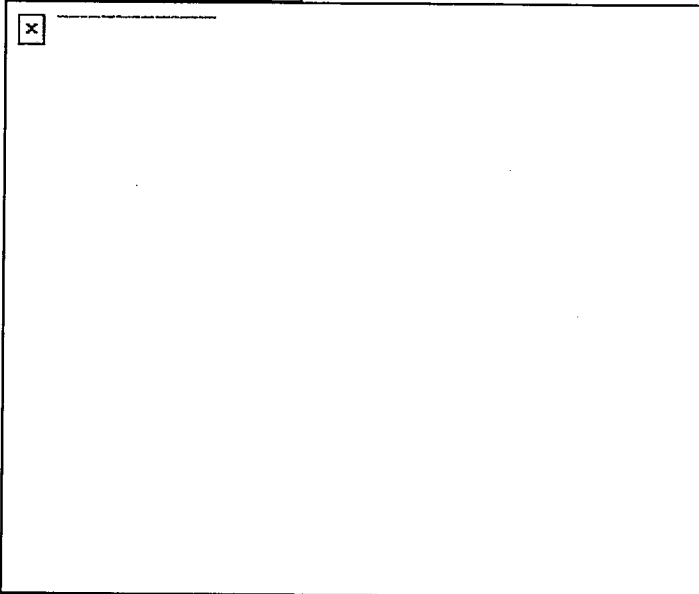
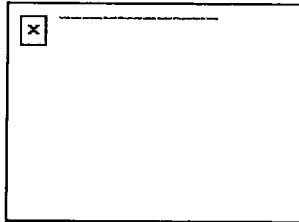


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Goodbred, Tracy R.

From: Brook Frazier <Education@mheducation.com>
Sent: Wednesday, October 21, 2020 8:02 AM
To: King, W. Austin
Subject: (EXT) 5 Steps to a 5: AP History Titles - 2021 Editions With Updated Resources

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5 Steps to a 5:
AP History Titles
2021

See the full *5 Steps to a 5* series



In this hybrid/remote school year, let us supplement your AP classroom experience with this multi-platform study guide.

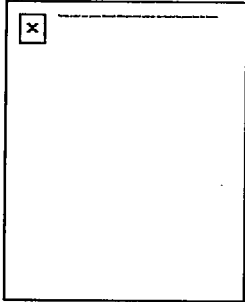
The immensely popular 5 Steps to a 5 Elite Student Edition has been updated for the 2020-21 school year and now contains:

- 3 full-length practice exams (available both in the book and online) that reflect the latest exam

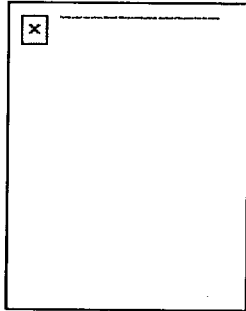
- A "5 Minutes to a 5" section — A 5-minute activity for each day of the school year that reinforce the most important AP concepts covered in class
- Up-to-Date Resources for COVID 19 Exam Disruption
- Access to a robust extended online course platform
- Hundreds of practice exercises with thorough answer explanations
- Practice questions that reflect multiple-choice and free-response question types, just like the ones you will see on test day
- Questions that represent a blend of fact-based and application material
- Proven strategies specific to each section of the test
- A self-guided study plan including flashcards, games, and more online

See the full 5 Steps to a 5 series

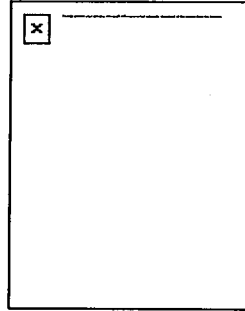
Explore Select AP History Titles:



5 Steps to a 5:
AP U.S.
Government &
Politics 2021
Elite Student
Edition



5 Steps to a 5:
AP U.S. History
2021 Elite
Student Edition



5 Steps to a 5:
AP Comparative
Government,
2nd Edition

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Goodbred, Tracy R.

From: Havens, Patrick <patrick.havens@mheducation.com>
Sent: Wednesday, October 21, 2020 3:16 PM
To: Thacker, Cheryl
Subject: (EXT) McGraw Hill Connect: Midterm Check-In

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

Hi Cheryl,

I hope things have been going well since we last met. I was hoping to schedule a follow up call to learn what you are hearing from your students, what is working well and see if there are any potential areas for improvement. Please schedule a time with me here: <https://mheducationimplementationteam.as.me/patrickhavens>

Best,



Patrick Havens | Senior Implementation Consultant
McGraw-Hill Education | 501 Bell Street, Dubuque, IA 52001
P: 563-584-6072 | patrick.havens@mheducation.com |
[helpful videos, tips/tricks, how-to's and FAQs](#)
For Tech Support – www.mhhe.com/support or 800-331-5094
To schedule with me click here: <https://mheducationimplementationteam.as.me/patrickhavens>

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Goodbred, Tracy R.

From: Corridon, Nardia <nardia.corridon@mheducation.com>
Sent: Monday, October 26, 2020 10:10 AM
To: Dean, Sonya W
Cc: Madison, Erin M.
Subject: (EXT) RE: Assistance with online curriculum in Santa Rosa county schools

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

Hi Sonya,

Ty no longer works for McGraw Hill, however I will be more than happy to assist you. Please let me know when you have a moment to log on to a quick zoom so that I can look into the issue.

Kind Regards,

Nardia



Nardia Corridon

Curriculum Specialist

McGraw-Hill Education | School Group

8787 Orion Place, Columbus, OH 43240

C: 954-270-9182

nardia.corridon@mheducation.com

www.linkedin.com/in/nardiacorridon/

mheducation.com



Design the disruption you wish to see in the world!



From: Dean, Sonya W <DeanSW@santarosa.k12.fl.us>

Sent: Wednesday, October 21, 2020 3:11 PM

To: vid.ezell@mheducation.com; Corridon, Nardia <nardia.corridon@mheducation.com>

Cc: Madison, Erin M. <MadisonE@santarosa.k12.fl.us>

Subject: Assistance with online curriculum in Santa Rosa county schools

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

Good afternoon. I am not sure if either of you are still with the company, but I took a training a few years ago and had you written down as a contact. I cannot access the worktext resources online any longer and would like any assistance you can offer. If you are no longer who I need to contact, please advise. Thank you in advance for your help.

**Sonya Dean
2nd Grade
Russell Elementary**

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Goodbred, Tracy R.

From: Corridon, Nardia <nardia.corridon@mheducation.com>
Sent: Monday, October 26, 2020 12:36 PM
To: Dean, Sonya W
Cc: Madison, Erin M.
Subject: (EXT) RE: (EXT) RE: Assistance with online curriculum in Santa Rosa county schools
Attachments: Chrome PDF Settings.pdf

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I understand! Can you please provide me with some times that you are available to log on to a zoom so I can see the details of your account. Since I am a Curriculums Specialist and not an Account Representative, the only way I can see the details of your account is if you share your screen with me. The attached document may be helpful however I cannot confirm that this is the fix until we chat.

*Kind Regards,
Nardia*



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mheducation.com



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From: Dean, Sonya W <DeanSW@santarosa.k12.fl.us>
Sent: Monday, October 26, 2020 1:32 PM
To: Corridon, Nardia <nardia.corridon@mheducation.com>
Subject: Re: (EXT) RE: Assistance with online curriculum in Santa Rosa county schools

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Thank you for your response. I cannot access the worktext resources online any longer and would like any assistance you can offer.

Sonya Dean
2nd Grade
Russell Elementary

From: Corridon, Nardia <nardia.corridon@mheducation.com>
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To: Dean, Sonya W <DeanSW@santarosa.k12.fl.us>
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*Kind Regards,
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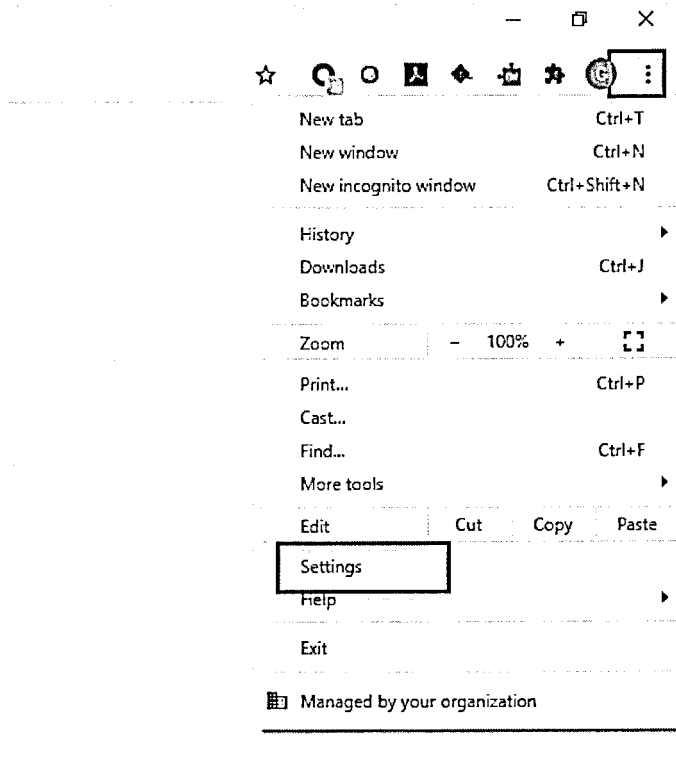
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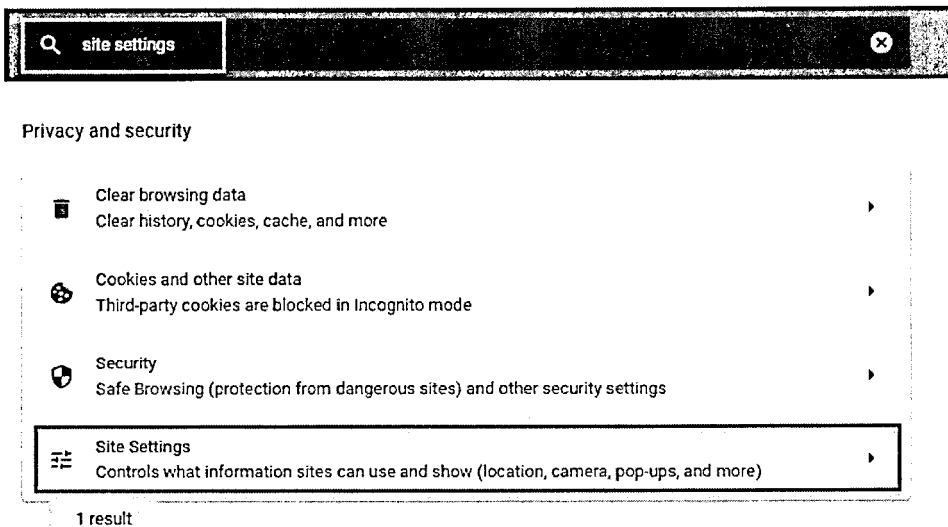
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Change Chrome PDF Settings

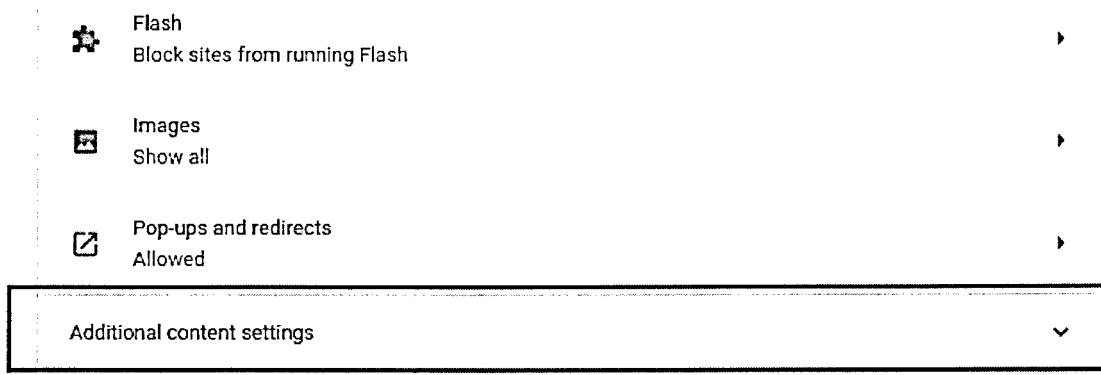
In the upper right-hand corner of the Chrome browser window select the overflow menu and click on Settings.



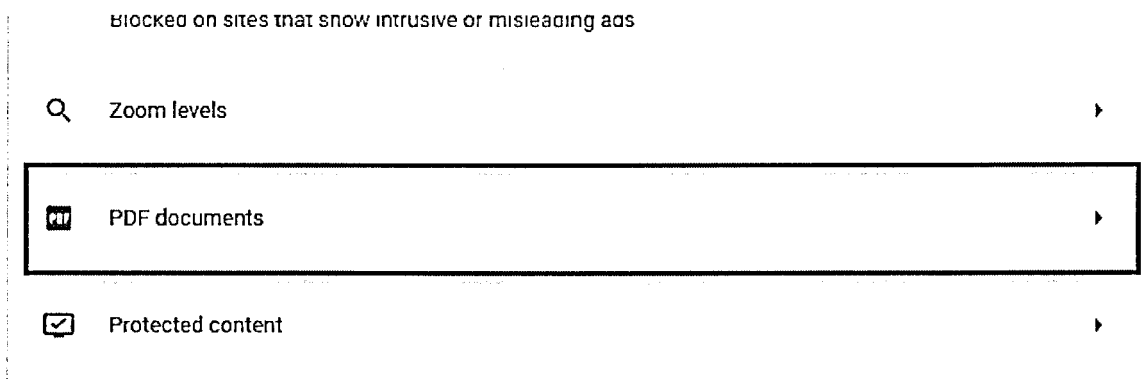
Search for "Site Settings" and select "Site Settings"



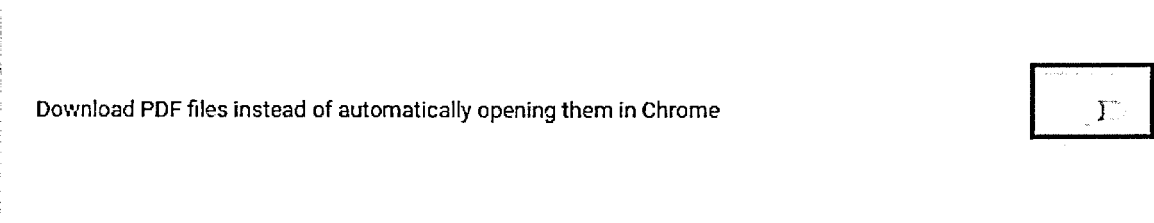
Scroll down to “Additional content settings” and select it



Select “PDF documents”



Turn on the switch for “Download PDF files instead of automatically opening them in Chrome”. PDFs will now download instead of loading in Chrome’s browser.



Goodbred, Tracy R.

From: Corridon, Nardia <nardia.corridon@mheducation.com>
Sent: Monday, October 26, 2020 1:32 PM
To: Dean, Sonya W
Subject: (EXT) RE: (EXT) RE: (EXT) RE: Assistance with online curriculum in Santa Rosa county schools

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Yes we can use Microsoft Teams. Let me know a few date and time options that work for you and I can set it up.

*Kind Regards,
Nardia*



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Sent: Monday, October 26, 2020 2:07 PM
To: Corridon, Nardia <nardia.corridon@mheducation.com>
Subject: Re: (EXT) RE: (EXT) RE: Assistance with online curriculum in Santa Rosa county schools

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

I am not allowed to do Zoom in our district. Is there another way trouble shoot?

Sonya Dean
2nd Grade
Russell Elementary

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Sent: Monday, October 26, 2020 12:36 PM
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Kind Regards,

Nardia



Nardia Corridon
Curriculum Specialist
McGraw-Hill Education | School Group
8787 Orion Place, Columbus, OH 43240
C: 954-270-9182
nardia.corridon@mheducation.com
www.linkedin.com/in/nardiacorridon/
mheducation.com



Design the disruption you wish to see in the world!



From: Dean, Sonya W <DeanSW@santarosa.k12.fl.us>

Sent: Wednesday, October 21, 2020 3:11 PM

To: vid.ezell@mheducation.com; Corridon, Nardia <nardia.corridon@mheducation.com>

Cc: Madison, Erin M. <MadisonE@santarosa.k12.fl.us>

Subject: Assistance with online curriculum in Santa Rosa county schools

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

Good afternoon. I am not sure if either of you are still with the company, but I took a training a few years ago and had you written down as a contact. I cannot access the worktext resources online any longer and would like any assistance you can offer. If you are no longer who I need to contact, please advise. Thank you in advance for your help.

**Sonya Dean
2nd Grade
Russell Elementary**

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Goodbred, Tracy R.

From: McGraw-Hill DTS Contact Us <no.reply.mcgraw-hill.customerservice@mheducation.com>
Sent: Wednesday, October 28, 2020 7:23 AM
To: Bohannon, C. Ryan
Subject: (EXT) McGraw Hill - Social Studies - Case # 18898240 ref:_00D80LRll_5000y1mul17:ref

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

Thank you for contacting McGraw Hill Education Digital Technical Support.

Case number 18898240 has been opened for you. We will respond to your inquiry within 1-2 business days. All requests received after the close of business will be processed on the next business day. Our regular office hours are 7:00 AM to 8:00 PM Monday through Friday, Eastern Time (USA).

In order to avoid delay and multiple replies/responses to you, please refer to case number 18898240 if you have further information regarding this particular issue.

Sincerely,
McGraw Hill Education
Digital Technical Support

US Customers:

Need assistance with your login credentials or online access code?

Try our new Digital Technical Support Live Agent Chat via : <http://mheducation.force.com/CustomerSupport>

Our agents are ready to assist you Monday - Friday from 9 am - 8 pm EST

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.mhecoast2coast.com. Customers who are unable to utilize the online website can order by calling 800-338-3987 from 8 am. until 8 pm Monday-Friday.

Goodbred, Tracy R.

From: epgtech <epgtech@mheducation.com>
Sent: Wednesday, October 28, 2020 9:20 AM
To: Bohannon, C. Ryan
Subject: (EXT) McGraw Hill Technical Support Case #18898240 [ref:_00D80LRll_5000y1mul17:ref]

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



Dear Ryan Bohannon,

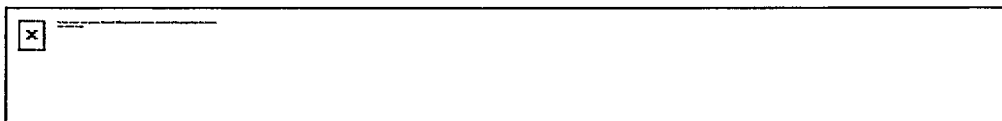
Thank you for contacting McGraw Hill Technical Support. We appreciate you taking the time to bring this to our attention.

ConnectED - Delete a Class

This article explains how to delete a class from your teacher account. Deleting a class will remove all customized lesson plans, assessments and any data related to that class.

If you're looking for information about deleting old classes from your school's Simplified Login page, click [here](#).

1. Open the Teacher Edition of the correct content.
2. Select Class Management or Manage and Assign (option depends on program).
3. Under Class Details area, select the Remove or Delete option.



Once a class is deleted, it cannot be retrieved.

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 18898240.

Kind Regards,
Candance M
Technical Support Representative
McGraw Hill | School
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, please click [Contact Us](#)

If you want to receive automatic updates about MH platforms, subscribe here: [Status Page](#)



ref:_00D80LRll_5000y1mul17:ref

Goodbred, Tracy R.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Wednesday, October 28, 2020 11:32 AM
To: Bohannon, C. Ryan
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 #: 18898240
Date Opened: 10/28/2020
Customer Support Representative: Candance

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.mhcoast2coast.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: Wednesday, October 28, 2020 12:20 PM
To: Connors, Debra
Subject: (EXT) McGraw-Hill Order Confirmation #SEG-75653276

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

Thank you Debra,

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-75653276

Order Date: October 28, 2020 at 13:20:09

School: GULF BREEZE HIGH SCHOOL

Product	Price	Qty	Total
Above and Beyond, Survivors	\$21.03	1	\$21.03
			3

ISBN-13:
9780076590711
| MHID:
0076590712

**Above and
Beyond,
Visionaries**

\$21.03

1

\$21.03

ISBN-13:
9780076590728
| MHID:
0076590720

Subtotal: \$42.06

Shipping: \$12.92

Tax: \$4.14

Total: \$59.12

Billing

Debra Connors
5320 SOTO GRANDE DR
PENSACOLA, FL 32504
ESCAMBIA county
US

Shipping

Debra Connors
5320 SOTO GRANDE DR
PENSACOLA, FL 32504
ESCAMBIA County
US

Payment

Payment Method:
Visa
Card Number ending
in: 9677

850-341-9280

Shipping service level: Standard orders are processed, shipped and
connorsd@santarosa.k12.fl.us delivered within 10 business days.

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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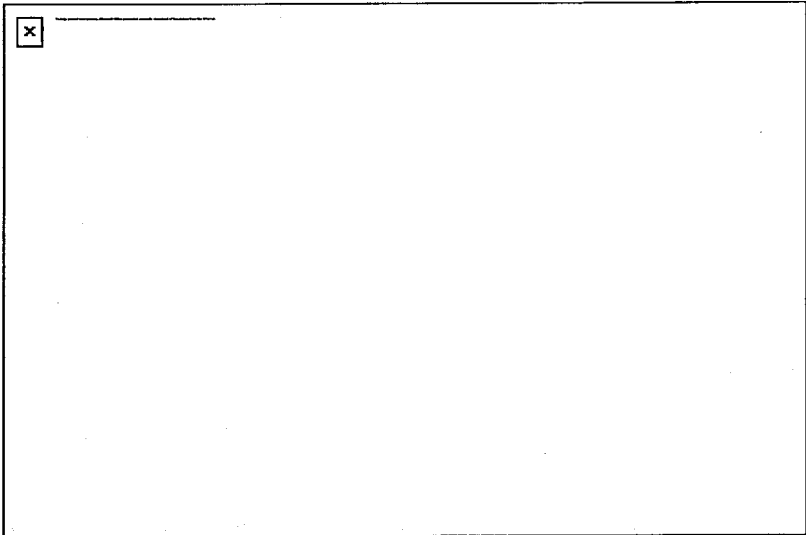
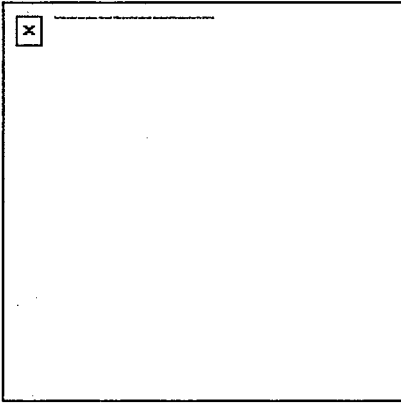
Goodbred, Tracy R.

From: Brook Frazier <Education@mheducation.com>
Sent: Thursday, November 12, 2020 8:25 AM
To: Gibson, Gloria
Subject: (EXT) Study Guide Essentials to Supplement the School Year

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



Test Prep Essentials



Essential Study Guides & Test Prep to Supplement the School Year

Available on Amazon

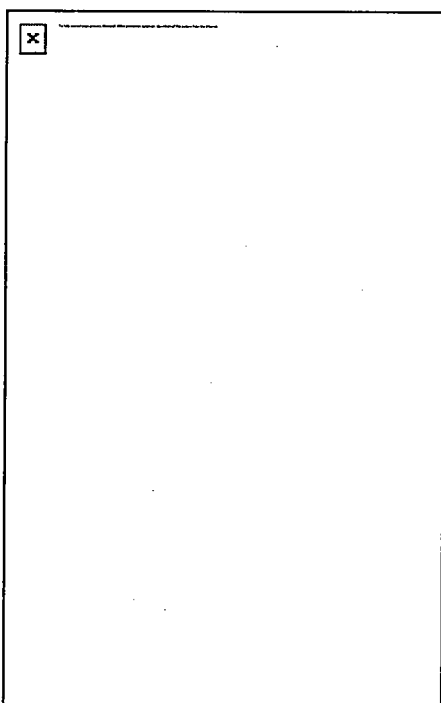
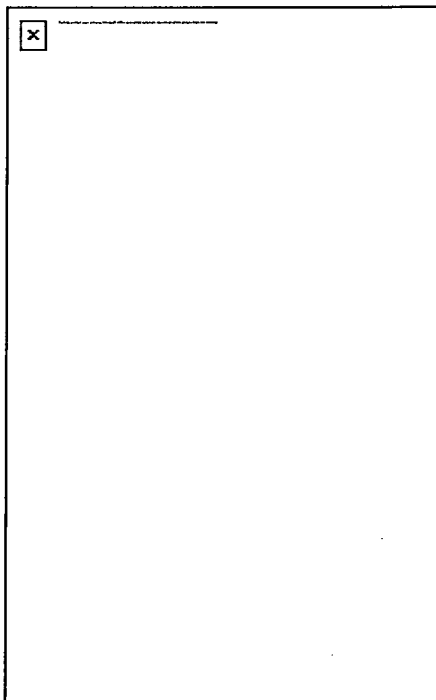
Our Amazon Store has everything educators and students need for a successful school year, including 2021 editions of our bestselling SAT and ACT test prep, the brand new editions of our top-ranked *5 Steps to a 5 AP* series, and our breakout *Must Know* series covering a range of high school subjects.

5 Steps to a 5 for 2021

The most comprehensive AP prep on the market

The *5 Steps* series includes practice tests, review questions, online resources, and bonus material to help students achieve the perfect score. Most *5 Steps* books come with free access to our extended online course, which includes interactive practice tests, powerful analytics, customized study plans, flashcards, games, and more!

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SAT 2021 & ACT 2021

Study with complete confidence

Students can feel 100% confident taking the SAT or ACT with these essential study guides. Both are packed with skill-building techniques, practice tests, extended online courses, and interactive features. The *Elite Student Editions* offer *100 Extra Challenging Questions Every Top Scoring Student Should Know*, which cover some of the most challenging questions found on the exams.

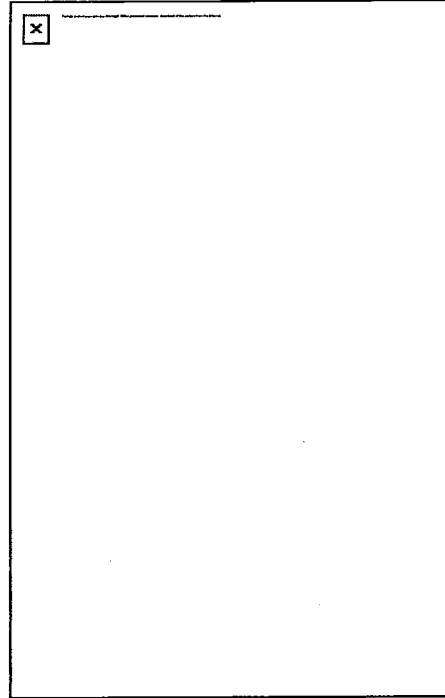
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Must Know Series

Find out all the important stuff in a flash

This unique approach to high school learning is like a lightning bolt to the brain. You know that moment when you feel as though a lightning bolt has hit you because you finally *get* something? That's how McGraw Hill's *Must Know* series will make students react. Each chapter makes sure that what students really need to know is clear right off the bat and sees to it that they build on this knowledge.

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Thursday, November 12, 2020 2:28 PM
To: Boling, Charlotte J.
Subject: (EXT) FW: Santa Rosa FL ELA K-12 Call due 11/16

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

Hi Charlotte!

Happy Thursday and I hope you are having a great week.

I am looking for some clarification and had a couple of quick questions about the adoption process below. Are you and or Cindie available for a quick call to discuss? Is the 1500 dollar payment for publishers that are invited to the presentation event or for all publishers submitting. And since it is a rather large amount, what are the payment options. Do you take American Express? Can we do a debit transfer? But that is net 60 days out on our end. Will samples be requested for the initial review process?

Thank you for your consideration and I look forward to hearing from you...

Are you seeing learning gaps in ELA and Math? Click here [Rise can help!](#)

CLICK HERE: Do you need a physical AP/Honors/Electives SAMPLE?



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com

Customer Service 800-338-3987

Tech Support 800-437-3715



Instructional Materials Review Title
Santa Rosa County District Schools K-12 ELA Adoption
Introduction to Vendors

PLEASE READ: The district form that was originally posted with this Request for Materials is currently being revised by district staff. A message will be sent out via Chatter when the revised form is available and you will find the form in the District Document section. Publishers should continue to work on their individual course responses as the district timeline has not changed. If you have any questions, please submit them through Chatter.



Dear
Publishers,

Santa Rosa County District Schools will adopt new instructional materials for K-12 English/Language Arts during the 2020-2021 school year for implementation in the 2021-2022 school year. Our District will adopt curriculum from the short bid list released by the Florida Commissioner of Education and we formally invite you to present your curriculum to our teachers. We will adopt curriculum from one publisher for each grade band: K-5 and 6-12.

There is an additional form that the district will need you to submit. It is currently being revised by district and is not currently available. A message will be sent out via Chatter when the revised form is available and you will find the form in the District Document section.

Our adoption committee will begin reviewing materials via EdCredible **November 18**. In a closed meeting on **November 30**, the committee will select 4-6 publishers to move forward in our adoption process. Invited publishers will present materials to our textbook adoption committee on the following dates.

- December 14 (6-12)
- December 16 (K-5)

Using a rotation model and following safety protocol, each publisher will present their materials in 1-hour time blocks. A suggested allocation of time is a 45-minute presentation with 15-minute Q/A period. Committee members will rotate to all publishers on their assigned day. Presentations will be at the Douglas Dillion Administrative Center, located at 6032 Hwy 90, Milton, FL. 32570.

Invited publishers will pay \$1500 to participate in the Santa Rosa County District Schools K-12 textbook adoption. These funds are used to defray the expenses of our adoption process.

- Please make checks payable to the Santa Rosa Educational Foundation and be sure to include ELA ADOPTION on the check.
- Mail to Cindie Lipe at the Douglas Dillan Administrative Center, 6032 Hwy 90, Milton, FL 32570 by December 7.

Following the Publisher Presentations in December, a second closed meeting will occur on January 13. At this meeting, textbook adoption committee members will select 3-4 publishers who will be invited to submit samples of materials to each school in the Santa Rosa County School District. Teachers will preview materials during February. A final school vote will be submitted to the Literacy Department on February 25th.

Timeline:

A review of the Santa Rosa County School District timeline for the English Language Arts adoption is posted below.

Invitation to Publishers

Vendor Presentations for Committee Members

Committees select publishers for school review

Teachers preview instructional samples

School Principals submit vote to Literacy Department

Final recommendations to Mr. Smith

Notify all parties concerning the final decision

We thank you for participating in the Santa Rosa County Schools K-12 ELA Textbook Adoption.

Charlotte Boling
Literacy Coordinator
Santa Rosa County School District



Lisa Tullos

Bids & Contracts Specialist

McGraw Hill LLC | School Group

8787 Orion Place, Columbus OH 43240

P:614-430-4692

lisa.tullos@mheducation.com

mheducation.com



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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Thursday, November 12, 2020 7:36 PM
To: McKnight, Patti
Subject: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:_00D80LRll._5000y1mxerF:ref]

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

Hi Patti!

Nice to hear from you. How can I help?

Thanks

Are you seeing learning gaps in ELA and Math? Click here [Rise can help!](#)

CLICK HERE: Do you need a physical AP/Honors/Electives SAMPLE?



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715



From: CSOM Domestic Customer Service2 <seg_customerservice@mheducation.com>
Sent: Thursday, November 12, 2020 5:45 PM
To: mcknightp@santarosa.k12.fl.us
Cc: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:_00D80LRll._5000y1mxerF:ref]

Dear Patti McKnight,

Thank you for your inquiry regarding your McGraw Hill representative.

Your Sales Representative is trained on the product content and is best qualified to answer your questions and make recommendations. They can provide samples for your review for future adoptions.

Your Sales Representative is Michael Gallagher, their phone number is (800)338-3987, and their email address is

Michael.Gallagher@mheducation.com. For your convenience I have copied them on this email correspondence.

Thank you for your interest in our educational products and we look forward to your business.

Kind Regards,
Christian C
Customer Success Advocate
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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ref:_00D80LRll._5000y1mxerF:ref

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

From: []

Sent:

To:

Subject: 

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Friday, November 13, 2020 7:56 AM
To: McKnight, Patti
Subject: (EXT) Re: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:_00D80LRll._5000y1mxerF:ref]

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Hi Patti. I will take care of the quote. Can you please clarify, What do you mean by an inconsistent connection with McGraw on this? Are you referring to customer care/rep issues or tech issues or both? Just want to make sure I can get this straightened out for you. Thanks.

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From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Friday, November 13, 2020 8:50:31 AM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: RE: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:_00D80LRll._5000y1mxerF:ref]

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

Hi Mike,

My ESOL department utilizes ALEK with our students. I would like an update/quote to continue to utilize the program this year. We've had an inconsistent connection with McGraw-Hill for this. I know it's a small section in what the company offers, but we would really like to move forward.

Patti McKnight
Director of Federal Programs
Santa Rosa County School District
(850) 983-5001

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P: 800-338-3987 | F: 800-953-8691

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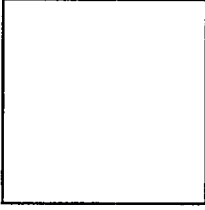
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Subject:

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From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Friday, November 13, 2020 8:03 AM
To: McKnight, Patti
Subject: (EXT) Re: (EXT) Re: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:_00D80LRll._5000y1mxF:ref]

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

Hi. Understood. Thanks for the feedback. I will stay on top of this, pass along the info and get you the quote.

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From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Friday, November 13, 2020 9:00:14 AM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: RE: (EXT) Re: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:_00D80LRll._5000y1mxF:ref]

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Mike,

Customer care. Every year I have to reach out for a quote and send several emails to get this started. Ty Ezell was wonderful and had to get things kick started. I've never worked with a program that I had to work so hard to make a purchase. No blame, just an awareness that I have to seek this program out if I want to use it.

Patti

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Friday, November 13, 2020 7:56 AM
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860 Taylor Station Road, Blacklick Ohio 43004
P: 800-338-3987 | F: 800-953-8691

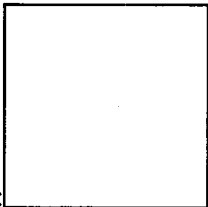
For faster service, including real-time order status, connect with us at www.mheducation.com/customerservice

Visit our self-service website for your order needs: www.mhecoast2coast.com

ref:_00D80LRll._5000y1mxF:ref

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

From: []
Sent:
To:



Subject:

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Friday, November 13, 2020 9:26 AM
To: McKnight, Patti
Subject: (EXT) RE: (EXT) Re: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:_00D80LRll._5000y1mxerF:ref]

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

Hi Patti,

It looks like the district currently has 50 active licenses that you can distribute for the students to use. Do you need a quote for additional licenses? Please call me at your convenience if you want to chat about this situation.

Thanks!

Are you seeing learning gaps in ELA and Math? Click here [Rise can help!](#)

CLICK HERE: Do you need a physical AP/Honors/Electives SAMPLE?



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715

From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Friday, November 13, 2020 9:00 AM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: RE: (EXT) Re: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:_00D80LRll._5000y1mxerF:ref]

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

Mike,

Customer care. Every year I have to reach out for a quote and send several emails to get this started. Ty Ezell was wonderful and had to get things kick started. I've never worked with a program that I had to work so hard to make a purchase. No blame, just an awareness that I have to seek this program out if I want to use it.

Patti

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Friday, November 13, 2020 7:56 AM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) Re: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:_00D80LRll._5000y1mxerF:ref]

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

Hi Patti. I will take care of the quote. Can you please clarify, What do you mean by an inconsistent connection with McGraw on this? Are you referring to customer care/rep issues or tech issues or both? Just want to make sure I can get this straightened out for you. Thanks.

Get [Outlook for iOS](#)

From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Friday, November 13, 2020 8:50:31 AM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: RE: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:_00D80LRll._5000y1mxerF:ref]

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

Hi Mike,

My ESOL department utilizes ALEK with our students. I would like an update/quote to continue to utilize the program this year. We've had an inconsistent connection with McGraw-Hill for this. I know it's a small section in what the company offers, but we would really like to move forward.

Patti McKnight
Director of Federal Programs
Santa Rosa County School District
(850) 983-5001

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Thursday, November 12, 2020 7:36 PM
To: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Subject: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:_00D80LRll._5000y1mxerF:ref]

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

Hi Patti!

Nice to hear from you. How can I help?

Thanks

Are you seeing learning gaps in ELA and Math? Click here [Rise can help!](#)

CLICK HERE: Do you need a physical AP/Honors/Electives SAMPLE?



Michael Gallagher

North Florida Representative

McGraw-Hill | School

C: 850.408.7314

michael.gallagher@mheducation.com

Customer Service 800-338-3987

Tech Support 800-437-3715



From: CSOM Domestic Customer Service2 <seg_customerservice@mheducation.com>

Sent: Thursday, November 12, 2020 5:45 PM

To: mcknightp@santarosa.k12.fl.us

Cc: Gallagher, Michael <Michael.Gallagher@mheducation.com>

Subject: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:_00D80LRll._5000y1mxF:ref]

Dear Patti McKnight,

Thank you for your inquiry regarding your McGraw Hill representative.

Your Sales Representative is trained on the product content and is best qualified to answer your questions and make recommendations. They can provide samples for your review for future adoptions.

Your Sales Representative is Michael Gallagher, their phone number is (800)338-3987, and their email address is Michael.Gallagher@mheducation.com. For your convenience I have copied them on this email correspondence.

Thank you for your interest in our educational products and we look forward to your business.

Kind Regards,

Christian C

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

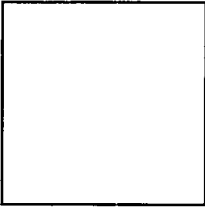
ref:_00D80LRll._5000y1mxF:ref

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Sent:

To:



Subject:

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Goodbred, Tracy R.

From: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Friday, November 13, 2020 11:35 AM
To: Beth Smithers (0325)
Cc: 0325txt;Payton, Tracy L.
Subject: (EXT) RE: MAC1105 code web order 3250000031804 - student getting message it's already been used

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

Hi All,

I have requested a replacement and will forward as soon as I receive.

Thanks.

[Click here to schedule a meeting with me](#)

My best,

Kim



Because learning changes everything.™

Kim Lenaghan | Learning Technology Consultant | Higher Ed Group
McGraw-Hill Education | South Alabama and NorthWest Florida
C: 251-510-2330 | kimberly.lenaghan@mheducation.com | supportateverystep.com



From: Beth Smithers (0325) <b.smithers@follett.com>
Sent: Friday, November 13, 2020 9:32 AM
To: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Cc: 0325txt <0325txt@follett.com>; Payton, Tracy L. <PaytonT@santarosa.k12.fl.us>
Subject: Fw: MAC1105 code web order 3250000031804 - student getting message it's already been used

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Kim,
I provided the attached code (pulled from a brand-new MAC1105 bundle) to GBHS for a DE student. He claims the system is notifying him that the code has already been used. Could you please take a look and see what you can find out? Or, possibly email the student directly to find out if he's doing something incorrectly? I know he was using the free trial, but it ran out.
I'm copying James because I'm leaving early today to begin my vacation.
Thanks!
Beth

Hi Mrs. Beth, please see the attached email from the student that we sent the code to the other day.
Thanks,

Tracy Payton
Gulf Breeze High School
Guidance Assessment Assistant
Phone 850-916-4174

From: Gareth W <garethwehby@gmail.com>
Sent: Thursday, November 12, 2020 3:50:10 PM
To: Payton, Tracy L. <PaytonT@santarosa.k12.fl.us>
Subject: (EXT)

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

Hey Mrs. Payton,

I'm so sorry to bug you but when I tried to use the new code it kept saying this code has sort been used.

From: Beth Smithers (0325)
Sent: Tuesday, November 10, 2020 9:49 AM
To: Payton, Tracy L. <PaytonT@santarosa.k12.fl.us>
Subject: MAC1105 code web order 3250000031804

Good morning, Tracy - please see attached code for your student and receipt for you to sign and email back.
Thank you!
Beth

Beth Smithers
Store Manager



Tel: 850.484.1515 | Fax: 850.474.9833
Follett Higher Education Group
Pensacola State College Bookstore #325
1000 College Boulevard

Student Center Building #5
Pensacola, FL 32504

b.smithers@follett.com | 0325mgr@follett.com | bsmithers@pensacolastate.edu
www.pensacolashop.com

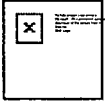
Improving the world by inspiring learning and shaping education

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Goodbred, Tracy R.

From: noreply-mhe@mheducation.com
Sent: Friday, November 13, 2020 11:59 AM
To: Barnes, Travis S.
Subject: (EXT) Reset Your McGraw-Hill Education Password

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



Dear Travis Barnes,

We received a password reset request for your McGraw-Hill account. Username: t.barnes.746.

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: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Saturday, November 14, 2020 3:11 PM
To: Payton, Tracy L.
Cc: Beth Smithers (0325);0325txt
Subject: (EXT) Re: (EXT) RE: MAC1105 code web order 3250000031804 - student getting message it's already been used

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

Hi All,

Here is the replacement ConnectMath Access Code:

ZEX7R-8Q35V-QU89M-HSUQD

My best,

Kim

Sent from my iPhone

On Nov 13, 2020, at 11:40 AM, Payton, Tracy L. <PaytonT@santarosa.k12.fl.us> wrote:

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

Thank you guys so much! I will be looking out for it!

Thanks,

Tracy Payton
Gulf Breeze High School
Guidance Assessment Assistant
Phone: 850-916-4174
Fax: 850-916-4109
Email: paytont@santarosa.k12.fl.us

From: Lenaghan, Kimberly <Kimberly.Lenaghan@mheducation.com>
Sent: Friday, November 13, 2020 11:34 AM
To: Beth Smithers (0325) <b.smithers@follett.com>

Cc: 0325txt <0325txt@follett.com>; Payton, Tracy L. <PaytonT@santarosa.k12.fl.us>
Subject: (EXT) RE: MAC1105 code web order 3250000031804 - student getting message it's already been used

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[Click here to schedule a meeting with me](#)

My best,

Kim

<image001.png>

Kim Lenaghan | Learning Technology Consultant | Higher Ed Group
McGraw-Hill Education | South Alabama and NorthWest Florida

C: 251-510-2330 | kimberly.lenaghan@mheducation.com | supportateverystep.com

<image002.png>

<image003.jpg>

<image004.jpg>

<image005.jpg>

<image006.jpg>

<image007.jpg>

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Beth

Beth Smithers

Store Manager

<008.png>

Tel: 850.484.1515 | Fax: 850.474.9833

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Pensacola State College Bookstore #325

1000 College Boulevard

Student Center Building #5

Pensacola, FL 32504

b.smithers@follett.com | 0325mgr@follett.com | bsmithers@pensacolastate.edu
www.pensacolashop.com

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Goodbred, Tracy R.

From: Your Opinion Counts <youropinioncounts@mheducation.com>
Sent: Saturday, November 14, 2020 4:46 PM
To: McKnight, Patti
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 #: 18974120
Date Opened: 11/13/2020
Customer Support Representative: Christian

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: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Friday, November 20, 2020 9:03 AM
To: Boling, Charlotte J.
Subject: (EXT) Adoption questions:

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

Hi Charlotte! Happy Friday and I hope you are having a great week.

Can you clarify some specifics for me about the 14th and 16th? I am in the process of securing consultants for those dates and making materials preparations as well.

- Do you have specific times/schedules that the publishers will present?
- Publishers have one hour, for the MS HS 6-12 segment presentation, will that be two 1 hr presentations (1 for ms and 1 of hs) or just one 1hr 6-12 presentation?
- How many committee members will be in each presentation and what grade levels? This helps with preparing the materials for the committee during the presentation.

Thank you for the help 😊

Are you seeing learning gaps in ELA and Math? Click here [Rise can help!](#)

[CLICK HERE: Do you need a physical AP/Honors/Electives SAMPLE?](#)



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715



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From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Friday, November 20, 2020 9:27 AM
To: Boling, Charlotte J.
Subject: (EXT) FW: Adoption questions:)

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Hi Charlotte!

I looked over my notes again and regarding my email below, I was referencing if we make the narrow. So, I realize you don't make the narrow decisions until the end of the month so you don't have scheduling done yet 😊 So below is the main question I have at this time so I can secure the best consultants for Santa Rosa.

Thank you

- Publishers have one hour, for the MS HS 6-12 segment presentation, will that be two 1 hr presentations (1 for ms and 1 of hs) or just one 1hr 6-12 presentation?

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Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3714



From: Gallagher, Michael
Sent: Friday, November 20, 2020 10:03 AM
To: Bolingcj@santarosa.k12.fl.us
Subject: Adoption questions:)

Hi Charlotte! Happy Friday and I hope you are having a great week.

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Friday, November 20, 2020 10:03 AM
To: Boling, Charlotte J.
Subject: (EXT) RE: (EXT) FW: Adoption questions:)

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

Hi 😊

Thank you that is very helpful. I appreciate your help...

Are you seeing learning gaps in ELA and Math? Click here [Rise can help!](#)

CLICK HERE: Do you need a physical AP/Honors/Electives SAMPLE?



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715



From: Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>
Sent: Friday, November 20, 2020 10:53 AM
To: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Subject: Re: (EXT) FW: Adoption questions:)

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

Hi Michael,
Thanks for your email. Whew!

The presentation for secondary will be middle and high school together. So, a 6-12 presentation.

Charlotte

~~~~~  
Charlotte Boling, PhD  
Literacy Coordinator  
Santa Rosa School District  
(850) 983-5054

---

**From:** Gallagher, Michael <[Michael.Gallagher@mheducation.com](mailto:Michael.Gallagher@mheducation.com)>  
**Sent:** Friday, November 20, 2020 9:27 AM  
**To:** Boling, Charlotte J. <[BolingCJ@santarosa.k12.fl.us](mailto:BolingCJ@santarosa.k12.fl.us)>  
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**Michael Gallagher**  
North Florida Representative  
McGraw-Hill | School  
C: 850.408.7314  
[michael.gallagher@mheducation.com](mailto:michael.gallagher@mheducation.com)  
Customer Service 800-338-3987  
Tech Support 800-437-3714



---

**From:** Gallagher, Michael  
**Sent:** Friday, November 20, 2020 10:03 AM  
**To:** [Bolingcj@santarosa.k12.fl.us](mailto:Bolingcj@santarosa.k12.fl.us)  
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**Michael Gallagher**

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**Goodbred, Tracy R.**

---

**From:** Gallagher, Michael <Michael.Gallagher@mheducation.com>  
**Sent:** Monday, November 23, 2020 10:33 AM  
**To:** McKnight, Patti  
**Subject:** (EXT) RE: (EXT) RE: (EXT) Re: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case # 18974120 [ ref:\_00D80LRll.\_5000y1mxerF:ref ]

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

Hi Pattie!

The district purchased 50 licenses on October 27<sup>th</sup>, 2020 for one year. So they will expire October 26<sup>th</sup>, 2021. Does that help?

Thank you

Are you seeing learning gaps in ELA and Math? Click here [Rise can help!](#)

**CLICK HERE: Do you need a physical AP/Honors/Electives SAMPLE?**



**Michael Gallagher**  
North Florida Representative  
McGraw-Hill | School  
C: 850.408.7314  
[michael.gallagher@mheducation.com](mailto:michael.gallagher@mheducation.com)  
Customer Service 800-338-3987  
Tech Support 800-437-3715



---

**From:** McKnight, Patti <McKnightP@santarosa.k12.fl.us>  
**Sent:** Monday, November 23, 2020 10:33 AM  
**To:** Gallagher, Michael <Michael.Gallagher@mheducation.com>  
**Subject:** RE: (EXT) RE: (EXT) Re: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ ref:\_00D80LRll.\_5000y1mxerF:ref ]

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What is the renewal date?

Thanks!!!

**From:** Gallagher, Michael <[Michael.Gallagher@mheducation.com](mailto:Michael.Gallagher@mheducation.com)>  
**Sent:** Friday, November 13, 2020 9:26 AM  
**To:** McKnight, Patti <[McKnightP@santarosa.k12.fl.us](mailto:McKnightP@santarosa.k12.fl.us)>  
**Subject:** (EXT) RE: (EXT) Re: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:\_00D80LRll.\_5000y1mxerF:ref ]

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Hi Patti,

It looks like the district currently has 50 active licenses that you can distribute for the students to use. Do you need a quote for additional licenses? Please call me at your convenience if you want to chat about this situation.

Thanks!

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**Michael Gallagher**  
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Tech Support 800-437-3715



**From:** McKnight, Patti <[McKnightP@santarosa.k12.fl.us](mailto:McKnightP@santarosa.k12.fl.us)>  
**Sent:** Friday, November 13, 2020 9:00 AM  
**To:** Gallagher, Michael <[Michael.Gallagher@mheducation.com](mailto:Michael.Gallagher@mheducation.com)>  
**Subject:** RE: (EXT) Re: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ref:\_00D80LRll.\_5000y1mxerF:ref ]

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Mike,

Customer care. Every year I have to reach out for a quote and send several emails to get this started. Ty Ezell was wonderful and had to get things kick started. I've never worked with a program that I had to work so hard to make a purchase. No blame, just an awareness that I have to seek this program out if I want to use it.

Patti

**From:** Gallagher, Michael <[Michael.Gallagher@mheducation.com](mailto:Michael.Gallagher@mheducation.com)>  
**Sent:** Friday, November 13, 2020 7:56 AM  
**To:** McKnight, Patti <[McKnightP@santarosa.k12.fl.us](mailto:McKnightP@santarosa.k12.fl.us)>  
**Subject:** (EXT) Re: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ ref:\_00D80LRll.\_5000y1mxerF:ref ]

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Hi Patti. I will take care of the quote. Can you please clarify, What do you mean by an inconsistent connection with McGraw on this? Are you referring to customer care/rep issues or tech issues or both? Just want to make sure I can get this straightened out for you. Thanks.

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**From:** McKnight, Patti <[McKnightP@santarosa.k12.fl.us](mailto:McKnightP@santarosa.k12.fl.us)>  
**Sent:** Friday, November 13, 2020 8:50:31 AM  
**To:** Gallagher, Michael <[Michael.Gallagher@mheducation.com](mailto:Michael.Gallagher@mheducation.com)>  
**Subject:** RE: (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ ref:\_00D80LRll.\_5000y1mxerF:ref ]

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Hi Mike,

My ESOL department utilizes ALEK with our students. I would like an update/quote to continue to utilize the program this year. We've had an inconsistent connection with McGraw-Hill for this. I know it's a small section in what the company offers, but we would really like to move forward.

Patti McKnight  
Director of Federal Programs  
Santa Rosa County School District  
(850) 983-5001

---

**From:** Gallagher, Michael <[Michael.Gallagher@mheducation.com](mailto:Michael.Gallagher@mheducation.com)>  
**Sent:** Thursday, November 12, 2020 7:36 PM  
**To:** McKnight, Patti <[McKnightP@santarosa.k12.fl.us](mailto:McKnightP@santarosa.k12.fl.us)>  
**Subject:** (EXT) FW: Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ ref:\_00D80LRll.\_5000y1mxerF:ref ]

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Hi Patti!

Nice to hear from you. How can I help?

Thanks



Are you seeing learning gaps in ELA and Math? Click here [Rise can help!](#)

**CLICK HERE: Do you need a physical AP/Honors/Electives SAMPLE?**



**Michael Gallagher**

North Florida Representative

McGraw-Hill | School

C: 850.408.7314

[michael.gallagher@mheducation.com](mailto:michael.gallagher@mheducation.com)

Customer Service 800-338-3987

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---

**From:** CSOM Domestic Customer Service2 <[seg\\_customerservice@mheducation.com](mailto:seg_customerservice@mheducation.com)>

**Sent:** Thursday, November 12, 2020 5:45 PM

**To:** [mcknightp@santarosa.k12.fl.us](mailto:mcknightp@santarosa.k12.fl.us)

**Cc:** Gallagher, Michael <[Michael.Gallagher@mheducation.com](mailto:Michael.Gallagher@mheducation.com)>

**Subject:** Santa Rosa Co Sch Board - McGraw Hill Case #18974120 [ ref:\_00D80LRll.\_5000y1mxerF:ref ]

Dear Patti McKnight,

Thank you for your inquiry regarding your McGraw Hill representative.

Your Sales Representative is trained on the product content and is best qualified to answer your questions and make recommendations. They can provide samples for your review for future adoptions.

Your Sales Representative is Michael Gallagher, their phone number is (800)338-3987, and their email address is [Michael.Gallagher@mheducation.com](mailto:Michael.Gallagher@mheducation.com). For your convenience I have copied them on this email correspondence.

Thank you for your interest in our educational products and we look forward to your business.

Kind Regards,

Christian C

Customer Success Advocate

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](http://www.mhecoast2coast.com)

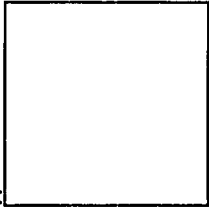
ref:\_00D80LRll.\_5000y1mxerF:ref

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**Goodbred, Tracy R.**

---

**From:** Gallagher, Michael <Michael.Gallagher@mheducation.com>  
**Sent:** Monday, November 30, 2020 9:41 AM  
**To:** Boling, Charlotte J.  
**Subject:** (EXT) Question?

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

Hi Charlotte! Do have a min this morning for a couple of quick questions regarding upcoming presentations? Can you call me? Not something I can put in chat. Thank you

**Michael Gallagher M.Ed**  
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C: 850.408.7314  
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**Goodbred, Tracy R.**

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**From:** Gallagher, Michael <Michael.Gallagher@mheducation.com>  
**Sent:** Monday, November 30, 2020 5:32 PM  
**To:** Boling, Charlotte J.  
**Subject:** (EXT) Re: (EXT) Question?

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Hi. No worries. Nice speaking with you and thank you for the information. Have a great rest of the week:)

**Michael Gallagher M.Ed**  
North Florida Representative  
McGraw-Hill | School  
C: 850.408.7314  
[michael.gallagher@mheducation.com](mailto:michael.gallagher@mheducation.com)  
Customer Service [800-338-3987](tel:800-338-3987)  
Tech Support [800-437-3715](tel:800-437-3715)

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**From:** Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>  
**Sent:** Monday, November 30, 2020 4:47:23 PM  
**To:** Gallagher, Michael <Michael.Gallagher@mheducation.com>  
**Subject:** Re: (EXT) Question?

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

Michael,  
I'm so sorry .... I'm just getting to your message.

*Charlotte*

~~~~~  
Charlotte Boling, PhD
Literacy Coordinator
Santa Rosa School District
(850) 983-5045

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Monday, November 30, 2020 9:41 AM
To: Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>
Subject: (EXT) Question?

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Hi Charlotte! Do have a min this morning for a couple of quick questions regarding upcoming presentations? Can you call me? Not something I can put in chat. Thank you

Michael Gallagher M.Ed
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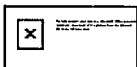
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Goodbred, Tracy R.

From: McGraw Hill <marketresearch@mheducation.com>
Sent: Tuesday, December 1, 2020 11:15 AM
To: Thacker, Cheryl
Subject: (EXT) We value your feedback! Let us know what you think about McGraw Hill.

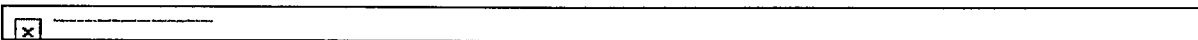
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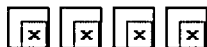
Dear Cheryl,

A few weeks ago, you received a survey from us asking you to provide feedback about the products that you are currently using in your courses as well as the service and support you have received during this unique time of change. We are committed to helping you and your students every step of the way and take your feedback very seriously.

The survey should only take about 10 minutes to complete. Thank you in advance for your participation, and we look forward to our continued partnership.

TAKE THE SURVEY

Thank you,
Strategy and Insights
McGraw Hill

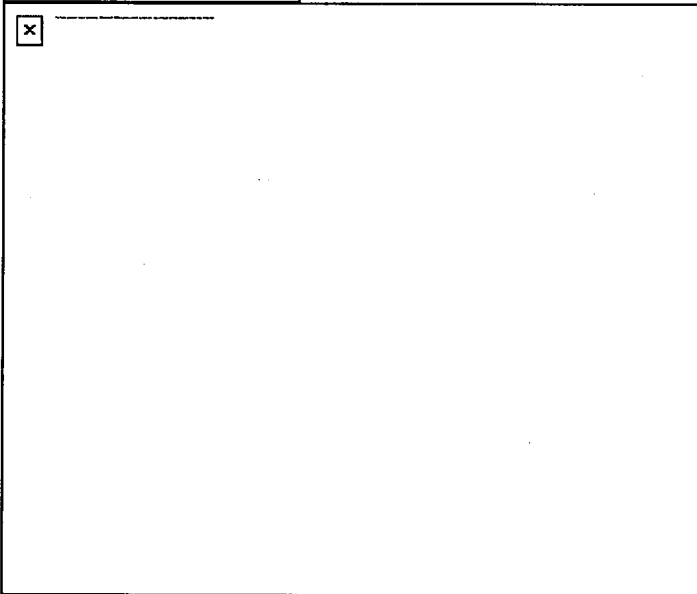
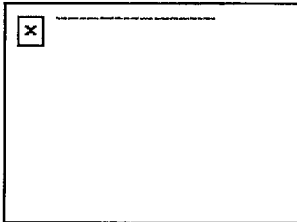


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Goodbred, Tracy R.

From: Brook Frazier <Education@mheducation.com>
Sent: Wednesday, December 2, 2020 8:34 AM
To: Gill, Gregory
Subject: (EXT) 5 Steps to a 5: AP Science Titles - 2021 Editions With Updated Resources

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5 Steps to a 5:
2021 AP Science Titles
Elite Student Editions

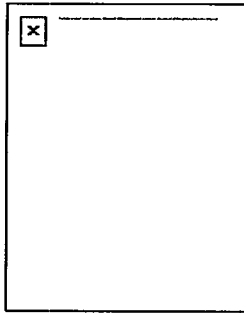
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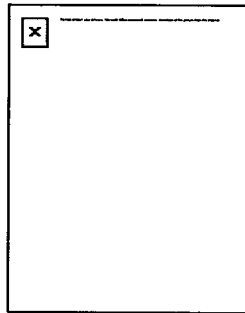
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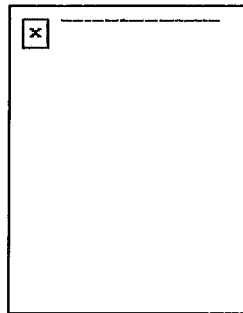
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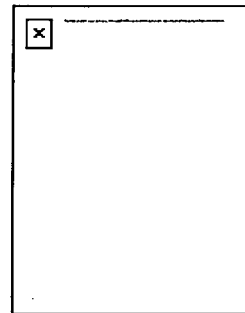
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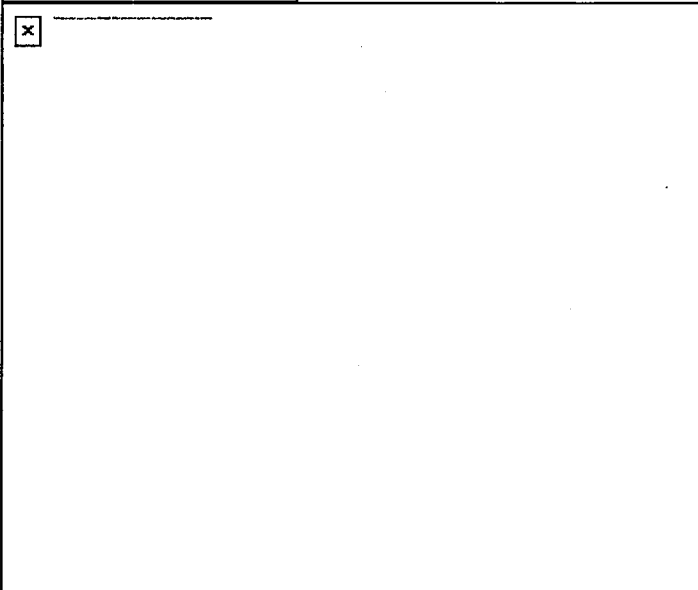
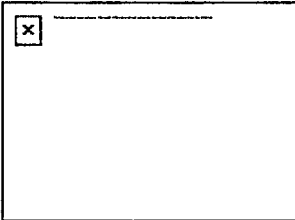
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From: Brook Frazier <Education@mheducation.com>
Sent: Wednesday, December 2, 2020 8:34 AM
To: Dawson, Kay E.
Subject: (EXT) 5 Steps to a 5: AP Social Studies Subjects - 2021 Editions With Updated Resources

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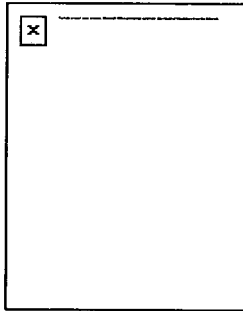
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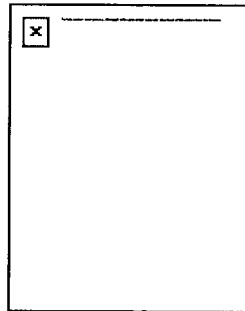
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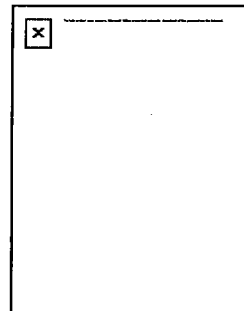
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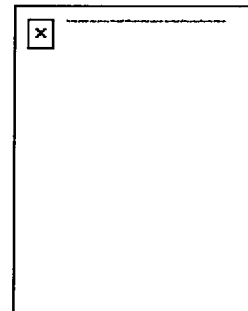
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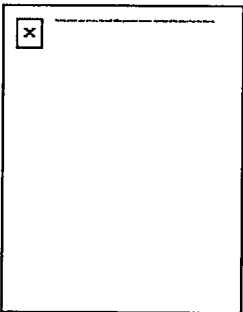
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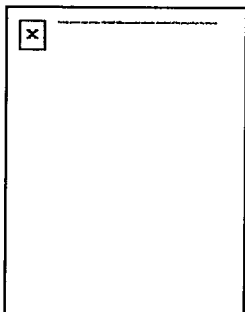
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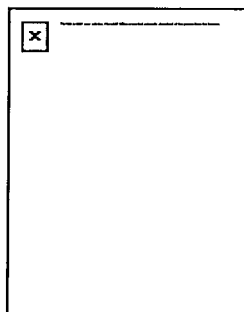
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(ISBN: 9781260467246)



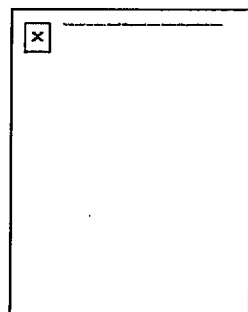
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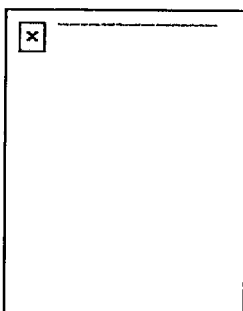
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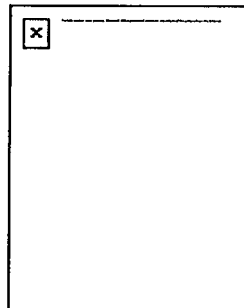
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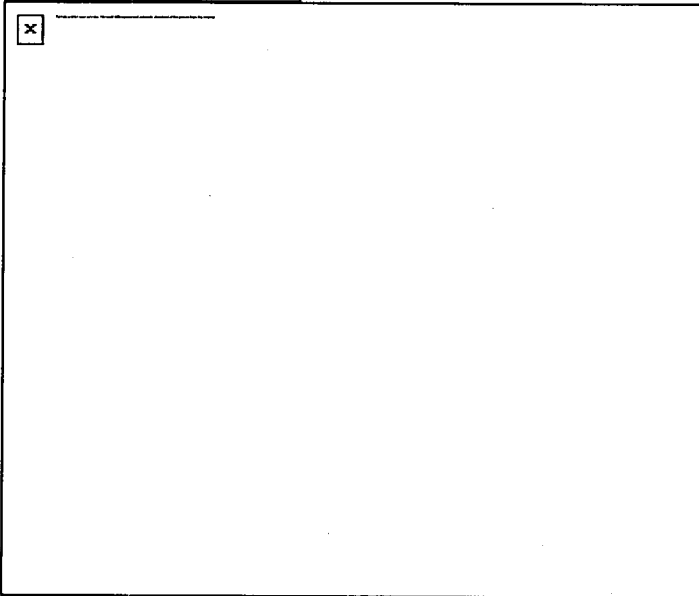
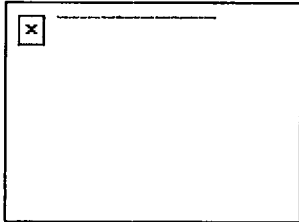
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Goodbred, Tracy R.

From: Brook Frazier <Education@mheducation.com>
Sent: Wednesday, December 2, 2020 8:35 AM
To: Youngblood, Mandy
Subject: (EXT) 5 Steps to a 5: AP English - 2021 Editions With Updated Resources

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AP English
Lit/Lang 2021
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ISBN: 9781260466942
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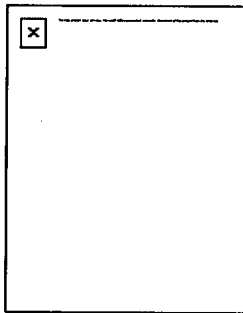
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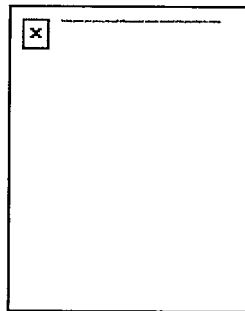
- Up-to-Date Resources for COVID 19 Exam Disruption
- Hundreds of practice exercises with thorough answer explanations
- Two full sections devoted to algorithm writing and two levels of sample questions for each
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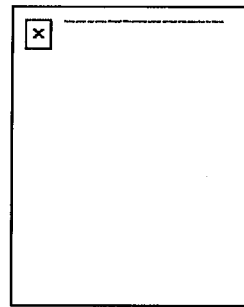
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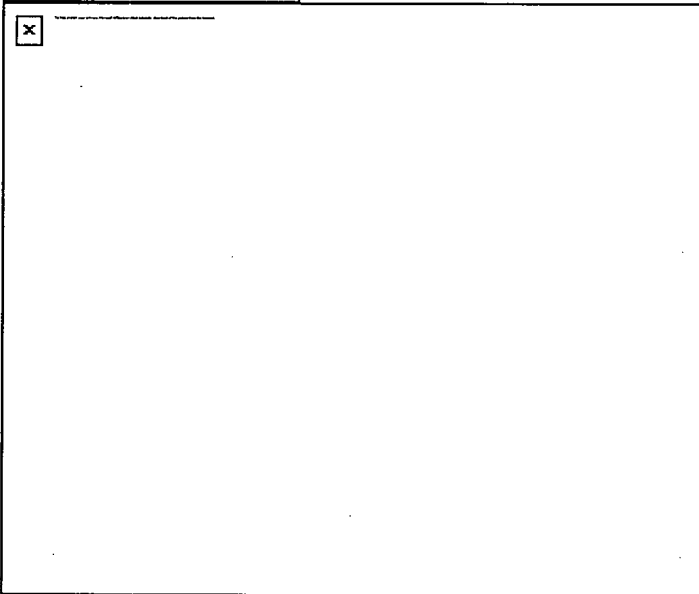
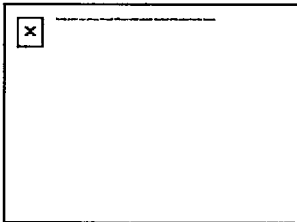
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Goodbred, Tracy R.

From: Brook Frazier <Education@mheducation.com>
Sent: Wednesday, December 2, 2020 8:35 AM
To: Jordan, Timothy R.
Subject: (EXT) 5 Steps to a 5: AP English - 2021 Editions With Updated Resources

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



***5 Steps to a 5:
AP English
Lit/Lang 2021
Elite Student Editions***

ISBN: 9781260466942
ISBN: 9781260466805

Request your FREE Desk Copy

In this hybrid/remote school year, let us supplement your AP classroom experience with this effective 5-step study guide.

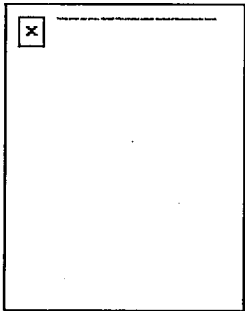
The immensely popular 5 Steps to a 5 2021 Edition has been updated for the 2020-21 school year and now contains:

- 3 full-length practice exams (available both in the book and online) that reflect the latest exam

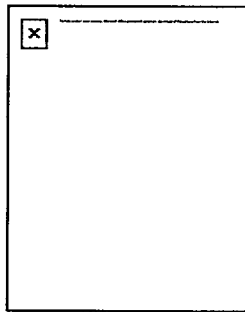
- Up-to-Date Resources for COVID 19 Exam Disruption
- Hundreds of practice exercises with thorough answer explanations
- Two full sections devoted to algorithm writing and two levels of sample questions for each
 - Java concept (basic & advanced)
- Proven strategies specific to each section of the test

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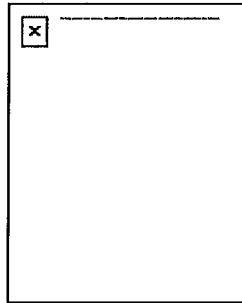
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Language 2021
(ISBN:
9781260466782)



Must Know High
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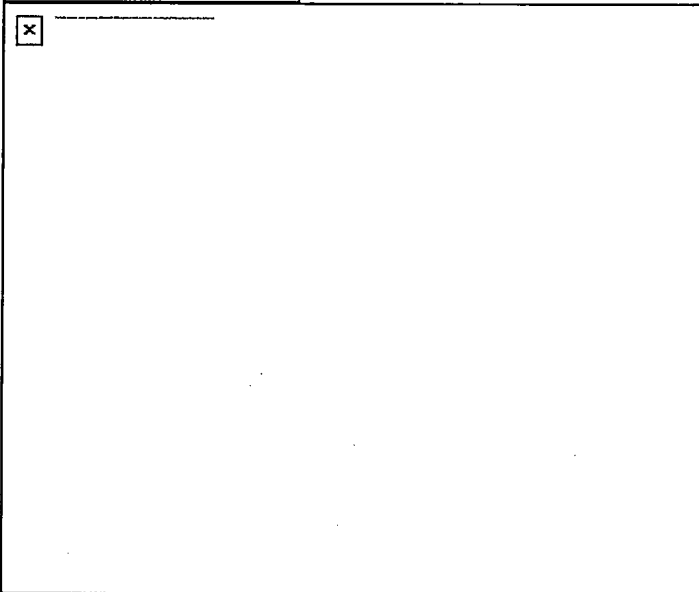
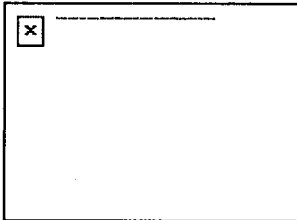
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x

Goodbred, Tracy R.

From: Brook Frazier <Education@mheducation.com>
Sent: Wednesday, December 2, 2020 8:34 AM
To: Fisher, Michael
Subject: (EXT) 5 Steps to a 5: AP Computer Science - 2021 Editions With Updated Resources

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



***5 Steps to a 5:
AP Computer Science
A 2021***

ISBN: 9781260467147

Request your FREE Desk Copy

In this hybrid/remote school year, let us supplement your AP classroom experience with this effective 5-step study guide.

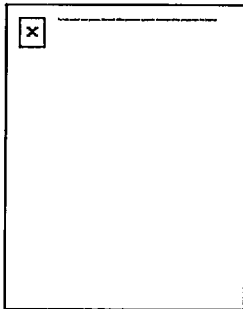
The immensely popular 5 Steps to a 5 2021 Edition has been updated for the 2020-21 school year and now contains:

- 3 full-length practice exams (available both in the book and online) that reflect the latest exam

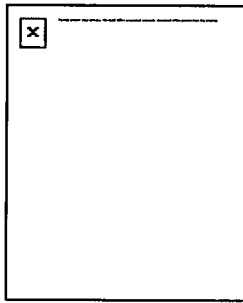
- Up-to-Date Resources for COVID 19 Exam Disruption
- Hundreds of practice exercises with thorough answer explanations
- Two full sections devoted to algorithm writing and two levels of sample questions for each
- Java concept (basic & advanced)
- Proven strategies specific to each section of the test

Request your FREE Desk Copy x

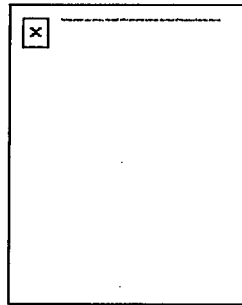
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Principles, 2nd
Edition
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Must Know High
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Programming
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x

Goodbred, Tracy R.

From: McGraw-Hill Education Integration Support <no.reply.mcgraw-hill.customerservice@mheducation.com>
Sent: Friday, December 4, 2020 8:46 AM
To: Cole, Christi
Subject: (EXT) Case Created : Welcome to McGraw Hill Education Integrations Support.

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



Thank you for contacting McGraw Hill Education Integration Support.

Case number 19071075 (ref:_00D80LRll._5000y1nXCay:ref) has been opened for you. We will address your email as quickly as possible, though please allow for up to 1-2 business days for a response due to higher than usual email requests. 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 19071075 if you have any further questions regarding this issue.

Sincerely, McGraw Hill Education Integration Support

You submitted the following request on 12/4/2020 9:45 AM to McGraw Hill Education:

Good Morning,

We have a new org that isn't populating into MHE. 1421-Camelot

We also have a teacher Leah Burch at Bagdad Elementary that is being sent over in One Roster, Showing on the MHE Access page, however she can't log into MHE. Below is the error message she is receiving.

[cid:image001.png@01D6CA19.CEA26270]

Could you please add org 1421-camelot so I will roster our teacher and check on why Ms. Burch can't log into MHE?

Thanks

Christi Cole

Operation Integration Specialist
Santa Rosa County School District
Office: (850)983-5074
ITS Help Line: (850) 983-5098
ITSHelp@santarosa.k12.fl.us<mailto:ITSHelp@santarosa.k12.fl.us>
<https://srcds.incidentiq.com/> - iiQ work ticket system

NOTICE TO RECIPIENT: The information contained in this document is intended only for the individual or entity to which it is addressed and may contain confidential information that is legally privileged. A confirmation of receipt from the intended recipient by email is requested. If you are not the intended recipient, any review, use, dissemination, distribution, or copying of this information is strictly prohibited. If you have received this email in error, please notify us immediately by return email and destroy all information included in the documentation.

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.



Goodbred, Tracy R.

From: Lyles, Judy <judy.lyles@mheducation.com>
Sent: Friday, December 4, 2020 9:45 AM
To: McKnight, Patti
Cc: Miller, Johnny
Subject: (EXT) RE: Training for ALEKS

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

Hi Patti,

Here is the link to our ALEKS padlet https://mheducation.padlet.org/aleks_info/resources which contains links to training resources. We do offer paid virtual PD, 2 hrs \$1000 and up to 5 hrs \$1500, but most teachers find the electronic resources are sufficient to help them use ALEKS. We also have ALEKS Customer Support available at 800.258.2374 to whom they can reach out with any questions. Let me know if there is anything else I can do to help!

Stay safe and healthy!

Kind regards,
Judy



Dr. Judy K. Lyles | Personalized Learning Specialist – Mid-Accounts, ASG Math
School Group | McGraw-Hill Education |
C: 615-663-9127 | judy.lyles@mheducation.com



From: McKnight, Patti <McKnightP@santarosa.k12.fl.us>
Sent: Thursday, December 3, 2020 9:01 AM
To: Lyles, Judy <judy.lyles@mheducation.com>
Subject: Training for ALEKS

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

Hi Judy,

Would you please direct me to the contact to set up training for the ALEKS program for teachers in my district?

Patti McKnight

Director of Federal Programs
Santa Rosa County School District
(850) 983-5001

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.

Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Friday, December 4, 2020 1:43 PM
To: Cole, Christi
Subject: (EXT) McGraw Hill Integration Support Case #19071075 [ref:_00D80LRll._5000y1nXCay:ref]

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

Dear Christina Cole,

Thank you for contacting McGraw Hill Integration Support. Hello! The issue with Camelot and Ms. Birch's account has been resolved. If you have any questions please respond to this email. Have a fantastic day!

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 19071075.

Please submit new issues to McGraw Hill Integration Support via email at IntegrationSupport@mheducation.com.

In preparation for BTS, we are also hosting some live webinar trainings on best practices for assigning content and managing your integration files/rosters. Please click on this link for more information and to register <https://www.mheducation.com/prek-12/explore/product-trainings/integration-services>

Kind Regards,
Thomas C
Integration Support
McGraw Hill | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

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

From: []
Sent:
To:
Subject:
ref:_00D80LRll._5000y1nXCay:ref

Goodbred, Tracy R.

From: Integration Support <integrationsupport@mheducation.com>
Sent: Friday, December 4, 2020 2:00 PM
To: Cole, Christi
Subject: (EXT) McGraw Hill Integration Support Case #19071075 [ref:_00D80LRll._5000y1nXCay:ref]

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

Dear Christina Cole,

Hello! I do apologize about that. What product should they have? I ran an export. Please try the teacher again and let me know. Thank 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 19071075.

Please submit new issues to McGraw Hill Integration Support via email at IntegrationSupport@mheducation.com.

In preparation for BTS, we are also hosting some live webinar trainings on best practices for assigning content and managing your integration files/rosters. Please click on this link for more information and to register <https://www.mheducation.com/prek-12/explore/product-trainings/integration-services>

Kind Regards,
Thomas C
Integration Support
McGraw Hill | School Group
860 Taylor Station Road, Blacklick Ohio 43004
P: 855-315-6417
IntegrationSupport@mheducation.com

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

From: []
Sent:
To:
Subject:
ref:_00D80LRll._5000y1nXCay:ref

Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Monday, December 7, 2020 3:01 PM
To: Boling, Charlotte J.
Subject: (EXT) Re: Santa Rosa Presentation questions

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

Hi Charlotte! Hope you had a great weekend. We are prepared to come in person. I did have a question about the samples that we are bringing. Do you have a min for a quick call today? Thanks.

Michael Gallagher M.Ed

North Florida Representative

McGraw-Hill | School

C: 850.408.7314

michael.gallagher@mheducation.com

Customer Service 800-338-3987

Tech Support 800-437-3715

Michael Gallagher M.Ed

North Florida Representative

McGraw-Hill | School

C: 850.408.7314

michael.gallagher@mheducation.com

Customer Service 800-338-3987

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From: Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>

Sent: Monday, December 7, 2020 2:58:38 PM

To: Gallagher, Michael <Michael.Gallagher@mheducation.com>

Subject: Santa Rosa Presentation questions

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

Hi Michael,

The McGraw-Hill may certainly be done remotely.
Please let us know if there is anything we can do to help.

Charlotte

~~~~~  
Charlotte Boling, PhD  
Literacy Coordinator  
Santa Rosa School District  
(850) 983-5045

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**Goodbred, Tracy R.**

---

**From:** Gallagher, Michael <Michael.Gallagher@mheducation.com>  
**Sent:** Monday, December 7, 2020 9:19 PM  
**To:** Boling, Charlotte J.  
**Subject:** (EXT) RE: ELA Presentation in Santa Rosa County on Monday, Dec 14

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

Hi Charlotte!

It was nice chatting with you earlier today. Please see below for the Secondary information that you requested. Also, please let me know if you have any questions and or if the information I posted below is ok with you 😊

Thank you and have a great evening...

Are you seeing learning gaps in ELA and Math? Click here [Rise can help!](#)

**CLICK HERE: Do you need a physical AP/Honors/Electives SAMPLE?**



**Michael Gallagher**  
North Florida Representative  
McGraw-Hill | School  
C: 850.408.7314  
[michael.gallagher@mheducation.com](mailto:michael.gallagher@mheducation.com)  
Customer Service 800-338-3987  
Tech Support 800-437-3715

---

**From:** Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>  
**Sent:** Monday, December 7, 2020 1:34 PM  
**Cc:** Smith, Floyd C <SmithFC@santarosa.k12.fl.us>; King, Mandy <KingM@santarosa.k12.fl.us>; Bell, Caryn L. <BellC@santarosa.k12.fl.us>  
**Subject:** ELA Presentation in Santa Rosa County on Monday, Dec 14

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

Hi!  
We are excited to have you present your ELA instructional materials for our SECONDARY teachers on Monday, December 14th.

To prepare for your presentations, we are asking you to respond to the following tasks:

1. Provide the name of the person(s) who will be providing the presentation. Michael Gallagher, Sales Representative (Me), Rachel Powers Scanga, Florida Manager, Amanda Willis, 6-12 curriculum specialist and main presenter, Todd Crump, Director of Professional Learning
2. Let me know if you need any specific equipment or space. . WiFi connection and large type projection screen or large tv type screens for visuals
3. Bring at least one sample of instructional materials to remain in the building for district-level review. I will send directly to Cindie at the district
4. Pay \$1500 to defray cost of substitutes (The cost is \$1500 per grade ban: K-5 and 6-12).I sent one check to Cindie last week and I will bring the other check to the Elementary presentation if that is ok...

(We received payment for most of you.)

Let me know if you have additional questions.

I will be providing an agenda/schedule for Monday's presentation in the next day or so.

*Note: This email is going to all vendors listed on FDOE's short bid list for CORE materials to ensure you have pertinent information.*

Thank you,

*Charlotte*

~~~~~  
Charlotte Boling, PhD
Literacy Coordinator
Santa Rosa School District
(850) 983-5045

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Monday, December 7, 2020 9:19 PM
To: Boling, Charlotte J.
Subject: (EXT) RE: ELA Textbook Presentation for Santa Rosa County on Wednesday, Dec 16

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

Hi Charlotte!

It was nice chatting with you earlier today. Please see below for the Elementary presentation information that you requested. Also, please let me know if you have any questions and or if the information I posted below is ok with you 😊

Thank you and have a great evening...

Are you seeing learning gaps in ELA and Math? Click here [Rise can help!](#)

CLICK HERE: Do you need a physical AP/Honors/Electives SAMPLE?



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715



From: Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>
Sent: Monday, December 7, 2020 4:26 PM
Cc: Smith, Floyd C <SmithFC@santarosa.k12.fl.us>; Lees, Sarah Beth R. <LeesSB@santarosa.k12.fl.us>
Subject: ELA Textbook Presentation for Santa Rosa County on Wednesday, Dec 16

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

Hi!

We are excited to have you present your ELA instructional materials for our ELEMENTARY teachers on Wednesday, December 16th.

To prepare for your presentations, we are asking you to respond to the following tasks:

1. Provide the name of the person(s) who will be providing the presentation.

Michael Gallagher, Sales Representative (Me), Rachel Powers Scanga, Florida Manager, Brandon Harvey, K-5 curriculum specialist and main presenter, Todd Crump, Director of Professional Learning

2. Let me know if you have specific presentation needs. WiFi connection and large type projection screen or large tv type screens for visuals
3. Bring at least one sample of instructional materials to remain in the building for district-level review. I will send directly to the district offices c/o Cindie
4. Pay \$1500 to defray cost of substitutes (The cost is \$1500 per grade ban: K-5 and 6-12). I sent one 1500 check last week to Cindie. I will bring the second check to the presentation if that is ok...

(We received payment for most of you. Thank you:-)

Let me know if you have additional questions.

I will be providing an agenda/schedule for Wednesday's presentation in the next day or so.

Note: This email is going to all vendors listed on FDOE's short bid list for CORE materials to ensure you have pertinent information.

Thank you,

Charlotte

~~~~~  
Charlotte Boling, PhD  
Literacy Coordinator  
Santa Rosa School District  
(850) 983-5045

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**Goodbred, Tracy R.**

---

**From:** noreply-mhe@mheducation.com  
**Sent:** Wednesday, December 9, 2020 7:38 AM  
**To:** Smith, Michelle S.  
**Subject:** (EXT) Reset Your McGraw-Hill Education Password

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



Dear Michelle Smith,

We received a password reset request for your McGraw-Hill account. Username: m.smith.3682.

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.

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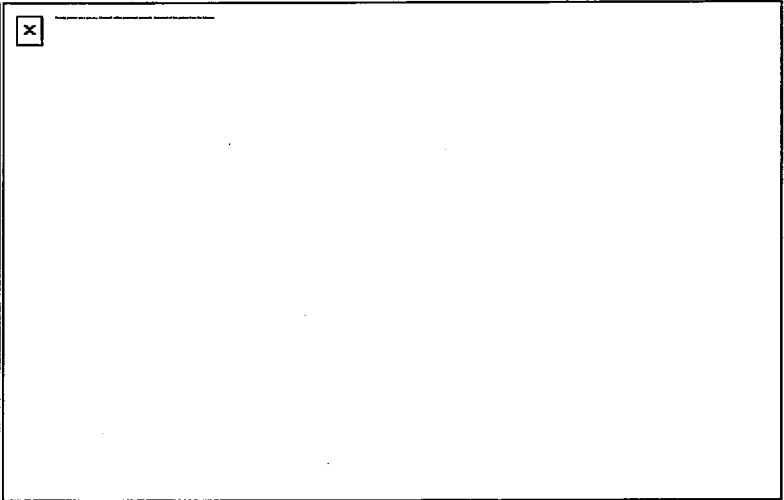
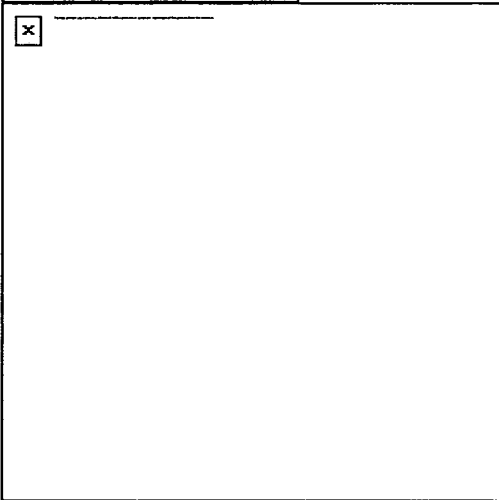
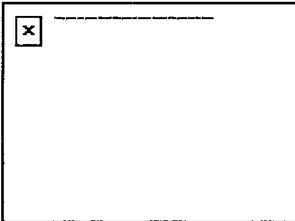
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**Goodbred, Tracy R.**

---

**From:** McGraw Hill <Education@mheducation.com>  
**Sent:** Wednesday, December 9, 2020 8:11 AM  
**To:** Jones, Paula  
**Subject:** (EXT) Middle School Math Workbooks You Need For The Remote Classroom

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



**Dear Paula,**

The Test Prep team at McGraw Hill has kept a close eye on effective and useful resources for parents and teachers during the remote learning transition of the past year.

Our math workbooks have always been, and continue to be, highly valuable tools as the school year continues, with parents purchasing more copies than ever before! This accessible, full-color workbook series is packed with activities, examples, practice problems, and tests to help students sharpen their math skills.

Take a look and please consider including these resources as part of

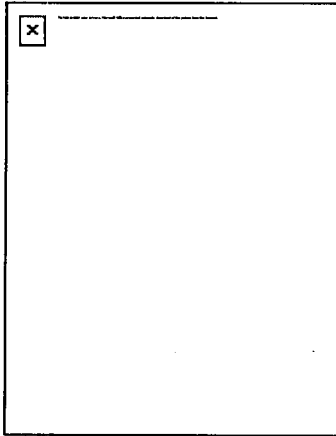


your teaching arsenal.

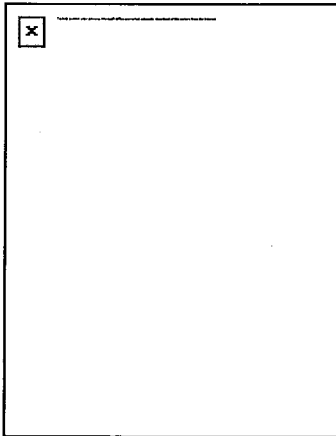
Sincerely,

The McGraw Hill Test Prep Team

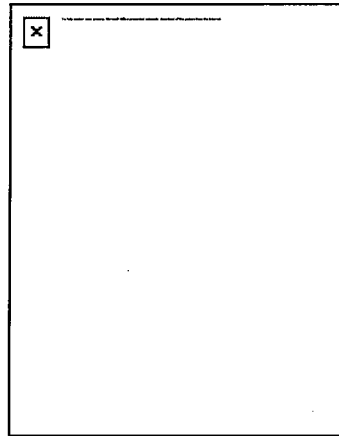
**Explore Our Middle School Math Workbooks:**



ISBN: 978-1-260-01988-9



ISBN: 978-1-260-01984-1



ISBN: 978-1-260-01980-3

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**Goodbred, Tracy R.**

---

**From:** Gallagher, Michael <Michael.Gallagher@mheducation.com>  
**Sent:** Wednesday, December 9, 2020 8:19 AM  
**To:** Smith, Floyd C; Lees, Sarah Beth R.  
**Cc:** Boling, Charlotte J.  
**Subject:** (EXT) FW: ELA Textbook Presentation for Santa Rosa County on Wednesday, Dec 16

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

Hi Floyd and Sarah!

I hope you are having a great week. When I responded to Charlotte I forgot to respond to all so you two didn't get my responses. Please see below for information and please let me know if you have any questions.

Thank you

Are you seeing learning gaps in ELA and Math? Click here [Rise can help!](#)

**CLICK HERE: Do you need a physical AP/Honors/Electives SAMPLE?**



**Michael Gallagher**  
North Florida Representative  
McGraw-Hill | School  
C: 850.408.7314  
[michael.gallagher@mheducation.com](mailto:michael.gallagher@mheducation.com)  
Customer Service 800-338-3987  
Tech Support 800-437-3715



---

**From:** Gallagher, Michael  
**Sent:** Monday, December 7, 2020 10:19 PM  
**To:** Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>  
**Subject:** RE: ELA Textbook Presentation for Santa Rosa County on Wednesday, Dec 16

Hi Charlotte!

It was nice chatting with you earlier today. Please see below for the Elementary presentation information that you requested. Also, please let me know if you have any questions and or if the information I posted below is ok with you 😊

Thank you and have a great evening...

Are you seeing learning gaps in ELA and Math? Click here [Rise can help!](#)

**CLICK HERE: Do you need a physical AP/Honors/Electives SAMPLE?**



**Michael Gallagher**

North Florida Representative

McGraw-Hill | School

C: 850.408.7314

[michael.gallagher@mheducation.com](mailto:michael.gallagher@mheducation.com)

Customer Service 800-338-3987

Tech Support 800-437-3715



**From:** Boling, Charlotte J. <[BolingCJ@santarosa.k12.fl.us](mailto:BolingCJ@santarosa.k12.fl.us)>

**Sent:** Monday, December 7, 2020 4:26 PM

**Cc:** Smith, Floyd C <[SmithFC@santarosa.k12.fl.us](mailto:SmithFC@santarosa.k12.fl.us)>; Lees, Sarah Beth R. <[LeesSB@santarosa.k12.fl.us](mailto:LeesSB@santarosa.k12.fl.us)>

**Subject:** ELA Textbook Presentation for Santa Rosa County on Wednesday, Dec 16

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

Hi!

We are excited to have you present your ELA instructional materials for our ELEMENTARY teachers on Wednesday, December 16th.

To prepare for your presentations, we are asking you to respond to the following tasks:

1. Provide the name of the person(s) who will be providing the presentation.  
Michael Gallagher, Sales Representative (Me), Rachel Powers Scanga, Florida Manager, Brandon Harvey, K-5 curriculum specialist and main presenter, Todd Crump, Director of Professional Learning
2. Let me know if you have specific presentation needs. WiFi connection and large type projection screen or large tv type screens for visuals
3. Bring at least one sample of instructional materials to remain in the building for district-level review. I will send directly to the district offices c/o Cindie
4. Pay \$1500 to defray cost of substitutes (The cost is \$1500 per grade ban: K-5 and 6-12). I sent one 1500 check last week to Cindie. I will bring the second check to the presentation if that is ok...

(We received payment for most of you. Thank you:-)

Let me know if you have additional questions.

I will be providing an agenda/schedule for Wednesday's presentation in the next day or so.

*Note: This email is going to all vendors listed on FDOE's short bid list for CORE materials to ensure you have pertinent information.*

Thank you,

*Charlotte*

~~~~~  
Charlotte Boling, PhD
Literacy Coordinator
Santa Rosa School District
(850) 983-5045

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Wednesday, December 9, 2020 8:19 AM
To: Smith, Floyd C;Lees, Sarah Beth R.
Cc: Boling, Charlotte J.
Subject: (EXT) FW: ELA Textbook Presentation for Santa Rosa County on Wednesday, Dec 16

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

Hi Floyd and Sarah!

I hope you are having a great week. When I responded to Charlotte I forgot to respond to all so you two didn't get my responses. Please see below for information and please let me know if you have any questions.

Thank you

Are you seeing learning gaps in ELA and Math? Click here [Rise can help!](#)

CLICK HERE: Do you need a physical AP/Honors/Electives SAMPLE?



Michael Gallagher
North Florida Representative
McGraw-Hill | School
C: 850.408.7314
michael.gallagher@mheducation.com
Customer Service 800-338-3987
Tech Support 800-437-3715

From: Gallagher, Michael
Sent: Monday, December 7, 2020 10:19 PM
To: Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>
Subject: RE: ELA Textbook Presentation for Santa Rosa County on Wednesday, Dec 16

Hi Charlotte!

It was nice chatting with you earlier today. Please see below for the Elementary presentation information that you requested. Also, please let me know if you have any questions and or if the information I posted below is ok with you 😊

Thank you and have a great evening...

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michael.gallagher@mheducation.com

Customer Service 800-338-3987

Tech Support 800-437-3715



From: Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>

Sent: Monday, December 7, 2020 4:26 PM

Cc: Smith, Floyd C <SmithFC@santarosa.k12.fl.us>; Lees, Sarah Beth R. <LeesSB@santarosa.k12.fl.us>

Subject: ELA Textbook Presentation for Santa Rosa County on Wednesday, Dec 16

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

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**Goodbred, Tracy R.**

---

**From:** Gallagher, Michael <Michael.Gallagher@mheducation.com>  
**Sent:** Wednesday, December 9, 2020 8:19 AM  
**To:** Smith, Floyd C;Lees, Sarah Beth R.  
**Cc:** Boling, Charlotte J.  
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**From:** Gallagher, Michael  
**Sent:** Monday, December 7, 2020 10:19 PM  
**To:** Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>  
**Subject:** RE: ELA Textbook Presentation for Santa Rosa County on Wednesday, Dec 16

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**From:** Boling, Charlotte J. <[BolingCJ@santarosa.k12.fl.us](mailto:BolingCJ@santarosa.k12.fl.us)>  
**Sent:** Monday, December 7, 2020 4:26 PM  
**Cc:** Smith, Floyd C <[SmithFC@santarosa.k12.fl.us](mailto:SmithFC@santarosa.k12.fl.us)>; Lees, Sarah Beth R. <[LeesSB@santarosa.k12.fl.us](mailto:LeesSB@santarosa.k12.fl.us)>  
**Subject:** ELA Textbook Presentation for Santa Rosa County on Wednesday, Dec 16

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Wednesday, December 9, 2020 8:23 AM
To: Smith, Floyd C;King, Mandy;Bell, Caryn L.
Cc: Boling, Charlotte J.
Subject: (EXT) FW: ELA Presentation in Santa Rosa County on Monday, Dec 14

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Hi Floyd and Mandy and Caryn!

I hope you are having a great week. When I responded to Charlotte I forgot to respond to all so the three of you didn't get my responses. Please see below for information and please let me know if you have any questions.

Thank you

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From: Gallagher, Michael
Sent: Monday, December 7, 2020 10:19 PM
To: Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>
Subject: RE: ELA Presentation in Santa Rosa County on Monday, Dec 14

Hi Charlotte!

It was nice chatting with you earlier today. Please see below for the Secondary information that you requested. Also, please let me know if you have any questions and or if the information I posted below is ok with you 😊

Thank you and have a great evening...

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michael.gallagher@mheducation.com

Customer Service 800-338-3987

Tech Support 800-437-3715



From: Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>

Sent: Monday, December 7, 2020 1:34 PM

Cc: Smith, Floyd C <SmithFC@santarosa.k12.fl.us>; King, Mandy <KingM@santarosa.k12.fl.us>; Bell, Caryn L. <BellC@santarosa.k12.fl.us>

Subject: ELA Presentation in Santa Rosa County on Monday, Dec 14

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

Hi!

We are excited to have you present your ELA instructional materials for our SECONDARY teachers on Monday, December 14th.

To prepare for your presentations, we are asking you to respond to the following tasks:

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## Goodbred, Tracy R.

---

**From:** Gallagher, Michael <Michael.Gallagher@mheducation.com>  
**Sent:** Wednesday, December 9, 2020 8:23 AM  
**To:** Smith, Floyd C; King, Mandy; Bell, Caryn L.  
**Cc:** Boling, Charlotte J.  
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[michael.gallagher@mheducation.com](mailto:michael.gallagher@mheducation.com)

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**From:** Gallagher, Michael

**Sent:** Monday, December 7, 2020 10:19 PM

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**Sent:** Monday, December 7, 2020 1:34 PM

**Cc:** Smith, Floyd C <[SmithFC@santarosa.k12.fl.us](mailto:SmithFC@santarosa.k12.fl.us)>; King, Mandy <[KingM@santarosa.k12.fl.us](mailto:KingM@santarosa.k12.fl.us)>; Bell, Caryn L. <[BellC@santarosa.k12.fl.us](mailto:BellC@santarosa.k12.fl.us)>

**Subject:** ELA Presentation in Santa Rosa County on Monday, Dec 14

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Goodbred, Tracy R.

From: McGraw-Hill <mhpacademic@mheducation.com>
Sent: Wednesday, December 9, 2020 8:36 AM
To: Renfroe, Heather
Subject: (EXT) Heather, thank you for your request!

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



Hi Heather,

We hope you've had a chance to review ISBN #: [9781260466768](#).

We'd love to hear your feedback – please take a few minutes and fill out [this brief survey](#).

Thank you!

MHP Academic

Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Wednesday, December 9, 2020 5:40 PM
To: Boling, Charlotte J.
Subject: (EXT) RE: Santa Rosa ELA presentations - set up

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

Hi Charlotte!

Thank you so much for the offer to store materials. I will contact you later in the week to give you an update on whether I can make it out there early on Sunday. Thanks again for the offer.

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From: Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>
Sent: Wednesday, December 9, 2020 4:59 PM
To: Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>
Subject: Santa Rosa ELA presentations - set up

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

Greetings!

We are excited about your upcoming ELA instructional materials presentation on **Monday, December 14.**

IF you want to store materials in the building (Dillon Center) before the presentation, you may. I am happy to open the building from **3:00-4:30 pm on Sunday** afternoon.

Let me know if you will need access to the building.

Charlotte

~~~~~  
Charlotte Boling, PhD  
Literacy Coordinator  
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**Goodbred, Tracy R.**

---

**From:** Gallagher, Michael <Michael.Gallagher@mheducation.com>  
**Sent:** Friday, December 11, 2020 11:52 AM  
**To:** Boling, Charlotte J.  
**Subject:** (EXT) RE: Santa Rosa ELA presentations - set up

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

Hi Charlotte!

Happy Friday! Yes, I will bring my materials on Sunday and leave them onsite. I will probably be there at about 4CST.

Thank you...

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**From:** Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>  
**Sent:** Wednesday, December 9, 2020 4:59 PM  
**To:** Boling, Charlotte J. <BolingCJ@santarosa.k12.fl.us>  
**Subject:** Santa Rosa ELA presentations - set up

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Goodbred, Tracy R.

From: Gallagher, Michael <Michael.Gallagher@mheducation.com>
Sent: Friday, December 11, 2020 12:35 PM
To: Boling, Charlotte J.
Subject: (EXT) ELA presentation schedule

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

Hi Charlotte!

Nice speaking with you earlier and thank you for the scheduling information. You mentioned starting at 9 and having three morning and two afternoon 1 hour presentations. Can you share the grade band for those presentations? For example will the 9am presentation be Elementary or 6-12? Thank you very much...

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