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Dear Santa Rosa City Schools' Parents:

This letter is written to inform you of possible transcript issues that have become apparent as we moved from our old student information system in December to our new student system in mid-January after first-semester grades were received. Transcripts that were requested in December were taken from the old system. Transcripts requested from mid-January were taken from the new system. Grades, attendance, and other student information will be logged only into the new system from this point in time.

The Santa Rosa City School District of 16,500 students is undergoing an extensive transition from an old student information system to a new one. This change was necessary due to changes in technology and to the fact that the old system is no longer supported by the maker.

The transfer of data from one system to another, system anomalies, missing data, student arrivals and withdrawals, and/or inaccurate data entry during the 2008-2009 school year have all factored into creating unforeseen challenges for our information technology department. We are fully committed to correcting these errors. Our vendor continues to work with us to address both the individual and the system wide changes that are needed.

In the interest of fairness to our students, we want to let you know that any changes that may have occurred on transcripts are likely due to system adjustments, as we have continually worked to resolve issues as they were identified. It is important to us that students not be penalized for these adjustments. We suggest that when you or your student requests a transcript that you review it carefully and check with the counselor if there is missing information or you have questions. The counselor or the principal can check the transcript against an old version ending in June 2008. If any discrepancies are found, they can be corrected and a new transcript with a letter of explanation issued for you and any institution to which transcripts need to be sent.

Thank you for your patience and assistance during this time. If you have received a transcript from us and have any reason to question or be concerned about the information, please contact my office. We take this very seriously and want the information to be correct for your student. We look forward to the completion of this implementation that will eventually provide a Parent Access Center and a Teacher Access Center for this new era in technology.

Sincerely,

Sharon E. Liddell, Ed.D.
Superintendent

CC: Board of Education
Associate/Assistant Superintendents