



24 September, 2015

Urgent Message to Rochester Parents

I was advised today that a District server issue originating outside of Rochester has affected our ability to send group emails **since the opening week of school**. I was not aware of the extent of this issue until late last evening. At our Monday night PAC meeting, I asked parents to let me know if they did not receive our 23 September newsletter sent via email yesterday. I can tell you that nobody surveyed received anything!

This means that all our email communication including two newsletters and multiple reminders and updates since opening week did not reach any of our families! When these group emails were sent, no bounce back or "did not send" message appeared at our end. Our office had no way of knowing these messages were not received until we started hearing, verbally, from our families.

Please continue to check our website for 2 Week Peek newsletters, other updates, and calendar events. Until this situation is resolved, all newsletters and information will be distributed on paper.

This situation is disturbing and frustrating for all concerned. We have an Open House Meet the Teacher event tonight at 6:30 and tomorrow is a professional day. These events were in multiple emails and newsletters and I hope this information is received now. Thank you for your patience and understanding in this matter

John Goheen,

Principal