



## EPC Responses to Questions from SFUSD Parents Re: Round One Offers

Question*	Answer
1. What really caused the delay in Round 1? Please be honest with us. We don't expect names of those involved, but we do feel that, as a public institution, SFUSD owes parents the truth.	The delay was caused by an unforeseen staffing emergency. Specifically, staff critical to the process became ill and were unavailable to help. Generating about 14,000 assignment offers is complex and time consuming, and because of the staffing emergency we had fewer people with the necessary expertise and therefore needed more time to complete the work. A team worked through the weekend to minimize the delay as much as possible, and we used all available resources to get the letters mailed on Monday.
2. Was the swap changed or omitted in Round 1? If so, why? We have anecdotal evidence that it was, at minimum, not run to optimization. Again, please share honestly.	The swap was not changed or omitted in Round 1. The issue with all twins being linked was a human error that had nothing to do with the algorithm. Of the 429 K-12 twins/multiples participating in Round 1, 102 wanted to be delinked for the run - 78 of these students were kindergarten applicants. The system automatically links twins and multiples, and one step in the data prep process is manually delinking multiples who indicated on their application form that they do not want to be linked in the run. Due to human error that step did not happen.
3. What is the Board of Education's policy on process changes after the enrollment applications have been received? Will we receive notification if, in the future, a staffer decides to make a change? We have seen emails that admit the twin change was no accident.	All twins were linked because of human error; it was not a change in policy. Any policy/administrative changes to the student assignment system are determined before the enrollment cycle kicks off each October, and those changes are discussed in public before they take effect. Things don't change once the enrollment cycle kicks off.
4. What will the Board of Education do about the PR challenge Round 1 has caused?	<p>We are using all modes of communication (e.g., personal calls, one-on-one counseling, web, media, etc.) to inform and support families. We extended the deadline for accepting Round 1 offers and submitting Round 2 applications. We provided assignment information to families in person/electronically who submitted a request to know before the letters arrived via USPS mail. We partnered with Parents for Public Schools to share information via their network as well.</p> <p>Our commitment to serving the community is unwavering, and we will continue to dedicate all available resources to support families with enrollment.</p>
5. What factors does the EPC consider relevant in a placement appeal? We have parents with transportation issues assigned to schools without public transportation options. Will EPC work with EED to assign a younger sibling to help reduce these challenges?	<p><a href="#">Here's a link</a> to information about SFUSD's appeals process.</p> <p>Younger siblings always get priority to attend school with their older siblings, and counselors in EPC and EED are available to provide one-on-one support in the event siblings have not been assigned together.</p>
6. Does the EPC notify a parent if their list omits their AA school, and remind them that this puts them in a more challenging situation, so to at least put it at the bottom? Does the EPC notify a parent if they make a mistake, for instance, entering the wrong school code that doesn't match the school name, or if they enter a school for TK that doesn't have a TK, things that computerized systems would avoid?	<p>Families have a variety of reasons for why they choose the schools they do. We do not question the schools that families list on their application form nor do we suggest which schools to list. We describe how the enrollment process works and encourage families to take tours to learn more about the options available to them.</p> <p>If we have difficulty understanding what is written on an application form, we call families for clarification. If we make a mistake at EPC (for example linking twins that don't want to be linked) we follow-up with all impacted families individually, not just families who reach out to us.</p>

\* Questions are worded as they were received from SFUSD parents