



William R. Hite Jr., Ed.D.

Interim Superintendent of Schools

March 27, 2009

Dear Parents and Guardians:

I am extremely grateful for your kind patience and understanding during the transition to SchoolMAX, our new Student Information System (SIS). This is an enormous project to effectively integrate student information for 124,000+ students. A myriad of exceptional programs and/or special circumstances makes the work even more complex. During the implementation, we have incurred issues with an incorrect Grade Point Average (GPA) posting to the transcript. I can assure you that staff are diligently working towards an efficient resolution of this matter and all issues. In the interim, please follow the below instructions to request an official transcript with attached addendum that displays your child's current and accurate cumulative GPA for completed courses:

PROCESS TO OBTAIN OFFICIAL TRANSCRIPT AND GPA CERTIFICATION

- 1.) Parents/guardians please contact the high school counselor at your child's school of enrollment to request a transcript and current cumulative GPA.
- 2.) The high school counselor or grade manager will confirm that the grades posted to the transcript are accurate. Once the grades are verified, the school counselor/grade manager will submit an email to the Division of Information Technology requesting a printed transcript and manual calculation of the cumulative GPA.
- 3.) The transcript and accompanying GPA letter will be generated, signed by the Interim Superintendent of Schools, and both documents will be stamped and sealed to further validate official authenticity.
- 4.) Information Technology personnel will notify the parents/guardians when the documents are ready for pick-up. Parents/guardians should proceed to the Chief Information Office, Room 138, Sasscer Administration Building to sign for the documents. Identification is required for pick-up.

Thank you for working with us to make this massive implementation an ultimate success.

Sincerely,

William R. Hite, Jr., Ed.D.
Interim Superintendent of Schools

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