

From: Juli Oyer <[REDACTED]>
Sent: 7/30/2020 3:57:53 PM
To: Nancy Garrett <[REDACTED]>; Jason Golden <[REDACTED]>
Subject: RE: Sunset Elementary: Kids names missing in online list

Hi Nancy,
We are aware of the issue at SES and are adding the names submitted by the principal.
We do not have an explanation for the technical issue with the google form (very, very odd glitch) but we recognize that it occurred at SES and will remedy with the families.
Thank you for reaching out to let us know.
All will be well!

Juli

From: Nancy Garrett <[REDACTED]>
Sent: Thursday, July 30, 2020 3:54 PM
To: Jason Golden <[REDACTED]>
Cc: Juli Oyer <[REDACTED]>
Subject: Fwd: Sunset Elementary: Kids names missing in online list

Jason, Hitesh is a coworker of mine at Deloitte. His spouse is a WCS substitute teacher. They found out today, upon chromebook pickup, that they were not registered for online as they had thought. Hitesh reports that several other Sunset families are in the same situation. I'm not sure they realized that they should have received a confirmation email. You can see details below.

I know they have communicated with their principal, just wanted you guys to hear this independently too.

Nancy

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From: Mansi Ashar <[REDACTED]>
Sent: Thursday, July 30, 2020 3:33:05 PM
To: Nancy Garrett <[REDACTED]>
Cc: Hitesh Ashar <[REDACTED]>
Subject: Fwd: Sunset Elementary: Kids names missing in online list

WARNING: EXTERNAL EMAIL - Do not click on links or attachments unless you trust the sender and know the content is safe.

Hi Nancy,
The last email we received was the final confirmation requested on 7/20 with confirmation required by 7/23. We filled that form prior to the 7/23 deadline.
After discussing the situation with Ms. Caldwell at Sunset Elementary today, we wrote the following to Ms Fisher and Ms Coblentz.
We really appreciate your help. Please let us know if you need anything else from us.

Mansi Ashar

----- Forwarded message -----

From: **Mansi Ashar** <[REDACTED]>

Date: Thu, 30 Jul 2020 at 14:59

Subject: Sunset Elementary: Kids names missing in online list

To: <[REDACTED]>, <[REDACTED]>

Cc: Karen Caldwell <[REDACTED]>, Hitesh Ashar <[REDACTED]>

Hello Ms Fisher, Ms Coblentz,

For the 2020-21 school year, we wanted to choose online education for our daughters.

School: Sunset Elementary

For each survey, in the past few weeks, we had selected the option for online education.

We did not receive a confirmation email, after the last submission. We were not expecting one, as previous surveys did not confirm via email.

We met Ms. Caldwell at school today and were informed that our daughters are not listed for online education. We also did not receive our supplies for the school year.

Requesting you to please review our request and update our registration.

We learnt from a few friends that they are in the same boat as us. This is a source of stress for us and we would appreciate it if you can correct this at the earliest.

Thank you

Mansi & Hitesh Ashar

From: Nancy Garrett <[REDACTED]>
Sent: 7/30/2020 4:01:48 PM
To: Juli Oyer <[REDACTED]>; Jason Golden <[REDACTED]>
Subject: Re: Sunset Elementary: Kids names missing in online list

Thanks, Juli.

From Hitesh: "I really appreciate our schools and am very glad we live in Williamson County because of them."



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