



FOR IMMEDIATE RELEASE

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Parents Supporting Teachers Responds to Lack of District Communication on LAUSD Hack and Data Release

Parents Supporting Teachers (PST), the largest parent advocacy group supporting Los Angeles Unified School District (LAUSD) teachers and families, is frustrated and concerned with the way communication surrounding the current hack is being handled.

LAUSD Communication has dwindled to almost nothing with the current administration. Superintendent Carvalho communicates only with his immediate team, or on Social Media. He doesn't send emails to principals, he doesn't send updates to families, and he doesn't communicate with teachers and staff. It has been seven months since he took the helm, plenty of time to create a consistent and effective communication system. He promised stakeholders complete transparency, engagement, and communication but has failed to make good on that promise. As a result, families and staff are living in a world of obscurity which is having a deleterious impact on stakeholders. Changes must be made or confidence levels in his ability to lead and keep people informed will continue to dwindle.

"When the hack first happened there were many unknowns, which we understand, but families and staff should have, at minimum, received communication stating that the systems were down, and to stay off of them," said Parents Supporting teachers co-founders Nicolle Fefferman and Jenna Schwartz. "As soon as group members started telling us they were having email issues, and schoology issues, we immediately recommended staying off of the LAUSD system until more information was shared, and the district should have done the same. The thousands of people who changed their passwords before being informed about the hack may not have further weakened their personal protections, but without being told otherwise, we fear the worst."

"Social Media is a supplemental form of communication, not a primary source. Parents and staff rely on emails and phone calls, and have not received any information about how to protect their information. The Superintendent has not communicated with families, teachers or even his principals," said Schwartz. "No one should be penalized for not being on Twitter."

"Providing a hotline for concerned families and staff is a great place to start, but 6:00 am to 3:30 pm Monday through Friday does little good to the people primarily impacted; those who work in schools," said Fefferman.

"It is incredibly disconcerting to hear that so much of our staff and students personal information was potentially released, particularly if we as consumers could have done something over the past few weeks to protect ourselves or our accounts. Everyone has a right to know if they've been impacted and the district has a responsibility to inform them," said LAUSD parent and moderator Rachel Wagner.

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About Parents Supporting Teachers: Parents Supporting Teachers is a parent education advocacy group in Los Angeles with almost 28,000 followers and is the only organically created group of this size exclusively dedicated to parent communication and education support in the entire LAUSD. Visit www.parentssupportingteachers.org to learn more and support our shared vision for equitable and inclusive LAUSD schools.