



5600 West 83rd Street,
Suite 300, 8200 Tower
Bloomington, MN 55437
800.447.5286

September 18, 2020


Dear Springfield Virtual Academy Students and Families,

We here at Edmentum are extremely proud and grateful for the opportunity to partner with Springfield School District to have EdOptions Academy as the virtual learning provider for SVA.

As you know, these are very unprecedented and difficult times in our country for everyone, including students, parents and educators. As you can imagine, Edmentum, like every virtual program provider, is experiencing enrollment numbers that no one could ever have forecasted. Nationally virtual enrollments have increased 10 fold, from 375,000 students in 2019, to over 3 million students and counting in 2020. Due to extremely high enrollment demands, as well as districts across the country increasing their original enrollment counts numerous times, we have had to increase our capacity in all areas, both technology and personnel driven.

In doing so, we encountered some technology issues related to enrolling students, class assignments, parent communications and staffing. These issues created an unprecedented surge of calls into our customer support teams.

Please know that we are working diligently to correct all technology and support issues. Many of those technology issues encountered early on have been resolved, as we focused our efforts first on making sure students had access to instruction. There are still some outstanding issues, but we are working around the clock and progressing daily towards a positive



resolution. We will strive to better communicate with the district to provide updates to any technical issues still being worked on.

We understand the impact that these challenges are having on you and your child amid an already stressful and uncertain start to the new year, and we know you are relying on us to support your virtual instruction needs. Edmentum is committed to ensuring you have a positive school year with virtual learning. We are confident that these enhancements will materially improve your experience.

Thank you for your patience. We sincerely appreciate our partnership with the Springfield family!

With Regards,
Your Edmentum Team

