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January 8, 2021

Herman Ramos, Detroit Public School Community District Parent

Dear {Who It May Concern}:

I would like to support DPSCD's application for the MACUL Innovative District Award.

I am the father of two Roberto Clemente Learning Academy students, one who is in high school and another in first grade. Since the opening of the Connected Futures Learning Hubs, I have had a consistently helpful experience with district staff and teachers as they continue to be responsive, kind, and efficient. The Hubs have provided constant support to my family in a time of numerous uncertainties surrounding the pandemic and shift to online school.

My children received two devices through Connected Futures, and when my daughter's laptop had an issue, I took it to a hub to be serviced. I thought I was going to get the laptop fixed, and they ended up giving me a replacement laptop. It took about 20 minutes. They scanned her computer, and I was done. These quick responses and solutions are important for families who are busy and facing all types of challenges right now.

I fully support anything that can help our students access what they need to be successful will benefit our students, families, and the community at large. That is why I support DPSCD.

Sincerely,

Herman Ramos

Detroit Public School Community District Parent

A handwritten signature in black ink that reads "Herman Ramos".