

**AGENDA
SPECIAL MEETING
BOARD OF DIRECTORS
California Virtual Academy at San Joaquin
April 2, 2026
2:00 P.M.**

ORIGINAL

Primary Location:

Zoom Meeting: <https://zoom.us/j/3446279195>

Conference call: (669) 900-9128 Meeting ID: 344 627 9195

Alternate Locations:

New Jerusalem Elementary School District, 31400 S. Koster Road, Tracy, CA 95304
31400 S Koster Rd Tracy, CA 95304
19406 Benedict Dr. Woodbridge CA 95258
331 Autumn Rain Dr Lathrop, CA 95330

**INSTRUCTIONS FOR PRESENTATIONS TO
THE BOARD BY PARENTS AND CITIZENS**

The California Virtual Academy at San Joaquin ("School") welcomes your participation at the School's Board meetings. The purpose of a public meeting of the Board of Directors ("Board") is to conduct the affairs of the School in public. We are pleased that you are in attendance and hope that you will visit these meetings often. Your participation assures us of continuing community interest in our School. To assist you in the ease of speaking/participating in our meetings, the following guidelines are provided.

1. Agendas are available to all audience members at the door to the meeting or by requesting the agenda from the California Virtual Academy Office (805-581-0202). You may also email jgorin@caliva.org.
2. "Requests to Speak" forms are available to all audience members who wish to speak on any agenda items or under the general category of "Oral Communications." Speakers may also request to be placed on "Speakers List" by calling the California Virtual Academy Office (805-581-0202) or emailing jgorin@caliva.org seventy-two hours in advance of the meeting.
3. The "Oral Communications" portion is set-aside for members of the audience to raise issues that are not specifically on the agenda. However, due to public meeting laws, the Board can only listen to your issue, not respond or take action. These presentations are limited to three (3) minutes and total time allotted to non-agenda items will not exceed fifteen (15) minutes. The Board may give direction to staff to respond to your concern or you may be offered the option of returning with a citizen-requested item. In the event a member of the public speaks to the Board in a language other than English, their allowed public comment time will be doubled to allow time for translation of their comments.
4. With regard to items that are on the agenda, you may specify that agenda item on your blue request form and you will be given an opportunity to speak for up to five (5) minutes when the Board discusses that item.
5. Citizens may request that a topic related to school business be placed on a future agenda by submitting a written request at least seventy-two (72) hours in advance of any regular meeting. Once such an item is properly agendized and publicly noticed, the Board can respond, interact, and act upon the item.

California Virtual Academy at San Joaquin does not discriminate on the basis of age, race, creed, color, sex, national origin, religion, gender, physical or mental disability, ancestry or marital status, in any of its policies, procedures of practices.

In compliance with the Americans with Disabilities Act (ADA) and upon request, Charter School may furnish reasonable auxiliary aids and services to qualified individuals with disabilities. Individuals who require appropriate alternative modification of the agenda in order to participate in Board meetings are invited to contact California Virtual Academy at San Joaquin office at (805)581-0202.

I. PRELIMINARY

A. CALL TO ORDER

Meeting was called to order by the Board Chair at 2:10 P.M.

B. ROLL CALL

	Present	Absent
Ms. Dana Taylor	_____	_X_
Ms. Caitlin Gale	_X_	_____
Ms. Victoria Cortez	_X_	_____
Mr. Kevin Odell	_X_	_____

C. FLAG SALUTE

- Led by April Warren

II. COMMUNICATIONS

A. ORAL COMMUNICATIONS: Non-agenda items: no individual presentation shall be for more than three (3) minutes and the total time for this purpose shall not exceed fifteen (15) minutes. Ordinarily, Board members will not respond to presentations and no action can be taken. However, the Board may give direction to staff following a presentation.

- **Nicole Piper (CVEU President):** Expressed support for the Board meeting and requested discussion regarding implementation of K-12 instructional platforms, including Canvas and PowerSchool. Raised concerns about system performance and reliability, as well as compliance and oversight considerations related to instructional platforms. Also noted issues related to equitable student access, including supports for students with disabilities, and the impact of platform implementation on staff workload. Emphasized the need for transparency, accountability, and ongoing Board oversight of these systems.

- **Melissa Ramirez (Parent):** Requested that the Board prioritize student needs, including safety, graduation planning, course offerings, and supports for students with IEP and 504 plans. Encouraged increased accessibility of Board meetings for families, including recording and broader dissemination. Raised concerns regarding the current attendance reporting process, noting inefficiencies in how attendance issues are routed and addressed. Also expressed concerns about Canvas functionality and the combined workload created by multiple assignment systems. Requested improved instructional supports, clearer systems for attendance tracking, and administrative accountability.

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- **Charlene Beck (CAVA Teacher, 2nd Grade, CAVA–LA):** Expressed concerns regarding the suitability of Canvas for early elementary students, including limitations in tracking progress and supporting instructional needs. Noted ongoing technical issues and insufficient training for teachers, students, and families during system changes. Also referenced concerns that prior K12 listening sessions have not resulted in clear resolution or follow-through on identified issues. Raised additional concerns about testing systems for K–6 students and support for at-risk and mixed-status families. Requested clearer timelines for resolving platform issues, stronger administrative response, and meeting schedules that allow greater staff participation.
- **Anna Cordero (Middle School Teacher, CAVA at Kings):** Raised concerns about inconsistencies in Canvas, noting that they create equity and accessibility issues for students. Noted that many students do not have the same level of access to their learning coach as younger students, and that some students experience difficulty accessing instructional materials due to Canvas issues. Also stated that educators experiencing platform glitches and navigation challenges are limited in their ability to effectively support students. Expressed concern that, in the absence of a textbook, reliable instructional systems are essential to support student learning. Requested that Board meetings be scheduled when staff are not in session to allow fuller participation by educators and continued dialogue with the Board.
- **Maggie Barone (High School PE Teacher, CAVA):** Shared concerns that issues with PowerSchool persist, particularly regarding the timing of email notifications. Noted that system delays and glitches sometimes result in emails being sent outside of school hours, creating the perception that teachers are available after hours, which is not the case. Also raised concerns regarding ELPAC testing instructions in Canvas, stating that they are more lengthy and complex compared to prior years. Requested that these issues be addressed and resolved by K12.

B. Board Member Actions / Discussion

Victoria Cortez requested that, since Penny Wilkins is no longer serving as Board Chair for this meeting, she be permitted to nominate herself to preside as Board Chair. Jeff from YM&C advised that this request could not be considered under the current agenda. April Warren noted that the matter could be addressed at the next Board meeting or at another appropriate time.

C. For Information: Director's Report

This is a presentation of information which has occurred since the previous Board meeting.

- No items

D. For Information: Board/Staff Discussions

Board and staff discuss items of mutual interest.

- No items

E. Approval of Previous Board Meeting Minutes

- No items

III. CLOSED SESSION

- **Conference with Legal Counsel - Anticipated Litigation**

Significant exposure to litigation pursuant to Government Code § 54956.9(d)(2):
(one case)

- The Board reconvened in open session following closed session. No action requiring a vote was taken. The Board provided direction to legal counsel.

IV. CONSENT AGENDA ITEMS

All matters listed under the consent agenda are considered by the Board to be routine and will be approved/enacted by the Board in one motion in the form listed below. Unless specifically requested by a Board member for further discussion or removed from the agenda, there will be no discussion of these items prior to the Board votes on them. The director recommends approval of all consent agenda items.

- **Recognition of Resignation, Penny Wilkins**

Moved: Victoria Cortez

2nd: Caitlin Gale

Ayes: 3

V. SCHEDULED FOR ACTION

A. BUSINESS

- No items

B. PERSONNEL

- No items

C. INSTRUCTION AND CURRICULUM

- No items

D. PUPIL SERVICES

- No items

VI. ITEMS SCHEDULED FOR INFORMATION

- **LCAP Mid-Year Report & Data Review**

Discussion of LCAP Mid-Year Report findings, including review of family survey data and technology-related feedback, and consideration of any related vendor performance updates

- The Board received a presentation from Katrina Mohamed (VP, K12), who reviewed a slide deck outlining vendor performance metrics at both system-wide and San Joaquin (SJ)-specific levels. The presentation highlighted improvements

in system functionality, including account provisioning and credential access, as well as resolution of prior student provisioning issues.

The Board also noted a reduction in user-reported technical support issues and improvements in customer support performance indicators. Vendor updates included reported performance benchmarks related to shipment delivery times, call center responsiveness, and a decrease in Teacher Help Desk requests. Planned system enhancements and future improvements were also discussed.

- **Board Direction / Vendor Deliverables Status**

Discussion Regarding Prior Board Direction and Status of Requested Vendor Deliverables (K12 Technical Support QA Materials)

- The Board discussed prior direction and reviewed the status of requested vendor deliverables, including K12 technical support QA materials. Updates were provided during the presentation, and follow-up actions were identified for any outstanding items.

- **Curriculum Review Discussion**

Discussion of Middle School Science Curriculum Alignment and Instructional Materials Review

- Reviewed middle school science curriculum alignment and instructional materials. Coverage gaps, course progression, and enrichment strategies were addressed during the presentation, and board members had an opportunity to ask clarifying questions.

Summary of Presentation | K12 Operational Health Check CAVA-SJ, Q1-Q2: Presentation was given by Katrina Mohamed (VP, K12)

Katrina noted that the initial slide reflects system-wide data, with subsequent slides distinguishing between SJ-specific and broader CAVA-wide metrics.

System Stability & Performance (CAVA - all sectors)

System uptime remained stable across July–December 2025, with overall performance improving quarter over quarter. Most applications maintained near 100% uptime, with brief isolated disruptions. Canvas showed the most notable improvement, recovering from earlier variability to reach 100% uptime in December. Overall average of platform stability increased from Q1 (97.84%) to Q2 (99.0%) with improved consistency across systems including ClassLink, PowerSchool, Salesforce, and others.

Account Provisioning & Credential Success (CAVA - all sectors)

Email provisioning performance improved significantly in Q2.

- Student accounts provisioned within 24 hours increased from ~20% in Q1 to ~40% in Q2.
- Staff accounts provisioned within 24 hours increased from ~17% to ~53% in Q2. The proportion of staff email accounts needing longer than a day to create decreased from 83% in Q1 to roughly 47% in Q2.

Overall, provisioning processes became faster and more consistent across all sectors.

Course Visibility & Content Access (CAVA - all sectors)

K-12 curriculum continues to demonstrate alignment to California state standards and national frameworks across all core subjects. Internal tracking confirms consistent 100% alignment coverage for most courses, with ongoing monitoring and updates to maintain rigor and coherence.

Key enhancements included:

- New K-5 handwriting curriculum aligned to science of reading standards
- Expansion of Intensive Reading courses for grades 6-12
- Redesigned social studies courses with more interactive and immersive content

Overall, curriculum alignment remains strong with continuous improvement processes in place.

User Feedback Summary (CAVA - all sectors)

Total support requests declined from August through December, driven primarily by reductions in "user difficulty" and platform navigation issues. Approximately 80% of feedback tickets relate to Canvas navigation, user experience, and enhancement requests. Overall, user-reported issues decreased over the period.

Communication Tools & Shipping Performance

Shipping performance remained strong, with over 90% of orders delivered within 7 days across all CAVA sectors. On-time delivery consistently exceeded 93% year-to-date, with only minor seasonal delays during Thanksgiving and winter break. Exception rates (lost, rerouted, or returned shipments) remained low and stable.

Hardware & Device Management

Device fleet metrics show continued improvement:

- 27K student devices in the field across all CAVA sectors, ISCA, ISSD, ISSJ and IQ LA (3.8K for CAVA-SJ)
- Replacement rates decreased significantly (-59% YoY replacement rate) all CAVA sectors, ISCA, ISSD, ISSJ and IQ LA (-61% YoY replacement rate for CAVA-SJ)
- Average device age reduced (approx. 19 months), indicating a younger, more stable fleet across all CAVA sectors, ISCA, ISSD, ISSJ and IQ LA

Overall, fewer replacements were required and device health improved year over year.

Customer Support Tickets (CAVA - all sectors)

Overall customer support cases per net enrollment declined by 64% quarter over quarter. Major reductions were seen across:

- Email support (-75%)
- Account setup, navigation, troubleshooting (-74%)
- Platform usage support (-72%)
- Learning coach support (-65%)
- Hardware-related support (-57%)

Average case age also improved significantly, decreasing from 75 hours (Q1) to 37 hours

(Q2), reflecting faster resolution times.

Inbound call handle rates improved from 63% in Q1 to 91% in Q2, driven by normalized call volumes.

Teacher Help Desk Support Tickets (CAVA - all sectors)

Teacher Help Desk support requests declined significantly, with an overall 60% reduction in Q2. Major decreases of issues were seen across:

- Online School (-78%)
- OMHS (-71%)
- School Email (-58%)
- Engageli (-50%)

Canvas-related tickets decreased modestly (-28%), while PowerSchool issues remained flat.

Overall Presentation Summary

The reporting period reflects broad operational improvement across system reliability, support efficiency, provisioning speed, and device management. Key trends include stronger platform stability, faster account provisioning, significant reductions in support demand, improved shipping performance, and a more efficient help desk operation across both teacher and school support channels for all sectors of CAVA.

Board Questions & Discussion

- Victoria asked whether slides reflected actual data and whether the data was system-wide or SJ-specific; Katrina clarified both types were included.
- Victoria raised a parent concern regarding potential duplication in the middle school science curriculum. Katrina and April clarified that the current curriculum, which replaced a previous CAVA course, is not identical and was reviewed by both subject matter experts and the CAVA team.

April explained that the student progressed from a single-discipline course to an integrated science course. While some earth science concepts from sixth grade reappear in seventh grade, they are reinforced through additional lab-based enrichment and represent a standard progression in curriculum design.

Victoria also asked about state-mandated coverage thresholds, noting concern about approximately 88% standards alignment. April stated that any course below 100% alignment is supplemented with additional resources to ensure full standards coverage. She added that prior Earth Science and Life Science courses did not meet full alignment, prompting the transition to an integrated science model to improve coverage.

Victoria acknowledged the information and indicated no further questions.

- Questions regarding technology and hardware support, including account lockouts and device replacement, were addressed by Katrina and Scott Holland, who outlined reactive and proactive replacement tracking processes; CAVA-specific user feedback data showed

a decrease in “user difficulty” tickets from August through December, and shipment data indicated that 93% of devices were delivered within seven days; hardware replacement data, including age-based replacements for CAVA San Joaquin students, was reviewed, with Scott noting the use of predictive tools to support proactive device swaps, an upcoming proposed device refresh for CAVA, and a 61% decrease in replacement rates compared to the prior school year; Victoria requested detailed replacement data for further review, Caitlin inquired about recurring platform-related issues (with follow-up to be provided by Scott Holland), and a materials and hardware support matrix outlining support access for students, families, and staff was presented.

- Customer support performance metrics (Slide 19) were reviewed, including a reported 64% reduction in customer support drivers and a 91% inbound phone and chat handle rate; it was noted that customer service representatives were present for questions. Victoria shared concerns based on personal experiences with delays related to device lockouts, later identifying the “computer returns” department, and questioned whether that function was included in the reported data, citing instances in the 2024–2025 and 2025–2026 school years where resolution timelines extended to one week, raising potential compliance concerns.

Marilyn French clarified that the escalation and computer returns function is not currently included in the reported metrics and stated that the expected resolution timeframe should be within one hour. She requested specific examples for follow-up. Victoria further asked whether any other student-facing support functions were excluded from reporting, emphasizing the need for comprehensive data. Marilyn confirmed that an audit would be conducted to identify all relevant support departments and ensure complete reporting. Katrina clarified that while technical support (including lockouts) is included in the data, computer returns are tracked separately but should be incorporated into future reporting.

- A subsequent slide reviewed Teacher Help Desk data, showing a 60% reduction in support requests. Katrina Mohamed confirmed this reflected teacher-specific ticket data. Victoria raised concerns regarding alignment between reported metrics and staff feedback. Katrina reiterated that data is drawn from ticketing systems and noted that some support may occur informally and not be captured in tickets. Discussion included support pathways, system limitations in automated classroom issue detection, and real-time troubleshooting capabilities for student login issues.
- Kevin asked about ticket resolution time, emphasizing tickets open multiple days as a key concern, and Katrina confirmed that time-to-resolution data exists in daily reporting and will be included in materials provided to the board.
- Katrina invited additional questions, Victoria indicated no further questions at that time and requested additional time to review materials after the meeting, and no further questions were raised.

Follow-Up Actions:

- K12 to provide the presentation slide deck (PDF, if necessary), including data on open ticket resolution times and any missing student- and family-facing issues, to April for distribution to Board members.
- April to share legal counsel contact information with the Board.

- K12 (Marilyn French and Katrina Mohamed) to audit student-facing support functions included in reporting, identify any excluded departments (including escalation/computer returns), and provide a comprehensive report to the Board.

VII. ITEMS SCHEDULED FOR INFORMATION

- Next scheduled board meeting is **Tuesday, June 9, 2026**

VIII. ADJOURNMENT

- April noted that, in the absence of a Board President, she inquired whether any Board members had additional items to address prior to adjournment. No further questions or comments were raised.

The meeting was adjourned at 3:48 P.M.

From: [REDACTED]
Sent: Friday, February 27, 2026 4:19 PM
To: Warren, April (CAVA-LA Admin) <awarren@caliva.org>; Robinson, Casey (CAVA Admin) <carobinson@caliva.org>; [REDACTED]
Subject: CAVA San Joaquin School Board

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello, April,

Thank you for the opportunity to serve on the Cava San Joaquin school board for the past 5.5 years. Unfortunately, I will no longer be able to be a board member after March 31, 2026. Please let me know if I need to do anything besides notifying you.

It has been a pleasure working with you!

Penny