



Rochester City School District  
131 West Broad Street  
Rochester, New York 14614  
[www.rcsdk12.org](http://www.rcsdk12.org)

August 18, 2020

Eric S. Yuan, Founder & Chief Executive Officer  
Velchamy Sankarlingam, President of Product and Engineering  
Zoom Video Communications, Inc.  
55 Almaden Boulevard, 6th Floor  
San Jose, CA 95113

Dear Mr. Yuan and Mr. Sankarlingam,

In this season of uncertainty amid a national pandemic (COVID-19), racial-civil unrest and remote learning-teleconferencing, we as educators of the Rochester City School District (RCSD) have had to find a means to maintain communication with students, families, faculty, staff and the community at large. The students and families we serve in our district are comprised of approximately 90% persons of color – predominantly Black and Latinx community members. Zoom is one of the essential online platforms our district has chosen to meet our communication needs.

The purpose of this letter is to inform you of a disturbing experience we had while conferencing with close to 300 of our constituents. While using the online Zoom platform during a recent public Parent Forum, the presentation screen was “taken over” with racial hate speech, anti-Semitic symbolism and sexually inappropriate images. This experience was very unfortunate as we were sharing critical school reopening information focused on the safety and well-being of all students – but were forced to abruptly conclude communication due to the unacceptable online incident.

As we rely on Zoom for continuous communication with RCSD educational community members, it is imperative that we possess confidence in the integrity of services and resources utilized. As a district leader and community stakeholder, I ask what will be done to repair this egregious breach of confidence moving forward. What safe guards or assurances can be provided to prevent future incidents of this nature from reoccurring?

Committing to district priorities to create inclusive environments and embrace change, we are devoted to denouncing all forms of hate and reaffirm our values for diversity and equity – enacting systemic change accordingly. As a valued customer and partner in education, it is our hope that you can commit to collaboratively working alongside us to protect the well-being of all RCSD students, families, faculty, and staff. I look forward to hearing from you soon.

Sincerely,

A handwritten signature in blue ink that reads "Lesli C. Myers-Small".

Lesli C. Myers-Small, Ed.D.  
Superintendent of Schools

A handwritten signature in blue ink that reads "Elizabeth Reyes".

Elizabeth Reyes  
Executive Director of Equity, Inclusion & Social Emotional Support

cc: Rochester City School District Board of Education Commissioners  
Damien Hooper-Campbell, Zoom Chief Diversity Officer  
Rashad Robinson, Color of Change President  
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