

## Statistics: Week of August 17 – 23, 2009

Implementation Progress	Statistics
Schools in production	1,456
Number of active students (not including withdrawn students, e.g. graduated)	462,338
Access and Reports Statistics	Current
Maximum distinct user logon sessions in a day	527
Total distinct user logons for the week	2,780
Maximum number of reports run in a day	1,444
Maximum concurrent users in a day	297

### HOT TOPICS

<b>System Locking / Freezing</b>	<p>Eric Maitland advised that we have received reports from some districts whose users have been experiencing random locking or freezing in a variety of situations and circumstances. There are not many reports, but there are also not many users on the system currently so the concern from everyone's perspective is to do everything we can now. The BCeSIS Team is actively investigating and addressing each incident, and is also at the ready to assist. A request was made to districts experiencing the freezing most frequently to volunteer to participate in Elluminate sessions with their end users so that we can monitor exactly what they are experiencing. Several districts volunteered and, as of Thursday, August 27<sup>th</sup>, we have been able to work closely with them and are continuing to do so as we investigate and collate information.</p> <p>We will keep L1s apprised of any new information on this topic. In particular, we are in the process of producing documentation on what we know currently regarding things that have been identified as possible causes. This document will be made available as soon as possible.</p>
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### OPERATIONS

<b>General Information and Notifications</b>	<p>Changes to Stage 1, also known as Conversion, were completed on Friday. The environment is now open and ready for use.</p> <p>On Wednesday August 26<sup>th</sup>, in the scheduled maintenance window, we will implement a couple of items in preparation for some clean up on the system. There will be no service interruption associated with this maintenance window.</p> <p><b>Reminder:</b> There are maintenance windows scheduled every Wednesday and Sunday evenings. Any outages associated with these are posted as Alerts on the main page of the ISW, and are included in outage information on the <b>Scheduled Maintenance Windows</b> page.</p>
<b>Change Management</b>	<p>For information regarding past and upcoming releases, please refer to the <b>Business Events</b> page on the ISW. You must be logged on to see this link.</p> <p><b>Reminder:</b> There will be no changes implemented, unless urgent, for the next 4-6 weeks until Ministry reporting and other back to school activities are completed.</p>

### IMPLEMENTATION / SUPPORT

<b>Learning Events / Resource Materials</b>	<p>An important addition to our resources this year will be the creation of Known Issues appendices. These will be added to reference guides and other resources wherever appropriate. They will be especially useful for new support personnel and end users. They will also be more easily maintainable and updatable as appendices.</p> <p>We will be making changes to two Focused Areas of Interest in the Learning Resource Centre: <b>Counsellor Resources</b> and <b>Student Services Module</b>. When completed we will post a News Item on the ISW.</p> <p>There will be a <b>HEAT: Effective Communications with the Service Desk</b> learning event next Monday; an email has been sent to all L1s regarding this event, and it is open for registration on the Learning Event Schedule.</p>
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APPLICATION MANAGEMENT	
<b>Summer School</b>	<p>aal now has access to our environment and is actively investigating what happened with cross enrollments that were not removed, as expected, when Alternate YET was run. We are working with closely them on this.</p> <p>SD47 commented that one of their schools was manually withdrawing students from Summer School. Sue Bennett advised that this should not be an issue, as several districts are doing the same thing, and we will make sure that whatever fix we receive from aal acknowledges the fact that students have been withdrawn manually.</p>
<b>BC Enrollment Report</b>	<p>There is a change coming to the BC Enrollment Report which will help you get more accurate numbers for your head counts. It will provide an option to include or not include cross enrolled students in the report. This is just about ready for UAT and we are still looking for a second volunteer to assist with this testing along with SD35 which volunteered last week. Assuming UAT goes well, the change will be put in tomorrow evening, August 26<sup>th</sup>.</p> <p><b>Update August 27, 2009:</b> UAT was not completed in time for this to be implemented on August 26<sup>th</sup>. It will be implemented as soon as UAT is finished.</p>

OTHER AGENDA ITEMS	
<b>Good Practices</b>	<ol style="list-style-type: none"> <li>1. There have been a couple of reports of users returning after the summer break, trying to log in, forgetting their password and getting locked out. The message that displays is a bit confusing, so we will look at adjusting it to be clearer. <b>Please remind your users that they have three chances to log in successfully then their account will be locked</b>, for about an hour.</li> <li>2. Reports should be removed from the reports queue within 24 hours of running them. After that time they are deleted. We want to make sure everyone is getting their reports, so please remind your people of this.</li> </ol>
<b>New Session Termination process</b>	<p>We have developed a streamlined method that will allow termination of frozen sessions. This will be implemented tomorrow (August 26<sup>th</sup>). If you have a session that is well and truly frozen – i.e. internal investigation determines this to be the case, you will be able to submit a HEAT ticket requesting the session be terminated. Documentation will be distributed, by email to all L1s, which will detail how to request termination.</p>
<b>Preventing Duplicate Student Records</b>	<p>Morag Masterson, BCeSIS Governance Coordinator for the Ministry who is responsible amongst other things for the deletion of duplicate students in the system spoke about the volume of these and some best practices to prevent these from occurring:</p> <p><b>Each year 900 to 1,000 duplicate student records must be deleted. Most of these could have been avoided.</b> Most are caused by careless data entry, people not knowing what they are doing, and a lack of awareness of what happens when information is entered into the system. Some newer schools on BCeSIS may not fully realize this is not their own school's system, but affects the whole province.</p> <ul style="list-style-type: none"> <li>• Everyone should be doing Restrictive Queries, including StrongStart Centres. A child entering StrongStart may have attended a different centre, and already be in the system.</li> <li>• Don't rely on information given by a student, parent or caregiver, ALWAYS use legal documentation. A few districts have changed their registration form so it matches the BCeSIS fields. This is a great idea as the form is easier to follow and there is less chance for error.</li> <li>• When requesting a PEN, if the request comes from BCeSIS and the system thinks it has found a match, it won't issue a PEN. An email is sent to the person who entered the information. The email will be sent daily until there is a response, and there have been instances of the email being sent for over 400 days in a row because either the e-mail address is incorrect, the person has retired or moved, or someone didn't know what to do with it and was deleting it each day. PEN training should be linked to BCeSIS training; please explain to your data entry staff what happens when requesting a PEN.</li> <li>• BCeSIS generates a weekly report that shows what is happening with PEN requests. It can help you get information about possible duplicate students. To receive this, send a HEAT ticket to the Service Desk requesting to be added to the mailing list for the PEN_CC Report.</li> <li>• Many duplicates are caused by incorrect spelling, typos, or mis-reading someone's handwriting – entering a G instead of a C, for example. When searching for hyphenated names try with hyphens, without hyphens, with a space, etc. If the last name begins with St. try it with a space, no space, period space, etc. If you have the legal documentation to work from, many of these errors can be avoided.</li> <li>• Use <u>only</u> the last name, gender and birth date when doing <b>restrictive</b> queries. SD200 pointed out that their duplicate records were greatly reduced when they stopped using first names in searches, as they can often be spelled incorrectly.</li> </ul>

## OTHER AGENDA ITEMS

- Another tip from SD200: If you no-show a student, before you've assigned courses or anything else, you often have the choice to delete the student right then and there, without it being sent to Morag. This is useful if you know you've created a duplicate record, or if the student doesn't arrive for some reason. Information on this (and everything Morag spoke about at the Users' Conference) is in the Standards Manual, a very good resource.
- There was some discussion about opening up other fields for queries, being able to search by PEN numbers. Morag cautioned that the more fields are available for queries, the more scope there is for errors. Most of the problems are spelling or other input errors.
- Another common type of incorrect data entry is when students have their legal name followed by the name they are usually called in brackets, entered that way in the Usual Name field. Legal and Usual names have their own fields, and should not appear in the same fields together.
- StrongStart Centres are an entry point into BCeSIS, so it is important that they enter correct data – but they have often had difficulties obtaining legal documentation for registering children. They are also generally more concerned with the program they are delivering, not BCeSIS. Morag explained the importance of registering each child – for example, if there were 40 children attending but only 5 are registered, there may be question about the amount of funding. Complete information is necessary to know how the programs are working. One suggestion was entering all the documentation once a month, ending the session half an hour early that day in order to do so, and give parents or caregivers the deadline for bringing in legal documentation and keep reminding them. SD39 Vancouver follows the track that “if you want to enter the school system you're welcome, but you need to play by the rules and provide legal documentation.” SD44 commented that it is difficult to enforce this at StrongStart Centres because it is not considered mandatory.

As provided by Morag Masterton after the call, please refer to the **StrongStart BC Operations Guide** at: [http://www.bced.gov.bc.ca/early\\_learning/strongstart\\_bc/operation\\_guide.htm](http://www.bced.gov.bc.ca/early_learning/strongstart_bc/operation_guide.htm) - specifically p61 (67 of 102); and the **Fact Sheet for parents on StrongStart BC Centre data collection** under the Parents/Caregivers section of the StrongStart BC website at: [http://www.bced.gov.bc.ca/early\\_learning/strongstart\\_bc/registration.htm](http://www.bced.gov.bc.ca/early_learning/strongstart_bc/registration.htm) which tells parents that they need to register their child and to do so they will need to bring legal proof of identification.

## GOVERNANCE

### Andrew Macauley

The first meeting of the Service Management Council (SMC) Executive for the new school year will be held this afternoon. The primary focus will be primarily on planning for the coming year as services are reviewed and adjusted.

The document on Fees and Grants which was mentioned previously is coming, all the information has been gathered and the document will be drafted soon.

SD28 asked about Aboriginal students being billed twice. Andrew advised that all students who are First Nations registered or attached to a band (i.e. with band information recorded in the system) are currently being billed twice, while those with Aboriginal ancestry who are not registered are not being billed twice. Some districts have arrangements with bands in their region whereby they provide education for the students and the bands forward the funding they receive from the government. If this applies, districts should look into this.