

Progress Statistics: Week of August 24 – 30, 2009

Schools in production.....	1,472
Number of active students (not including withdrawn students, e.g. graduated)	466,683
Maximum distinct user logon sessions in a day	11,902
Total distinct user logons for the week	47,980
Maximum number of reports run in a day.....	50,141
Maximum concurrent users in a day	3,957

Hot Topics

Session Termination/Concurrent Logins/Session Timeout

Dorothy Ward indicated that following the change in session timeout from 90 minutes to 30 minutes, and the session governor being adjusted to allow for two sessions at a time, the number of requests for session terminations has gone down dramatically. However, the number of blocked sessions has risen significantly.

Andrew Macaulay reported on the SMC discussions around these topics and asked for feedback from districts, specifically related to teacher comments or concerns. Discussion ensued, the following being a summary thereof.

Three districts (39, 61 and 67) reported that one particular school in each of their districts has been having problems with freezing and application degradation. The BCeSIS Team is investigating.

SD61 asked whether anyone is looking into the capacity of the application. Dorothy Ward responded that we have a senior representative from aal here this week and, amongst other things, he is looking for any capacity issues. None have been identified yet, but he is gathering statistics. It will take some time to analyze these, but we will report the findings as soon as possible. In checking on the general health of the system it has been found that everything is performing as it should be.

Eric Maitland pointed out that over the last several years the application has continued to change, with a new release each year, including extensions of functionality and upgrades to core capability, therefore we can't say exactly what influence those changes have on blocked users, etc. What we can say for sure, however, is that what we see from this end is that, in the majority of cases, the blocking problem is mainly users blocking themselves. Tim Reilly added that BCeSIS is really a single session application, therefore, while the ability to open two sessions allows people to get going again quickly, it also increases the probability of users blocking themselves.

Some districts reported that they have trained teachers to log off after taking attendance, rather than leave the application open which could allow others to see private information. For teachers used to these practices, logging back in after the 30 minute timeout is not an issue. It only takes about 20 seconds. For others, including school secretaries, who have been used to having the system available whenever they need it, it is causing problems. Some L1s said they would rather deal with teachers being inconvenienced by having to log in again, than counsellors with 100 students lined up down the hallway who are timed out and can't get back in the system. The feedback continues to be mixed, but Andrew Macaulay commented that the current 30 minute timeout with the session governor allowing two sessions per user seems to be the best balance for users for school startup. Andrew Macauley will be taking all feedback to the SMC, and encourages L1s to convey any concerns in your district to your SMC representative.

Operations

General Information and Notifications

Tim Reilly

As predicted, the load on the system now that school is back in session has increased considerably. To give an indication of just how much: on the slowest day last week, we surpassed the number of reports run on the busiest day in September 2008. Overall there are 25% more reports being run now compared to last September, and 150% more than June. All of this has proven that the changes made over the summer have come in handy already; so, operationally, things are going very well, and we are very confident they will continue to do so for the rest of the month.

Reminder: Our usual Wednesday and Sunday maintenance windows have nothing scheduled in them for the month of September. No major changes will be implemented this month unless they are of an urgent nature.

Implementation and Support

Learning Events / Resource Materials

Chris Wilson

We have a number of learning events occurring this week. If you are not able to attend any of these sessions and are interested in them, recordings will be posted.

Last week a document on Attendance Calculations/Period Summary was sent out with the minutes. A number of people had asked about this, in particular districts that have been using the system for some time and have reported continued difficulties in getting these settings right. We hope this was helpful.

We are distributing another document with this week's minutes, which we also hope will be of some use to you. It is a little guide with information you may choose to pass on to your users about 3 quick things that can be checked to determine whether they are actually frozen. We will provide this in Word format so that you can easily utilize the information and include it with any other communications you may be distributing to your users on this topic.

Reminder: We will be delivering [Student Services learning events](#) during the week of September 21st. As noted in the minutes last week, we've made some changes to these sessions based on feedback we received from the Student Services Users' Group. We appreciate the great collaboration going on with the group. Please note: *These learning events are open only to those districts that have completed the implementation process for Student Services. If your district has not yet fully implemented Student Services and would like to begin using this module for more than the minimal functionality of tracking and reporting of Ministry Designations, please contact the BCeSIS Implementation Coordinator [to learn more about the implementation process.](#)*

Quite a few documents have been posted recently related to [Back to School](#) learning events; we encourage you to check those areas for updates.

Application Management

Incidents

Dorothy Ward

The number of incidents reported last week, compared to the first week of school 2008, has dramatically decreased. With more users on the system and considerably more reports being run, the number of incidents is down, which is a tribute to the L1s and your level of support and knowledge; so we thank you very much.

ISW Update

Dorothy Ward

Some changes were made to the ISW over the summer, in particular enhancements to the search functionality. If you experienced some difficulty searching last year, please check it out again as we've done quite a bit of optimizing in that area.

SD28 commented that they've found the ISW to be improved greatly; and they were especially pleased with the ability to upload attachments to HEAT Self Serve.

Change Management

For information regarding past and upcoming releases, please refer to the **Business Events** page on the ISW. You must be logged on to see this link.

Reminder: 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.

Other Agenda Items

Refugee Status

Bert van der Geest

It has not been finalized yet how refugee status will be recorded. This will be discussed with the OSWG and is on the agenda for their first meeting of the new school year.

Courses Carried Forward in non-DL schools

Bert van der Geest

S68 asked if there was any assistance available for non DL schools (e.g. their alternate school) with carried forward courses that are showing up on 1701 reports. These shouldn't be counted for funding this year.

Bert van der Geest commented that he didn't know of any problems in the software; it's only supposed to look at active date of the student and should only pick up any students who become active within the period before the 1701.

SD61 asked wouldn't that only be for a DL school, which is why you have to run DL extract separately?

Bert responded yes. So with regards to a non DL school going through the regular 1701 extract, these would follow same rules as a regular school so there is potential for those courses to be recorded more than once

SD61 suggested that this should be a topic for a Ministry Reporting working group (MRWG) discussion because there is going to be an increase in the number of non-DL schools requesting course carry forward. Bert will take this to the working group for discussion.

Governance

General Information and Notifications

Andrew Macauley

There will be a conference call for the Full SMC this afternoon. The agenda includes follow-up to the work the SMC did last May regarding funding issues, and a review of some of the activities undertaken in preparation for the new year. They will also be looking at a framework for governance and how the various working groups are coming together. There will be another meeting of the full SMC in the fall.

Andrew introduced a new member of the team: Norm Walker from SD73 will be working with the BCeSIS Team on the Ministry side this year. Norm will be contacting districts to do health checks and find out how things are going in the field, and he will be working with districts to develop their capacity and help them to develop opportunities for the exchange of expertise and information.