

Progress Statistics: Week of April 26 – May 2, 2010

Schools in production.....	1,958
Number of active students	597,691
Number of inactive students.....	161,430
Maximum distinct user logon sessions in a day	15,134
Total distinct user logons for the week	72,798
Maximum number of reports run in a day.....	17,319
Maximum concurrent users in a day	5,580

Operations

Tim Reilly

On April 30th there was a service interruption at approximately 3:00 pm. The symptoms were different than those observed on Monday, but the two were related. We now have a clearer idea of what the root cause may be and will be implementing some changes later this week. This will happen after hours and will not require a service interruption. We are continuing to monitor the situation.

Maintenance and Refreshes

SD Test was refreshed on the weekend.

The next maintenance window will be **Sunday, May 23rd**. There will be a service interruption from 6:00 am to noon.

Please be advised that the Training and Conversion environments will be unavailable on the weekend of May 8 – 9. Infrastructure maintenance will be performed **between 12:00am Saturday, May 8 and 11:59pm PT Sunday, May 9**.

Application Management

Dorothy Ward

The **May Release** is well underway and on schedule to be implemented towards the end of the month. Information has been posted on the ISW which can be readily accessed from the BCeSIS Important Dates page.

The **Self-Cross Enrollment** functionality will be implemented on Sunday morning, May 9th. While this functionality may appear to be working now, it is not and will not be fully enabled until Sunday. Please wait until early next week before anyone starts testing it. It will be implemented in both Production and SDTest over the weekend.

Other topics

SD93 opened a lengthy discussion asking how different districts are using the [No Show Students and Deletions](#) functionality. Many districts responded. Some, like SD93 and 63, saying that for example, when they have a pre-transition situation with a Kindergarten student going from one district to another they do not use Pre-Transition, they No Show them. Other districts' practice was different.

Norm Walker pointed out that Section E of the Standards Manual contains a write up on the use of No Show, and suggested it would be good for districts to review this and, if there is still confusion, to let the OSWG know and they will go back and edit the section for clarification. People should be referring to the manual if there is confusion about procedure. If there are changes that people would like to see, these should be submitted as change requests for consideration by the OSWG.

In the meantime, Chris Wilson stated that we will follow up re clarifying the documentation regarding No Shows.

Update 05-May-2010: This document was revised and has been reposted: [ISW-BC Home > Learning Resource Centre > Recurring Events & Processes > Admit and Register > No Showing Enrolled Students](#).

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The Service Desk frequently receives requests to edit the [Admit/Withdraw History](#) for a specific student. These requests are typically in regards to out of district admit/withdraw information being incorrect. In these cases a current district user does not have the permission to correct it. Typically, we have followed up with the L1 submitting the request to ensure that they have authorization from the previous district to change the record. This process is now going to be streamlined. Going forward the requestor is assumed to have already contacted the previous district and obtained the necessary authorization. Therefore we will no longer follow up with the requesting L1 to provide authorization to change the record; we will just edit the record as per the submitted request.

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Current [Math 10 courses](#) have an end date of July 25th, 2010. These were courses that were to be used for Summer School, but it hasn't been possible to schedule them because of that end date. We have changed the date on the old Math 10 courses to August 13th, 2010. We also changed the close date for grade 11 and 12 courses to August 13th.

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There was another lengthy discussion regarding the need for a [Known Issues](#) document. We try to bring up any current issues during the week on these calls, but will focus on tightening this up and making sure everything we learned during the week is brought up. The main difficulty with a Known Issues resource of some sort is keeping it up to date; it could contain stale information, or have problems still appearing that have already been fixed, and we are wary of that happening. Districts felt that being able to access this information in some form may actually reduce the number of repeat HEAT tickets re the same thing. This topic will be discussed and looked into further and we'll see if there's anything that we can do to accommodate this request.

Training and Support

Chris Wilson

Regarding the SD Test refresh that was done on the weekend, Districts/schools in the process of implementing Student Services that would like to have specified security re-assigned to designated users in this environment can submit a HEAT ticket

The [Self-Cross Enrollment](#) functionality will be implemented on Sunday, May 9th. We have posted a Quick Guide on the ISW in advance of the upcoming learning event on May 5th, to give you an idea of what the functionality is about. Please note: this is a draft version with the best information we have to date; we will post version 1.0 after the learning event, as there may be updates following the session.

Update 05-May-2010: The learning event recording and the revised resource, v1.0, will be posted to the ISW this week.

A useful new [IEP Map](#) has been added as an appendix to [the Individual Education Plan \(IEP\) Reference Guide](#) on the Student Services Resources page, in response to requests received from several districts. It shows where, in the IEP data entry loop, the various sections of the printed version of the IEP are populated from.

Reminder: **YET Learning Events** have been posted to the Learning Event Schedule. If you haven't already checked them out, they are open for registration. Please note the YET Advanced session scheduled for 10:00 am on May 13th is now full.

Update 05-May-2010: Following the conference call **a second YET Advanced session** was added – scheduled for May 13th at 1:00 pm. This session is open to registration. Anyone wishing to attend the afternoon session rather than the morning, please indicate this in an e-mail [_____](#)

Governance

Andrew Macauley

The SMC Executive will meet this afternoon to follow up on the meeting two weeks ago regarding the five-year direction for BCeSIS.

The full SMC will have a conference call on May 18th. Notices have already been sent out; the agenda will follow within the week.

Referendum questions are still out there – SMC representatives are asked to keep an eye on them. Most are related to revisions and changes to the Standards Manual, and the goal is to have these completed this month.

SEWG / MRWG

Victoria Williams

General Update and Notifications

No update this week.

OSWG

Norm Walker

Reminder: Please have a look at the sections of the Standards Manual that are currently in draft on the ISW. Questions come up sometimes, as they have today, about procedures and we need standards written down so there will be understanding and agreement about how we want to approach things. If there is anything needing clarification, the only way the OSWG can find out is if people read the manual and let us know if something should be changed or rephrased for clarification.