

**Progress Statistics: Week of November 9 - 15, 2009**

Schools in production.....	1,738
Number of active students (not including withdrawn students, e.g. graduated) .....	494,930
Maximum distinct user logon sessions in a day .....	15,406
Total distinct user logons for the week .....	67,135
Maximum number of reports run in a day.....	21,969
Maximum concurrent users in a day .....	5,971

**Operations**

*Dorothy Ward*

**General Information and Notifications**

Reminder that we will be using the November 22<sup>nd</sup> scheduled maintenance window to perform preventative maintenance. On the same day, we will be changing some network switches so for about an hour and a half between 1 and 2:30 a.m. the network into BCeSIS services will be unavailable.

Eric Maitland spoke about the problem that occurred on Monday. The number of simultaneous system processes rose significantly and created a situation whereby users were unable to logon. In order to stabilize the system, a page was posted temporarily to prevent users from trying to logon. Unfortunately the problem also affected the ISW and our Service Desk e-mail so we were not able to provide regular status updates. We are looking into this and we are in communication with Oracle to determine what happened and what actions can be taken to prevent this from happening again. We won't know what the root cause is until we can complete our investigations with Oracle.

**Update Nov. 18<sup>th</sup>, 2009:**

BCeSIS encountered further system problems the morning of November 17<sup>th</sup> as well. After examination of the system by senior technical engineers, it appears that the End User Self Termination function was likely the cause of the problem.

Consequently, at 5:00pm on November 17, 2009, the BCeSIS Team turned off the End User Session Termination function. The user logon function is now operating in the same manner as it did prior to this function being implemented. No problems have been encountered subsequently but we continue to monitor the system closely.

**Implementation and Support**

*Daniel Bond*

**Learning Events / Resource Materials**

New district implementation support and training continues, with trainers on site in the Yukon Territories several times this month. Pre-Scheduling learning events will begin to be delivered in the next few weeks, and a Student Services Impact Analysis/Implementation Planning workshop is scheduled for the next group of implementing districts the first week of December.

A recording of the [Scheduling Course-based Schools](#) learning event, delivered Nov. 12, 2009, has been posted to the Learning Resource Centre > Recurring Events and Processes > Pre-Scheduling and Scheduling.

Please check out the new [Student Services Implementation page](#) under Learning Resources Centre > Focused Areas of Interest > Student Services Resources. For districts considering the implementation of this module, this page provides information regarding the required process and the close support we offer throughout.

We have also provided an Overview of the module in a new flash recording which appears at the top of the Resources page and is linked to from the Implementation page. This should be useful to begin the conversation with district Student Services personnel regarding the module and the many benefits it has to offer.

## **Application Management**

*Dorothy Ward*

### ***November Release***

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The November release is going ahead as scheduled for November 18<sup>th</sup>. Please refer to the ISW for the Detailed Release Notes.

#### **Update Nov. 19th, 2009:**

The November Release was successfully implemented in all the BCeSIS environments (Production, Conversion, School District Test, and Training) on 18-Nov-09 except for Change Request Number 63901 (DQR 234 - update Years of ESL field to NULL for students with a "0" value). This item will be implemented prior to the start of business on Friday November 20.

### ***Attendance for Field Trips (Grant Days)***

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SD200 asked for confirmation that it doesn't seem to matter how these types of absences are entered, they still display as absences in the daily summary at the top of the printed report card even though they display correctly for individual courses. This causes problems for parents, so how are schools are handling this?

Agreement from several districts that these shouldn't be included but they are and that it is frustrating as schools always have to explain this to parents. Dorothy Ward advised that as this is aal functionality, a change request would be needed. SD200 advised that they would submit a request.

### ***Photo Uploads***

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SD42 advised that several districts have been having wrong pictures appearing with students and that all of their schools in their district had to re-upload their pictures.

SD36 responded that their upload had actually caused the problem because, unfortunately, the CD they used contained IDs from their old system which were incorrect and that's why it overwrote so many others.

SD200 commented that if districts could load the photos themselves this could be checked.

Andrew Macauley responded that an analysis had been done to look at various processes, including photo uploads, that might be automated. However, it was determined that photo uploads would require capital expenditure so it is not possible at this time. There is a possibility that future releases of the system may include photo upload functionality but, at this time, the current process remains the only option.

### ***Non-Aboriginal Students living on reserve***

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SD23 asked how schools should record students that are On Reserve but non-aboriginal?

Bert van der Geest checked with Kathy Corder and advised the following after the call:

Students that are non-aboriginal on reserve should be recorded as "**Status – On Reserve**". This status is accepted by the Ministry system but will provide schools with a warning message on 1701 submission.

### ***Children in Care***

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SD35 enquired if there was any update on the children in care codes.

Bert van der Geest advised that this has been reviewed and approved by the OSWG and there will be a communication coming out soon.

**General Information and Notifications**

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The regular SMC Executive call will be held this afternoon. Topics include scheduling for upgrades and a number of housekeeping items.

The next Full SMC conference call will be Dec 1. We are beginning the election process for SMC executive members. A request will be sent to all superintendents requesting submissions for executive membership. If you are currently an SMC rep and are interested in submitting your name for the executive, please let Andrew know.

We are also requesting feedback from districts regarding Spring Break. This is typically the time of year when we do a major upgrade to the system and we try to take into consideration the time variances between districts. However this year we understand that there may be quite significant variations, especially in the lower mainland, due to the Olympics. Please contact Andrew as soon as possible to provide information regarding this.

**General Update and Notifications**

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Last week's meeting of the SEWG was cancelled due to the holiday; the next meeting will be on November 25<sup>th</sup>.

The MRWG will meet this Thursday. Updates will be provided next week on the call.

**General Update and Notifications**

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The OSWG met last week for their regular monthly meeting. The group will be meeting again this week to finish the items on the agenda.

There was a good discussion re the process around inactive students. Some ideas were drafted and the group will continue to work on this.

The group is also continuing to go through the Standards manual to make sure it is accurate and up to date. A revised version will be coming in the next while.

The group is also looking at shared communication options – regarding Notes, Incidents, and Observations. They will be looking for input on this topic from various districts and would appreciate hearing from anyone on how these are currently being used.