

February 26, 2016

Eleanor Liddy
Executive Director
Student Information Services
PO Box 9163 Stn Prov Govt
Victoria, BC V8W 9H4

Dear Eleanor:

Re: Ongoing performance issues with MyEducation BC

On behalf of the North Vancouver School District, the North Vancouver Board of Education, the North Vancouver Parent Advisory Council, the North Vancouver Teachers' Association, the Canadian Union of Public Employees Local 389, and the North Vancouver Administrators' Association, we are writing to express our appreciation for the correspondence from Fujitsu America to our Board Chair in October 2015, acknowledging the concerns with the new MyEducation BC system. Executive Vice President Attal expresses an understanding of the sacred responsibility in supporting the education of children in British Columbia and a full commitment to seeing the program succeed. The letter closes with "we will not let you down".

We sincerely appreciate the sentiments and commitments expressed on behalf of Fujitsu. However, the implementation of the MyEducation BC student information software system has required our staff to work above and beyond to overcome the limitations and glitches experienced to date. Our staff is comprised of highly dedicated and skilled professionals with an exemplary record of effective software implementation and support. Our staff does indeed feel "let down" by the performance of MyEducation BC to date.

The overall end-user experience with the MyEducation BC product has been extremely disappointing, exhausting the tremendous goodwill demonstrated by staff in attempting to make the system workable. The experience of staff has created negativity towards the new student information system and has significantly impacted its effective implementation. We must share our extreme disappointment.

While progressing with the implementation process, our staff has expressed ongoing frustration with the limitations of the software, including the emergence of new challenges and the need for more fixes in working through the standard business cycle of operations. Please refer to the attachment for a representative sample of issues experienced to date and their impact on our operations.

We acknowledge that Fujitsu and Follett are working diligently every day to optimize system performance for MyEducation BC. We agree with the observation that more effort on Fujitsu's part is required to meet not only the standards of contractual commitments, but also in relation to the expectation of users.

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Issues continue to be identified and communicated through the appropriate channels for resolution on a priority basis. However, the continued and ongoing challenges associated with system performance will require the dedication of additional resources by Fujitsu. Improved response time for the resolution of basic issues is essential, as well as timely response to requests for enhancements. We acknowledge that issues are being addressed and resolved on a priority basis, but new issues continue to surface as we move forward.

Our school district takes great pride in its capacity to effectively implement student information systems to enable us to focus our collective energy on the delivery of educational services to our students.

We anticipate the immediate dedication of additional resources to enable improved responsiveness related to required fixes and software enhancements. We look forward to improved support and effort by Fujitsu and Follett to "pick us back up". The implementation process will only succeed with the necessary supports being in place.

Sincerely,

NORTH VANCOUVER
BOARD OF EDUCATION

A handwritten signature in black ink, appearing to read "Christie Sacré".

Christie Sacré
Board Chair

NORTH VANCOUVER
SCHOOL DISTRICT

A handwritten signature in black ink, appearing to read "John Lewis".

John Lewis
Superintendent of Schools

NORTH VANCOUVER
PARENT ADVISORY COUNCIL

A handwritten signature in black ink, appearing to read "Amanda Nichol".

Amanda Nichol
NVPAC Chair

NORTH VANCOUVER
ADMINISTRATORS

A handwritten signature in black ink, appearing to read "Adam Baumann".

Adam Baumann
Co-Chair

NORTH VANCOUVER
ADMINISTRATORS

A handwritten signature in black ink, appearing to read "Yolande Martinello".

Yolande Martinello
Co-Chair

CANADIAN UNION OF PUBLIC
EMPLOYEES LOCAL 389

A handwritten signature in black ink, appearing to read "Cindy McQueen".

Cindy McQueen
President

NORTH VANCOUVER
TEACHERS' ASSOCIATION

A handwritten signature in black ink, appearing to read "Carolyn Pena".

Carolyn Pena
President

Letter to E Liddy
Ongoing performance issues with MyEducation BC
February 26, 2016
Page **3** of **3**



Enclosure

cc Andrew Macauley, Director, Common Business Initiatives Branch
Eric Maintland, Fujitsu
Board of Education, School District No. 44 (North Vancouver)

The following provides a small, but representative sample of issues experienced by end-users and the impact on operations.

- Teachers face significant difficulties related to the system being unavailable at critical times for reporting.
- Data has regularly been lost, often after numerous hours of entry.
- Slow processing and system response times have resulted in excessive 'wait time' for the end user resulting in significant time loss and lack of productivity.
- The writing of Individual Education Plans and English Language Learner reports is slow and cumbersome.
- Attendance issues related to full day absences reverting to half day have resulted in attendance errors, safety concerns and miscommunications with parents. Attendance tracking and monitoring errors between classroom and office entry have created confusion, worry and uncertainty.
- Resolving attendance issues are very time consuming, inconvenient and upsetting for all concerned.
- Report generation for student information and parent contact information for field trips and out of school activities is extremely challenging and frustrating.
- Current reports are cumbersome, incomplete and difficult for the end-user to read. Reports should be clear with ready access to contact information.
- Entering student demographic information in student profiles is very time consuming. There needs to be an option for 'family entry' to populate changes to siblings in the school, rather than requiring individual entry of the same information for each sibling.
- There are ongoing issues with course codes, TRAX and transcripts, with all having the potential to significantly impact student entry into post-secondary programs, placing student transitions at risk.
- As a result of data mapping errors there have been significant requirements for school district staff to 'reconstruct data' to resolve issues. These issues have required the dedication of additional staff resources at considerable cost to the school district, taking time away from other educational purposes.

We emphasize this is a small, representative sample of issues that continue to arise. We also recognize that 'fixes' are in process, but many result in further 'breaks' and issues requiring further resolution and time from our staff.