

January 16, 2019

Eleanor Liddy  
Executive Director  
Student Information Services  
PO Box 9886 Stn Prov Govt  
Victoria, BC V8W 9T6

Dear Eleanor:

Re: Ongoing concerns 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 ongoing concerns with the MyEducation BC system.

While there has been significant improvement over the past two years, specifically with system performance, we continue to experience difficulties with the following:

**User-interface and performance issues:**

The MyEd user-interface for teachers continues to be a challenge. Teachers have expressed their frustration with the number of steps that are required to add a comment or make an edit in a report. There is no mechanism to edit the report in its entirety and the final product looks unprofessional because of spacing/formatting issues.

As well, teachers are still experiencing frequent system crashes and slow-downs during high usage times. They are often required to re-enter work that has been lost. Overall, teachers are spending a considerable amount of time completing report cards.

**Parent/Guardian password reset and access to report cards:**

The North Vancouver School District moved to online report cards on the MyEd Parent Portal in 2016. We continue to receive complaints about parents/guardians having to reset their password every three months. When they log in to print their child's report card (typically 3 times per year), they receive an error message: "Invalid Login" and are prompted to change their password. Perhaps a more helpful message would be "Your password has expired – please change your password." Staff are inundated with requests to assist with logins and passwords. Our English Language Learner parents, in particular, are still experiencing difficulties with the password reset process.

Parents/guardians are also requesting that past report cards be available for re-print or download at a later date. Currently parents/guardians only have access to the most recent report card in MyEd.

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The North Vancouver School District takes pride in effectively and professionally communicating student learning with our parent community. We see the value in embracing the technology available within the MyEd system to improve the overall reporting process experience for our users. We are hopeful that continued improvements to MyEd will enhance our efforts.

Sincerely,

NORTH VANCOUVER  
BOARD OF EDUCATION

Handwritten signature of Christie Sacré in black ink.

Christie Sacré  
Board Chair

NORTH VANCOUVER  
SCHOOL DISTRICT

Handwritten signature of Mark Pearmain in black ink.

Mark Pearmain  
Superintendent of Schools

CANADIAN UNION OF PUBLIC  
EMPLOYEES LOCAL 389

Handwritten signature of Cindy McQueen in black ink.

Cindy McQueen  
President

NORTH VANCOUVER  
ADMINISTRATORS' ASSOCIATION

Handwritten signature of Pam Craven in black ink.

Pam Craven  
Co-President

NORTH VANCOUVER  
ADMINISTRATORS' ASSOCIATION

Handwritten signature of Sanjeet Johal in black ink.

Sanjeet Johal  
Co-President

NORTH VANCOUVER  
TEACHERS' ASSOCIATION

Handwritten signature of Martin Stuiblé in black ink.

Martin Stuiblé  
President

NORTH VANCOUVER  
PARENT ADVISORY COUNCIL

Handwritten signature of Debra Dennehy in black ink.

Debra Dennehy  
Co-Chair

NORTH VANCOUVER  
PARENT ADVISORY COUNCIL

Handwritten signature of Amanda Nichol in black ink.

Amanda Nichol  
Co-Chair

cc: Board of Education, School District No. 44 (North Vancouver)