

Operations and Standards Committee Bulletin

November 28, 2016

Purpose of Bulletin

The purpose of this bulletin is to communicate the standard for updating contact or staff records recommended by the Operations and Standards Committee, and approved by the Service Management Council.

Updating Contact or Staff Records

Audience: *Office clerical staff who look after student records*

ISSUE: *Each person record in MyEducation BC belongs to a particular person.*

We have reports of schools changing the names of contacts instead of creating new records. For example: John moved to a new school. One of his contacts was Joe Smith at his old school. Joe Smith is also the father of Greta in John's old district. When John moved to a new district, Joe was too far away to be his emergency contact so he has a new one – Sally Jones. If a school simply edits Joe Smith's record and changes the name to Sally Jones, Greta's father is now named Sally Jones.

The new school should delete Joe Smith from John's record. This does not delete Joe from Greta's record – only from John's.

STANDARD:

When a parent requests changes to student contacts, delete the outdated contact and add a new one. Only change the name of student contacts with extreme caution.

Follow your district processes for adding and deleting staff records.

About the Operation and Standards Committee

The Operations and Standards Committee (OSC) is a standing advisory committee of the Service Management Council. OSC provides recommendations to the SMC Executive Committee and advice to the MyEducation BC Team regarding the standardization of business practices, common operational procedures, schedules, security and privacy procedures, software configuration, and coding within MyEducation BC.

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