**OSC Bulletin – March 2016**

The purpose of this series of bulletins is to provide information to L1 support personnel about current MyEducation BC business process items of interest and note.

This bulletin has the Drop Delete Course Change Request developed by the OSC and is being sent out for broader review. Please review the document to ensure we have captured all the possible scenarios that are involved in dropping courses. Contact Judy Smith ([Judy.L.Smith@gov.bc.ca](mailto:Judy.L.Smith@gov.bc.ca)) or Ian Larsson ([ian.larsson@gov.bc.ca](mailto:ian.larsson@gov.bc.ca)) if you have any comments or find missing requirements.

**Drop Delete Course Change Request for MyEducation BC – for Comment**

**1. What business process (timeline) is the issue associated with?**

Student withdrawal, course transfer, and “course drops” which happen throughout the school year.

**2. Detailed description of issue and recommended approach for resolution (add screen shots if needed):**

In MyEd accurate student course information is critical to many processes, like report cards, official and unofficial transcripts, diploma verification for graduation, ministry reports, school funding and application billing.

Presently when a student drops a course, or a student is transferred from one course section to a different course section, or a student is withdrawn from a course, there are a number of manual steps that have to be followed in order to ensure that the correct mark and other course information, such as dates, are moved to the new course record in the student transcript and gradebook. There are also a number of cases when a course is dropped and needs to be completely removed from the student record, or the information contained in the record needs to be transferred to a different course and section and be completely removed from the original section. This process is also manual.

The issue that seems to prevent a course record from being completely removed from the system is that there are a number of fields (mainly dates) with data which are in the field sets that are not visible in the application templates. When a course is dropped and the transcript record is deleted, these fields remain and cause the course record to be re-generated next time course dates are posted.

Another problem is that there is no way to transfer student marks, dates, work habits, comments and attendance from one course section to a different course section. (Note: If it is a different section of the same course the marks will transfer over if the transcript definition is the same).

* There needs to be an option to transfer all fields of data between one course code and section to another different course code and section (including dates, marks, work habits, comments, and attendance).
* When withdrawing a student, and at the time of dropping a course - there needs to be an option to enter a final mark, or remove the course entirely (which would remove ALL fields of data at once including dates from the grade input screen, and deleting the Transcript Record) for every course drop and Withdrawal.
* Course Exam Synchronization procedure creates an assessment record for a dropped and a withdrawn course, this should not occur. Also the drop course process should remove the associate assessment record if there is no course mark.

The following table describes the business rules for dropping courses:

| **Scenario** | **Expected behavior** |
| --- | --- |
| Student drops a course where they have not attended regularly or at all | * Option to have all course records, including assessment records for the course, completely removed from student record and gradebook. * Drop history is maintained |
| Student moves to a different section of the course | * Course records transfer to new sections (current functionality) * Assessment record is transferred or removed if it exists |
| Student moves from one course code and section to a different course code and section | * Option to transfer Attendance records, reported marks, including assessment records for the course, Work Habits and comments to the new course code and section, and completely remove the information from the previous course code and section. |
| Student drops a course mid term | * Option to have all course records, including assessment records for the course, completely removed from student record and gradebook. * Option to enter a final mark by office and remove course from gradebook * Option to keep record in grade book for teacher to post final mark * Option to keep course record as a course request * Drop history is maintained. |
| Student withdraws from a school | * Option to have all course records, including assessment records for the course, completely removed from student record and gradebook. * Option to enter a final mark by office and remove course from gradebook * Option to keep record in grade book for teacher to post final mark * Drop history is maintained. |
| Student transfers to a school | * Option to have all course records, including assessment records for the course, completely removed from student record and gradebook. * Option to enter a final mark by office and remove course from gradebook * Option to keep record in grade book for teacher to post final mark * Drop history is maintained. |

**3. Benefit of implementing the change:**

Efficient workflow and accurate course mark records; ability to transfer student between teachers and courses which can benefit the student.

**4. Impact of not implementing the change:**

Inefficient workflow and inaccurate course mark records causing much manual work and potential errors in student records. Creation of “zombie” records in the system.