

MyEducation BC

MyEducation BC offers a variety of features and functionality that may be used to support continuity of learning and student, teacher, parent communications. This includes but is not limited to: *Email using class or parent contact lists*; *Gradebook* for the distribution of assignments and submission by students; *Class and Teacher Pages*; and *Student Portfolios*.

The *Family Portal*, is a core feature within the MyEducation BC service and provides students, parents, guardians and teachers with secure, online access to course scheduling, student demographics and academic information. There are three functional areas to link communication within the *Family Portal*: student view, parent view and staff view. Districts, schools and staff may use all or some of these areas and may also use different aspects of the portal to communicate and share student information in a variety of ways. Some examples include: *sharing content via group pages*; *access to gradebook assignments*; and *distribution of published reports* (e.g. report cards).

Functionality can also be used to support at risk and vulnerable students by using Alerts, the At-Risk module and a variety of reports. The Student Services Module also offers options to support students with diverse learning needs and has functionality for creating Student Support Plans and Individual Education Plans which can also be published to the *Family Portal*.

While it is recognized many schools and school districts are at different stages of implementing the various features and functionality available via MyEducation BC, and that some functionality requires both planning and resources to implement and support these features, there are many resources available to support current and/or expanded use of MyEd BC.

The Ministry, in collaboration with our service provider Fujitsu, has been collating relevant FAQ's and quick reference information which will continue to be posted and distributed through established channels and District contacts. To facilitate the continuity of learning and support districts in tracking student contact, communications and reporting, recent MyEd BC enhancements have included an onsite attendance code and reporting for tracking daily physical attendance in school, a student email import tool, an extract for schools to distinguish what reports (e.g. report cards) have been downloaded and viewed on the Family Portal, and an email audit log for teachers.

Current communication and support structures will also remain in place for District Level 1 (L1) Support and Service Management Council (SMC) MyEducation BC representatives, including:

- Service Desk support via phone (1-888-769-5678) or email (support@isw-bc.ca) from Monday – Friday 07:00 – 19:00 PST
- L1 weekly support and information sharing calls on Tuesdays @ 08:05 PST
- Scheduled and adhoc learning events aligned to key business cycles

- Published resources and documentation available via [MyEducation BC Standards Manual](#) and [MyEducation BC.info](#)
- Direct support from MyEd BC District Liaison and/or MyEd BC Ministry team
- SMC Executive and SMC monthly and/or quarterly meetings

Finally, the Ministry, in partnership with Fujitsu and school district subject matter experts will continue to host weekly information and sharing sessions. The objective of these sessions is to provide a forum to connect, collaborate, and share ideas and FAQs related to MyEducation BC functionality and services to support continuity of learning.

Previous and new session presentations will be archived on the Ministry Communications Page within MyEducation BC, accessible via your MyEducation BC logon id. Sessions will continue to be held on Wednesdays from 11am – 12pm PST and 1 – 2pm PST.

A September commencement schedule of presentations will be shared with all Level 1 (L1) District support contacts and published on the Ministry Communications Page within My Education BC.

For more information, questions or support please contact myedbc@gov.bc.ca.
