

Tue, Jul 30, 8:05 PM

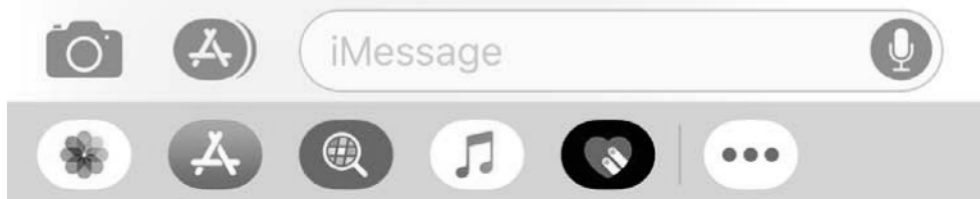
Hi sally I talked to David B who reached out to Greg F:

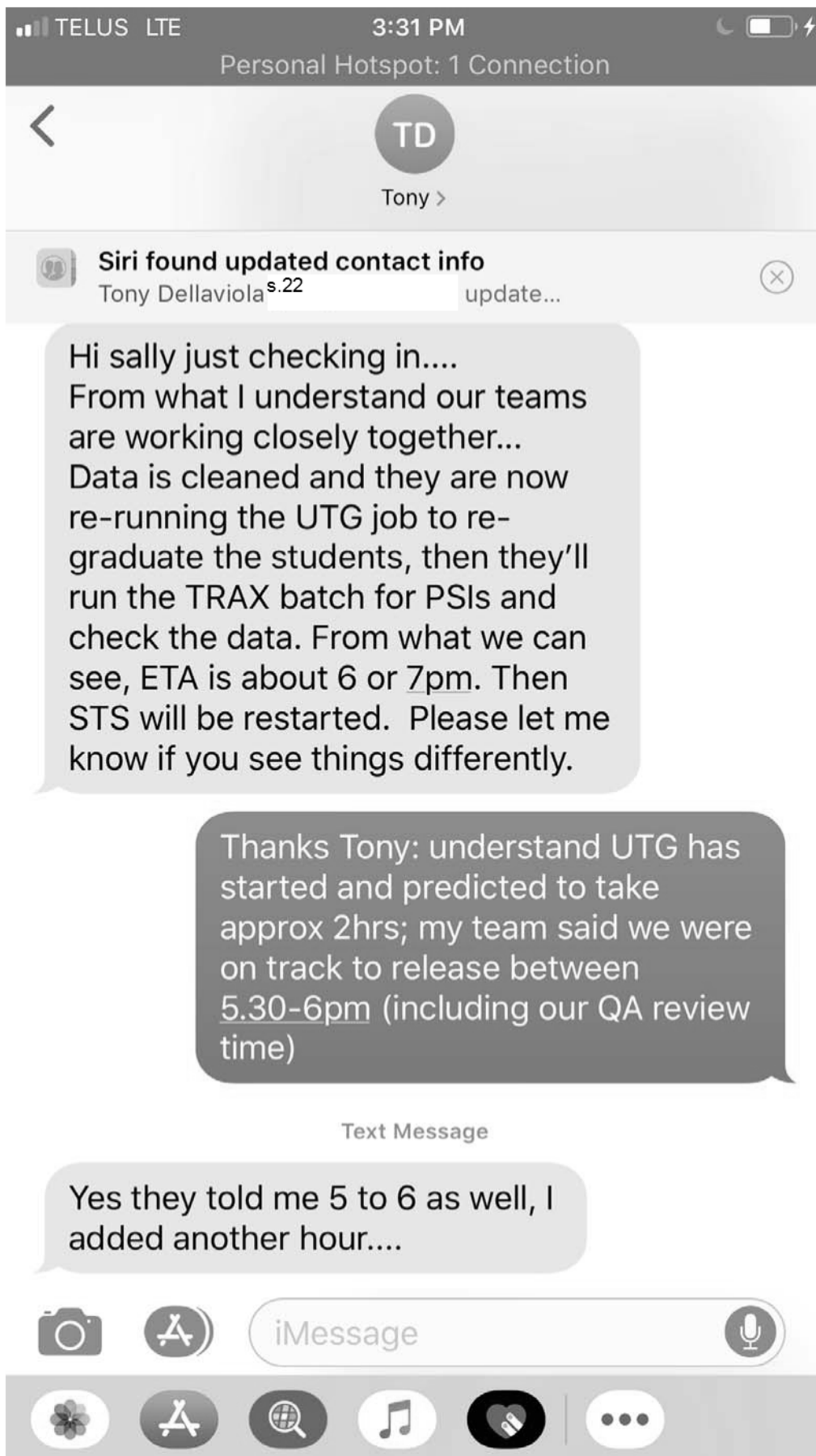
Hi Greg. David here. I usually turn my ringer off after 10 but tonight I will leave it on. Vaughn is on call as we speak. Kim will be online by 5am. Asif, Bryce, Steve and myself will be in by 8am. If anything needed please call me and pass my number around -s.17
personal cell is s.22

Great - thanks Tony, much appreciated. Hopefully all will run smoothly...

Wed, Jul 31, 4:03 PM

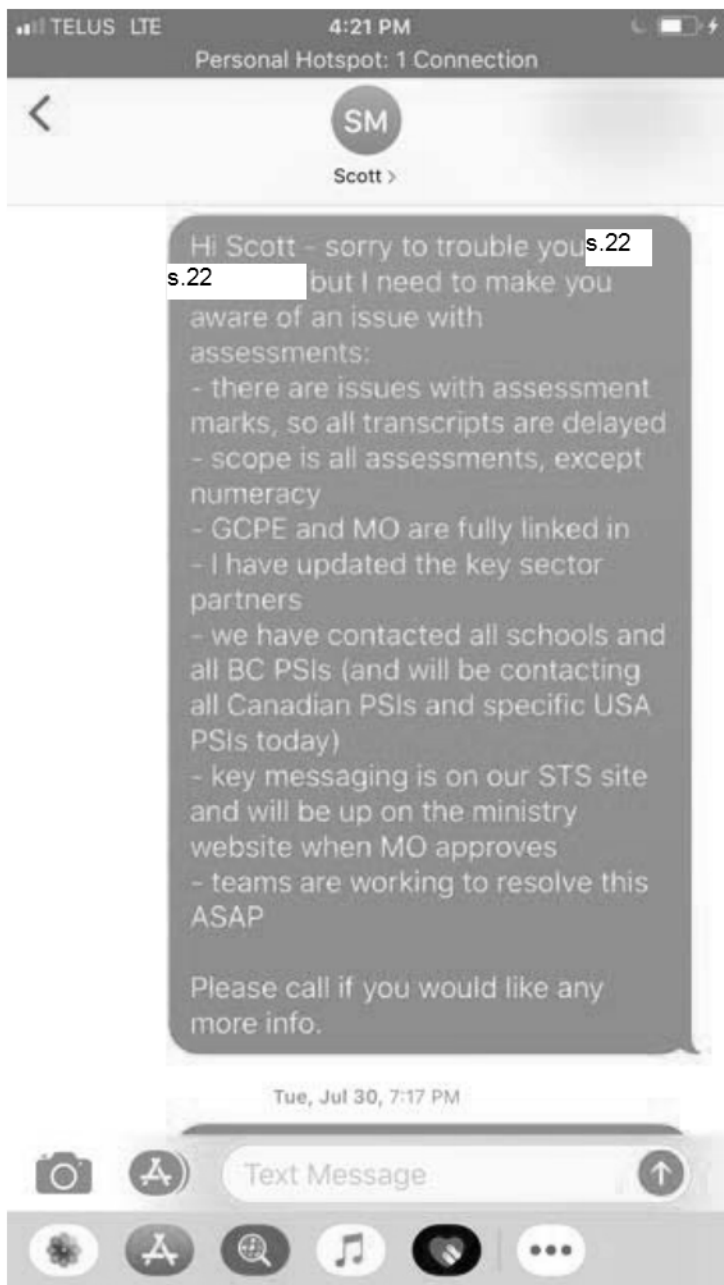
Hi sally just checking in....
From what I understand our teams are working closely together...

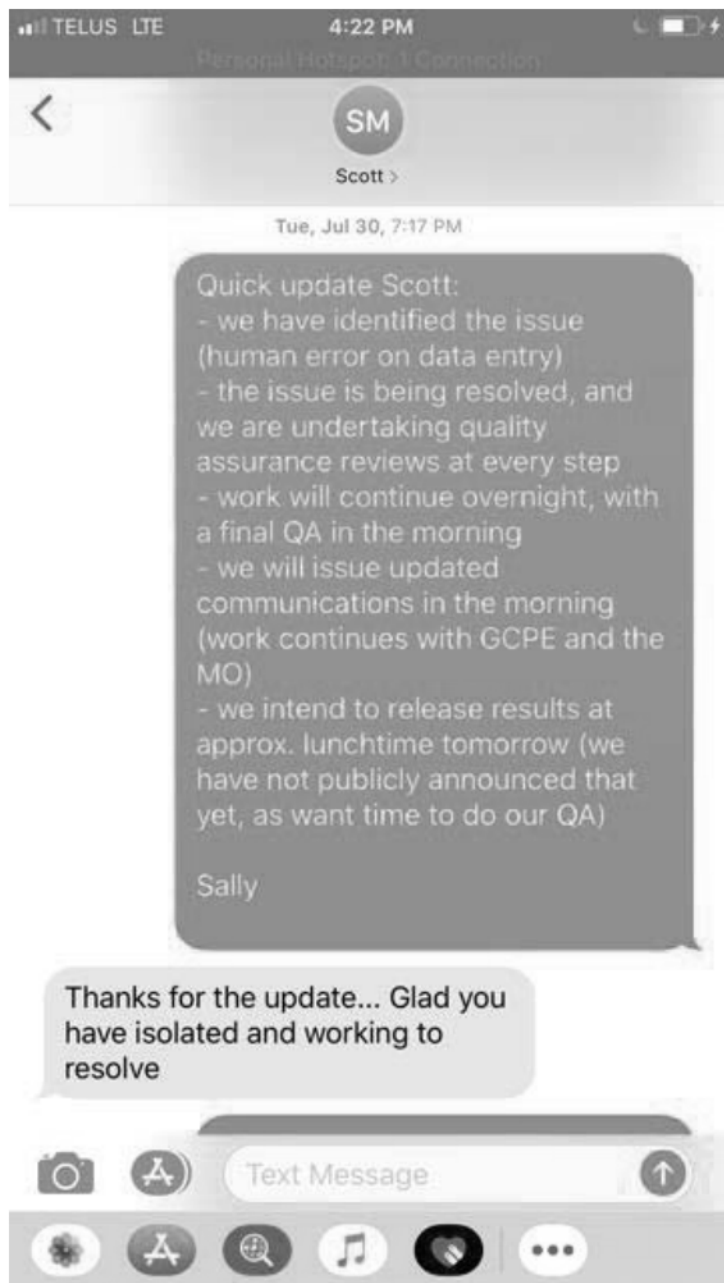




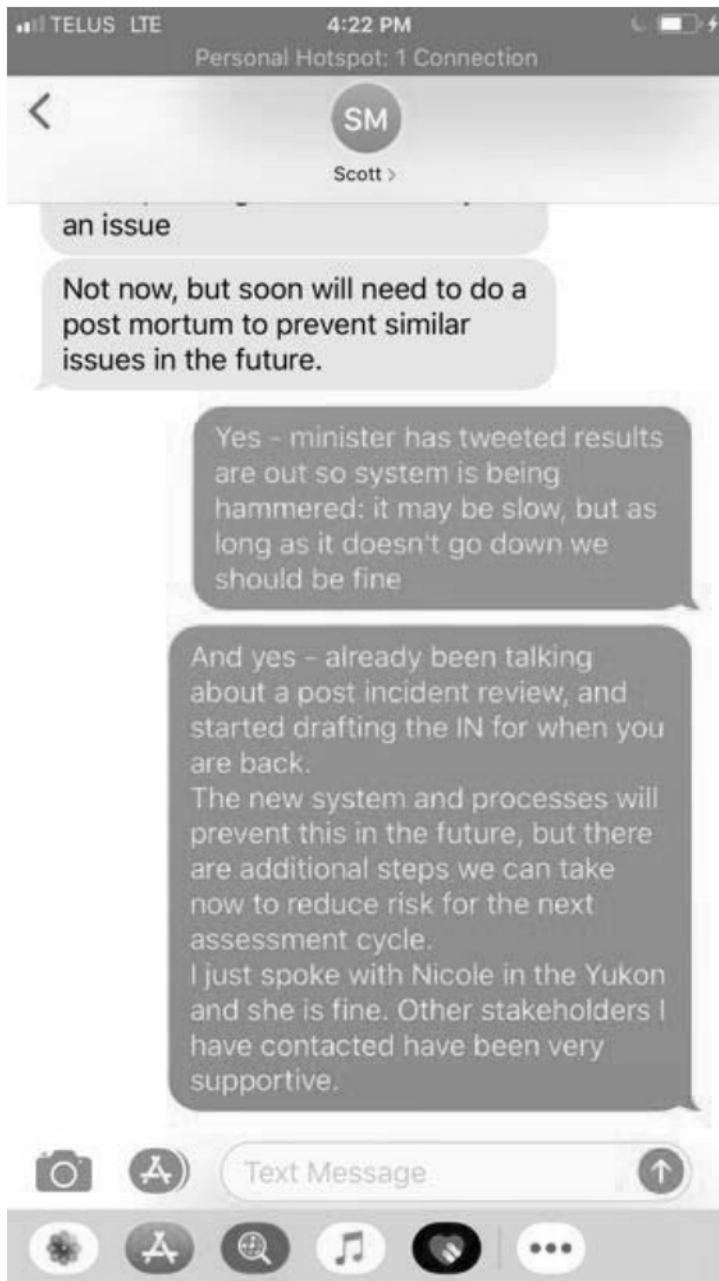


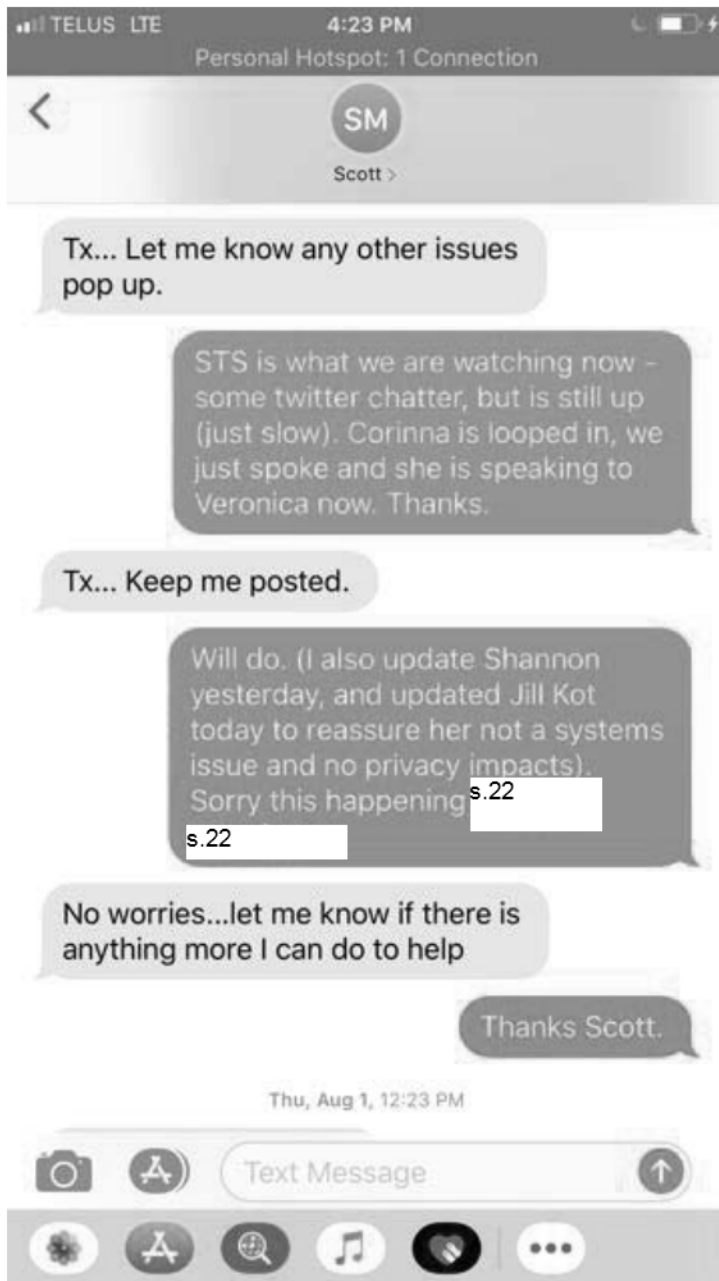


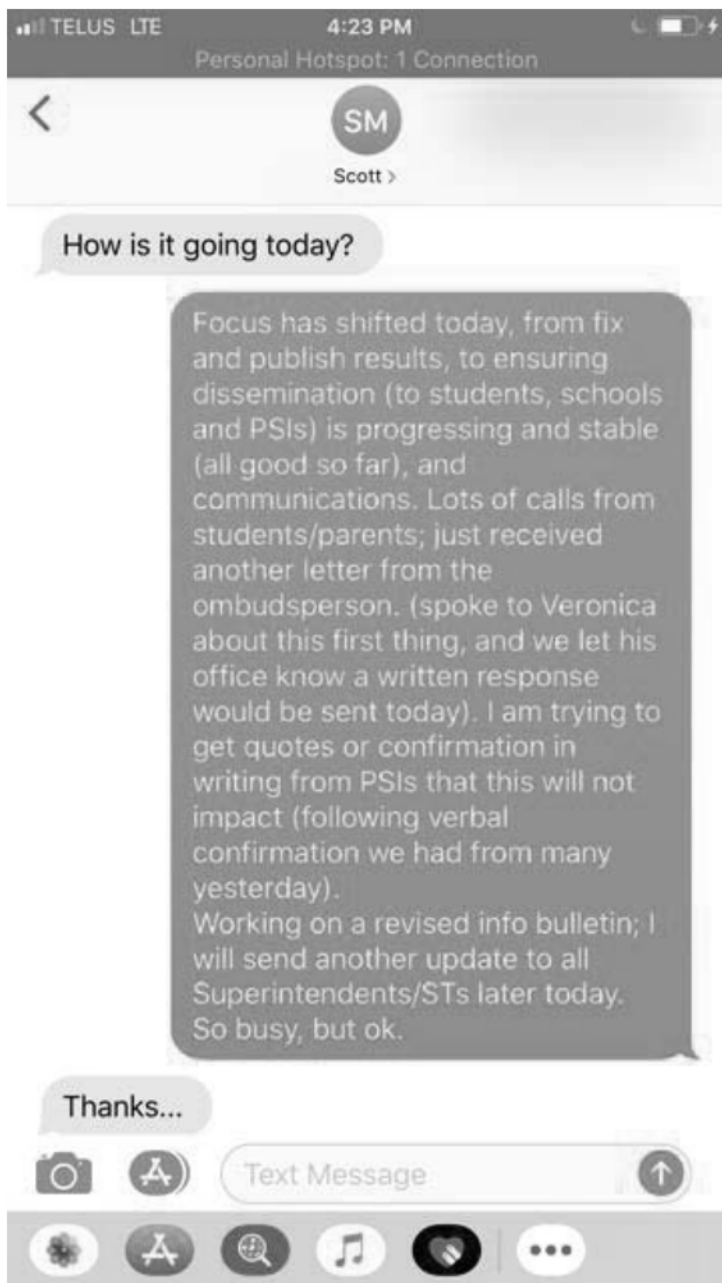












From: [Sylvia Russell](#)
To: [Barton, Sally EDUC:EX](#) s.22
Subject: Re: Inquiry re Transcript -
Date: August 1, 2019 7:13:22 PM

Yes, Sally! Please thank your team. They were great! With appreciation, Sylvia

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From: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Sent: Thursday, August 1, 2019 6:48:16 PM
To: Sylvia Russell <Sylvia_Russell@sd42.ca>
Subject: RE: Inquiry re Transcript -s.22

Hi Sylvia – just closing the loop on this: my team followed up directly, the issue is remedied and the family is happy with the outcome.

Thanks again,
Sally

From: Sylvia Russell <Sylvia_Russell@sd42.ca>
Sent: August 1, 2019 11:57 AM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Subject: Fwd: Inquiry re Transcript -s.22

Hello Sally - I am sure that you have a few parents to deal with at this time. I am forwarding this parent's message. I think she might be getting quite agitated and this may be quite a simple one.

With thanks, Sylvia Russell

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From: s.22
Sent: Thursday, August 1, 2019 11:39:52 AM
To: Sylvia Russell <Sylvia_Russell@sd42.ca>; Studenttranscripts@gov.bc.ca
<Studenttranscripts@gov.bc.ca>
Cc: Michael Scarcella <Michael_Scarcella@sd42.ca>
Subject: RE: Inquiry re Transcript -s.22

Dear Mrs. Russell
Thank you for the reply.

s.22

Sincerely,
s.22

From: Sylvia Russell <Sylvia_Russell@sd42.ca>
Sent: Thursday, August 1, 2019 11:32 AM
To: s.22 ; Studenttranscripts@gov.bc.ca
Cc: Michael Scarcella <Michael_Scarcella@sd42.ca>
Subject: Re: Inquiry re Transcript - s.22

Hello again - we have a note posted on the school district website that appears to provide a different email along with phone numbers for resolution of problems. It might be a good idea to phone the Ministry directly. I think that you need their direct assistance. Sylvia Russell

<https://www.sd42.ca/announcement/provincial-assessment-results/>

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From: s.22
Sent: Thursday, August 1, 2019 11:10:53 AM
To: Sylvia Russell <Sylvia_Russell@sd42.ca>; Studenttranscripts@gov.bc.ca
<Studenttranscripts@gov.bc.ca>
Cc: Michael Scarcella <Michael_Scarcella@sd42.ca>
Subject: RE: Inquiry re Transcript -s.22

Dear Mrs. Russell,

Thank you for the reply and your attention to this matter.

s.22

s.22

From: Sylvia Russell <Sylvia_Russell@sd42.ca>
Sent: Thursday, August 1, 2019 10:52 AM
To: s.22 ; Studenttranscripts@gov.bc.ca
Cc: Michael Scarcella <Michael_Scarcella@sd42.ca>
Subject: Re: Inquiry re Transcript - s.22

Hello Mrs. s.22

We understand that the Ministry of Education is directly responding to questions about transcripts and that the corrected transcripts are now available to students and their families.

Please let us know if you need our assistance.

Sylvia Russell

Get [Outlook for iOS](#)

From: s.22
Sent: Thursday, August 1, 2019 9:49:03 AM
To: Studenttranscripts@gov.bc.ca <Studenttranscripts@gov.bc.ca>
Cc: Sylvia Russell <Sylvia_Russell@sd42.ca>; Michael Scarcella <Michael_Scarcella@sd42.ca>
Subject: Inquiry re Transcript - s.22

s.22

From: [EDUC DM EDUC:EX](#)
To: [Morgan, Keira OMBD:EX](#)
Subject: RE: Letter from the Deputy Minister D. Scott MacDonald
Date: August 1, 2019 7:05:52 PM
Attachments: [213406 Chalke Outgoing.pdf](#)

Good evening, Ms. Morgan. Please find attached a letter from Sally Barton, Acting Deputy Minister of Education.

----- Original message -----

From: Keira Morgan <KMorgan@bcombudsperson.ca>
Date: 2019-07-31 10:54 a.m. (GMT-08:00)
To: "MacDonald, Scott D EDUC:EX" <D.Scott.MacDonald@gov.bc.ca>
Subject: July 31, 2019 Letter from the Ombudsperson

Good morning Mr. MacDonald,

Attached please find a copy of a letter dated July 31, 2019 to you from the Ombudsperson, Jay Chalke. The original copy of the letter has also been sent to you by mail.

Kind regards,

Keira Morgan

Executive Administrative Assistant | Office of the Ombudsperson

PO Box 9039 Stn Prov Govt Victoria BC V8W 9A5

250-387-0183 | Fax: 250-387-0198



August 1, 2019

Ref: 213406

Jay Chalke, Ombudsperson
Province of British Columbia

Dear Mr. Chalke:

Thank you for your letter of July 31, 2019, and follow up letter received August 1, 2019, regarding Tabulation of Grade 12 Exam Results.

On Monday, July 29, 2019, the Ministry became aware there was an anomaly in the tabulation of Grade 12 June exam results. Once the error was discovered, post-secondary institutions were notified, and the Ministry took immediate steps to ensure no students would be adversely impacted, working around the clock to identify and remediate the issue (*Appendix 1 – Chronology*).

It was determined the issue was caused by a manual error when grade thresholds from the scoring system were entered incorrectly into the reporting system. Consequently, the error resulted in some assessments being miscalculated. The issue was resolved on July 31, 2019, and revised student transcripts were made available that evening. In addition, student transcripts have been provided to post-secondary institutions via an automated file transfer protocol. The Ministry has not received contact from any post-secondary institutions expressing concern and have been assured this delay will not impact student admissions to post-secondary.

The Ministry uses a complex and sophisticated system to score exams, and the assessment systems and processes have been in place for three decades. Despite this, we have never experienced an issue with exam results. The Ministry is also currently in the process of modernizing its technology infrastructure and systems, including assessments.

I am pleased to confirm the issue has now been resolved and we are continuing to ensure all students and stakeholders have reliable and timely access to required records. The Ministry is confident these results are accurate, and we are continuing to collaborate with Post-Secondary Institutions across BC to ensure no issues or anomalies occur with admissions.

.../2

We have taken several steps to ensure that updated transcripts get delivered directly to post-secondary institutions so that students are able to meet entrance deadlines. The Ministry has contacted the Registrars of Canadian Post-Secondary Institutions to advise of the issue. No post-secondary institution has raised concerns about any delay or indicated to the Ministry that this will impact any student admission. The Ministry has directly spoken with BC's largest post-secondary institutions who have verbally confirmed that this will not impact students.

Additionally, we will continue to follow up on our earlier communications to contact, directly by phone, each post-secondary institution where a BC student has requested a transcript be sent. We would be pleased to provide you with an update once that work is complete.

We are also committed to implementing appropriate measures to ensure this issue does not reoccur and will provide you with any further information or updates regarding this matter as required.

Sincerely,

A handwritten signature in black ink, appearing to be 'Sally Barton', with a stylized flourish at the end.

Sally Barton
Acting Deputy Minister
For D. Scott MacDonald
Deputy Minister

Appendix 1 – Chronology

Friday, July 27, 2019
<ul style="list-style-type: none"> Ministry published the Provincial exam results on the Student Transcript Service (STS). (The Ministry's legislated date to publish results is July 29, 2019 per the <u>Handbook of Procedures for the Graduation Program</u>)
Monday, July 29, 2019
<ul style="list-style-type: none"> Ministry became aware at 08:00, when it was alerted by email regarding potential anomalies in Grade 12 Provincial exam results Ministry staff immediately began reviewing a sampling of exam results and determined there was an issue Results were pulled back from the electronic file sent to Post-Secondary Institutions Communications were sent to all Secondary Schools (Public, Independent, Offshore, First Nations and Yukon) and Post-Secondary Institutions via electronic channels (email, web) per established Ministry communications protocols At 12:00 a bulletin was posted on the Systems Notification section of the Student Transcripts Service (STS) Ministry resources and contractors continued to work collaboratively to investigate root cause
Tuesday, July 30, 2019
<ul style="list-style-type: none"> The team continued investigation of root cause Completed detailed data analysis and systems review Continued communications via various channels with: <ul style="list-style-type: none"> Secondary Schools, Post-Secondary Institutions Key partner groups Other Ministries All School District Superintendents and Secretary Treasurers Students & Parents Media Issue was identified at 13:00 and a resolution was applied, tested and validated Resolution was applied to our systems and all processes were re-run overnight Student Transcript Service (STS) was updated at 15:00 providing a status update Student Transcript Service (STS) and School Secure Web (SSW) were disabled at 19:30
Wednesday, July 31, 2019
<ul style="list-style-type: none"> Data re-processing was completed, and results were reviewed for quality and accuracy Information bulletin and statement from the Minister were issued Province wide to all media and posted on BC Government website and sent out via BC Government Twitter Communications with stakeholder groups listed above continued Results were released at 17:30 via online applications enabling school and students to view results
Thursday, August 1, 2019
<ul style="list-style-type: none"> Ongoing communications with students, Post-Secondary Institutions and partners Updated information note provided on Student Transcript Service (STS) website and shared with all Superintendents and Secretary Treasurers

From: [Kelly, Erin EDUC:EX](#)
To: [Barton, Sally EDUC:EX](#); [Dun, Linda EDUC:EX](#)
Subject: RE: Inquiry re Transcript -s.21
Date: August 1, 2019 6:39:47 PM

I was incorrect. We did remedied this one. The school had not sent in the student's school mark. The parent is happy with the outcome.

From: Barton, Sally EDUC:EX
Sent: August 1, 2019 12:00 PM
To: Kelly, Erin EDUC:EX <Erin.1.Kelly@gov.bc.ca>; Dun, Linda EDUC:EX <Linda.Dun@gov.bc.ca>
Subject: FW: Inquiry re Transcript - s.21

FYI

Please is the team able to follow up on this case – and let me know the outcome.

Thanks

From: Sylvia Russell <Sylvia_Russell@sd42.ca>
Sent: August 1, 2019 11:57 AM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Subject: Fwd: Inquiry re Transcript - s.21

Hello Sally - I am sure that you have a few parents to deal with at this time. I am forwarding this parent's message. I think she might be getting quite agitated and this may be quite a simple one.

With thanks, Sylvia Russell

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From: s.21
Sent: Thursday, August 1, 2019 11:39:52 AM
To: Sylvia Russell <Sylvia_Russell@sd42.ca>; Studenttranscripts@gov.bc.ca
<Studenttranscripts@gov.bc.ca>
Cc: Michael Scarcella <Michael_Scarcella@sd42.ca>
Subject: RE: Inquiry re Transcript -s.21

Dear Mrs. Russell

Thank you for the reply.

s.21

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From: [Barton, Sally EDUC:EX](#)
To: [Dun, Linda EDUC:EX](#); [Lervold, Christine EDUC:EX](#); [Shypitka, James M EDUC:EX](#); [Kelly, Erin EDUC:EX](#)
Subject: FW: UPDATE (Aug 1): provincial assessment results
Date: August 1, 2019 6:26:02 PM
Attachments: [Provincial Graduation Results Release Final.pdf](#)

FYI: this is what has been shared with all Supers, and STs, and also been added to the transcript website.

From: EDUC DM EDUC:EX
Sent: August 1, 2019 5:39 PM
To: 'l_educ_superintendents@lists.gov.bc.ca' <l_educ_superintendents@lists.gov.bc.ca>
Cc: l_educ_st@lists.gov.bc.ca; EDUC Executive <EDEXECUT@Victoria1.gov.bc.ca>
Subject: UPDATE (Aug 1): provincial assessment results

Dear Superintendents:

I am pleased to provide an update on the current situation regarding provincial assessment results. In summary, revised results have been available to students and schools since 17:30 yesterday, and revised transcripts have been issued electronically to Post Secondary Institutions (those PSIs requiring paper copies will start to receive these next week). The Ministry is confident in the accuracy of these results.

The attached note (which is being posted to the Ministry website) highlights that for the majority of students no further action is required: we are contacting those students who only recently made requests for PSIs to receive transcripts through STS to inform them of the appropriate next steps.

We continue to contact and collaborate with PSIs to ensure there is no detrimental impact to students. Thanks for your ongoing support with this issue.

Sally

Sally Barton, MBA, CPA CMA
Assistant Deputy Minister & Sector CIO
Services and Technology Division
Ministry of Education
Phone (250) 413-7993

Provincial Graduation Result Update

Update August 1, 2019

The Ministry released updated Provincial Graduation results on Wednesday, July 31 to over 32,000 students in BC as well as offshore and in the Yukon. The results are now published and available to students on the [Student Transcripts Service](#) (STS). Students are now able to verify their results via the STS or through their school of record or school district. The Ministry is confident in the accuracy of these revised results.

The Ministry has taken several steps to ensure that updated transcripts get delivered directly to post-secondary institutions so that students are able to meet entrance deadlines. The Ministry has contacted the Registrars of Canadian Post-Secondary Institutions to advise of the issue. No Post-Secondary Institution has raised concerns about any delay or indicated to the Ministry that this will impact any student admission. The Ministry has directly spoken with BC's largest Post-Secondary Institutions who have confirmed that this will not impact students.

On Wednesday, July 31, the Ministry published and sent updated transcripts to those Canadian Post-Secondary Institutions who are signed up to receive transcripts electronically. For a list, please see below. Any student who has applied to any of these listed Post Secondary Institutions is not required to take any further action: the institution will now have received their transcript.

All of the Post-Secondary Institutions who are not set up to receive electronic transmission will receive paper transcripts through BC Mail, as per our usual process. Again, students are not required to take any further action: the Post Secondary Institution you selected will receive their transcript next week.

The Ministry has been in touch directly with each individual student who recently decided to select new or additional Post-Secondary Institutions to receive their transcript, or ordered an additional PDF transcript, through the Student Transcripts Service between Friday, July 26 to Tuesday, July 30, to notify them of next steps.

Any student who is concerned about their exam result should please review the Provincial Graduation exam administration process, in Chapter 1 of the [Handbook of Procedures](#) (PDF).

For questions, please contact us Monday through Friday, 7:30am to 5pm Pacific Time at:

Victoria Office: 250 387-6121

Vancouver Office: 604 660-2421

Elsewhere in B.C. Toll Free: 1 800 663-7867

Outside B.C. Office: 604 660-2421

Email: servicebc@gov.bc.ca

The Ministry of Education apologizes for the inconvenience and anxiety that this disruption has caused students and their families.

Post-Secondary Institutions on Electronic Transmission Process (transcripts sent July 31st)

- ALGOMA UNIVERSITY (SAULT STE. MARIE)
- BC INSTITUTE OF TECHNOLOGY
- BROCK UNIVERSITY (ST CATHERINES)
- CAMOSUN COLLEGE
- CAPILANO UNIVERSITY
- CARLETON UNIVERSITY (OTTAWA)
- COLLEGE OF NEW CALEDONIA
- COLLEGE OF THE ROCKIES
- CORPUS CHRISTI COLLEGE - VANCOUVER
- DOUGLAS COLLEGE
- EMILY CARR UNIVERSITY OF ART & DESIGN
- KWANTLEN POLYTECHNIC UNIVERSITY
- LAKEHEAD UNIVERSITY (THUNDER BAY)
- LANGARA COLLEGE
- LAURENTIAN UNIVERSITY (SUDBURY)
- MCMASTER UNIVERSITY (HAMILTON)
- NIPISSING UNIVERSITY (NORTH BAY)
- NORTH ISLAND COLLEGE
- NORTHERN LIGHTS COLLEGE
- NORTHWEST COMMUNITY COLLEGE (fm. COAST MOUNTAIN COLLEGE)
- OCAD UNIVERSITY
- OKANAGAN COLLEGE
- QUEEN'S UNIVERSITY (KINGSTON)
- QUEST UNIVERSITY CANADA (SQUAMISH)
- ROYAL ROADS UNIVERSITY (VICTORIA)
- RYERSON UNIVERSITY (TORONTO)
- SELKIRK COLLEGE
- SIMON FRASER UNIVERSITY
- THOMPSON RIVERS UNIVERSITY
- TRENT UNIVERSITY (PETERBOROUGH)
- UNIVERSITY CANADA WEST - ONLINE
- UNIVERSITY OF ALBERTA
- UNIVERSITY OF BC-UBC-ALL CAMPUSES
- UNIVERSITY OF CALGARY
- UNIVERSITY OF GUELPH
- UNIVERSITY OF NORTHERN BC
- UNIVERSITY OF OTTAWA
- UNIVERSITY OF THE FRASER VALLEY
- UNIVERSITY OF TORONTO
- UNIVERSITY OF VICTORIA
- UNIVERSITY OF WATERLOO

- UNIVERSITY OF WINDSOR
- VANCOUVER COMMUNITY COLLEGE
- VANCOUVER ISLAND UNIVERSITY
- WESTERN UNIVERSITY
- WILFRID LAURIER UNIVERSITY (WATERLOO)
- YORK UNIVERSITY (TORONTO)

From: Cusack, David EDUC:EX
To: Barton, Sally EDUC:EX
Cc: Teng, Zita EDUC:EX; Filion, Corinna GCPE:EX; Kelly, Erin EDUC:EX
Subject: RE: Backgrounder Provincial Graduation Results Release Delay _V 0.3
Date: August 1, 2019 5:56:30 PM

Hi,

The document has now been published to the STS page.

- <https://www2.gov.bc.ca/gov/content/education-training/k-12/support/transcripts-and-certificates>

For linking inside STS to the document I would use this url

- <https://www2.gov.bc.ca/assets/download/278C6B98147E45C78CE7F91280B8522C> the link won't break (if we change the file name or move it)
- Or this one will work as well
<https://www2.gov.bc.ca/assets/gov/education/kindergarten-to-grade-12/support/transcripts/provincial-graduation-results-update-aug-1.pdf>

It took a bit for the website to refresh so you may have to hold shift and hit refresh for a few time for it to show up. It took me a few tries to see the changes.

Please phone 778-679-2382 if you need anything else tonight.

David

David Cusack

User Experience Design: Information Architect / 778-679-2382
Corporate Communications / Ministry of Education

From: Barton, Sally EDUC:EX
Sent: August 1, 2019 5:05 PM
To: Cusack, David EDUC:EX <David.Cusack@gov.bc.ca>
Cc: Teng, Zita EDUC:EX <Zita.Teng@gov.bc.ca>; Filion, Corinna GCPE:EX <Corinna.Filion@gov.bc.ca>
Subject: Backgrounder Provincial Graduation Results Release Delay _V 0.3

David – please see the attached, as discussed with Corinna: this is to please be added to the website.

Thanks

From: [EDUC DM EDUC:EX](#)
To: ["l_educ_superintendents@lists.gov.bc.ca"](#)
Cc: [l_educ_st@lists.gov.bc.ca](#); [EDUC Executive](#)
Subject: UPDATE (Aug 1): provincial assessment results
Date: August 1, 2019 5:39:24 PM
Attachments: [Provincial Graduation Results Release Final.pdf](#)

Dear Superintendents:

I am pleased to provide an update on the current situation regarding provincial assessment results. In summary, revised results have been available to students and schools since 17:30 yesterday, and revised transcripts have been issued electronically to Post Secondary Institutions (those PSIs requiring paper copies will start to receive these next week). The Ministry is confident in the accuracy of these results.

The attached note (which is being posted to the Ministry website) highlights that for the majority of students no further action is required: we are contacting those students who only recently made requests for PSIs to receive transcripts through STS to inform them of the appropriate next steps.

We continue to contact and collaborate with PSIs to ensure there is no detrimental impact to students. Thanks for your ongoing support with this issue.

Sally

Sally Barton, MBA, CPA CMA
Assistant Deputy Minister & Sector CIO
Services and Technology Division
Ministry of Education
Phone (250) 413-7993

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From: [Barton, Sally EDUC:EX](#)
To: [Cusack, David EDUC:EX](#)
Cc: [Teng, Zita EDUC:EX](#); [Filion, Corinna GCPE:EX](#)
Subject: Backgrounder Provincial Graduation Results Release Delay _V 0.3
Date: August 1, 2019 5:05:01 PM
Attachments: [Backgrounder Provincial Graduation Results Release Delay _V 0.3.docx](#)

David – please see the attached, as discussed with Corinna: this is to please be added to the website.

Thanks

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s.13

From: [Kelly, Erin EDUC:EX](#)
To: [Barton, Sally EDUC:EX](#)
Subject: FW: Volumes From Education -Service BC
Date: August 1, 2019 4:29:32 PM

FYI

From: Bell, Russell CITZ:EX
Sent: August 1, 2019 3:19 PM
To: Kelly, Erin EDUC:EX <Erin.1.Kelly@gov.bc.ca>; Dun, Linda EDUC:EX <Linda.Dun@gov.bc.ca>
Cc: Shearer, Hayley CITZ:EX <Hayley.Shearer@gov.bc.ca>
Subject: Volumes From Education

Erin and Linda,
I have received the following volumes from Maximus:

July 31st:

Phone	176
SMS	52
Email	36
Total	264

August 1st:

Phone	213
SMS	83
Email	25
Total	321

Please note that August 1st is pulled around 15:00 so it is not a full day.

Maximus are totally able to handle this volume but they do require:

- Updated Scripting as they are only able to direct citizens to online publications.

Cheer
RB

Russell Bell
A/Director, Contact Centres
Service BC
Ministry of Citizens' Services
T: 250 952 6854 | M: 250-507-9572 | Web: <http://www.servicebc.gov.bc.ca>
"Access to government services made easy"



From: [Sampson, Laura EDUC:EX](#)
To: [Barton, Sally EDUC:EX](#); [Teng, Zita EDUC:EX](#); [Walt, Nancy J EDUC:EX](#)
Cc: [Cameron, Sandra EDUC:EX](#); [Charlton, Julie EDUC:EX](#); [EDUC Correspondence EDUC:EX](#); [Jansen, Lindsay EDUC:EX](#); [Lervold, Christine EDUC:EX](#)
Subject: FW: July 31, 2019 Letter from the Ombudsperson
Date: August 1, 2019 12:12:55 PM
Attachments: [2019-08-01 MacDonald, S RE Gr 12 Tabulation.pdf](#)

Hi All – we have just received another letter from the Ombudsperson asking specifically if we have received assurances from the PSIs we contacted regarding the tabulation issue.
I am about to respond to the Ombudsperson to confirm receipt.
CWS – please add this incoming to the CLIFF log.

From: Alycia Bockus-Vanin <ABockus-Vanin@bcombudsperson.ca>
Sent: August 1, 2019 12:03 PM
To: Sampson, Laura EDUC:EX <Laura.Sampson@gov.bc.ca>
Subject: RE: July 31, 2019 Letter from the Ombudsperson

Good afternoon Laura,

Please find attached further correspondence from Ombudsperson Jay Chalke to Deputy Minister MacDonald. If you could confirm receipt it would be much appreciated.

Thank you,

Alycia Bockus-Vanin

Executive Coordinator | Office of the Ombudsperson

PO Box 9039 Stn Prov Govt Victoria BC V8W 9A5
250-356-1559 | Fax: 250-387-0198

From: Sampson, Laura EDUC:EX [<mailto:Laura.Sampson@gov.bc.ca>]
Sent: August 1, 2019 10:15 AM
To: Keira Morgan <KMorgan@bcombudsperson.ca>
Subject: RE: July 31, 2019 Letter from the Ombudsperson

Good Morning Ms. Morgan,

I am writing to confirm receipt of the letter sent on behalf of Ombudsperson Chalke regarding the tabulation of grade 12 exam results.

The Ministry is working on a response which we will return to your office by the end of today.

Best Regards,

Laura Sampson | Senior Executive Assistant

Deputy Minister's Office | Ministry of Education
Ph: 250-387-2026 E: laura.sampson@gov.bc.ca

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DUPLICATE

August 1, 2019

Mr. Scott MacDonald
Deputy Minister
Ministry of Education
PO Box 9179 Stn Prov Govt
Victoria BC V8W 9H8

Dear Mr. MacDonald,

RE: Tabulation of Grade 12 Exam Results

This is further to my letter of yesterday.

Your office indicated that I would be receiving a reply by the end day; I appreciate the prompt response.

In your reply I would ask one specific issue be addressed that arises from Minister Fleming's statement issued yesterday afternoon.

The statement provides, in part:

*After the discover, the ministry contacted **all** post-secondary institutions in Canada and NCAA institutions in the United States to ensure that no student applications for the fall would be affected.*

Post-secondary institutions have stated they will ensure the error in data reporting won't negatively impact any incoming students. (My emphasis)

I note that the statement indicates that **all** post-secondary institutions were contacted to ensure no student applications for the fall would be affected. However, the next sentence does not indicate whether assurances were received from all institutions. Please advise whether assurances were received from all institutions and, if not, how many institutions were contacted but have not, to date, provided the requested assurance.

Yours sincerely,



Jay Chalke
Ombudsperson
Province of British Columbia

From: Kelly, Erin EDUC:EX
To: Kelly, Erin EDUC:EX
Subject: Ministry of Education - Provincial Graduation Result Update for Post-Secondary Registrars
Date: August 1, 2019 10:19:50 AM

Dear Registrar:

I wanted to provide an update on the current issue related to Provincial Graduation Grade 12 Exam results. As you may be aware, these results should have been posted on July 29, but have unfortunately been delayed. I am pleased to let you know that the Ministry has resolved the issue with student assessment marks and the revised student transcripts are now available.

The Ministry became aware of this issue on Monday morning, and immediately notified onshore and offshore secondary schools in BC and the Yukon. We also provided an update to these schools this morning. We have also been updating our Student Transcript Service (STS) site to ensure students are aware of the status of their results. Students are now able to verify their results via the STS.

On Monday, we also notified all Post-Secondary Institutions who would normally receive student transcripts electronically this week. This message was posted to your institution via the Secure File Transfer (SFTP) process. Revised students transcripts are now being provided to these Post-Secondary Institutions through the SFTP. Post-Secondary Institutions who are not set up to receive electronic transmission and would normally receive paper transcripts through BC Mail should expect to see them begin to arrive next week. The delay should not impact student admissions to Post-Secondary Institutions.

We apologize for any inconvenience this delay has caused, and appreciate your cooperation. If you have any further questions or concerns please contact our Director of Graduation Operations, Erin Kelly at Erin.1.Kelly@gov.bc.ca or 250 812-0272. For the news release and more information please see <https://news.gov.bc.ca/releases/2019EDUC0068-001552>

Regards,

Sally Barton, MBA, CPA CMA
Assistant Deputy Minister & Sector CIO
Services and Technology Division
Ministry of Education
Phone (250) 413-7993

From: [Barton, Sally EDUC:EX](#)
To: [Kelly, Erin EDUC:EX](#)
Cc: [Filion, Corinna GCPE:EX](#)
Subject: RE: Education update
Date: August 1, 2019 10:14:43 AM

Perfect - thanks Erin

From: Kelly, Erin EDUC:EX
Sent: August 1, 2019 9:54 AM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Cc: Filion, Corinna GCPE:EX <Corinna.Filion@gov.bc.ca>
Subject: RE: Education update

Great. Thanks.

Our AEST colleagues have put me in touch with Julie Green, the VP of the Association of Registrars of the Universities and Colleges of Canada. Julie will send the message our from their listserv to Canadian Registrars. She will also work to have the message put out on the US Registrar listserv as well.

Erin

From: Barton, Sally EDUC:EX
Sent: August 1, 2019 9:34 AM
To: Kelly, Erin EDUC:EX <Erin.1.Kelly@gov.bc.ca>
Cc: Filion, Corinna GCPE:EX <Corinna.Filion@gov.bc.ca>
Subject: FW: Education update

FYI – please make the edit, then we are good to go with the letter to all registrars.

Thanks
Sally

From: Baskerville, Shannon AEST:EX
Sent: August 1, 2019 9:17 AM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Cc: Schollen, Tasha GCPE:EX <Tasha.Schollen@gov.bc.ca>; Vasey, Jeff AEST:EX <Jeff.Vasey@gov.bc.ca>
Subject: Fwd: Education update

Hi Sally - we're fine with the letter - with suggested edit from Tasha below. Thx
Sent from my iPhone

Begin forwarded message:

From: "Schollen, Tasha GCPE:EX" <Tasha.Schollen@gov.bc.ca>
Date: July 31, 2019 at 8:47:18 PM PDT
To: "Baskerville, Shannon AEST:EX" <Shannon.Baskerville@gov.bc.ca>
Cc: "Vasey, Jeff AEST:EX" <Jeff.Vasey@gov.bc.ca>
Subject: Re: Education update

My only suggestion is to state that the error will not impact student admissions to PSIs.

Tasha Schollen
Communications Director
Government Communications and Public Engagement
Ministry of Advanced Education, Skills & Training
250-889-1121

On Jul 31, 2019, at 7:04 PM, Baskerville, Shannon AEST:EX
<Shannon.Baskerville@gov.bc.ca> wrote:

Hi - I'm fine with the letter - any concerns / suggested edits? Thx

Sent from my iPhone

Begin forwarded message:

From: "Barton, Sally EDUC:EX" <Sally.Barton@gov.bc.ca>
Date: July 31, 2019 at 6:32:42 PM PDT
To: "Baskerville, Shannon AEST:EX"
<Shannon.Baskerville@gov.bc.ca>
Cc: "Vasey, Jeff AEST:EX" <Jeff.Vasey@gov.bc.ca>, "Schollen,
Tasha GCPE:EX" <Tasha.Schollen@gov.bc.ca>
Subject: RE: Education update

No problem Shannon: please let me know of any
comments/revisions:

Dear Registrar:

I wanted to provide an update on the current issue related
to Provincial Graduation Grade 12 Exam results. As you may
be aware, these results should have been posted on July 29,
but have unfortunately been delayed. I am pleased to let
you know that the Ministry has resolved the issue with
student assessment marks and the revised student
transcripts are now available.

The Ministry became aware of this issue on Monday morning, and immediately notified onshore and offshore secondary schools in BC and the Yukon. We also provided an update to these schools this morning. We have also been updating our Student Transcript Service (STS) site to ensure students are aware of the status of their results. Students are now able to verify their results via the STS.

On Monday, we also notified all Post-Secondary Institutions who would normally receive student transcripts electronically this week. This message was posted to your institution via the Secure File Transfer (SFTP) process . Revised students transcripts are now being provided to these Post-Secondary Institutions through the SFTP. Post-Secondary Institutions who are not set up to receive electronic transmission and would normally receive paper transcripts through BC Mail should expect to see them begin to arrive next week.

We apologize for any inconvenience this delay has caused, and appreciate your cooperation. If you have any further questions or concerns please contact our Director of Graduation Operations, Erin Kelly at Erin.I.Kelly@gov.bc.ca or 250 812-0272

For the news release and more information please see <https://news.gov.bc.ca/releases/2019EDUC0068-001552>

From: Baskerville, Shannon AEST:EX
Sent: July 31, 2019 6:30 PM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Cc: Vasey, Jeff AEST:EX <Jeff.Vasey@gov.bc.ca>; Schollen, Tasha GCPE:EX <Tasha.Schollen@gov.bc.ca>
Subject: Re: Education update

Hi a if you could let us have a quick look - much appreciated.
Thx

Sent from my iPhone

On Jul 31, 2019, at 4:16 PM, Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca> wrote:

Thanks Shannon – yes, confirmed our GCPE is working with yours; my team has also looped in yours, to both keep them updated and also secure some contact information for PSIs. We have had some contact from registrars with specific queries, so I am planning to send a letter to all registrars shortly. Please let me know if you would like to review, or just be copied.

Thanks
Sally

From: Baskerville, Shannon AEST:EX
Sent: July 31, 2019 11:04 AM
To: Barton, Sally EDUC:EX
<Sally.Barton@gov.bc.ca>
Cc: Vasey, Jeff AEST:EX
<Jeff.Vasey@gov.bc.ca>; Schollen, Tasha
GCPE:EX <Tasha.Schollen@gov.bc.ca>
Subject: Re: Education update

Hi sally - just to let you know I gave Gcpe a heads up etc last night - and assuming all are working together - they will keep your Gcpe looped in in any issues / impacts coming in from our sector - in many cases I understand - students receive a conditional offer letter subject to final grades - and it will delay offers to those on waiting lists. thx!

Sent from my iPhone

On Jul 30, 2019, at 8:24 PM, Barton, Sally
EDUC:EX <Sally.Barton@gov.bc.ca> wrote:

Hi Shannon,

Scott is away this week and I am Acting DM, so I wanted to update you on an issue that we are currently dealing with:

- Unfortunately there has been an issue with the

processing of provincial assessments taken in June: results were initially published over the weekend, but we then determined some errors so retracted all results from our online sources (paper transcripts had not yet been distributed)

- We are working to resolve the issue (we are confident we have identified the root cause, work is continuing overnight tonight to prepare revised transcripts, and I anticipate being able to release results tomorrow)
- This delay has obviously caused concern amongst students/parents, primarily pertaining to their progression to PSIs:
 - We have proactively contacted each PSI in BC (many of who, such as UBC, have posted updates on their websites, consistent with our messaging), and across Canada, and specific PSIs in the USA where BC students had applied
 - We have provided standard messaging out to the media, and to our key stakeholders
 - My team has connected with your team to keep them apprised

We have also
confirmed that this
will not impact the
Provincial
Scholarship process

- We will provide updated communications to key stakeholders and the media tomorrow morning, and will look to provide the transcript data files to BC PSIs as soon as possible tomorrow

Please call if you have any
questions,

Sally

Sally Barton, MBA, CPA CMA
Assistant Deputy Minister &
Sector CIO
Services and Technology Division
Ministry of Education
Phone (250) 413-7993

From: [Barton, Sally EDUC:EX](#)
To: [Baskerville, Shannon AEST:EX](#)
Cc: [Schollen, Tasha GCPE:EX](#); [Vasey, Jeff AEST:EX](#)
Subject: RE: Education update
Date: August 1, 2019 9:33:21 AM

Perfect – thanks for confirming Shannon (and for the edit from Tasha).

We will also be updating our web comms to highlight that most PSIs receive electronic transcripts from the Ministry, so no intervention is required by students, and that we have confirmed this 2 day delay will have no negative impact.

Thanks again
Sally

From: Baskerville, Shannon AEST:EX
Sent: August 1, 2019 9:17 AM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Cc: Schollen, Tasha GCPE:EX <Tasha.Schollen@gov.bc.ca>; Vasey, Jeff AEST:EX <Jeff.Vasey@gov.bc.ca>
Subject: Fwd: Education update

Hi Sally - we're fine with the letter - with suggested edit from Tasha below. Thx
Sent from my iPhone

Begin forwarded message:

From: "Schollen, Tasha GCPE:EX" <Tasha.Schollen@gov.bc.ca>
Date: July 31, 2019 at 8:47:18 PM PDT
To: "Baskerville, Shannon AEST:EX" <Shannon.Baskerville@gov.bc.ca>
Cc: "Vasey, Jeff AEST:EX" <Jeff.Vasey@gov.bc.ca>
Subject: Re: Education update

My only suggestion is to state that the error will not impact student admissions to PSIs.

Tasha Schollen
Communications Director
Government Communications and Public Engagement
Ministry of Advanced Education, Skills & Training
250-889-1121

On Jul 31, 2019, at 7:04 PM, Baskerville, Shannon AEST:EX
<Shannon.Baskerville@gov.bc.ca> wrote:

Page 049 of 172 to/à Page 058 of 172

Withheld pursuant to/removed as

DUPLICATE

From: [Barton, Sally EDUC:EX](#)
To: [Poplawski, Michael K EDUC:EX](#)
Cc: [Liddy, Eleanor EDUC:EX](#)
Subject: SSW message
Date: July 31, 2019 8:47:27 PM

Hi Michael

Please add the following message:

The issue with the Grade 12 June Exam results has been resolved and updated results and transcripts are now available. The ministry apologises for the delay, and any anxiety caused to students and their families, and we are grateful for your patience as we worked to address this issue. For more information please see the following news release:
<https://news.gov.bc.ca/releases/2019EDUC0068-001552>

Thanks so much,
Sally

Sally Barton, MBA, CPA CMA
Assistant Deputy Minister & Sector CIO
Services and Technology Division
Ministry of Education
Phone (250) 413-7993

From: [Liddy, Eleanor EDUC:EX](#)
To: [Barton, Sally EDUC:EX](#)
Cc: [Kelly, Erin EDUC:EX](#)
Subject: Updated
Date: July 31, 2019 6:12:56 PM

From: Liddy, Eleanor EDUC:EX
Sent: July 31, 2019 4:16 PM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Cc: Kelly, Erin EDUC:EX <Erin.1.Kelly@gov.bc.ca>
Subject: RE: Letter to registrars

Please review. If approved Erin can send this out.

Dear Registrar:

I wanted to provide an update on the current issue related to Provincial Graduation Grade 12 Exam results. As you may be aware, these results should have been posted on July 29, but have unfortunately been delayed. I am pleased to let you know that the Ministry has now resolved the issue with student assessment marks and the revised student transcripts are now available.

The Ministry became aware of this issue on Monday morning, and immediately notified onshore and offshore secondary schools in BC and the Yukon. We also provided an update to these schools this morning. We have also been updating our Student Transcript Service (STS) site to ensure students are aware of the status of their results. Students are now able to verify their results via the STS.

On Monday we also notified all Post-Secondary Institutions who would normally receive student transcripts electronically this week. This message was posted to your institution via the Secure File Transfer (SFTP) process. Revised students transcripts are now being provided to these Post-Secondary Institutions through the SFTP. Post-Secondary Institutions who are not set up to receive electronic transmission and would normally receive paper transcripts through BC Mail should expect to see them begin to arrive next week.

We apologize for any inconvenience this delay has caused, and appreciate your cooperation. If you have any further questions or concerns please contact our Director of Graduation Operations, Erin Kelly at Erin.1.Kelly@gov.bc.ca or 250 812-0272

For the news release and more information please see
<https://news.gov.bc.ca/releases/2019EDUC0068-001552>

Sally Barton, MBA, CPA CMA
Assistant Deputy Minister & Sector CIO
Services and Technology Division
Ministry of Education

Phone (250) 413-7993

From: Barton, Sally EDUC:EX
To: "nicole.morgan@gov.yk.ca"
Subject: Assessment Issue Update
Date: July 31, 2019 6:06:26 PM
Attachments: 2019EDUC0068-001552.pdf

Hi Nicole,

Thanks again for the callback, and nice to be able to chat with you directly. I am pleased to provide our news release and backgrounder on this issue (attached, and also available here: <https://news.gov.bc.ca/releases/2019EDUC0068-001552>), which contains key information and messaging relating to this issue.

As discussed, since this was issued we have finalised and released revised assessment marks/transcripts, which are now available to students through our Student Transcript Service and to schools via our Secure School Website.

Thanks, and if you have any questions please call,

Sally

Sally Barton, MBA, CPA CMA
Assistant Deputy Minister & Sector CIO
Services and Technology Division
Ministry of Education
Phone (250) 413-7993

STATEMENT

For Immediate Release
2019EDUC0068-001552
July 31, 2019

Ministry of Education

Minister's statement on student transcript issue

VICTORIA – Minister of Education Rob Fleming has provided the following statement in response to the B.C. student transcript issue:

"The issue that has affected transcripts for Grade 12 B.C. students who wrote provincial exams in June has now been resolved.

"I am confident that students and families can now know their grades are correct.

"I know this has caused anxiety for students and their families, and I want to assure them that this will not have an impact on admission to colleges and universities.

"After the discovery, the ministry contacted all post-secondary institutions in Canada and NCAA institutions in the United States to ensure that no student applications for the fall would be affected.

"Post-secondary institutions have stated they will ensure the error in data reporting won't negatively impact any incoming students.

"When the issue was first discovered, I immediately directed ministry staff to work around the clock to identify and fix the issue.

"The investigation discovered that human error caused the incident when data was being manually transferred between systems.

"Staff have now checked the updated results for accuracy. System checks and manual spot checks of results at every stage of the process have now confirmed their accuracy. Grades will be communicated directly to post-secondary institutions."

A backgrounder follows.

Contact:

Ministry of Education
Government Communications and Public
Engagement
250 356-5963

Connect with the Province of B.C. at: news.gov.bc.ca/connect

BACKGROUND

For Immediate Release
2019EDUC0068-001552
July 31, 2019

Ministry of Education

Student transcript issue resolved

The issue that caused student grade anomalies with some June 2019 provincial exam results is resolved, and students will be able to access corrected final exam marks and grades via the Student Transcripts Service later today.

The Ministry of Education apologizes for the inconvenience and anxiety that this disruption has caused students and families.

After investigating the incident, it was determined that it was caused by human error — the ministry uses a complex and sophisticated system to score exams. The manual error occurred when the grade thresholds from the scoring system were entered incorrectly into the reporting system. The error resulted in the assessments being miscalculated, with many students showing a lower result than expected.

The issue was discovered on July 29 after schools contacted the ministry asking about apparent anomalies in student results. The ministry took immediate steps and pulled all marks offline. A team of ministry staff worked vigorously around the clock to resolve the issue and verify exam results by manually reviewing student files.

The issue involved five provincial exams taken between June 22 and 23, and affected about 32,000 students who took the following assessments:

- Communications 12
- English First Peoples 12
- English 12
- French Language Arts (second language) 12
- French Language Arts (first language) 12

Post-secondary institutions in B.C., across Canada and NCAA schools in the United States were notified of the issue on July 30 to ensure no student applications were impacted. The ministry will be providing transcripts to these institutions directly to prevent any further delay. All secondary schools in B.C. and education partners were also informed. The ministry is confident that the updated results are accurate.

The assessment systems and processes in B.C. have been in place for three decades and this is the first time this has happened. The ministry is currently in the process of modernizing its technology infrastructure and systems, including assessments.

Students and families can be assured the grades seen on the Student Transcripts Service are accurate.

Contact:

Ministry of Education
Government Communications and Public
Engagement
250 356-5963

Connect with the Province of B.C. at: news.gov.bc.ca/connect

From: [MacDonald, Scott D EDUC:EX](#)
To: [Barton, Sally EDUC:EX](#); [Sampson, Laura EDUC:EX](#); [Teng, Zita EDUC:EX](#)
Subject: Fwd: July 31, 2019 Letter from the Ombudsperson
Date: July 31, 2019 4:37:22 PM
Attachments: [2019-07-31 MacDonald, S RE Tabulation of Grade 12 Exam Results.pdf](#)

D. Scott MacDonald
250 514 5553

----- Original message -----

From: Keira Morgan <KMorgan@bcombudsperson.ca>
Date: 2019-07-31 10:54 a.m. (GMT-08:00)
To: "MacDonald, Scott D EDUC:EX" <D.Scott.MacDonald@gov.bc.ca>
Subject: July 31, 2019 Letter from the Ombudsperson

Good morning Mr. MacDonald,

Attached please find a copy of a letter dated July 31, 2019 to you from the Ombudsperson, Jay Chalke. The original copy of the letter has also been sent to you by mail.

Kind regards,

Keira Morgan

Executive Administrative Assistant | Office of the Ombudsperson

PO Box 9039 Stn Prov Govt Victoria BC V8W 9A5
250-387-0183 | Fax: 250-387-0198

July 31, 2019

Scott MacDonald
Deputy Minister
Ministry of Education
PO Box 9179 Stn Prov Govt
Victoria BC V8W 9H8

Dear Mr. MacDonald,

RE: Tabulation of Grade 12 Exam Results

I am concerned by recent reports regarding errors in the tabulation of Grade 12 exam results. I have not yet initiated an investigation; however, I anticipate there may be a need to do so.

To assist me in making that determination, I would appreciate receiving a description of the problem including a timeline showing when the errors occurred, when they were identified and when the Ministry started to take steps to address them. I would also appreciate your assessment as to the potential impacts that the errors may have had on students, even if the errors have now been remedied. Furthermore, to the extent any potential impacts have been identified, please advise of the steps the Ministry is taking or plans to take to mitigate those impacts, and the steps taken to keep students and parents informed.

I would be grateful for your prompt response to this letter.

Yours sincerely,



Jay Chalke
Ombudsperson
Province of British Columbia

From: Barton, Sally EDUC:EX
To: "Mike Roberts"; "Flavia Coughlan"; "Allan Reed (BCASBO)"; "Claire Guy"; "Andrea Sinclair"; "ed.noot@scsbc.ca"; shawn; "Stephanie Higginson"; "djeffrey@fnesc.ca"; "kreimer@bcvpa.bc.ca"; "chris.vandermark@sd27.bc.ca"
Cc: Teng, Zita EDUC:EX
Subject: Assessment issue update
Date: July 31, 2019 4:03:31 PM
Attachments: 2019EDUC0068-001552.pdf

Hi

I wanted to provide a quick update, which is summarised in the attached file and news release that has just been issued by the Minister: <https://news.gov.bc.ca/releases/2019EDUC0068-001552>

In summary, we have identified the root cause, rectified the issue, undertaken extensive quality assurance checks at each stage of the process, and will be releasing revised results later today. We have continued our follow up with PSIs across Canada and with the NCAA to ensure students will not be negatively impacted by this.

Please call if you have any questions: thanks again for your support as we work through this,

Sally

Sally Barton, MBA, CPA CMA
Assistant Deputy Minister & Sector CIO
Services and Technology Division
Ministry of Education
Phone (250) 413-7993

Page 069 of 172 to/à Page 071 of 172

Withheld pursuant to/removed as

DUPLICATE

From: [Barton, Sally EDUC:EX](#)
To: [Iredale, Greg EDUC:EX](#); [Shypitka, James M EDUC:EX](#)
Cc: [Liddy, Eleanor EDUC:EX](#); [Froh, Greg EDUC:EX](#)
Subject: RE: Current Schedule
Date: July 31, 2019 3:47:01 PM

Great – thanks for confirming Greg.

From: Iredale, Greg EDUC:EX
Sent: July 31, 2019 3:43 PM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>; Shypitka, James M EDUC:EX <James.Shypitka@gov.bc.ca>
Cc: Liddy, Eleanor EDUC:EX <Eleanor.Liddy@gov.bc.ca>; Froh, Greg EDUC:EX <Greg.Froh@gov.bc.ca>
Subject: RE: Current Schedule

UTG will be starting in the next 5 min. And with final review on the end it does look like it will be reviewed and ready between 5:30 and 6. Review after UTG should only take 10-15 min. and was built in to the initial 2 hr timeframe.

From: Barton, Sally EDUC:EX
Sent: July 31, 2019 3:37 PM
To: Shypitka, James M EDUC:EX <James.Shypitka@gov.bc.ca>; Iredale, Greg EDUC:EX <Greg.Iredale@gov.bc.ca>
Cc: Liddy, Eleanor EDUC:EX <Eleanor.Liddy@gov.bc.ca>; Froh, Greg EDUC:EX <Greg.Froh@gov.bc.ca>
Subject: RE: Current Schedule

Thanks James.

How long is the review anticipated to take (no review time is built into the schedule below, so based on timings we are now are closer to 6pm than 5pm for any release – assuming no issues)? Are they also reviewing after UTG is complete, and if so for how long?

From: Shypitka, James M EDUC:EX
Sent: July 31, 2019 3:35 PM
To: Iredale, Greg EDUC:EX <Greg.Iredale@gov.bc.ca>
Cc: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>; Liddy, Eleanor EDUC:EX <Eleanor.Liddy@gov.bc.ca>; Froh, Greg EDUC:EX <Greg.Froh@gov.bc.ca>
Subject: Re: Current Schedule

The transcript job completed at 3:13. The review is underway prior to releasing UTG.

Sent from my iPhone

On Jul 31, 2019, at 3:16 PM, Iredale, Greg EDUC:EX <Greg.Iredale@gov.bc.ca> wrote:

Quick update – Transcript job is still running, no errors have occurred. It should be finishing up soon. Will send table back out once that is confirmed and we can move on to running

UTG.

From: Iredale, Greg EDUC:EX

Sent: July 31, 2019 1:22 PM

To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>; Liddy, Eleanor EDUC:EX <Eleanor.Liddy@gov.bc.ca>; Shypitka, James M EDUC:EX <James.Shypitka@gov.bc.ca>

Cc: Froh, Greg EDUC:EX <Greg.Froh@gov.bc.ca>

Subject: RE: Current Schedule

Current Status:

Step	Task	Time Allotted	Est. Completion Time	Status
1	UAT Ungrad DCR	30 min	11:30 AM	Complete
2	Ungrad DCR Prod	15 Min	12:00 PM	Complete
3	Run Transcript Job	3hr	3:00 PM	Underway
4	Run UTG - 43,000 Students	2hrs	5:00 PM	Not started
5	Open STS/TSW	N/A	5:15 PM	Not started
6	Monitor Load	6hrs	11:00 PM	Not started
7	Recommendation on load times	TBD	TBD	Under Review

Updates:

- Transcript job kicked off at 12:05pm – on track
- Currently working on monitoring schedule for once everything back online
- Performance metrics dashboard created – to be updated hourly until 11pm. LAN link to dashboard below. It is the filed under Performance Metrics and will be used to report out load volumes leading up to turning everything on and into this evening.
 - s.15

From: Iredale, Greg EDUC:EX

Sent: July 31, 2019 12:02 PM

To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>; Liddy, Eleanor EDUC:EX <Eleanor.Liddy@gov.bc.ca>; Shypitka, James M EDUC:EX <James.Shypitka@gov.bc.ca>

Cc: Froh, Greg EDUC:EX <Greg.Froh@gov.bc.ca>

Subject: RE: Current Schedule

Current Status:

Step	Task	Time Allotted	Est. Completion Time	Status
1	UAT Ungrad DCR	30 min	11:30 AM	Complete
2	Ungrad DCR Prod	15 Min	12:00 PM	Complete

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5	Open STS/TSW	N/A	5:15 PM	Not started
6	Monitor Load	6hrs	11:00 PM	Not started
7	Recommendation on load times	TBD	TBD	Under Review

Review is underway for best time to run BCMail job – because we are trying manage load volumes, all scheduled loads are under review to determine lowest impact timing. This is currently TBD as resources needed are engaged in getting data corrected and STS/TSW back online.

Monitoring schedule and status report of critical systems will be ready before we are back up and will be scheduled to be sent out on hourly intervals for allotted times.

From: Iredale, Greg EDUC:EX

Sent: July 31, 2019 11:22 AM

To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>; Liddy, Eleanor EDUC:EX <Eleanor.Liddy@gov.bc.ca>; Shypitka, James M EDUC:EX <James.Shypitka@gov.bc.ca>

Cc: Froh, Greg EDUC:EX <Greg.Froh@gov.bc.ca>

Subject: Current Schedule

Hi all,

This is our current timeframe of work and when we are estimating STS being up at 5pm if all goes according to plan.

Next update at 12pm.

Steps

- 1) UAT on Ungrad script - 30min
- 2) DCR Ungrad student to prod - 15 min
- 2) Run transcript job - 3hrs
- 3) Run UTG for 43,000 students - 2hrs
- 5) Open up STS - 5mins
- estimated up time - 5pm
- 6) monitor until 11pm

Greg

Director, Program and Project Management
Information & Technology Management Branch
(P) (250)-886-0518
(E) greg.iredale@gov.bc.ca

From: [Barton, Sally EDUC:EX](#)
To: [Froh, Greg EDUC:EX](#)
Cc: [Liddy, Eleanor EDUC:EX](#); [Shypitka, James M EDUC:EX](#)
Subject: FW: Final - FW: Minister's statement on student transcript issue
Date: July 31, 2019 3:30:00 PM

Hi Greg - please can we add a link to the news release below on both the STS and SSW sites?

<https://news.gov.bc.ca/20349>

Text should read: Please see the following update from the Ministry of Education regarding the assessment issue:

<https://news.gov.bc.ca/20349>

Confirming both sites should remain unavailable for access.

Thanks
Sally

-----Original Message-----

From: Filion, Corinna GCPE:EX
Sent: July 31, 2019 3:21 PM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Subject: FW: Final - FW: Minister's statement on student transcript issue

This is going out any minute. Not sure if we can link to this from both websites?

-----Original Message-----

From: McKill, Colin GCPE:EX
Sent: July 31, 2019 3:17 PM
To: Sorochan, Craig GCPE:EX <Craig.Sorochan@gov.bc.ca>
Cc: Filion, Corinna GCPE:EX <Corinna.Filion@gov.bc.ca>; GCPE Editorial Services <GCPEWES@Victoria1.gov.bc.ca>
Subject: Final - FW: Minister's statement on student transcript issue

Final attached, going asap.

Please refer to the files attached to this email. The following is the summary of the News Release

Permalink: <https://news.gov.bc.ca/20349>

News ID: NEWS-20349

NR Number: 2019EDUC0068-001552

NR Type: Statement

State: Planned

Planned Release Date: July 31, 2019 at 6:11 pm

Media Distribution Lists: ETHALL_ALL ETHNIC, LEGIS_PRESS GALLERY, MEDIA, PROVI_PROVINCE WIDE

Lead Organization: Ministry of Education

Headline: Minister's statement on student transcript issue

This email was auto-generated.

For Immediate Release
2019EDUC0068-001552
July 31, 2019

Ministry of Education

STATEMENT

Minister's statement on student transcript issue

VICTORIA - Minister of Education Rob Fleming has provided the following statement in response to the B.C. student transcript issue:

"The issue that has affected transcripts for Grade 12 B.C. students who wrote provincial exams in June has now been resolved.

"I am confident that students and families can now know their grades are correct.

"I know this has caused anxiety for students and their families, and I want to assure them that this will not have an impact on admission to colleges and universities.

"After the discovery, the ministry contacted all post-secondary institutions in Canada and NCAA institutions in the United States to ensure that no student applications for the fall would be affected.

"Post-secondary institutions have stated they will ensure the error in data reporting won't negatively impact any incoming students.

"When the issue was first discovered, I immediately directed ministry staff to work around the clock to identify and fix the issue.

"The investigation discovered that human error caused the incident when data was being manually transferred between systems.

"Staff have now checked the updated results for accuracy. System checks and manual spot checks of results at every stage of the process have now confirmed their accuracy. Grades will be communicated directly to post-secondary institutions."

A backgrounder follows.

Contact:

Ministry of Education
Government Communications and Public Engagement
250 356-5963

BACKGROUNDER

Student transcript issue resolved

The issue that caused student grade anomalies with some June 2019 provincial exam results is resolved, and students will be able to access corrected final exam marks and grades via the Student Transcripts Service later today.

The Ministry of Education apologizes for the inconvenience and anxiety that this disruption has caused students and families.

After investigating the incident, it was determined that it was caused by human error - the ministry uses a complex and sophisticated system to score exams. The manual error occurred when the grade thresholds from the scoring system were entered incorrectly into the reporting system. The error resulted in the assessments being miscalculated, with many students showing a lower result than expected.

The issue was discovered on July 29 after schools contacted the ministry asking about apparent anomalies in student results. The ministry took immediate steps and pulled all marks offline. A team of ministry staff worked vigorously around the clock to resolve the issue and verify exam results by manually reviewing student files.

The issue involved five provincial exams taken between June 22 and 23, and affected about 32,000 students who took the following assessments:

- * Communications 12
- * English First Peoples 12
- * English 12
- * French Language Arts (second language) 12
- * French Language Arts (first language) 12

Post-secondary institutions in B.C., across Canada and NCAA schools in the United States were notified of the issue on July 30 to ensure no student applications were impacted. The ministry will be providing transcripts to these institutions directly to prevent any further delay. All secondary schools in B.C. and education partners were also informed. The ministry is confident that the updated results are accurate.

The assessment systems and processes in B.C. have been in place for three decades and this is the first time this has happened. The ministry is currently in the process of modernizing its technology infrastructure and systems, including assessments.

Students and families can be assured the grades seen on the Student Transcripts Service are accurate.

Contact:

Ministry of Education
Government Communications and Public Engagement
250 356-5963

Connect with the Province of B.C. at: <http://news.gov.bc.ca/connect>

From: [Filion, Corinna GCPE:EX](#)
To: [Barton, Sally EDUC:EX](#)
Subject: FW: Final - FW: Minister's statement on student transcript issue
Date: July 31, 2019 3:21:24 PM
Attachments: [2019EDUC0068-001552.pdf](#)

This is going out any minute. Not sure if we can link to this from both websites?

-----Original Message-----

From: McKill, Colin GCPE:EX
Sent: July 31, 2019 3:17 PM
To: Soroohan, Craig GCPE:EX <Craig.Soroohan@gov.bc.ca>
Cc: Filion, Corinna GCPE:EX <Corinna.Filion@gov.bc.ca>; GCPE Editorial Services <GCPEWES@Victoria1.gov.bc.ca>
Subject: Final - FW: Minister's statement on student transcript issue

Final attached, going asap.

Please refer to the files attached to this email. The following is the summary of the News Release

Permalink: <https://news.gov.bc.ca/20349>

News ID: NEWS-20349
NR Number: 2019EDUC0068-001552
NR Type: Statement
State: Planned
Planned Release Date: July 31, 2019 at 6:11 pm
Media Distribution Lists: ETHALL_ALL ETHNIC, LEGIS_PRESS GALLERY, MEDIA, PROVI_PROVINCE WIDE
Lead Organization: Ministry of Education
Headline: Minister's statement on student transcript issue

This email was auto-generated.

For Immediate Release
2019EDUC0068-001552
July 31, 2019

Ministry of Education

STATEMENT

Minister's statement on student transcript issue

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"The issue that has affected transcripts for Grade 12 B.C. students who wrote provincial exams in June has now been resolved.

"I am confident that students and families can now know their grades are correct.

"I know this has caused anxiety for students and their families, and I want to assure them that this will not have an impact on admission to colleges and universities.

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Withheld pursuant to/removed as

DUPLICATE

From: [Barton, Sally EDUC:EX](#)
To: [Wency Lum](#)
Cc: [Dun, Linda EDUC:EX](#)
Subject: Re: Question: Grade 12 English grading and status
Date: July 31, 2019 2:24:24 PM

Hi Wency

My team has reached out to all PSIs via secure file transfer (where they would collect results), but we will be contacting all registrars shortly.

I will ask Linda on my team (copies) to give you a call to provide an update.

Thanks
Sally

Sally Barton
ADM, Services and Technology
Ministry of Education

On Jul 31, 2019, at 2:19 PM, Wency Lum <wencylum@uvic.ca> wrote:

Hi Sally,

I hope you are having a great summer. I am reaching out to see if you could help us with information on the Grade 12 English grading errors. Our registrar's office has been fielding questions but we do not have information regarding what happened with the system/grade posting, what we can expect and any timelines. Are you able to share any information or point me in the right direction?

Many thanks,

Wency

Wency Lum, BSc, CISA, PMP, MBA

Chief Information Officer | University of Victoria

T 250-721-7649 | M 250-516-6404

Office: Clearihue C026C

email: cio@uvic.ca | web: www.uvic.ca/systems

EA: Yasmine Hardcastle yasmineh@uvic.ca | 250-472-5677

<image001.jpg>

From: [Shawn Chisholm](#)
To: [Barton, Sally EDUC:EX](#)
Subject: Re: FW: UPDATE: provincial assessment results
Date: July 31, 2019 1:16:11 PM

Hi Sally,

Thank you for the ongoing updates. The Ministry's transparency and the focus on getting this problem solved quickly is greatly appreciated (congrats to you and your team)!
I will forward the message you sent to Superintendents to our FISA association heads (please let me know if you have any problems with that - I won't send it before 2:00 today).

Take care, Shawn



Shawn Chisholm | Executive Director
Federation of Independent School Associations in BC
4885 Saint John Paul II Way. Vancouver, BC V5Z 0G3
1 604 684 6023 | shawn@fisabc.ca | www.fisabc.ca

On Wed, Jul 31, 2019 at 11:58 AM Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca> wrote:

Hi

I wanted to share the note below, which was sent to all Superintendents and Secretary Treasurers earlier today, to provide an update on the current assessment issue.

Please call if you have any queries, thanks

Sally

From: EDUC Stakeholder Engagement EDUC:EX
Sent: July 31, 2019 10:48 AM
To: 'l_educ_superintendents@lists.gov.bc.ca' <l_educ_superintendents@lists.gov.bc.ca>
Cc: l_educ_st@lists.gov.bc.ca; Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>; Godin, Keith EDUC:EX <Keith.Godin@gov.bc.ca>; Bawa, Reg R EDUC:EX <Reg.Bawa@gov.bc.ca>; Lemmer, Nicola I EDUC:EX <Nicola.Lemmer@gov.bc.ca>; McCrea, Jennifer EDUC:EX <Jennifer.McCrea@gov.bc.ca>
Subject: UPDATE: provincial assessment results

Dear Superintendents:

I wanted to provide an update on the current issue relating to provincial assessment results. As you may be aware, these results should have been posted on July 29, but have unfortunately been delayed. I am pleased to let you know that the Ministry has now resolved the issue with student assessment marks and the revised student transcripts will be posted today.

The Ministry became aware of this issue on Monday morning, and immediately notified every secondary school in BC (and the Yukon). An update was provided yesterday. We have also been updating our Student Transcript Service site to ensure students are aware.

To ensure that there is no detrimental impact to BC students resulting from this delay we have contacted every post-secondary institution in BC and across Canada, and reached out to NCAA, to update them of this situation.

I appreciate your patience as we have worked to resolve this as a priority, and apologize for the inconvenience to your students and their families. The Ministry will be working to ensure this does not happen again.

Sally

Sally Barton, MBA, CPA CMA

Assistant Deputy Minister & Sector CIO

Services and Technology Division

Ministry of Education

Phone (250) 413-7993

From: Barton, Sally EDUC:EX
To: "bertrand_dupain@csf.bc.ca"
Subject: RE: UPDATE: provincial assessment results
Date: July 31, 2019 1:11:07 PM

Hi Bertrand,

Thanks for your note: I can confirm that all assessment results, including Fralp 12, are being reviewed.

Thanks
Sally

From: EDUC Stakeholder Engagement EDUC:EX
Sent: July 31, 2019 12:40 PM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Subject: FW: UPDATE: provincial assessment results

Fyi...

From: Bertrand Dupain <bertrand_dupain@csf.bc.ca>
Sent: July 31, 2019 12:32 PM
To: EDUC Stakeholder Engagement EDUC:EX <EDUC.Stakeholder.Engagement@gov.bc.ca>
Subject: Re: UPDATE: provincial assessment results

Bonjour Sally

Thank you for the information. We have noticed problems in English as well as in Fralp 12 exam. Will the Fralp 12 be reviewed as well?

Regards'

Bertrand Dupain

Envoyé de mon iPhone

Le 31 juill. 2019 à 19:48, EDUC Stakeholder Engagement EDUC:EX
<EDUC.Stakeholder.Engagement@gov.bc.ca> a écrit :

Dear Superintendents:

I wanted to provide an update on the current issue relating to provincial assessment results. As you may be aware, these results should have been posted on July 29, but have unfortunately been delayed. I am pleased to let you know that the Ministry has now resolved the issue with student assessment marks and the revised student

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Withheld pursuant to/removed as

DUPLICATE

From: [Barton, Sally EDUC:EX](#)
To: "Ed Noot"; djeffrey@fnesc.ca; shawn
Cc: [Godin, Keith EDUC:EX](#)
Subject: RE: UPDATE: provincial assessment results
Date: July 31, 2019 12:27:28 PM

Thanks Ed – we will continue to provide updates today.

Sally

From: Ed Noot <ed.noot@scsbc.ca>
Sent: July 31, 2019 12:23 PM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>; 'djeffrey@fnesc.ca' <djeffrey@fnesc.ca>; shawn <shawn@fisabc.ca>
Subject: RE: UPDATE: provincial assessment results

Thanks Sally – all the best as you work through this trying situation.

ed



From: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Sent: Wednesday, July 31, 2019 11:58 AM
To: 'djeffrey@fnesc.ca' <djeffrey@fnesc.ca>; shawn <shawn@fisabc.ca>; Ed Noot <ed.noot@scsbc.ca>
Subject: FW: UPDATE: provincial assessment results

Hi

I wanted to share the note below, which was sent to all Superintendents and Secretary Treasurers earlier today, to provide an update on the current assessment issue.

Please call if you have any queries, thanks

Sally

From: EDUC Stakeholder Engagement EDUC:EX
Sent: July 31, 2019 10:48 AM

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Withheld pursuant to/removed as

DUPLICATE

From: [Barton, Sally EDUC:EX](#)
To: [Claire Guy](#)
Cc: [EDUC Stakeholder Engagement EDUC:EX](#)
Subject: Re: provincial assessment results
Date: July 31, 2019 10:53:32 AM
Attachments: [image001.png](#)

Thanks Claire.

Please call if you have any further questions,

Sally

Sally Barton
ADM, Services and Technology
Ministry of Education

On Jul 31, 2019, at 10:50 AM, Claire Guy <cguy@bcssa.org> wrote:

Thank you for sending this! I will forward it out to the field. Claire

Claire Guy
Executive Director
BC School Superintendents Association
cguy@bcssa.org www.bcssa.org
#208 - 1118 Homer Street, Vancouver, BC V6B 6L5
t 604.687.0590
f 604.687.8118
c 604.764.6904

We would like to give thanks and acknowledge that the lands on which we work and learn are on the shared traditional territory of the Musqueam, Squamish and Tsleil-Waututh First Nations Peoples.

<image001.png>

From: <l_educ_superintendents-bounces@lists.gov.bc.ca> on behalf of "EDUC Stakeholder Engagement EDUC:EX" <EDUC.Stakeholder.Engagement@gov.bc.ca>
Date: Wednesday, July 31, 2019 at 10:48 AM
To: "'l_educ_superintendents@lists.gov.bc.ca'"
<l_educ_superintendents@lists.gov.bc.ca>
Cc: "Barton, Sally EDUC:EX" <Sally.Barton@gov.bc.ca>, "Lemmer, Nicola I

Page 096 of 172 to/à Page 097 of 172

Withheld pursuant to/removed as

DUPLICATE

From: [Barton, Sally EDUC:EX](#)
To: [Flavia Coughlan](#)
Cc: [Filion, Corinna GCPE:EX](#)
Subject: FW: Maple Ridge News inquiry
Date: July 31, 2019 10:27:41 AM
Attachments: [image002.png](#)

Hi Flavia – yes, Corinna (cc'd) and her team are handling all of our media inquiries.

Thanks
Sally

From: Flavia Coughlan <Flavia_Coughlan@sd42.ca>
Sent: July 31, 2019 10:27 AM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Subject: FW: Maple Ridge News inquiry

Hi Sally,

Do you have a dedicated communications person to whom we should be directing media questions?

See inquiry below.

Thank you,

Flavia

Flavia Coughlan, BAacct, CPA-CGA
Secretary Treasurer
School District No. 42 Maple Ridge-Pitt Meadows

This e-mail is intended only for the person to whom it is addressed (the "addressee") and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use that a person other than the addressee makes of this communication is prohibited and any reliance or decisions made based on it, are the responsibility of such person. We accept no responsibility for any loss or damages suffered by any person other than the addressee as a result of decisions made or actions taken based on this communication or otherwise. If you received this in error, please contact the sender and destroy all copies of this e-mail.

From: Colleen - Maple Ridge News <cflanagan@mapleridgenews.com>
Date: Wednesday, July 31, 2019 at 10:02 AM
To: Justin Beddall <justin_beddall@sd42.ca>
Subject: Maple Ridge News

Hey Justin. Just doing a follow on the Grade 12 grades story and how it is going to affect students and their university applications.

Does the school district have anything they want to tell parents about this?

Has the district been fielding phone calls from worried students and/or parents?

What are you telling them?

Should students be concerned?

Were students sent the wrong grades in this district as well or was the flaw caught before the marks were sent out?

Were you given a timeline by the ministry of when they think the problem will be fixed?

Thanks,

cid:4F87B595-5940-463C-AC46-F32BED567CFB



From: [Barton, Sally EDUC:EX](#)
To: [Teng, Zita EDUC:EX](#)
Cc: [Filion, Corinna GCPE:EX](#)
Subject: Priority email for all superintendents
Date: July 31, 2019 10:23:59 AM

Zita – please can you send this to all Supers, with a cc to all STs, asap.
(Please ensure you have Tom listed as the new super for SD71 – he called this morning: his email is tom.demeo@sd71.ca).

Thanks
Sally

Dear Superintendents,

I wanted to provide an update on the current issue relating to provincial assessment results: as you may be aware, these results should have been posted on 29 July – but have unfortunately been delayed. I am pleased to let you know that the Ministry has now resolved the issue with student assessment marks and the revised student transcripts will be posted today.

The Ministry became aware of this issue on Monday morning, and immediately notified every secondary school in BC (and the Yukon). An update was provided yesterday. We have also been updating our Student Transcript Service site to ensure students are aware.

To ensure that there is no detrimental impact to BC students resulting from this delay we have contacted every post-secondary institution in BC and across Canada, and reached out to NCAA, to update them of this situation.

I appreciate your patience as we have worked to resolve this as a priority, and apologise for the inconvenience to your students and their families. The Ministry will be working to ensure this does not happen again.

Sally

Sally Barton, MBA, CPA CMA
Assistant Deputy Minister & Sector CIO
Services and Technology Division
Ministry of Education
Phone (250) 413-7993

From: [Barton, Sally EDUC:EX](#)
To: [Hamilton, Jerianne EDUC:EX](#); [Liddy, Eleanor EDUC:EX](#)
Cc: [Kelly, Erin EDUC:EX](#); [Dun, Linda EDUC:EX](#)
Subject: RE: OK to move forward?
Date: July 31, 2019 10:03:31 AM

Thanks Jeri – yes, ok to move forward. But we will double check before we re-open SSW and STS.
thanks

From: Hamilton, Jerianne EDUC:EX
Sent: July 31, 2019 10:02 AM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>; Liddy, Eleanor EDUC:EX <Eleanor.Liddy@gov.bc.ca>
Cc: Kelly, Erin EDUC:EX <Erin.1.Kelly@gov.bc.ca>; Dun, Linda EDUC:EX <Linda.Dun@gov.bc.ca>
Subject: OK to move forward?

Hi Sally and Eleanor,

The team as completed QA and it appears that there wasn't any discrepancies that we found. I feel it's ok to move forward with the release if you are ok with that?

Thanks,

Jerianne (Jeri) Hamilton
TRAX System Coordinator | 778 698-8260
[Student Certification Branch](#) | Ministry of Education
trax.support@gov.bc.ca | www.bced.gov.bc.ca

From: [Barton, Sally EDUC:EX](#)
To: [Godin, Keith EDUC:EX](#)
Subject: FW: Assessment issue update
Date: July 31, 2019 9:43:03 AM

Hi – this is what has been sent, (I including Shawn and Ed in the distribution) in case you want to follow up directly with your key stakeholders. I also spoke with Chris and Andrea yesterday, and Claire this morning.

Sally

Hi,

You may be aware of the current issue that the Ministry is responding to relating to assessment marking: I was able to speak with a couple of you directly yesterday, but wanted to ensure everyone was updated and also had access to the consistent messaging that we are providing to media etc., as follows:

We understand that this situation is stressful for students and families.

We are focused on resolving this as quickly as possible.

There was an anomaly in the tabulation of the Grade 12 June exam results and a team of ministry staff are actively working to identify and resolve the issue.

The ministry is reviewing each June 2019 exam result to ensure student grades are accurately reflected on their transcripts.

All B.C. secondary schools have been contacted and advised of the issue.

The ministry has also contacted B.C. post-secondary institutions to inform them of the issue and help ensure no student applications are impacted.

We are also actively contacting Canadian post-secondary institutions and will work with outside post-secondary institutions as needed.

Work continued overnight, and we are implementing additional quality assurance steps into our standard processes to ensure this issue is fully remediated. We are confident that we have identified the root cause of the issue, and will be able to release revised assessment results shortly.

I will provide you with a further update later this morning, but in the interim please call if you have any questions.

Thanks
Sally

Sally Barton, MBA, CPA CMA
Assistant Deputy Minister & Sector CIO
Services and Technology Division
Ministry of Education
Phone (250) 413-7993

From: Barton, Sally EDUC:EX
To: "Mike Roberts"; "Flavia Coughlan"; "Allan Reed (BCASBO)"; "Claire Guy"; "Andrea Sinclair"; "ed.noot@scsbc.ca"; "chris.vandermark@sd27.bc.ca"; "kreimer@bcpvpa.bc.ca"
Subject: RE: Assessment issue update
Date: July 31, 2019 9:35:56 AM

Thanks Mike!

We are moving in the right direction – just ensuring we do a lot of quality checks along the way!
Hope to have good news out shortly...

Sally

From: Mike Roberts <MRoberts@BCSTA.ORG>
Sent: July 31, 2019 8:30 AM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>; 'chris.vandermark@sd72.ca' <chris.vandermark@sd72.ca>; 'ed.noot@ssbc.ca' <ed.noot@ssbc.ca>; Flavia Coughlan <flavia_coughlan@sd42.ca>; Allan Reed (BCASBO) <executivedirector@bcasbo.ca>; 'kreimer@bcpvpa.ca' <kreimer@bcpvpa.ca>; Andrea Sinclair <andreasinclair@bccpac.bc.ca>
Subject: RE: Assessment issue update

Thanks Sally
Hang in there! I'm sure you will all get it fixed in short order.
And let us know if we can help in any way.

Mike

MIKE ROBERTS

Chief Executive Officer
BC School Trustees Association (BCSTA)
P (604) 734-2721 | M (604) 754-5222 | W bcsta.org

From: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Sent: July 31, 2019 8:27 AM
To: Mike Roberts <MRoberts@BCSTA.ORG>; 'chris.vandermark@sd72.ca' <chris.vandermark@sd72.ca>; 'ed.noot@ssbc.ca' <ed.noot@ssbc.ca>; Flavia Coughlan <flavia_coughlan@sd42.ca>; Allan Reed (BCASBO) <executivedirector@bcasbo.ca>; 'kreimer@bcpvpa.ca' <kreimer@bcpvpa.ca>; Andrea Sinclair <andreasinclair@bccpac.bc.ca>
Subject: RE: Assessment issue update

Thanks for your support Mike: in the interim I am happy for the messaging below to be shared with parents and media.

I hope to have a more substantive update later this morning.

Thanks again
Sally

From: Mike Roberts <MRoberts@BCSTA.ORG>
Sent: July 31, 2019 8:26 AM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>; 'chris.vandermark@sd72.ca' <chris.vandermark@sd72.ca>; 'ed.noot@ssbc.ca' <ed.noot@ssbc.ca>; Flavia Coughlan <flavia_coughlan@sd42.ca>; Allan Reed (BCASBO) <executivedirector@bcasbo.ca>; 'kreimer@bcpvpa.ca' <kreimer@bcpvpa.ca>
Subject: RE: Assessment issue update

Thank you Sally
Appreciate your very quick work to address this issue.

Are we able to share the information below with Board Chairs and senior district staff? Or can the MoE provide something to districts that can be shared with parents?

Asking because we are told the media interest has resulted in a number of parents contacting school districts and schools. A standard written response that districts can share to parents would be very helpful.

Mike

MIKE ROBERTS

Chief Executive Officer
BC School Trustees Association (BCSTA)
P (604) 734-2721 | M (604) 754-5222 | W bcsta.org

From: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Sent: July 31, 2019 8:22 AM
To: 'chris.vandermark@sd72.ca' <chris.vandermark@sd72.ca>; 'ed.noot@ssbc.ca' <ed.noot@ssbc.ca>; Flavia Coughlan <flavia_coughlan@sd42.ca>; Allan Reed (BCASBO) <executivedirector@bcasbo.ca>; Mike Roberts <MRoberts@BCSTA.ORG>; Mike Roberts <MRoberts@BCSTA.ORG>; 'kreimer@bcpvpa.ca' <kreimer@bcpvpa.ca>
Subject: Assessment issue update

Hi,

You may be aware of the current issue that the Ministry is responding to relating to assessment marking: I was able to speak with a couple of you directly yesterday, but wanted to ensure everyone was updated and also had access to the consistent messaging that we are providing to media etc., as follows:

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The ministry has also contacted B.C. post-secondary institutions to inform them of the issue and help ensure no student applications are impacted.

We are also actively contacting Canadian post-secondary institutions and will work with outside post-secondary institutions as needed.

Work continued overnight, and we are implementing additional quality assurance steps into our standard processes to ensure this issue is fully remediated. We are confident that we have identified the root cause of the issue, and will be able to release revised assessment results shortly.

I will provide you with a further update later this morning, but in the interim please call if you have any questions.

Thanks
Sally

Sally Barton, MBA, CPA CMA
Assistant Deputy Minister & Sector CIO
Services and Technology Division
Ministry of Education
Phone (250) 413-7993

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DUPLICATE

From: [Liddy, Eleanor EDUC:EX](#)
To: [Cusack, David EDUC:EX](#)
Cc: [Barton, Sally EDUC:EX](#); [Filion, Corinna GCPE:EX](#)
Subject: Message for Transcript Site (250 characters)
Date: July 31, 2019 8:00:22 AM

There was an anomaly in the tabulation of the Grade 12 June exam results. We are working to resolve the issue as quickly as possible. We have informed post secondary institutions to ensure student applications are not impacted. We understand the situation is stressful for students and families.

Eleanor Liddy
Executive Director,
Services and Technology Division
250-508-1119

From: [Barton, Sally EDUC:EX](#)
To: [Hamilton, Jerianne EDUC:EX](#)
Cc: [Froh, Greg EDUC:EX](#); [Liddy, Eleanor EDUC:EX](#)
Subject: RE: New transcript file for Grad Run
Date: July 30, 2019 7:40:19 PM

Thanks Jeri: I just spoke with Tony Delaviola at CGI to update him on the situation and to let him know your work was progressing tonight: he will follow up with his team to ensure that support is available throughout the evening.

Greg – I also let Tony know we were taking SSW and STS down, and the rationale, but that once revised assessment results were available we were anticipating a big hit to STS tomorrow. He confirmed his team is still working on some changes to ensure the availability and performance of STS.

Hope everything progresses well tonight Jeri, and thanks again,

Thanks
Sally

From: Hamilton, Jerianne EDUC:EX
Sent: July 30, 2019 7:33 PM
To: Smith, Vaughn <vaughn.smith@cgi.com>
Cc: Taylor, Steve <steve.taylor@cgi.com>; Froh, Greg EDUC:EX <Greg.Froh@gov.bc.ca>; EDUC DL DBA <EDUCDLBA@Victoria1.gov.bc.ca>; Dun, Linda EDUC:EX <Linda.Dun@gov.bc.ca>; Kelly, Erin EDUC:EX <Erin.1.Kelly@gov.bc.ca>; Liddy, Eleanor EDUC:EX <Eleanor.Liddy@gov.bc.ca>; Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Subject: New transcript file for Grad Run

Hi Vaughn,

All the jobs are running for the exam release again. UTG job is the last to go so the data won't be available until tomorrow. Once the data's been spot checked by ministry staff, we'll need you to create a new transcript file with the grad transcript data file. The spot checking should be done sometime early tomorrow.

Thanks,

Jerianne (Jeri) Hamilton
TRAX System Coordinator | 778 698-8260
[Student Certification Branch](#) | Ministry of Education
trax.support@gov.bc.ca | www.bced.gov.bc.ca

From: [Filion, Corinna GCPE:EX](#)
To: [Barton, Sally EDUC:EX](#)
Cc: [Liddy, Eleanor EDUC:EX](#); [Froh, Greg EDUC:EX](#)
Subject: Re: System messaging
Date: July 30, 2019 7:33:31 PM

Mo is fine with this

Sent from my iPhone

On Jul 30, 2019, at 7:27 PM, Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca> wrote:

Hi Corinna

As mentioned, work is progressing to resolve the assessment issue and will continue overnight. This work includes the automated processing of a number of systems' jobs that result in our outward facing Secure School Web (accessed by principles etc.) and Student Transcript Services (accessed by students) being automatically updated with revised results.

I would like to ensure our additional QA steps for this issue resolution can continue, so want to ensure my team can review these results in the morning, prior to any external access to these revised assessment results by teachers or students – we will therefore take-down the SSW and STS applications this evening, to prevent external access until we have validated assessment results, and would like to put the following message on both sites: "This application is unavailable due to maintenance".

We could expand the message to link it to the assessment issue (which is what people may assume), but thought a simple message would be best, so we don't further draw attention to the issue.

If you are please able to approve the messaging, then my team will be able to proceed with removing external access.

Thanks,
Sally

Sally Barton, MBA, CPA CMA
Assistant Deputy Minister & Sector CIO
Services and Technology Division
Ministry of Education
Phone (250) 413-7993

From: [Barton, Sally EDUC:EX](#)
To: ["Andrea Sinclair"](#)
Subject: RE: Assessment issue update
Date: July 30, 2019 3:19:53 PM

Great – thanks for the follow up Andrea.

Will let you know when we know more...

Sally

From: Andrea Sinclair <andreasinclair@bccpac.bc.ca>
Sent: July 30, 2019 3:18 PM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Subject: Re: Assessment issue update

Thanks for this Sally

I spoke to Tanja and reiterated points below and mentioned the webpage with updates at 4pm today.

She stated she had a communication from the Ministry too.

Keep you posted

A

From: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Sent: Tuesday, July 30, 2019 2:27:46 PM
To: Andrea Sinclair <andreasinclair@bccpac.bc.ca>
Subject: Assessment issue update

Hi Andrea

Thanks for the update on the media outreach from global. I am pleased to provide the following response that the ministry has prepared for media:

We understand that this situation is stressful for students and families.

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Withheld pursuant to/removed as

DUPLICATE

From: [Filion, Corinna GCPE:EX](#)
To: [Liddy, Eleanor EDUC:EX](#); [Sorochan, Craig GCPE:EX](#)
Cc: [Barton, Sally EDUC:EX](#)
Subject: RE: Public and Student - Current
Date: July 30, 2019 2:47:19 PM

Hi Eleanor. Can you update with these?

For internal site:

There was an anomaly in the tabulation of the Grade 12 June exam results and a team of ministry staff are actively working to identify and resolve the issue as quickly as possible.

We understand that this situation is stressful for students and families. The ministry is reviewing each June 2019 exam result to ensure student grades are accurately reflected on their transcripts.

The ministry has contacted B.C. post-secondary institutions to inform them of the issue and help ensure no student applications are impacted. We are also actively contacting Canadian post-secondary institutions and will work with outside post-secondary institutions as needed.

We will provide an update on July 31. Once the exam results are finalized, all orders placed to "Send Final Marks when they become available" will be processed.

For external site:

We are experiencing a higher than normal volume of visits to the Student Transcript Service.

There was an anomaly in the tabulation of the Grade 12 June exam results and a team of ministry staff are actively working to identify and resolve the issue as quickly as possible.

We understand that this situation is stressful for students and families. The ministry is reviewing each June 2019 exam result to ensure student grades are accurately reflected on their transcripts.

The ministry has contacted B.C. post-secondary institutions to inform them of the issue and help ensure no student applications are impacted. We are also actively contacting Canadian post-secondary institutions and will work with outside post-secondary institutions as needed.

From: Liddy, Eleanor EDUC:EX
Sent: July 30, 2019 1:49 PM
To: Sorochan, Craig GCPE:EX <Craig.Sorochan@gov.bc.ca>
Cc: Filion, Corinna GCPE:EX <Corinna.Filion@gov.bc.ca>
Subject: FW: Public and Student - Current

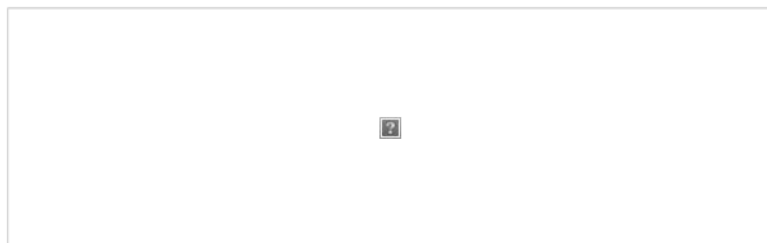
Here are the 2 messages. We need to update both sites ,
Also we are sending a message to all Canadian universities (will run it by you first). And reaching out specifically to our NCAA schools.
E

From: Foster, Christie I EDUC:EX
Sent: July 30, 2019 1:26 PM
To: Liddy, Eleanor EDUC:EX <Eleanor.Liddy@gov.bc.ca>; Dun, Linda EDUC:EX <Linda.Dun@gov.bc.ca>; Kelly, Erin EDUC:EX <Erin.1.Kelly@gov.bc.ca>
Subject: Public and Student - Current

StudentTranscripts Dashboard message;



<https://www2.gov.bc.ca/gov/content/education-training/k-12/support/transcripts-and-certificates>



Thanks so much,
Christie

Christie Foster
Manager, Data Collections Unit
Ministry of Education
250.893.5831

s.22

From: [Barton, Sally EDUC:EX](#)
To: ["Andrea Sinclair"](#)
Subject: Assessment issue update
Date: July 30, 2019 2:27:48 PM

Hi Andrea

Thanks for the update on the media outreach from global. I am pleased to provide the following response that the ministry has prepared for media:

We understand that this situation is stressful for students and families.

We are focused on resolving this as quickly as possible.

There was an anomaly in the tabulation of the Grade 12 June exam results and a team of ministry staff are actively working to identify and resolve the issue.

The ministry is reviewing each June 2019 exam result to ensure student grades are accurately reflected on their transcripts.

All B.C. secondary schools have been contacted and advised of the issue.

The ministry has also contacted B.C. post-secondary institutions to inform them of the issue and help ensure no student applications are impacted.

We are also actively contacting Canadian post-secondary institutions and will work with outside post-secondary institutions as needed.

If would be great if you are also happy to add: the Ministry has contacted me to inform me of situation, have informed me this is their top priority and working to resolve it asap, and have assured me they are working with post-sec institutions to make sure no student applications are impacted by this.

Thanks, and please let me know if you have any questions about this – I will keep you updated as this progresses.

Sally

Sally Barton, MBA, CPA CMA
Assistant Deputy Minister & Sector CIO
Services and Technology Division
Ministry of Education
Phone (250) 413-7993

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Withheld pursuant to/removal as

NR

From: Kelly, Erin EDUC:EX
To: Barton, Sally EDUC:EX
Subject: FW: TRAX Update: June 2019 Language Arts 12 Provincial Exam Reports
Date: July 30, 2019 2:07:35 PM

This went out yesterday to all schools. We have not sent one out today until we have approved messaging from GCPE.

From: l_educ_trax_updates-bounces@lists.gov.bc.ca <l_educ_trax_updates-bounces@lists.gov.bc.ca> **On Behalf Of** EDUC Student Certification Branch EDUC:EX
Sent: July 29, 2019 1:11 PM
To: 'l_educ_trax_updates@lists.gov.bc.ca' <l_educ_trax_updates@lists.gov.bc.ca>
Subject: TRAX Update: June 2019 Language Arts 12 Provincial Exam Reports

This TRAX Update ☒ BC Public & Yukon Schools ☒ BC Independent Schools
is intended for: ☐ Offshore Schools ☒ Non-Independent First Nations Schools

June 2019 Language Arts 12 Provincial Exam Reports

Due to an issue with English 12 exam results from June 2019, please note the following reports will be unavailable on the School Secure Web until further notice:

Exam/Assessment Session Reports

2019/06

[Grade 12 Distribution of Letter Grades](#)

[Marks Not Downloaded Electronically](#)

[Grade 12 Student Marks by Student Name](#)

[Grade 12 Student Marks by Subject](#)

[Grade 12 & Adult Students Not Satisfying Graduation Requirements](#)

[Students Satisfying Graduation Requirements](#)

As soon as these reports are correct and available, they will be reposted on the School Secure Web:
<https://www.bced.gov.bc.ca/exams/tsw/principals/principals/>

Note that the Unofficial Transcripts of Grades (UTGs) and Transcript Verification Reports (TVRs) will not be removed from the School Secure Web but will be updated.

We will provide an update by the end of the day.

Questions?

If you have questions, please email: Student.Certification@gov.bc.ca.

Please encourage other appropriate school staff to subscribe to the **TRAX Updates** mailing list.

The TRAX Updates mailing list is the primary means of Ministry to school communication relating to data collection, assessment and examination administration and student transcripts.

[Subscribe to TRAX Updates](#) | [Stop Receiving TRAX Updates](#) | [Manage my Subscription Options](#)

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Withheld pursuant to/removed as

NR

From: [Barton, Sally EDUC:EX](#)
To: [MacDonald, Scott D EDUC:EX](#)
Subject: RE: Vancouver School Board
Date: July 31, 2019 9:50:19 AM

Thanks: I spoke to Chris yesterday afternoon, and Claire this morning: they have the official communications and will share.

We will be sending an update shortly, confirming that the issue is resolved and results will be released today.

Sally

From: MacDonald, Scott D EDUC:EX
Sent: July 31, 2019 9:46 AM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Subject: Fwd: Vancouver School Board

D. Scott MacDonald
250 514 5553

----- Original message -----

From: Keven Elder <K.Elder@vsb.bc.ca>
Date: 2019-07-31 8:22 a.m. (GMT-08:00)
To: "MacDonald, Scott D EDUC:EX" <D.Scott.MacDonald@gov.bc.ca>
Subject: Vancouver School Board

Good morning Scott. Sorry to bother you. Is there something to this that Supts should have heard about?

Best

Keven

<https://www.vsb.bc.ca/District/Contacts/Pages/Grade-12-exam-results.aspx?rf=1488740d-32fa-4766-9c0a-22f33a4b351a>

From: [Barton, Sally EDUC:EX](#)
To: [MacDonald, Scott D EDUC:EX](#)
Subject: RE: Provincial Exams
Date: July 31, 2019 9:51:21 AM

Thanks.

Just spoke with Flavia, and we will send to all STs too.

From: MacDonald, Scott D EDUC:EX
Sent: July 31, 2019 9:47 AM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Subject: Fwd: Provincial Exams

I would recommend sending an alert to Sups explaining next steps

D. Scott MacDonald
250 514 5553

----- Original message -----

From: Scott Stinson <ssinson@sd62.bc.ca>
Date: 2019-07-31 8:14 a.m. (GMT-08:00)
To: "MacDonald, Scott D EDUC:EX" <D.Scott.MacDonald@gov.bc.ca>
Subject: Provincial Exams

Good Morning Scott,

I hope you've had some time to get away this summer and catch your breath before the start of another school year.

I had several media requests yesterday regarding the provincial exam issue, but have had no direct correspondence from the Ministry. The only info I have is what is being reported in the media. I don't see anything on the Ministry site either. Apparently individual schools were contacted about the issue.

Could you or someone in your office send something out to superintendents please.

Thanks,
Scott

Scott Stinson / Superintendent and CEO / School District 62 (Sooke)
P: 250-474-9807 / E: ssinson@sd62.bc.ca / Web: www.sd62.bc.ca

Jansen, Lindsay EDUC:EX

From: Liddy, Eleanor EDUC:EX
Sent: July 29, 2019 12:29 PM
To: Lemmer, Nicola I EDUC:EX
Cc: Walt, Nancy J EDUC:EX
Subject: FW: Discrepancy between Exam results and School Marks for English 12

Hi Nancy

Not sure if you're up to date on this – my team has been working with Ali. I will be alerting GCPE
E

From: Dun, Linda EDUC:EX
Sent: July 29, 2019 12:06 PM
To: Liddy, Eleanor EDUC:EX <Eleanor.Liddy@gov.bc.ca>; Kelly, Erin EDUC:EX <Erin.1.Kelly@gov.bc.ca>
Subject: Discrepancy between Exam results and School Marks for English 12

Hi Eleanor and Erin,

We have been receiving concerns from the field about the wide gap between school marks and exam marks in English 12. There appears to be a discrepancy on exam Form A.

For Form A, this was re-used from the April 2017 exam session which was a smaller session than this June 2019 session. At the time of review and approval, cut points and IRT seemed correct. After further review of results based on field questions, it was noted that a *full review of the IRT scores and new cut points will be required*.

Action:

- Ally will be re-running the IRTs immediately and have some results to us by the end of the day.
- BCMail job has been cancelled until we have finalized results
- We will communicate to the field that we are investigating the issue and will have an update by the end of the day.
- Once new IRT scores are provided the TRAX team will reprocess the exam, create new reports and submit new transcripts to BC Mail

We can put a note on listserv to users if need be to let them know that we are working on the issue. Please let me know if you have any questions.

Linda Dun
Director Strategic Initiatives ShareEdBC
Ministry of Education
250-213-2156

Jansen, Lindsay EDUC:EX

From: Liddy, Eleanor EDUC:EX
Sent: July 29, 2019 12:31 PM
To: Fillion, Corinna GCPE:EX
Cc: Barton, Sally EDUC:EX; Teng, Zita EDUC:EX; Walt, Nancy J EDUC:EX
Subject: Language Arts 12 Exam Results Issue

Hi Corinna

We have been receiving concerns from the field about the wide gap between school marks and exam marks in English 12. There appears to be a discrepancy on exam Form A.

For Form A, this was re-used from the April 2017 exam session which was a smaller session than this June 2019 session. At the time of review and approval, cut points and IRT seemed correct. After further review of results based on field questions, it was noted that a *full review of the IRT scores and new cut points will be required*.

Action:

- Ally will be re-running the IRTs immediately and have some results to us by the end of the day.
- BCMail job has been cancelled until we have finalized results
- We will communicate to the field that we are investigating the issue and will have an update by the end of the day.
- Once new IRT scores are provided the TRAX team will reprocess the exam, create new reports and submit new transcripts to BC Mail

We are sending a note out to schools via our list serve, and will have an update later in the day.

Eleanor Liddy
Executive Director,
Services and Technology Division
250-508-1119

Jansen, Lindsay EDUC:EX

From: Liddy, Eleanor EDUC:EX
Sent: July 30, 2019 3:32 PM
To: Walt, Nancy J EDUC:EX
Subject: Media bullets for messaging.

From: Barton, Sally EDUC:EX
Sent: July 30, 2019 2:37 PM
To: Liddy, Eleanor EDUC:EX <Eleanor.Liddy@gov.bc.ca>
Subject: FW: BCCPAC

RESPONSE provided to media:

We understand that this situation is stressful for students and families.

We are focused on resolving this as quickly as possible.

There was an anomaly in the tabulation of the Grade 12 June exam results and a team of ministry staff are actively working to identify and resolve the issue.

The ministry is reviewing each June 2019 exam result to ensure student grades are accurately reflected on their transcripts.

All B.C. secondary schools have been contacted and advised of the issue.

The ministry has also contacted B.C. post-secondary institutions to inform them of the issue and help ensure no student applications are impacted.

We are also actively contacting Canadian post-secondary institutions and will work with outside post-secondary institutions as needed.

Jansen, Lindsay EDUC:EX

From: Ross, Kate <kate.ross@ubc.ca>
Sent: July 31, 2019 6:37 PM
To: Walt, Nancy J EDUC:EX
Subject: FW: BC Provincial Exam Grading "Anomaly"

Importance: High

Hi Nancy,

I understand Nicola is away. Please see my note to her below.

Thanks
Kate

Kate Ross EdD
Associate Vice-President, Enrolment Services & Registrar
Enrolment Services
The University of British Columbia | Vancouver | Musqueam Traditional Territory
Brock Hall 2016 1874 East Mall | Vancouver BC | V6T 1Z1 Canada
Phone 604 822 2951
kate.ross@ubc.ca
<http://www.students.ubc.ca>



THE UNIVERSITY OF BRITISH COLUMBIA

From: Ross, Kate
Sent: Wednesday, July 31, 2019 6:36 PM
To: Lemmer, Nicola I EDUC:EX <Nicola.Lemmer@gov.bc.ca>
Subject: FW: BC Provincial Exam Grading "Anomaly"
Importance: High

Hi Nicola,

I wanted to reach out to you with an example of what we are dealing with as a result of the English 12 issue. Are you the right person to speak to about this as I think it will be important to instill confidence in parents and students so we aren't dealing with the fall out.

Thanks
Kate

Kate Ross EdD
Associate Vice-President, Enrolment Services & Registrar
Enrolment Services
The University of British Columbia | Vancouver | Musqueam Traditional Territory
Brock Hall 2016 1874 East Mall | Vancouver BC | V6T 1Z1 Canada
Phone 604 822 2951



THE UNIVERSITY OF BRITISH COLUMBIA

From: UBC President's Office <presidents.office@ubc.ca>

Sent: Wednesday, July 31, 2019 10:45 AM

To: Arida, Andrew <andrew.arida@ubc.ca>; Ratner, Pam <Pam.Ratner@ubc.ca>; Ross, Kate <kate.ross@ubc.ca>

Subject: Fwd: BC Provincial Exam Grading "Anomaly"

Please discuss and reply on my behalf.

Best wishes,

Santa J. Ono

Begin forwarded message:

s.22
From:
Date: July 31, 2019 at 1:34:53 PM EDT
To: UBC President's Office <presidents.office@ubc.ca>
Subject: BC Provincial Exam Grading "Anomaly"

Hello Dr. Ono,

Does UBC have a response to the lack of confidence that many Grade 12 students now have in their English 12 provincial exam marks which are currently being recalculated by the Ministry of Education? Anxiety is extremely high among students who have been conditionally accepted in to UBC and who are now concerned that their acceptances may be revoked due to errors on the part of the Ministry of Education. This stressor is morphing into a mental health issue for many students.s.22

s.22

s.22

Perhaps UBC could take the lead on this issue by informing your incoming BC students that only the school portion of their Grade 12 English mark will be used in the reassessment of their conditional acceptances to UBC. There are rumours that UVic will be taking this approach.

Kind regards,

s.22

Jansen, Lindsay EDUC:EX

From: Ross, Kate <kate.ross@ubc.ca>
Sent: August 1, 2019 5:29 PM
To: Barton, Sally EDUC:EX; Walt, Nancy J EDUC:EX
Subject: Update

Hi,

I spoke the Director, Admissions and we will have the numbers on revokes by Wednesday next week. He also had a couple of thoughts. If the error was due to a categorical one, as it was corrected so quickly, it would be helpful to provide this information. Most people would understand that type of error. He thought this might be the case looking at the data we have received. Also wondered if students are able to review their exams – if so is this another way to provide confidence and help us with our appeals. We could direct students to do this.

Will send the draft of what I will send to the Registrars. Might not get to it till the morning but it will be first thing if that is the case.

Best,
Kate

Kate Ross EdD
Associate Vice-President, Enrolment Services & Registrar
Enrolment Services
The University of British Columbia | Vancouver | Musqueam Traditional Territory
Brock Hall 2016 1874 East Mall | Vancouver BC | V6T 1Z1 Canada
Phone 604 822 2951
kate.ross@ubc.ca
<http://www.students.ubc.ca>



THE UNIVERSITY OF BRITISH COLUMBIA

Grant, Lisa EDUC:EX

From: McKenzie, Scott GCPE:EX
Sent: August 1, 2019 12:11 PM
To: Harrison, Veronica EDUC:EX; Farrance, Melissa EDUC:EX
Cc: Filion, Corinna GCPE:EX; Grant, Lisa EDUC:EX; Sorochan, Craig GCPE:EX
Subject: New IN - Provincial Exams
Attachments: IN - Provincial Exam Error.docx

Hello, have attached a new issue note for the provincial exam issue.

Saving down on the sharepoint under Student Data.

Thanks,

Scott

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Withheld pursuant to/removed as

s.13

ADVICE TO MINISTER

Program Area Contact:	Sally Barton	
File Created:	Aug. 1, 2019	
File Updated:		

From: [Filion, Corinna GCPE:EX](#)
To: [Harrison, Veronica EDUC:EX](#)
Cc: [Farrance, Melissa EDUC:EX](#)
Subject: FW: Backgrounder Provincial Graduation Results Release Delay _V 0.3
Date: August 1, 2019 4:15:57 PM
Attachments: [Backgrounder Provincial Graduation Results Release Delay _V 0.3.docx](#)

Here you go

From: Barton, Sally EDUC:EX
Sent: August 1, 2019 4:15 PM
To: Filion, Corinna GCPE:EX <Corinna.Filion@gov.bc.ca>
Subject: Backgrounder Provincial Graduation Results Release Delay _V 0.3

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Withheld pursuant to/removed as

s.13

From: [McKenzie, Scott GCPE:EX](#)
To: [Harrison, Veronica EDUC:EX](#); [Farrance, Melissa EDUC:EX](#)
Cc: [Filion, Corinna GCPE:EX](#); [Grant, Lisa EDUC:EX](#); [Sorochan, Craig GCPE:EX](#)
Subject: New IN - Provincial Exams
Date: August 1, 2019 12:10:36 PM
Attachments: [IN - Provincial Exam Error.docx](#)

Hello, have attached a new issue note for the provincial exam issue.

Saving down on the sharepoint under Student Data.

Thanks,

Scott

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Withheld pursuant to/removed as

DUPLICATE

Page 150 of 172

Withheld pursuant to/removed as

s.13

From: [Filion, Corinna GCPE:EX](#)
To: [Harrison, Veronica EDUC:EX](#); [Farrance, Melissa EDUC:EX](#)
Subject: FW: Final - FW: Minister's statement on student transcript issue
Date: July 31, 2019 3:20:12 PM
Attachments: [2019EDUC0068-001552.pdf](#)

Here you go

Tweets for Student Transcripts Issue Resolution

Students will be able to access their revised transcripts on the Student Transcripts Service later today. #BCED <https://news.gov.bc.ca/20349>

All post-secondary institutions in Canada and the US have been notified about the transcript issues and students should know their entrance into school this fall will not be impacted. #BCED <https://news.gov.bc.ca/20349>

Ministry staff worked vigorously around the clock to resolve the transcript service issues and they have verified exam results by manually reviewing student files. Students and families can be assured the grades seen on the Student Transcripts Service are accurate. #BCED <https://news.gov.bc.ca/20349>

-----Original Message-----

From: McKill, Colin GCPE:EX
Sent: July 31, 2019 3:17 PM
To: Sorochan, Craig GCPE:EX <Craig.Sorochan@gov.bc.ca>
Cc: Filion, Corinna GCPE:EX <Corinna.Filion@gov.bc.ca>; GCPE Editorial Services <GCPEWES@Victoria1.gov.bc.ca>
Subject: Final - FW: Minister's statement on student transcript issue

Final attached, going asap.

Please refer to the files attached to this email. The following is the summary of the News Release

Permalink: <https://news.gov.bc.ca/20349>

News ID: NEWS-20349

NR Number: 2019EDUC0068-001552

NR Type: Statement

State: Planned

Planned Release Date: July 31, 2019 at 6:11 pm

Media Distribution Lists: ETHALL_ALL ETHNIC, LEGIS_PRESS GALLERY, MEDIA, PROVI_PROVINCE WIDE

Lead Organization: Ministry of Education

Headline: Minister's statement on student transcript issue

This email was auto-generated.

For Immediate Release
2019EDUC0068-001552
July 31, 2019

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Withheld pursuant to/removed as

DUPLICATE

From: [Harrison, Veronica EDUC:EX](#)
To: [Filion, Corinna GCPE:EX](#); [Farrance, Melissa EDUC:EX](#)
Subject: RE: Draft statement and backgrounder
Date: July 31, 2019 2:40:41 PM
Attachments: [Statement with Backgrounder - Student Transcripts Issue Resolved.docx](#)

Final – just removed a comma and ensured all font was the same.

From: Filion, Corinna GCPE:EX
Sent: July 31, 2019 2:39 PM
To: Harrison, Veronica EDUC:EX <Veronica.Harrison@gov.bc.ca>; Farrance, Melissa EDUC:EX <Melissa.Farrance@gov.bc.ca>
Subject: FW: Draft statement and backgrounder

For final review

Page 158 of 172 to/à Page 160 of 172

Withheld pursuant to/removed as

s.13

From: [Harrison, Veronica EDUC:EX](#)
To: [Filion, Corinna GCPE:EX](#)
Subject: Fwd: KMs
Date: July 30, 2019 12:29:17 PM

s.13

t response

Craig Sorochan
Senior Public Affairs Officer
Government Communications and Public Engagement
Ministry of Education
s.17 S. 17

From: [Filion, Corinna GCPE:EX](#)
To: [Harrison, Veronica EDUC:EX](#)
Cc: [Farrance, Melissa EDUC:EX](#)
Subject: FW: From Liang Feng with Mingpao Newspaper Canada Ltd.
Date: July 29, 2019 2:31:43 PM

FYI – latest is that it is a technical issue but they aren't sure what yet – still trying to sort it out. This is the English Language Arts 12 exam

From: Feng Liang <lfeng@mingpaovan.com>
Sent: July 29, 2019 2:05 PM
To: Filion, Corinna GCPE:EX <Corinna.Filion@gov.bc.ca>
Subject: From Liang Feng with Mingpao Newspaper Canada Ltd.

Hello Ms. Corinna Filion

Good afternoon

I am Liang Feng with Mingpao Saturday Magazine of Mingpao Newspaper Canada Ltd.

Heard from our readers , the Grade 12 Graduation Assessment system went wrong in the last few days. Many graduates found their scores are too low to believe, and someone even got 8 for the final.

Later that day around midnight, the web side got crash down. Until this morning, students find their scores are back to normal level .

After an nervous weekend , parents now want to know what had happened.

Please feel free to contact me , my deadline will be tomorrow , Tuesday , july 30, 2019.

Best

Liang Feng
Mingpao magazine and features
Mingpao newspaper Canada Ltd.
604 247 4312
604 518 3077(cell)

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Withheld pursuant to/removed as

DUPLICATE

From: [Filion, Corinna GCPE:EX](#)
To: [Harrison, Veronica EDUC:EX](#)
Cc: [Farrance, Melissa EDUC:EX](#)
Subject: Fwd: System messaging
Date: July 30, 2019 7:30:04 PM

Any concerns? I'm fine with this

Sent from my iPhone

Begin forwarded message:

From: "Barton, Sally EDUC:EX" <Sally.Barton@gov.bc.ca>
Date: July 30, 2019 at 7:27:55 PM PDT
To: "Filion, Corinna GCPE:EX" <Corinna.Filion@gov.bc.ca>
Cc: "Liddy, Eleanor EDUC:EX" <Eleanor.Liddy@gov.bc.ca>, "Froh, Greg EDUC:EX" <Greg.Froh@gov.bc.ca>
Subject: System messaging

Needs to be reviewed
by Sally Barton

Hi Corinna

As mentioned, work is progressing to resolve the assessment issue and will continue overnight. This work includes the automated processing of a number of systems jobs that result in our outward facing Secure School Web (accessed by principles etc.) and Student Transcript Services (accessed by students) being automatically updated with revised results.

I would like to ensure our additional QA steps for this issue resolution can continue, so want to ensure my team can review these results in the morning, prior to any external access to these revised assessment results by teachers or students – we will therefore take-down the SSW and STS applications this evening, to prevent external access until we have validated assessment results, and would like to put the following message on both sites: "This application is unavailable due to maintenance".

We could expand the message to link it to the assessment issue (which is what people may assume), but thought a simple message would be best, so we don't further draw attention to the issue.

If you are please able to approve the messaging, then my team will be able to proceed with removing external access.

Thanks,
Sally

Sally Barton, MBA, CPA CMA

Assistant Deputy Minister & Sector CIO
Services and Technology Division
Ministry of Education
Phone (250) 413-7993

From: [Filion, Corinna GCPE:EX](#)
To: [Harrison, Veronica EDUC:EX](#); [Sorochan, Craig GCPE:EX](#)
Cc: [Farrance, Melissa EDUC:EX](#)
Subject: RE: CHNL: Bluhm - TRU and school grades
Date: August 1, 2019 9:46:27 AM

Sally says not accurate – I've asked her to call TRU and she is

From: Harrison, Veronica EDUC:EX
Sent: August 1, 2019 9:25 AM
To: Filion, Corinna GCPE:EX <Corinna.Filion@gov.bc.ca>; Sorochan, Craig GCPE:EX <Craig.Sorochan@gov.bc.ca>
Cc: Farrance, Melissa EDUC:EX <Melissa.Farrance@gov.bc.ca>
Subject: FW: CHNL: Bluhm - TRU and school grades

Was this from this morning? Why would they say they haven't gotten the all clear and it may take weeks?

Might need a call.

From: tno@gov.bc.ca <tno@gov.bc.ca>
Sent: August 1, 2019 8:44 AM
Subject: CHNL: Bluhm - TRU and school grades

CHNL (Kamloops)

01-Aug-2019 08:03

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From: [Filion, Corinna GCPE:EX](#)
To: [Harrison, Veronica EDUC:EX](#)
Cc: [Farrance, Melissa EDUC:EX](#)
Subject: RE: CKNW: Reitmayer/callers - school grading error
Date: July 31, 2019 10:18:50 AM

yes

From: Harrison, Veronica EDUC:EX
Sent: July 31, 2019 9:40 AM
To: Filion, Corinna GCPE:EX <Corinna.Filion@gov.bc.ca>
Cc: Farrance, Melissa EDUC:EX <Melissa.Farrance@gov.bc.ca>
Subject: FW: CKNW: Reitmayer/callers - school grading error

So we'll need to make it clear they are graded by teachers – and the issue was in data entry, also by a person.

From: tno@gov.bc.ca <tno@gov.bc.ca>
Sent: July 31, 2019 8:47 AM
Subject: CKNW: Reitmayer/callers - school grading error

CKNW (Vancouver)
CKNW Jon McComb
31-Jul-2019 08:19

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[TNO...](#)

[Request Transcript...](#)

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From: [Filion, Corinna GCPE:EX](#)
To: [Farrance, Melissa EDUC:EX](#)
Subject: RE: URGENT REVISED Provincial English 12 Exam Mark
Date: August 1, 2019 12:21:19 PM

This is the person that called me

From: Farrance, Melissa EDUC:EX
Sent: August 1, 2019 11:55 AM
To: Barton, Sally EDUC:EX <Sally.Barton@gov.bc.ca>
Cc: Filion, Corinna GCPE:EX <Corinna.Filion@gov.bc.ca>
Subject: FW: URGENT REVISED Provincial English 12 Exam Mark

For your attention:

s.22

S. 22

Sent: August 1, 2019 9:03 AM
To: Minister, EDUC EDUC:EX <EDUC.Minister@gov.bc.ca>; EDUC DM EDUC:EX <DM.Education@gov.bc.ca>
Cc: SBrasnett@sd35.bc.ca; sjuteau@sd35.bc.ca; ccelenk@mail.ubc.ca
Subject: URGENT REVISED Provincial English 12 Exam Mark

Mr. Fleming and Mr. MacDonald

s.22

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From: [Harrison, Veronica EDUC:EX](#)
To: [Fleming, Rob EDUC:EX](#)
Subject: FW: DRAFT
Date: July 31, 2019 1:58:43 PM
Attachments: [DRAFT IB Student Transcripts Service Back Online - SB.docx](#)

From: Filion, Corinna GCPE:EX
Sent: July 31, 2019 1:46 PM
To: Harrison, Veronica EDUC:EX <Veronica.Harrison@gov.bc.ca>; Farrance, Melissa EDUC:EX <Melissa.Farrance@gov.bc.ca>
Cc: Sorochan, Craig GCPE:EX <Craig.Sorochan@gov.bc.ca>
Subject: DRAFT IB Student Transcripts Service Back Online - SB

Updated

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Withheld pursuant to/removed as

s.13