Improving Student Transition to Post-Secondary Education

Exploring BC’s partnerships and business transformations using PESC XML Transcripts

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Topics

• Background
• StudentTranscripts service
• Partnerships
• Business Transformation
• Benefits and Challenges
• Current status and future plans
Background - EducationPlannerBC

Located in British Columbia, Canada  Province-Wide Service

Application Service

1996  Voluntary

2011-2015  On-going development

2015-2016  EducationPlannerBC Project Begins

Transcript Exchange

Pre-2008  EDI via US Hub

2009 – 2012  Move Exchange to BC

2012  Launch TranscriptsBC – PESC XML

2016  Joins EducationPlannerBC as Transcript Services
Background - EducationPlannerBC

• Hub and Spoke Model
• Engaging Institutions
  • Transcript Services Reference Group
  • Standards
  • Sub-Groups/Working Groups
  • Post-Secondary & High School Transcripts
• National Exchange
  • Ontario Universities’ Application Centre
Background - Ministry of Education

Provincial Shared Student Information System
- Public schools
- Independent / First Nations schools
- Public schools in Yukon

Other Student Information Systems
- International schools
- Independent / First Nations schools

Ministry of Education
- Responsible for:
  - Graduation determination
  - Provincial Exams / Assessments
  - Provincial Scholarships
  - Official Transcript production and distribution
  - Official Certificate issuance

Unique Personal Education Number (PEN)
- Students
- Courses
- Marks
Background - BC Ministry of Education

TRAX – Transcripts and Examinations System

- Printed Transcripts to students, schools, Post-Secondary Institutions and Employers

2x / year
- May for Interim marks
- July for Final marks

- Batch electronic to public Post-Secondary Institutions in BC, Alberta (2 PSIs), and OUAC
Objectives of the StudentTranscripts service

To improve student transition to Post-Secondary Institutions through:

✓ Enhanced services to students/public to access and distribute transcripts electronically

✓ Administrative efficiencies for the Ministry of Education, Post-Secondary Institutions, Schools and School Districts

✓ Support for existing transcript distribution mechanisms
StudentTranscripts service

- Send Transcript to Post-Secondary Institutions
- View Transcript
- View Examination / Assessment results
- View Scholarships and Awards
- Send secure PDF Transcript to Employers, Industry Training organizations or third parties
- Send Printed Transcript
- Order Copies of Graduation Certificates (for graduated students)
StudentTranscripts - Key Features

- Student self-service and student initiated transcript distribution
- Secure XML high school transcript option for PSIs
- Secure PDF official transcript distribution
- Continued support for existing batch electronic transcript distribution
- Automated print requests
- Enhanced student security and privacy
- Automated and outsourced mail preparation and packaging
- Student portal for other enhanced services like scholarships and exam/assessment marks

Common authentication model
Strategies considered for interim mark transcript distribution

**PUSH**

- Student initiates transcript to PSI
- Ministry provides updated transcripts at prescribed intervals

**PULL**

- Student initiates transcript to PSI and provides authorization for updates
- PSI receives initial transcript and requests updates when required

- Consistent with existing legacy batch processes
- Accommodates different PSI intake processes and schedules
- Enables selective updates for evaluation of limited enrolment programs or entrance scholarship eligibility
EducationPlannerBC Transcript Services extension

- Pilot Project Working Group with the BC Ministry of Education, EducationPlannerBC and selected PSIs.
- Two PSIs participated in the development & testing.
- Added new PESC XML standards to the Hub
  - High School Transcript
  - Transcript Request
  - Transcript Response
EPBC - PESC standards used

• High School Transcript v1.5.0
• Functional Acknowledgement v1.2.0
  • Returned to acknowledge successful delivery to the PSI and notify the student of delivery date and time
• Transcript Acknowledgement v1.1.0
  • Returned to acknowledge processing of transcript within the PSI Student Information System and confirm the integrity of the received transcript
• Transcript Request v1.4.0
  • Allows for 1 or many student transcripts to be requested
• Transcript Response v1.4.0
  • Provided only if a Transcript cannot be provided in response to a Transcript Request and provision of the reason for non-delivery
StudentTranscripts XML process

- Student centric
- Flexible and responsive – demand driven model
- Secure and efficient
- Authorization for updates
Partnerships

BC Ministry of Education

BC Mail Plus
BC Express Pay
Provincial Identity Information Management Program
School Districts and Schools
Student Focus Groups

EducationPlannerBC

BC Ministry of Advanced Education
Post-Secondary Institutions
Transcript Services Reference Group
XML Pilot Participants
PSI Student Information System Support
PSI XML On-boarding

- Project planning template
- Pre-defined test scenarios
- User-defined test scenarios
- Volume tests
- Support for business process changes

Business Process Transformation & Change Management
<table>
<thead>
<tr>
<th>Before XML transcript</th>
<th>After XML transcript</th>
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<tbody>
<tr>
<td>Data entry and document fraud detection</td>
<td>Focus on thoughtful assessment and admissions decisions</td>
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<tr>
<td>Student self-reporting and mark validation</td>
<td>Reduction in calls from and follow-up with students</td>
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<tr>
<td>Batch processing</td>
<td>Targeted evaluation of student transcripts for entrance scholarship eligibility, limited enrolment programs, and preliminary conditional offers</td>
</tr>
<tr>
<td>Paper management</td>
<td>Efficient use of office resources</td>
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For Students

- Student controlled secure transcript distribution
- Eliminates self-reported grades
- Transcript receipt status update
- Privacy
- Opportunities for PSIs’ to make earlier admission and program acceptance decisions

For Post-Secondary Institutions

- Administrative efficiencies
- Secure delivery of electronic transcripts
- Ability to receive interim mark updates
- Eliminates self-reported grades
- Focus on contact directly with students
- Reduction in calls from students
Challenges

- Competing priorities
- Staffing turnover
- Communications to a broad number of key stakeholders
- Working with PSIs that had not set up the Post-Secondary exchange
- Awareness of PESC
- Establishment of Information Sharing Agreements with key partner organizations
- User Interface definition
- Coding and testing a custom developed solution
Current Status and Future Plans

• 5 BC Post Secondary institutions are currently in Production

• Various BC PSIs are preparing or planning their on-boarding for Sept 2019

• Priorities for the Ministry of Education
  1. On-board remaining BC PSIs
  2. Replace remaining batch file implementations including OUAC and Alberta PSIs

• Priorities for EducationPlannerBC
  1. Support PSIs with onboarding requirements
  2. Develop collaborative business process change management practices with PSIs
THANK YOU!

QUESTIONS & ANSWERS