
From: Gabriel Liosis, Trustee

Topic: **Trustee Motion: Supporting Families with Equal Parenting Custodial Arrangements in MyEd BC**

BACKGROUND

MyEd BC is a provincially mandated platform for student information management used by all school districts in British Columbia. Currently, the system allows for only a single primary physical address to be recorded for each student, even in cases where court orders recognize equal parenting arrangements or students reside in multiple homes.

The current restriction inadvertently places school staff in a difficult position when trying to diligently comply with custodial agreements and court orders. It also fails to accurately reflect the living situations of many students, limiting the system's ability to support the diverse family circumstances present in our communities.

Notably, the underlying Aspen platform—used in other jurisdictions—allows for multiple primary addresses to be recorded. Adjusting MyEd BC's provincial configuration to include this feature would better align with the need to stay neutral in custodial disputes, ensuring schools can equitably serve all students and their families.

This resolution seeks to address this gap by advocating for a necessary update to MyEd BC, enabling it to represent multiple primary physical addresses for students where applicable.

RECOMMENDATION

THAT the Board approve the following motion for submission to the 2025 B.C. School Trustees Association Annual General Meeting:

"THAT the BCSTA advocate to the Ministry of Education and Child Care to allow MyEd BC to represent multiple primary physical addresses for students to better reflect diverse family circumstances and support schools in staying neutral in matters of custodial arrangements."

Note: This motion did not proceed to the BCSTA AGM for debate as it was not supported by the BCSTA Legislative Committee.

July 7, 2025

Dear Assistant Deputy Minister Jennifer Wray,

I am writing to respectfully request critical improvements to MyEducation BC (MyEd BC), the provincially mandated platform used by all public school districts to manage student information. While the system serves as a foundational tool for educational administration, there are persistent and structural limitations that are increasingly impeding its effectiveness in serving the needs of students, families, and school staff across British Columbia.

1. Usability and Interface Complexity

The current interface of MyEd BC is not intuitive for many end-users, particularly educators and parents. Originally designed with administrative functionality in mind, its complexity creates barriers to effective and timely use. This has a direct impact on the accuracy and utility of the data housed within the system.

2. Performance and Reliability Challenges

Concerns around system performance, including slow processing speeds, unreliable uptime, and inconsistent user experiences. These technical limitations compromise the day-to-day functioning of schools, particularly during peak usage periods such as report card season or enrollment transitions.

3. Lack of Customization and Flexibility

The system's rigid configuration restricts districts' ability to respond to local needs. This is particularly evident in areas where student and family circumstances require greater adaptability. The inability to tailor system fields or workflows to better reflect operational and community realities limits both effectiveness and equity.

One such limitation is the system's inability to accurately reflect the living arrangements of students with dual or shared custody. MyEd BC currently allows for only a single primary physical address per student, even when court orders or parenting agreements confirm equal custodial rights. This constraint places school staff in a difficult position when attempting to comply with legal arrangements and accurately communicate with both guardians.

Importantly, the Aspen platform that underlies MyEd BC already includes the functionality to accommodate multiple primary addresses. Adjusting the provincial configuration to activate this capacity would ensure schools remain neutral in custodial matters and able to serve all students, in accordance with legal agreements.

Furthermore, it is important to note that MyEd BC does not include built-in validation mechanisms to test for data entry errors. This significantly affects data integrity and, by extension, the system's ability to provide reliable information to inform decision-making. Given that the quality of output is only as strong as the quality of input, this remains a concern.

As I understand that a request for proposals (RFP) is anticipated for the next iteration of the Student Information System around 2027–2028, I respectfully request that these issues be explicitly addressed during that process. Future systems must be developed with greater flexibility, adaptability, and responsiveness to the evolving needs of the education sector they are intended to serve.

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Thank you for your attention to these important matters. I remain hopeful that with provincial leadership, MyEd BC can be improved to better reflect the diversity of student and family experiences, support educators, and provide accurate, accessible information from which we can work from and with.

Yours truly



Teresa Downs

Superintendent of Schools

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cc: Cloe Nichols, Assistant Deputy Minister