

2026.01.13 Executive Summary

Student Information Systems Updates – New Westminster Schools

New Westminster Schools will be implementing a series of coordinated updates to student information and communication systems between now and Fall 2026. These changes are designed to improve **school-to-family communication, attendance reporting efficiency, data security, and user experience** for staff, families, and students. A strategic, phased rollout will be supported by targeted communications beginning in February.

1. Enabling SMS Text Messaging via SchoolMessenger

The district will activate **SMS text messaging** within the existing SchoolMessenger platform to enhance timely and accessible communication with families.

- Families will be able to receive important messages directly to their mobile phones, including:
 - School events and reminders
 - School closures
 - Safety alerts and urgent notices
- Participation is free and opt-in:
 - Families can subscribe by replying **“Y” or “Yes”** to a short-code text message that will be sent on **Friday, February 13, 2026**.
 - Families can opt out at any time by replying **“STOP”**.
- SchoolMessenger complies with the **Student Privacy Pledge™**, ensuring student and family contact information is protected and not shared or sold.

Impact: Improves real-time communication and accessibility for families while maintaining privacy and compliance.

2. Introduction of SchoolMessenger SafeArrival (Phased Rollout)

The district will introduce **SchoolMessenger SafeArrival**, a modern attendance management tool, implemented in stages for elementary and middle schools.

- SafeArrival enables:
 - Automated, two-way absence reporting
 - Mobile and online reporting options for families
 - Reduced manual attendance follow-up by staff

- The system supports faster confirmation of student absences, improving student safety and operational efficiency.

Impact: Strengthens student safety, reduces administrative burden, and improves consistency in attendance processes across schools.

3. New SchoolMessenger Interface for Staff

A refreshed **SchoolMessenger staff interface** will be introduced to support the expanded functionality.

- The updated interface is designed to be more intuitive and efficient.
- Training and support resources will be provided as part of the rollout.

Impact: Improves staff usability and supports consistent implementation of new communication and attendance tools.

4. Multi-Factor Authentication (MFA) for MyEd BC

To strengthen cybersecurity and protect personal information, **multi-factor authentication (MFA)** will be implemented for **staff, families, and students** using MyEd BC.

- Sign-in will shift to a **two-step authentication process**.
- MFA aligns with current best practices in data security and privacy protection.
- Staff will move to this process in Spring of 2026
- For students and families, this will align with the activation of the portal accounts for the 2026-2027 school year.

Impact: Enhances system security while aligning the district with provincial and industry standards.

5. Interface Updates to MyEd BC Family & Student Mobile Portals

The **mobile versions** of the MyEd BC Family and Student Portals will receive interface updates.

- Improvements will focus on usability, navigation, and clarity.
- Designed to better support mobile access for families and students.

Impact: Improves user experience and accessibility for key stakeholders.

6. Rollout Timeline and Communications

- A **strategic implementation calendar** will guide phased rollout between now and Fall 2026.

- **Information and messaging to families and staff will begin in January**, with additional guidance provided ahead of each implementation stage.

Overall Outcome:

Collectively, these updates modernize district systems, enhance communication and safety, strengthen data security, and improve the user experience for staff, families, and students—while ensuring a managed, well-communicated transition.