



OMBUDSPERSON
BRITISH COLUMBIA

COURSE CORRECTION: REPORT HIGHLIGHTS

THE MINISTRY OF EDUCATION 2019 PROVINCIAL EXAM ERRORS

WHAT WE EXAMINED

How incorrect marks were released and the ministry's response



32,000

Grade 12 exams written
June 2019

18,741

incorrect exam marks posted
beginning July 26, 2019 –

9,946

marks were lower than they
should have been,

8,795

were higher

112,187

transcripts received by
post-secondary institutions
and others with potentially
incorrect marks



WHAT WE FOUND

- Ministry rushed review and approval procedure; given the significance more rigorous quality assurance was needed
- Despite knowing of errors, ministry permitted students to place transcript orders for 4 days



- Some information provided by ministry was inaccurate and misleading
- Ministry provided overbroad assurances that students would not be impacted thereby discouraging students from taking steps to protect their own interests

RECOMMENDATIONS

Six recommendations including:

- Establish an enhanced quality assurance process for the review and approval of provincial assessment results before they are released to post-secondary institutions
- Establish a communications protocol so that a ministry official certifies that information released to the public is accurate and not misleading
- Apologize to all students who were impacted by the errors and compensate any student who was financially harmed

**ALL 6
RECOMMENDATIONS
ACCEPTED**

