



RELEASE NOTES

JULY 2011

This document details any system issues experienced by HEIs/SLC in relation to The Student Information Service.

The document will be split into three sections:

1. Issues that have recently been resolved.
2. Issues that are currently being investigated by SLC IT department and have a planned resolution date, subject to successful testing.
3. Any useful or additional information that may be relevant to the HEI at an operational level.

These Release Notes will be issued to HEIs on a regular basis.

If you have any queries please contact SLC on 0845 702 3316.
Alternatively you can email SLC @

SIS@slc.co.uk (Student Information Services queries)

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1. Recently Resolved Issues

REF NUM	DEFECT DESCRIPTION	PROCESS IMPACTED	ACADEMIC YEAR IMPACTED	ADDITIONAL INFORMATION
HS84	Nil fees but student has outstanding bursary, where trigger is ACR details not passed to SIS.	SIS & HEBSS	All	Trigger for bursary now passing to SIS.
HS67	There is an issue with access levels in SIS. Currently some users have COC access level so they can access SIS.	SIS – User Administration	All	Users now have correct access levels in SIS.
HS111	11/12 Ay – no 11/12 drop down option on Financial Reports.	SIS Financial Reports	All	11/12 option now available.
HS189	SIS - Export Remittance Files.	File Export	All	Correct fee value now displays when file is exported.
HS196	SIS - Export Information from Student List & Attendance Worklist.	File export	All	Campus code now displayed when UCAS Code present.
HS245	SIS – File Format for exported Student information & Attendance Worklist now amended to mirror format in ELP site.	File export	All	File format now mirrors format via the ELP site.
HS275	SIS – Request for Attendance Confirmation via SIS although already confirmed in attendance via ACR process.	SIS – Attendance Worklist	All	This has been corrected.

Recently Resolved Issues continued

REF NUM	DEFECT DESCRIPTION	PROCESS IMPACTED	ACADEMIC YEAR IMPACTED	ADDITIONAL INFORMATION
HS389	Format of exported remittance files via SIS differs to that via the ELP site.	File export	All	The format of the remittance files has been corrected.
CL1749	09/10 & 10/11 fee payments not being paid following reassessment.	Fee payments	09/10 & 10/11	Payments have now scheduled. The first payment was made on 27 th July and the second instalment will be paid on the 3 rd August.
AI 141942	The overpayment balance on the Tuition Fee Balance Report displaying incorrect values.	SIS – Financial Reports	All	The correct overpayment value is now being displayed.

2. In Development and expected to be resolved by the end of September 2011

REF NUM	DEFECT DESCRIPTION	PROCESS IMPACTED	ACADEMIC YEAR IMPACTED	ADDITIONAL INFORMATION
HS71	2010/11 Re-assessments are not transferring from CLASS to SIS.	CLASS & SIS – Attendance Worklist	2010/11	The issues with the majority of accounts affected by this defect have been resolved. It is estimated the issues with the remaining accounts will be resolved by the end of September.
HS73	Student appears on Student Work List after attendance has been confirmed.	SIS – Attendance Worklist	All	The root cause removal of this defect has been applied. The live update script is still to be applied to affected accounts. It is estimated this issue will be fully resolved by the end of September.
HS118	The assessment information on SIS is different to information on CLASS (payment system)	SIS – Attendance Worklist	All	Estimated resolution date 24 th August.
HS206	Fee recovery/clawback unable to be confirmed on SIS	SIS – Attendance Worklist	All	Estimated resolution date 24 th August.
CL1017	Imbalance of tuition Fees Loans between Online Views Screen, (the value paid to the HEI) and the value applied to the customers account.	Payment/ Recovery of fees	All	Estimated resolution date end of September.
CL1432	Payment or recovery of Tuition Fee Grant has not taken place.	Payment/ Recovery of fees	All	Estimated resolution date end of September.

3. Additional/ Useful Information

1. New mail box – HEI Referrals

As a direct result of feedback we received from HEI's who were concerned there was no mechanism for them to contact us should they identify a student who was receiving support they were possibly not entitled to a new mail box has been set up.

An example would be an overseas student who has been incorrectly assessed for home support.

By sending us the details we can review the account and ensure the appropriate course of action is taken.

Details of ineligible students should be sent to the following new mail box:

hei_referrals@slc.co.uk

Please enter **Ineligible Student** in the subject box and provide the students full name, date of birth, student support number or customer reference number the academic year of study and the reason the student is Ineligible and not entitled to support.

We would ask that you only use this new mail box for Ineligible Student Notifications. For any Change of Circumstances such as Withdrawals or Suspensions the current Change of Circumstance process should be followed.

2. SLC Contact Information

There are various points of contact which you can use to contact Operations Services and the different channels are listed below.

By Email

Email Address	
feepayments@slc.co.uk	Any queries relating to tuition fee payments or related processing.
bacspayments@slc.co.uk	Any queries relating to the Student Support Attendance Record (SSAR) or Student Support Attendance Confirmation file (SSAC).
coc@slc.co.uk	Any queries relating to Change of Circumstances.
bursary@slc.co.uk	Any queries relating to the Bursary Service.
hei_data@slc.co.uk	Any course queries.
SIS@slc.co.uk	Any queries relating to Student Information Service.
hei_referrals@slc.co.uk	Any queries regarding ineligible students.

By Telephone

Telephone		
Telephone Number	Query	Option
0845 702 3316	English or Northern Irish Bursary Service queries.	Option 1
	Welsh Bursary Service queries.	Option 2
	Tuition Fees or SSAR/ SSAC queries.	Option 3
	Any other queries.	Option 4