



Student
Loans Company

STUDENT SUPPORT SEMINAR

THE BELFRY, BIRMINGHAM

9 – 10 MARCH 2011



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AY 2011/2012 STUDENT FINANCE SERVICES

DEREK ROSS

DIRECTOR OF OPERATIONS

9 MARCH 2011

11/12 Service Launch

- Student Finance Calculator 14th January
- SFE Returners, and SFNI 14th February
- SFW and EU Students 28th February
- SFE New Students 16th March

Publicity Experience

- Planned programme of messages to students
- Single, simplified guidance book, other IAG online
- Extensive support of UCAS
- Targeted PR - national and local coverage
- DirectGov web-site

The Applications Experience

- Prompting returners to re-apply and introduction of 'auto rollover'
- Greater emphasis on deadlines
- Paper-based DSA and part-time
- Copy evidence
- Remove misleading IAG which over-encouraged means-test applications

Online Experiences

- Target for SFE of 90% of student applications online
- Online data-sharing
 - IPS, UCAS
- Handling requests for paper forms
- Supporting guidance
 - Means testing
 - Sponsors prompted to apply online

The Assessment Experience

- Automatic reassessments
- Income verification with HMRC
- Much clearer displays of next steps and/or missing evidence items
- Late application processing for non-means test support

Change of Circumstance

- Automated reassessments of student change of circumstance
- UCAS mailings to students changing courses
- 4-week turnaround for reassessments from HEI change of circumstances

AY10/11 Customer Satisfaction Feedback

- Clearer online guidance – more specific about next steps
- Greater use of text messaging
- Greater control over timing of reminders notices
- Improve content and ease of contact

AY11/12 Focus on Quality

- New QMS being developed and piloted.
- Quality teams / champions introduced across Operations
- 'Quick Win' priorities identified
- New role introduced to management structure

And AY11/12, so far.....

- Returner student applications
 - SFE
 - SFNI/ SFW
- New student applications
 - SFNI
 - SFW



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PLANS FOR WORKING WITH HEIs

PAUL SMITH

SENIOR MANAGER, BUSINESS DEVELOPMENT

9 MARCH 2011

SLC/HEI Communications Channels

- Regional forums
- Bulletins and news-flashes
- Consultation and Focus groups
- Web-site
- 1-2-1 visits
- IT Forum

Seminar Programmes for HEIs

IAG Practitioners

June > Sept

HEI Seminar

Feb/March

DSA Partners

May

HE Colleges

October

Training “road-shows”

tbc, linked to service developments

Association seminars

Progression towards Portal Services (1)

- AY06/07
 - Bursary Administration
 - Information Site
- AY09/10
 - Courses
 - (HEI) Financial Information for Calculator
- AY10/11
 - Changes of Circumstances, optional
- AY11/12
 - Student Information Service
 - Changes of Circumstance, mandatory

Progression towards Portal Services (2)

- AY12/13 Possibilities
 - Enablers for National Scholarships
 - SSAC at Registration
 - Enablers for part-time applications

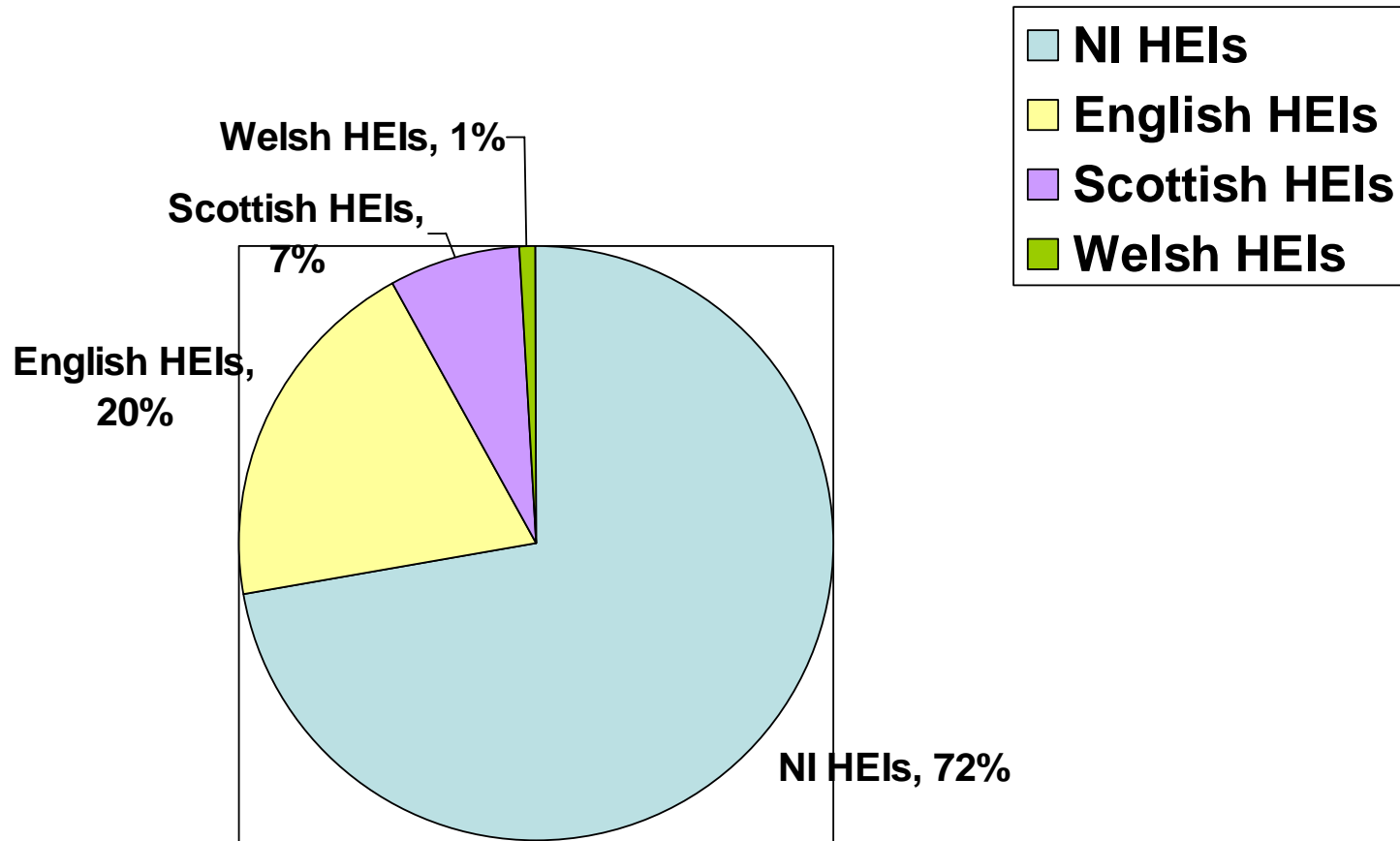
Maximise the service to students

- Quicker data transfer means
 - More accurate student information in customer portals
 - More efficient student transactions
- Shared data access
 - Easier to resolve student enquiries
- Extended data-gathering
 - NHS funded courses

Minimise Effort of Administration

- Encourage the use of bulk processing
- Optional levels of automation
 - Attendance confirmation
- Generic solutions irrespective of domicile

Domicile Variations



AY11/12 Courses

- 84% of courses submitted on time for launch
 - Early submissions vs provisional status
- Funding uncertainties, franchise options
- Post-Submission changes
 - 2010 19,800 to date
 - 2011 10,100 to date

Changes of Circumstances

AY09/10	99,700 changes	(mid-year rollout)
AY10/11	144,000 changes	

- 44,000 fee loan changes,
 - Returners and non-inflated course fee
 - April enhancement plus improved HEI returner guidance
- 51,000 course transfers
- 16,000 withdrawals
 - Smooth volumes over Sept to Feb

Withdrawals volumes

Month	AY 09/10	AY10/11
September	3614	546
October	2919	3333
November	2536	3758
December	1437	2732
January	2647	3989
February	3027	3961
	16180	18311

Bursaries

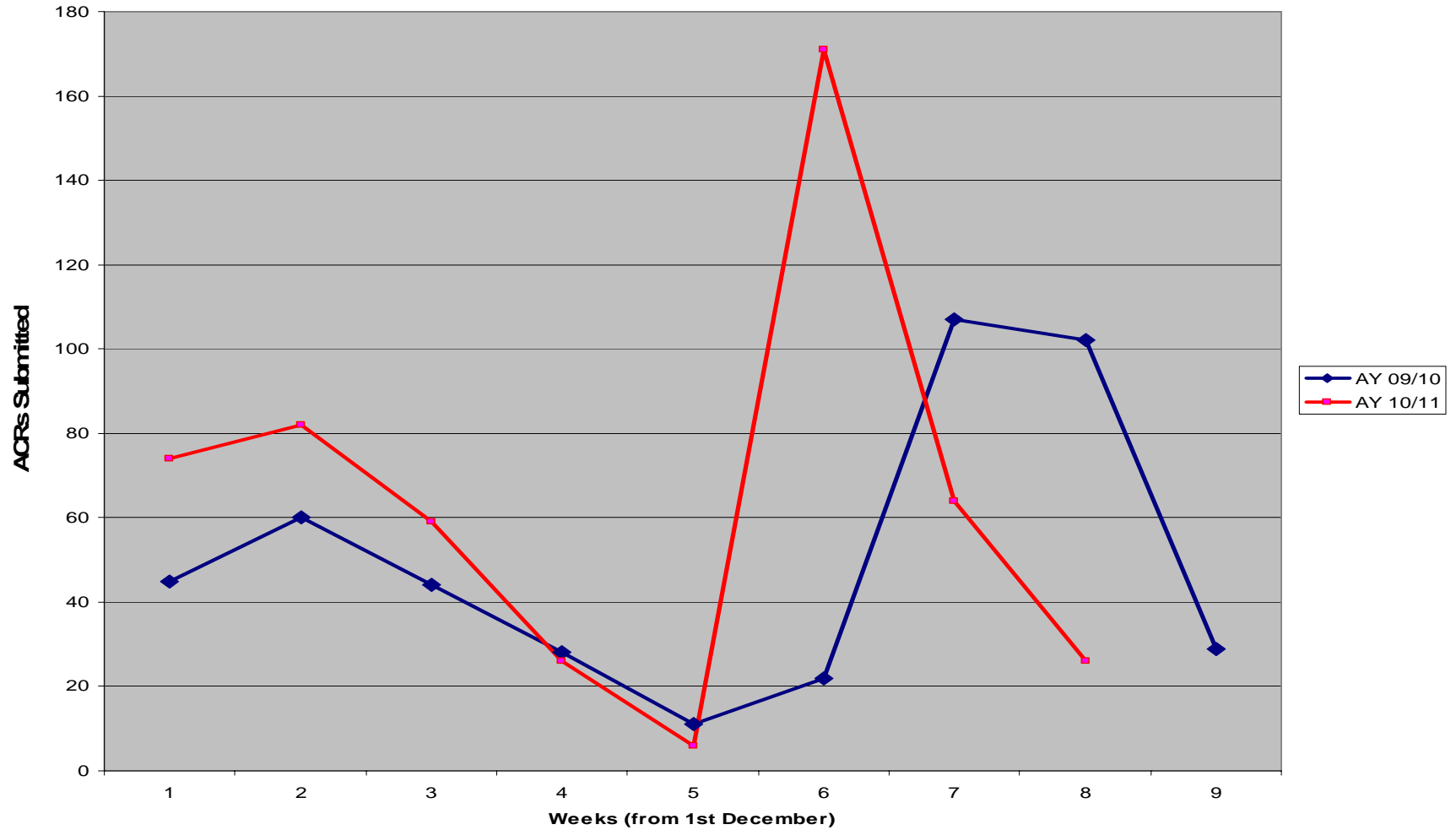
- 340,000 students in receipt of a bursary
- £270M paid out in AY 09-10
- 158 institutions in the scheme

- Self-service for rules entry
 - Gradual move to earlier activations

- Wider range of indicators

- Increased use of variable text

Attendance Confirmations AY09/10 => 10/11



Attendance and Fee Payment Improvements

- Student Information Service fully rolled-out
- Aim towards 3-week turnaround
 - ACRs
 - Withdrawals
 - CoCs
- Fee loan requests and variations
- Annual Write off options

Unusual Outcomes

- Date consent requirements
 - more data through HEBSS than SIS
- Student changes of circumstances automated, HEI changes mostly reported for manual attention
- Course details divergence from UCAS to cater for complex student finance

AY12/13 Finance Awards

- Payments for Full-time Fee loans
 - Fee Waivers
 - Options for instalments and attendance requirements
- Payments for Part-time Fee Loans
 - Ability to make student finance assessments
- Payments for Fee Grants
- Mandatory bursary => Scholarships.



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