

# Student Information Service (SIS) Overview, Guidance & Best Practice





## Workshop Objectives

- Define HEP Service Management Framework
- Best Practice
- SIS Enhancements Programme update and future developments





# SIS Service Management Framework

**Student Information  
Service (SIS)**

**Service Management  
Framework (SMF)**



## Service Management Framework

SLC and the HEP partners have a co-dependency in delivering Student Finance services to the student

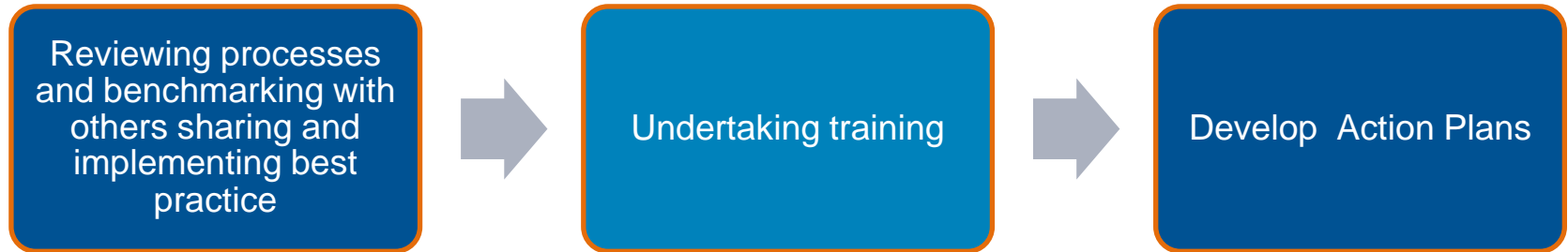
Services must be defined, to ensure they are accurately delivered

Defined Services require measures and standards



# SIS Service Management Framework

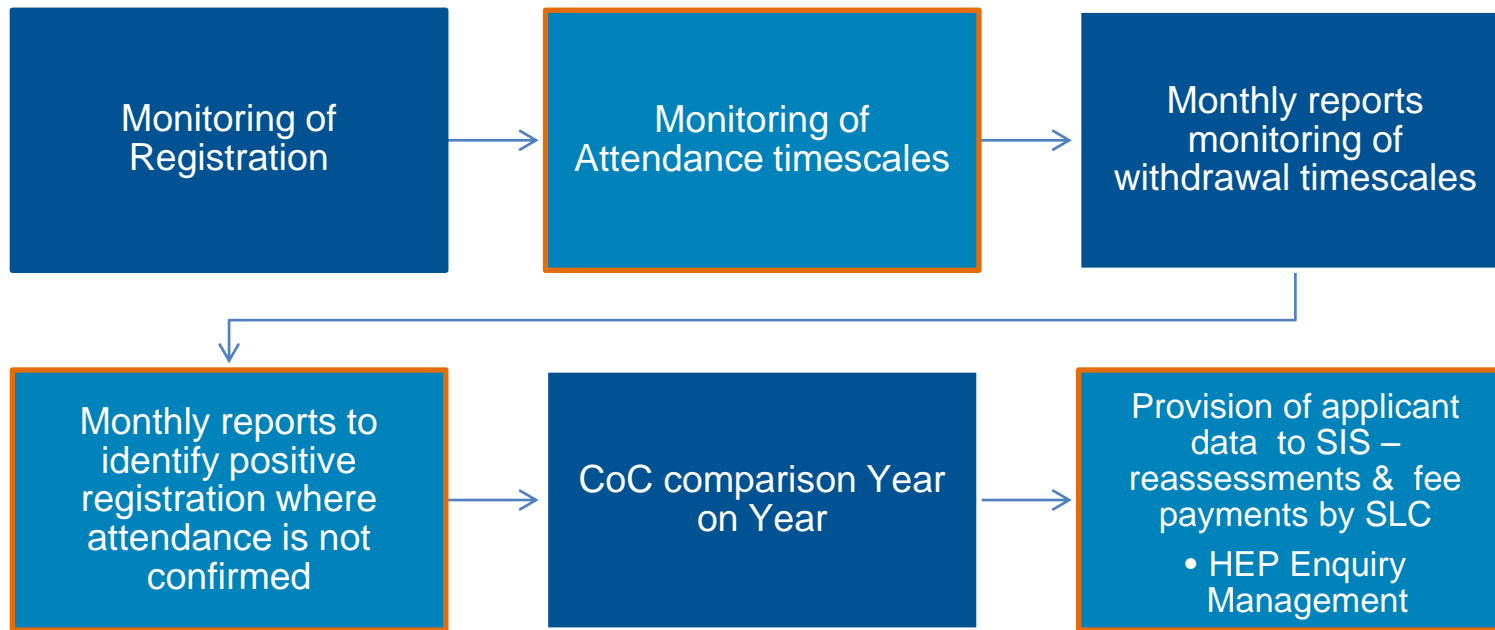
Enable us to work together on :





# SIS Service Management Framework

## Compliance review includes:





## SMF - Registration

### Action plans to include:

- System/Process training and support
- Review of access requirements
- Collaborative work list clearance
- Formal Account Review

### Sanctions can result in the:

- Withholding of Tuition Fee Payments
- Temporary or permanent suspension/withdrawal of designation

### Examples

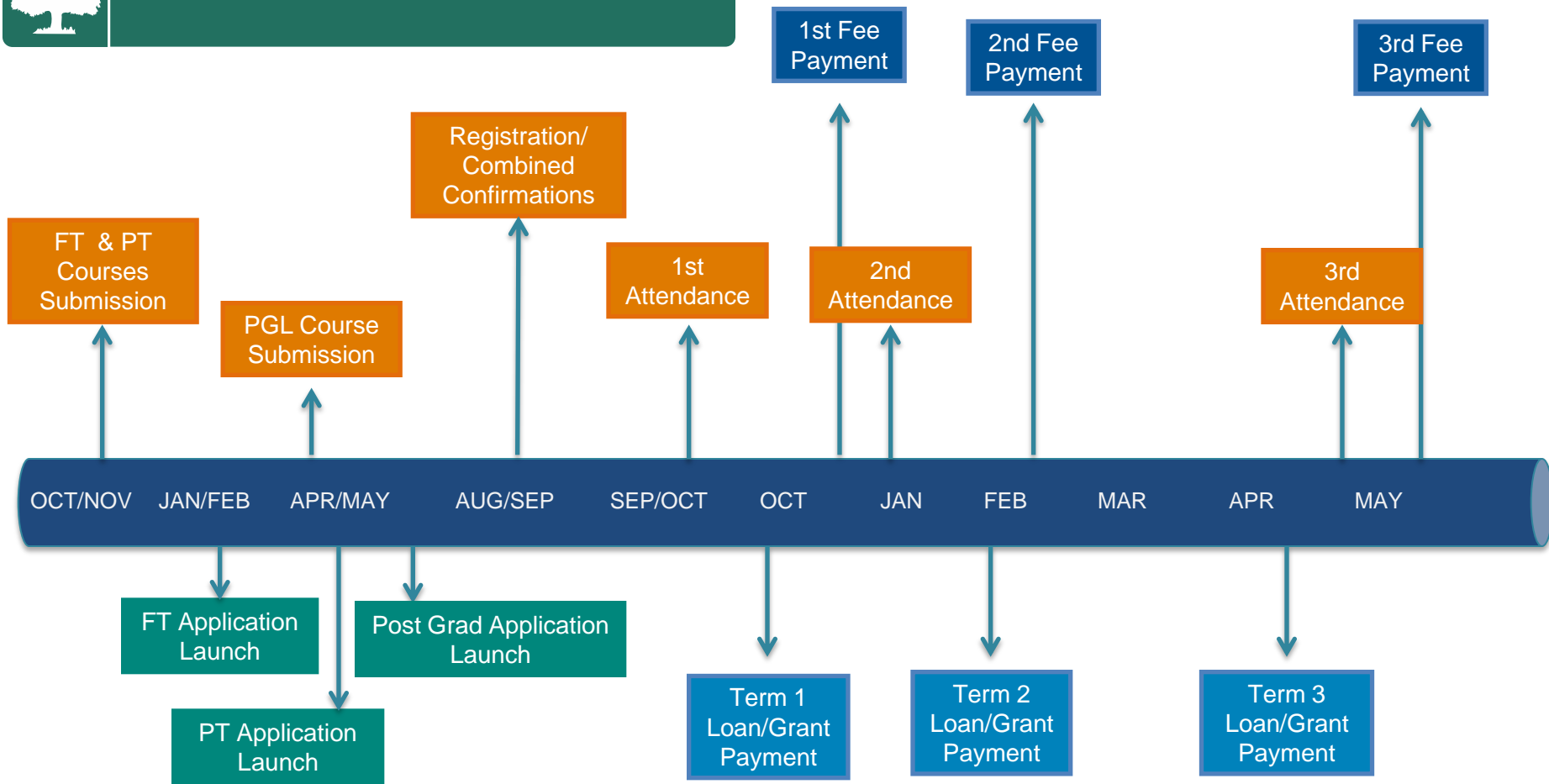
- Last year one Provider was de-designated
- 2 HEPs referred to counter fraud

ACTION PLAN





# Academic Year Timeline







## SIS Registration

### Confirm Registration

- Student maintenance support is triggered by the HEP submitting confirmation of registration
- The Registration Worklist will populate **30 days** before the course start date
- Confirm registration via import or screens **within 5 days of student commencing course**
- Welsh PT registration: only where intensity of study is  $\geq$  than 50%
- Postgraduate registration (England & Wales): only if eligible course & intensity
- Registration releases students payments at start of term ( allow 3-5 working days from confirmation)
- Remember the HEP obligation to have face-to-face contact with a new student



## SIS Registration

### You will see students entitled to;

- Maintenance Grant
- Special support Grant
- Maintenance Loan
- Bursary or Scholarships approved
- **Postgraduate Loans (England & Wales)**

### You will not see the following;

- European domiciled students
- Study abroad students
- Placement students
- Students who have not requested Maintenance support
- **Postgraduate SFNI**





## SMF Registration

Service / Process	Right First Time	Elapsed Time
Confirmation of start of study (Registration Confirmations)	99.5% accuracy	80% registrations with 5 days of term start date. 99% registrations/Not Turned Up/ within 60 working days of term start date

Utilise your Registration Worklist to identify approved applications requiring confirmation of registration

Ensure **80% of all registrations are confirmed within 5 days of term start date**

Allow at least 4-6 weeks before undertaking confirmation of students not registered

All not registered to be submitted **within 60 working days of term start date**

View Manual Registration to track progress of students transferring in to your HEP



## SMF Registration

Below is an example report of how Registration confirmation will be reported during your 1-2-1 provider visits with your HE Account Manager

### 16/17 Registration Confirmation

Total Available On Worklist	Total Confirmed	Total Outstanding	% Confirmed	% Outstanding
6,454	6,315	139	97.85%	2.15%



## Registration Best Practice

- Confirmation submitted when certain student attending HEP, normally after **face to face contact**
- Distance learners – satisfied student has successfully registered for/accessed induction/learning module
- Postgraduate - earliest start date within a month entered, registration at commencement of study
- For bursary applicants, students may appear on your registration worklist even if maintenance support has not been requested



## SIS Attendance

### Confirmation of Attendance

- Tuition Fee loan payments to HE Provider are released by the HEP **submitting confirmation of attendance**
- The SIS Attendance Worklist will populate on the 1st day of each term, for Liability Points 1, 2 & 3.
- Attendance confirmations can be submitted via import or on-screen
- Confirmations should be received by close of business on the Wednesday prior to the earliest payment date.
- Thereafter for ongoing payments, confirmation to be received by close of business the previous Friday



## SIS Attendance

### You will see students entitled to;

- Tuition fee loan
- Tuition fee grant (Welsh only)
- **Part time (All Domiciles)**
- **Postgraduate (Northern Ireland only)**

### You will not see the following students;

- Medical/NHS
- Not requested/not eligible for Tuition Fee Loan/Grant
- Scottish domiciled
- **Postgraduate (England & Wales)**





### SFNI Part time Confirmation of Attendance

- A loan of up to £5,500 for new NI domicile students studying eligible postgraduate courses anywhere in the UK and EU students studying in NI in AY 2017/18.
- A fee loan product which will be paid direct to the provider following 3 attendance confirmation points (25%/25%/50%)
- Apply per year product with a variable yearly fee dependant on the length of the course





## SMF Attendance

Service / Process	Right First Time	Elapsed Time
Attendance Confirmations	99% accuracy of attendance reports	85% by due date for earliest payment  98% return before 60 days from due date

- Utilise your Attendance Worklist to identify approved applications requiring confirmation of attendance
- Ensure **85% of attendance confirmations are submitted by due date for earliest payment**
- Ensure **98% of confirmations are returned before 60 days from due date**
- Ensure negative attendance confirmations are followed up with the appropriate COC, via the CoC Worklist



## SMF Attendance

Below is an example report of how Attendance confirmation will be reported during your 1-2-1 provider visits with your HE Account Manager

### 16/17 Liability 2 Attendance Confirmation

Total Available On Worklist	Total Confirmed	Total Outstanding	% Confirmed	% Outstanding	Positive Confirmation	Negative/ CoC Required
6,826	886	5,940	12.98%	87.02%	884	2



## SIS Attendance – Best Practice

- Utilise your Attendance Worklist to identify approved applications requiring confirmation of attendance
- Utilise the D' code to indicate to SLC that a student is unknown or has not shown up for enrolment (never attended)
- Ensure negative attendance confirmations are followed up with the appropriate COC, via the CoC Worklist
- Filter on all students with late confirmation for previous Liability period, before accessing next period worklist
- For bursary applicants, students may appear on your attendance worklist even if tuition fee support has not been requested.



**BEST  
PRACTICE**



## SIS - Change of Circumstance

### Change of Circumstance

- Assessing Authority reassess students application and revised data passed back to SIS
- Submit notifications when students circumstance change -course, fee, transfer, suspension/resumption, repetition and withdrawal
- Automates fee changes, internal pre-liability transfers and withdrawals
- CoC automatically created within worklist if a non fee paying attendance code submitted, requiring action
- For CoC's which affect the previous liability period, some changes may require attendance re-confirmation
- Ability to use bulk upload to submit CoCs (Undergraduate only)



## SMF – View Student Information

Service / Process	Right First Time	Elapsed Time
Verification of Study Programme & Notification of Changes	99 % accuracy	75% of course and fee CoCs within two weeks of course start-date.  (this must precede a first term Attendance Confirmation)

Use View Student Information to

- Check for applications at the status of “approved awaiting signature”
- View tuition fee loans, zero assessments and student to pay records to identify further actions
- Ensure all course information is correct
- Ensure that you submit **75% of course and fee CoCs within two weeks of course start-date.**
- Export student information into HEP systems



## SMF – Change of Circumstance

Service / Process	Right First Time	Elapsed Time
Cessation (withdrawals)	99% accuracy	80% of withdrawals reported within 60 days of effective date  95% of withdrawals notified to SLC within 7 days of the withdrawal decision being made

- Ensure that **80% of withdrawals are reported within 60 days of effective date**
- Ensure that **95% of withdrawals are notified to SLC within 7 days of the withdrawal decision being made**
- Be mindful of processing times, especially during 'peak' times



## CoC Reporting – Undergraduate Statistics

### AY 2016/17 UG

CoC Category	No. Of CoC	% of Total CoCs	% of Student Volume
Withdrawal	88	20%	1.1%
Suspension	46	10%	0.6%
Resumption	38	8%	0.5%
Repetition	17	4%	0.2%
Transfer	229	51%	2.9%
Fee	31	7%	0.4%
Fee Waiver	0	0%	0.0%
<b>Total</b>	<b>449</b>	<b>100%</b>	<b>5.7%</b>

### AY 2015/16 UG

CoC Category	No. Of CoC	% of Total CoCs	% of Student Volume
Withdrawal	379	17%	5.2%
Suspension	169	7%	2.3%
Resumption	77	3%	1.1%
Repetition	93	4%	1.3%
Transfer	950	40%	13.1%
Fee	411	17%	5.6%
Fee Waiver	288	12%	4.0%
<b>Total</b>	<b>2,367</b>	<b>100%</b>	<b>32.5%</b>





## CoC Reporting – Postgraduate Statistics

### AY 2016/17 PGL

CoC Category	No. Of CoC	% of Total CoCs	% of Student Volume
Withdrawal	12	52%	2.4%
Course Transfer	2	9%	0.4%
Provider Transfer	0	0%	0.0%
Suspension	1	4%	0.2%
Resumption	8	35%	1.6%
<b>Total</b>	<b>23</b>	<b>100%</b>	<b>4.7%</b>





## Withdrawal reporting

	Time Between Student Withdrawal & HEP Notification						
	1617 Total Monthly Withdrawal	Green (<= 30 Days)	Green %	Amber (31-60 Days)	Amber %	Red (> 60 Days)	Red %
September 2016	660	657	100%	3	0%	0	0%
October 2016	3,249	2,983	92%	266	8%	0	0%
November 2016	3,379	1,995	59%	1,249	37%	135	4%
December 2016	3,662	2,095	57%	586	16%	981	27%



## SIS - CoC Best Practice

- Ensure a CoC contact has been added via 'Maintain Contacts' section of the SIS Portal
- Remember **NOT** to add unnecessary notes as this will delay the CoC processing
- Do **NOT** submit duplicate CoCs
- Contact [CoC@slc.co.uk](mailto:CoC@slc.co.uk) if your task has not been actioned after **30 working days**



# Enhancements & Future Development





### Second phase deployment now live – able to view confirmation of the CoC submission

Able to view the reason why a CoC has not met the automated processing conditions

Confirmation message when manual processing is complete

CoC Tracking applies to undergraduate Transfers, Fee Changes and Withdrawals



# SIS Development

- Phased approach to increase visibility of CoC processing status
- Initial phase to allow visibility of failed automation implemented on 22<sup>nd</sup> January
- Phase 2 implemented 26<sup>th</sup> Feb

You are administering **GATN GLOUCESTERSHIRE COLLEGE**

### Student Information History

Application Details - Academic Year 16/17 [Help](#)

Full Name	KERRIE SMITH	Student Support Number	SFDU16472780W
Customer Reference Number	32548885134	Date of Birth (dd/mm/yyyy)	07/05/1990

### Student Information History

Registration   Attendance   **Change of circumstances**

CoC Type	Status	Reason	Created By	Created Date Time
Withdrawal	Automation Failed		GILLENL1	2017-01-23 10:54:04.0
	Automation Failed	CoC contained Notes	JWSSIS	2017-01-23 10:55:00.0

[Back](#)

Home | Student Information Home | View Student Information



## SIS Development

- Status reflects failed automation – no need to re resubmit or duplicate
- COC will be presented to an assessor and usual SLA timescales will apply

### Student Information History

Registration

Attendance

Change of circumstances

CoC Type	Current Status	Reason	CoC Created By	CoC Created Date Time
+ Fee	Automation Failed		HEIU	21-02-2017 14:08:22
+ Fee	Automation Failed		HEIU	21-02-2017 14:02:22
- Fee	Automation Failed		HEIU	21-02-2017 14:04:08
	Automation Failed	CoC contained Notes		21-02-2017 14:16:27
	Submitted			21-02-2017 14:16:26
	Saved			21-02-2017 14:04:08



SIS Home

**Student Information Home**

View Student Information

Registration Home

Attendance Home

Combined Home

CoC Home

Financial Reports

HE Gateway Home

Student Information History

Application Details - Academic Year 16/17

Help

Full Name	RTRETRTE SYSRRET	Student Support Number	SFDU16146773N
Customer Reference Number	56574694808	Date of Birth (dd/mm/yyyy)	

Student Information History

Registration

Attendance

Change of circumstances

CoC Type	Current Status	Reason	CoC Created By	CoC Created Date Time
Withdrawal	Completed(Manual)		HEIU	17-02-2017 17:13:48
	Completed(Manual)			17-02-2017 17:20:20
	Automation Failed	CoC contained Notes		17-02-2017 17:13:51
	Submitted(Import)			17-02-2017 17:13:48

CoC submitted through bulk import

[Back](#) [Create CoC](#)

[Home](#) | [Student Information Home](#) | [View Student Information](#)



SIS Home

**Student Information Home**

View Student Information

Registration Home

Attendance Home

Combined Home

CoC Home

Financial Reports

HE Gateway Home

Student Information History

Application Details - Academic Year 16/17

[Help](#)

Full Name	RTRETRTE SYSRSRET	Student Support Number	SFDU16146773N
Customer Reference Number	56574694808	Date of Birth (dd/mm/yyyy)	

Student Information History

Registration	Attendance	Change of circumstances																										
<table border="1"> <thead> <tr> <th>CoC Type</th> <th>Current Status</th> <th>Reason</th> <th>CoC Created By</th> <th>CoC Created Date Time</th> </tr> </thead> <tbody> <tr> <td>Withdrawal</td> <td>Completed(Manual)</td> <td></td> <td>HEIU</td> <td>17-02-2017 17:13:48</td> </tr> <tr> <td></td> <td>Completed(Manual)</td> <td></td> <td></td> <td>17-02-2017 17:20:20</td> </tr> <tr> <td></td> <td>Automation Failed</td> <td>CoC contained Notes</td> <td></td> <td>17-02-2017 17:13:51</td> </tr> <tr> <td></td> <td>Submitted</td> <td></td> <td></td> <td>17-02-2017 17:13:48</td> </tr> </tbody> </table>				CoC Type	Current Status	Reason	CoC Created By	CoC Created Date Time	Withdrawal	Completed(Manual)		HEIU	17-02-2017 17:13:48		Completed(Manual)			17-02-2017 17:20:20		Automation Failed	CoC contained Notes		17-02-2017 17:13:51		Submitted			17-02-2017 17:13:48
CoC Type	Current Status	Reason	CoC Created By	CoC Created Date Time																								
Withdrawal	Completed(Manual)		HEIU	17-02-2017 17:13:48																								
	Completed(Manual)			17-02-2017 17:20:20																								
	Automation Failed	CoC contained Notes		17-02-2017 17:13:51																								
	Submitted			17-02-2017 17:13:48																								

CoC submitted through SIS screens



[Back](#) [Create CoC](#)





## SIS Development

SIS Detailed Student Information will display when a Bursary is Approved or Cancelled

Increased visibility as to why records appearing on work lists

Student will be removed from work lists when bursary is cancelled



### CoC Screen Capture redesign

- Single Effective date
- Look and feel similar to Postgraduate Loans CoC screen capture
- Student and current Course details visible throughout submission
- Reorder of capture screens where system currently allows entry of erroneous data.
  - Example – Course selection currently after course year dropdown
- Notes boxes
- Upfront validation



### Part Time Fee Change and Transfer CoCs Bulk Import

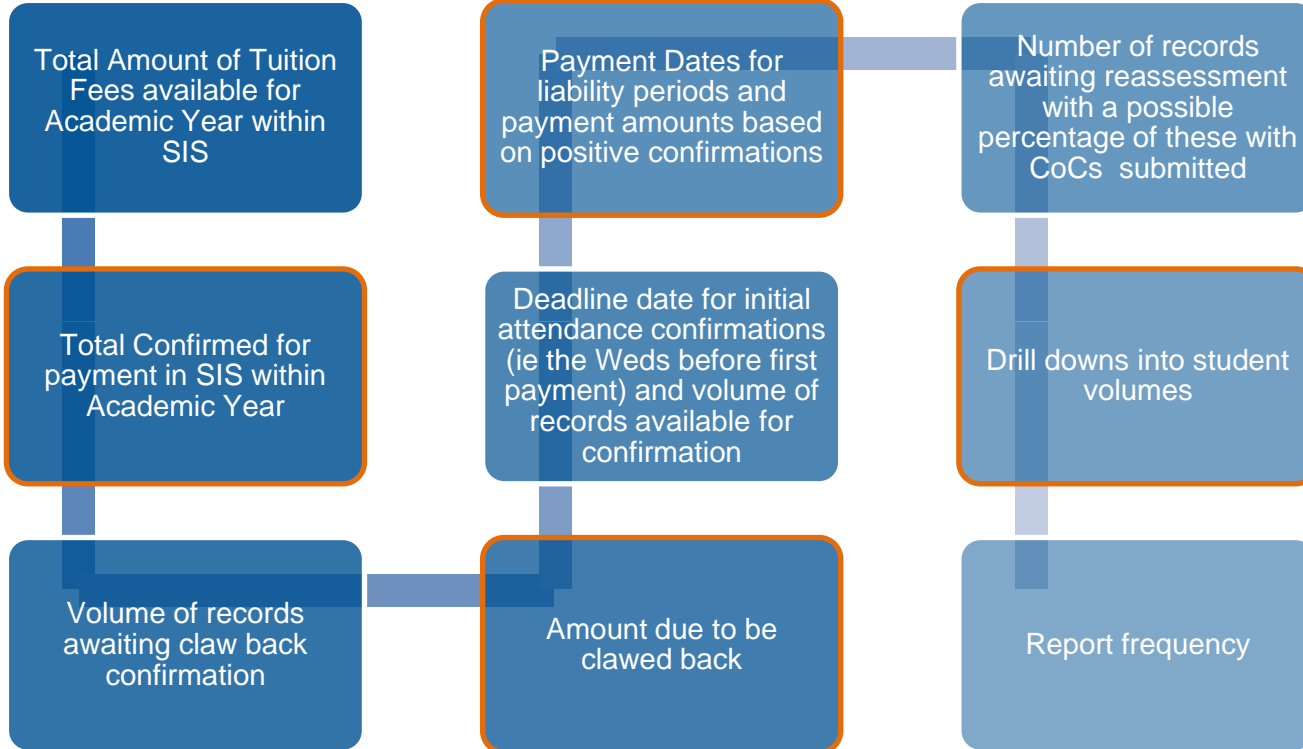
Currently in development

No changes to current file structure as new fields will be additional for example intensity within Fee Change intensity

Development of this change will include redesign bulk import facility in SIS. This will reduce processing issues and timeouts



## Financial Reconciliation





### Financial Reconciliation

- Analysis currently being undertaken on technical upgrades to ensure service stability and performance
- CoC Tracking Phase 3
- Further Financial Reconciliation
- Level of Funding drop down within Student Search area of View Student Information
- Bursary Triggers

HEP Account Managers

Partner Services

✉ [hep\\_services@slc.co.uk](mailto:hep_services@slc.co.uk)

☎ 0300 100 0642

🖱 <http://www.heinfo.slc.co.uk/>



Student Loans Company

