



StudentAidBC

## Student Information Management System (SIMS) Project Overview

Last Updated - January 2025

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Project Overview



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# SIMS Overview



## The Opportunity

- StudentAid BC's outdated information management systems make it difficult to modernize our policies and processes to efficiently meet the needs of our users including students, post-secondary institution partners and staff.



## The Solution

- StudentAid **BC Student Information Management System Project** is a multi-year project to modernize our student information management systems to serve students better and make it easier to apply for student financial assistance.
- A key step of this project is to replace an out-dated computer system used to assess student financial assistance applications with a new **Student Information Management System (SIMS)**.
- StudentAid BC has released a new SIMS Institution Account for post-secondary institution users and will be releasing a new user-friendly **Student Account** and new **Student Financial Assistance Application** to full- and part-time students in phases.

# SIMS Project Principles

**Citizen driven** - build services for the needs of users

**Enable self-service** - enable more opportunities to self-serve digitally

**Simplify processes** - build simple, repeatable processes to reduce procedures

**Align processes** - align system and business processes where possible

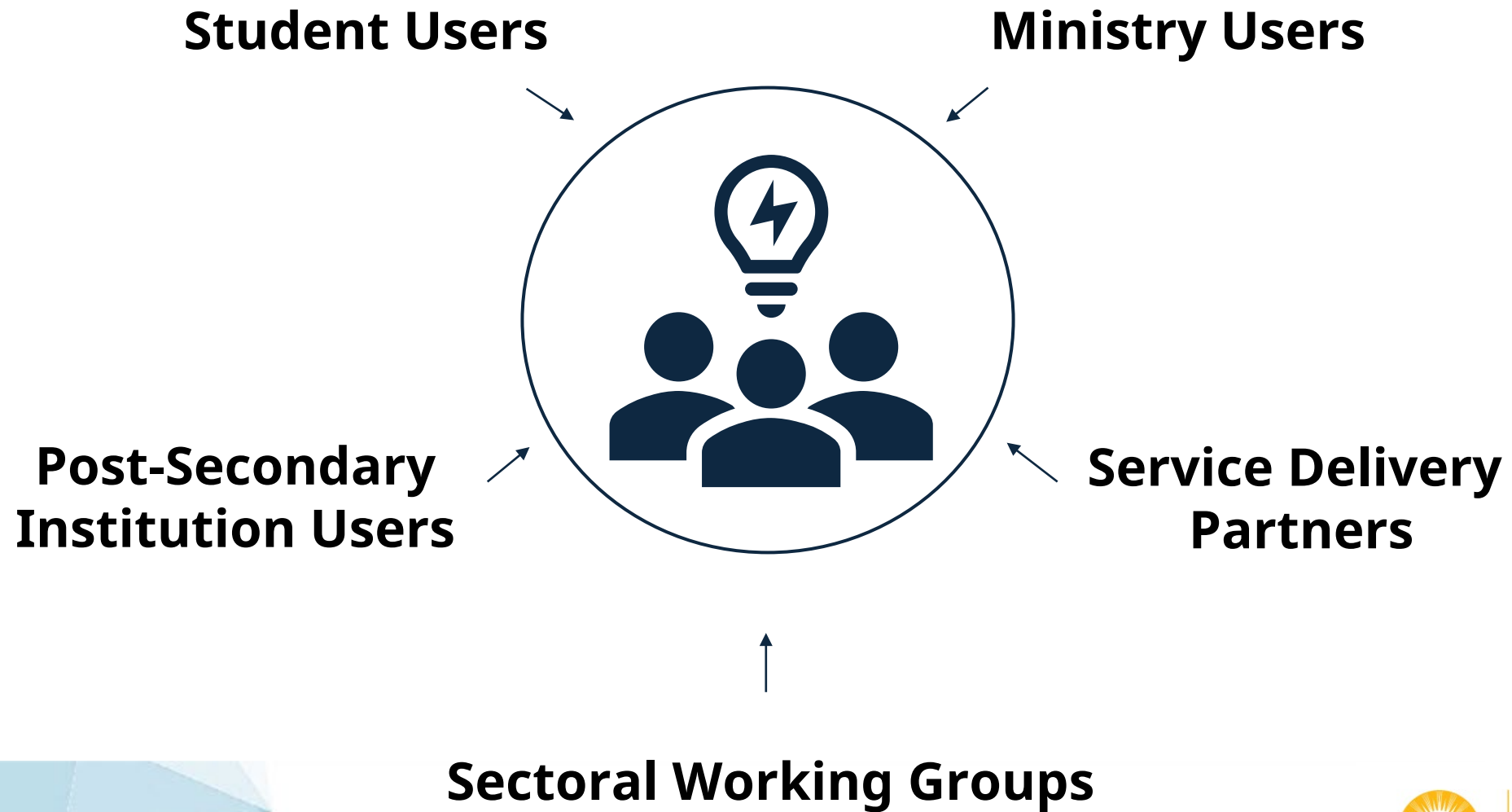
**Sustainable** - develop internally manageable, maintainable and measurable processes

**Efficient** - develop simple, common components that can be re-used

**Data driven** - ensure that data is reliable, well organized and used to inform decision making

**Agile** – focusing on iterative development, collaboration, and continuous improvement.

# SIMS Collaboration



# Success Measures



## Usability

- Increased student user satisfaction
- Increased institution user satisfaction
- Increased ministry user satisfaction



## Efficiency

- Reduced # of incoming calls
- Reduced # of applications requiring intervention
- Reduced time from submit to assessment
- Reduced number of process steps
- Reduction of time on administrative tasks



## Reliability

- Fewer unplanned outages
- Ongoing enhancements



# Highlights for Students

## Key functionality for Students

- **New Student Account**

- Easy-to-use intuitive interface
- More accessible language and layout
- Visual tools to help students understand where they are in their application journey
- Improved ability to self-serve

- **New Student Application**

- One application for students in both full- and part-time funding (**currently only available to part-time students**)
- Eliminating many additional forms and appendices
- Improved identity assurance, as well as privacy and security protection for students with the BC Services Card account

# Highlights for Students

Students  
will be able  
to:

- Create and interact with StudentAid BC through a new student account
- Access the full-time and part-time integrated digital application (currently only available to part-times students)
- Request assessment for accessibility programs
- Report changes in circumstances (reassessments)
- Provide exceptional circumstance information at the time of application, replacing the need for some appeal requests
- Receive a digital Notice of Assessment and continue to receive approved funding in accordance with that assessment



# Highlights for Post-Secondary Institution Users

## New Institution User Account

- Easy-to-use intuitive interface
- Easier for all institutions to submit program and study period offering information
- Ability to view financial assistance applications for your school, submit confirmation of enrolment and tuition remittance requests
- Increasing security using BCeID

# Highlights for Post-Secondary Institution Users

Institutions  
will be able  
to:

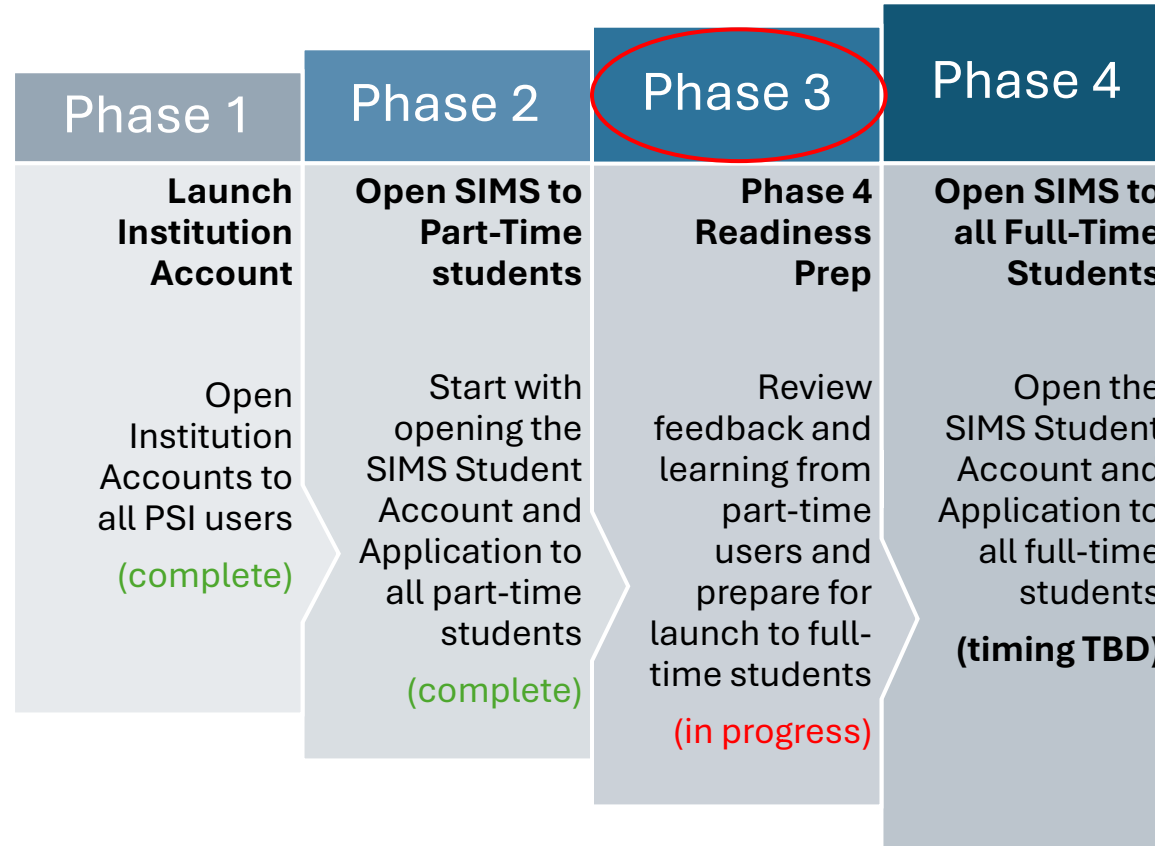
- Create and interact with StudentAid BC through a new institution account.
- Create and update new designation applications and agreements
- Enter program and study period offering information, replacing the Institutional Appendix (IA) and Program Eligibility Declaration (PED) processes
- Confirm student enrolment
- Submit required student scholastic standing changes and report withdrawals

# Highlights for Ministry Users

Ministry  
users will be  
able to:

- Facilitate new application processing for full-time and part-time applications (currently only for part-time)
- Support award configuration and provide award disbursement files to financial systems for full-time and part-time applications (currently only for part-time)
- Make notes in student and institution accounts
- Communicate decisions to students and institutions
- Document institution designation status

# Project Timelines & Status



# Benefits of a Phased Launch Plan

- ✓ Helps support a smooth transition for existing and prospective students by opening access to the system in stages.
- ✓ Allows StudentAid BC to gather crucial user feedback and make improvements to the system through each phase; and
- ✓ Minimizes the risk of disruption to students and post-secondary institution users.

# Questions

If you have any questions, please contact us at  
[StudentAidbc@gov.bc.ca](mailto:StudentAidbc@gov.bc.ca)