StudentAid BC
Student Information Management System (SIMS)
Project Overview

March 2024
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Project Overview
StudentAid BC's outdated information management systems make it difficult to modernize our policies and processes to efficiently meet the needs of our users including students,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.
• 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 will be releasing a new user-friendly Student Account and new Student Financial Assistance Application for full- and part-time students, as well as a new and improved Institution Account for post-secondary institution users.
Our Vision and Principles

**Branch Vision**
StudentAid BC provides post-secondary financial assistance programs to support BC students to achieve their full potential through post-secondary education and training.

**Project Principles**
1. **Citizen driven** – build services for the needs of users
2. **Enable self-service** – enable more opportunities to self-serve digitally
3. **Simplify processes** – build simple, repeatable processes to reduce procedures
4. **Align processes** – align system and business processes where possible
5. **Sustainable** – develop internally manageable, maintainable and measurable processes
6. **Efficient** – develop simple, common components that can be re-used
7. **Data driven** – ensure that data is reliable, well organized and used to inform decision making
Service Delivery Partners

Collaboration

Student Users

Post-Secondary Institution Users

SIMS Sector Working Advisory Group (SSWAG)

StudentAid BC Users

Service Delivery Partners
Project Methodology (SIMS = Agile)

Waterfall
- Requirements Gathering
- Design
- Development
- Test
- Deploy

One large release at the end

Agile
- Cumulatively releases over time

Benefits of Agile: more control/better productivity/better quality/reduced risk/higher customer satisfaction
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 NoA
- Reduced number of process steps
- Reduction of time on administrative tasks

**Reliability**
- Fewer unplanned outages
- Ongoing enhancements
Project Highlights
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 studies
• Eliminating many additional forms and appendices
• Improved identity assurance, as well as privacy and security protection for students with the BC Services Card app
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
• 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
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
Post-Secondary Institutions will be able to

• Create an institution Account and interact with StudentAid BC
• Create and update new designation applications and agreements
• Enter Program and Study Period Offering information, replacing the Institutional Appendix and Program Eligibility Declaration processes
• Confirm student enrolment
• Submit required student scholastic standing changes and report withdrawals
• Facilitate new application processing for full-time and part-time
• Support award configuration and provide award disbursement files to financial systems for full-time and part-time applications
• Make notes in student and institution accounts
• Communicate decisions to students and institutions
• Document institution designation status
Phase 2 Timing/Status: Our current estimation (as of March 2024) is that we have 4-6 months of work to complete before we are ready to launch the system to part-time students.
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.
If you have any questions, please contact the SIMS Project team at MOD@gov.bc.ca