

StudentAid BC Modernization Project Overview

June 2022



StudentAidBC

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The Opportunity



StudentAid BC's outdated information management system makes it difficult to modernize our policies and processes to efficiently meet the needs of our users including, students,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 Modernization Project** is a multi-year project to modernize our programs, policies and 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 easy-to-use, mobile-friendly, **Student Account** and new **Student Financial Assistance Application** for 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

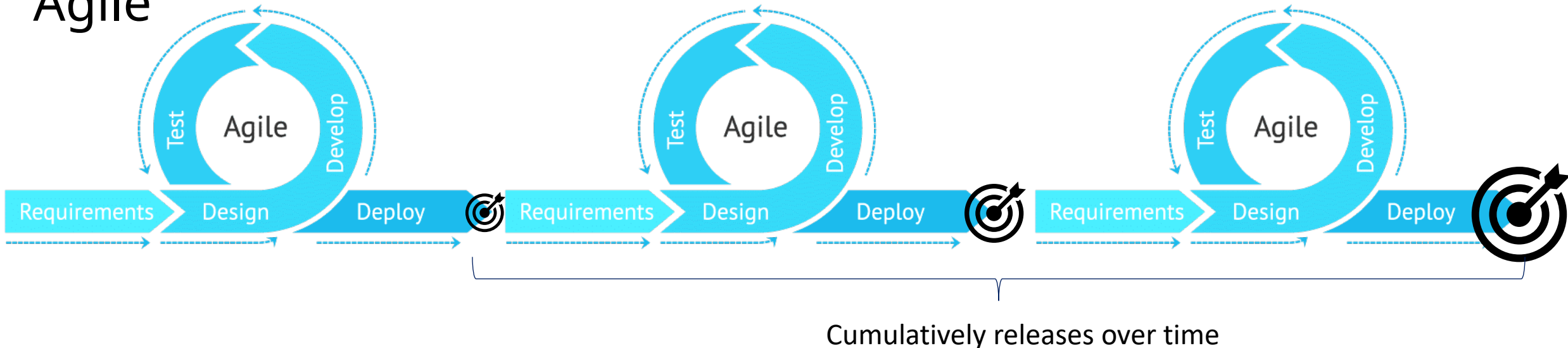
1. **Citizen driven** – build services for the needs of users
2. **Enable self-service** – enable more opportunities to self-serve digitally
3. **Simplify processes** – build simple, repeatable processes to reduce procedures
4. **Align processes** – align system and business processes where possible
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

Project Methodology (Agile)

Waterfall

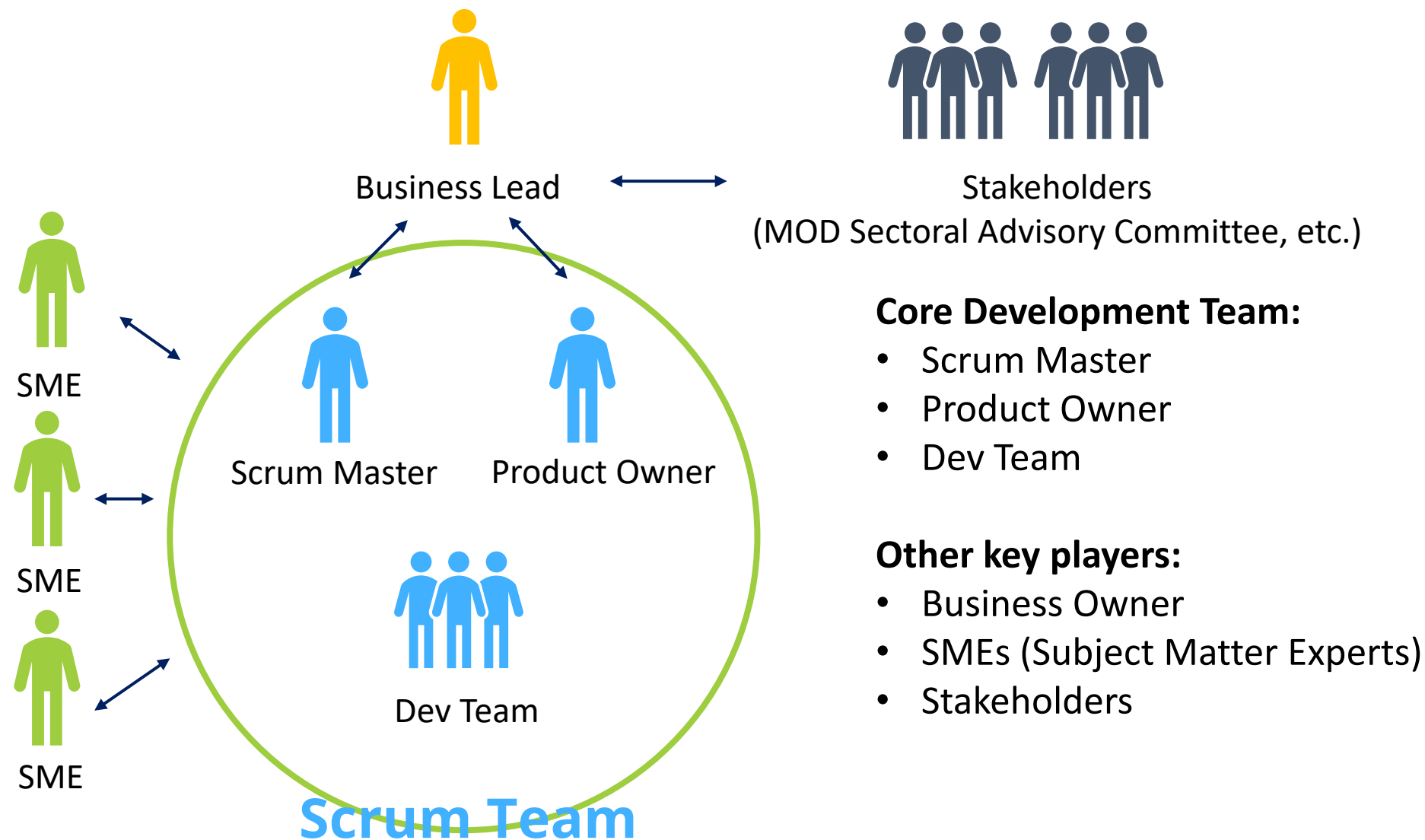


Agile



Benefits of Agile: more control/better productivity/better quality/reduced risk/higher customer satisfaction

Agile Project Team Structure



Project Success Measures



Project Objectives

- **Optimize and align** BC student financial assistance program business processes.
- Ensure students, institutions and other stakeholders have access to **timely and relevant** student financial aid information.
- **Replace aging and disparate technology** supporting the student financial assistance program.

Project Outcome Highlights

Short Term

- Provide students with a more responsive, flexible and interactive experience.
- Ensure that each student is receiving the funding to which they are entitled.
- Enhance functionality to increase the quality of decision making and accountability.
- Streamline disbursement for loans, grants and bursaries.

Longer Term

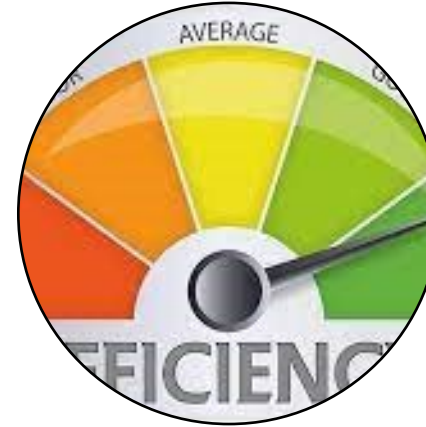
- Monitor key performance indicators and effectively measure outputs and outcomes.
- Improve analytic capability with data management and data integrity.
- Improve SABC's ability to implement federal and provincial policy changes.

Success Measures



Usability

- Student satisfaction
- Institution user satisfaction
- Ministry user satisfaction



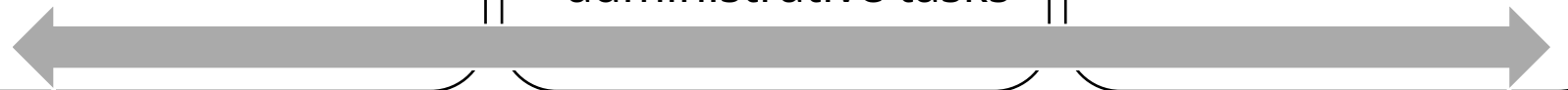
Efficiency

- Incoming calls
- Applications requiring intervention
- Time from submit to NoA
- Number of process steps
- Time on administrative tasks



Reliability

- Unplanned outages
- Enhancements



Project Highlights



Key Functionality

New Student Account

- Providing an easy-to-use intuitive interface
- Using more accessible language
- Providing visual tools to help students understand where they are in their application journey
- Improving ability to self-serve

New Student Application

- Creating one application for both full- and part-time studies.
- Eliminating additional forms and appendices that were previously required
- Providing identity assurance, as well as privacy and security protection for students with the BC Services Card

Key Functionality

New Institution User Account

- Making it easier for all institutions to submit program and study period offering information
- View financial assistance applications for your school, submit confirmation on enrolment and tuition remittance requests
- Increasing security through the use of BCeID

Students will be able to

- Apply using a mobile device
- Create and interact with SABC through a new individual 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

Institutions will be able to

- Create and interact with SABC through a new institution account, with one or more locations
- Create and update new Designation applications and agreements
- Enter Program and Study Period Offering information, replacing the institutional appendix and program eligibility declaration process
- Confirm student enrolment
- Submit required student scholastic standing changes and report withdrawals

SABC will be able to

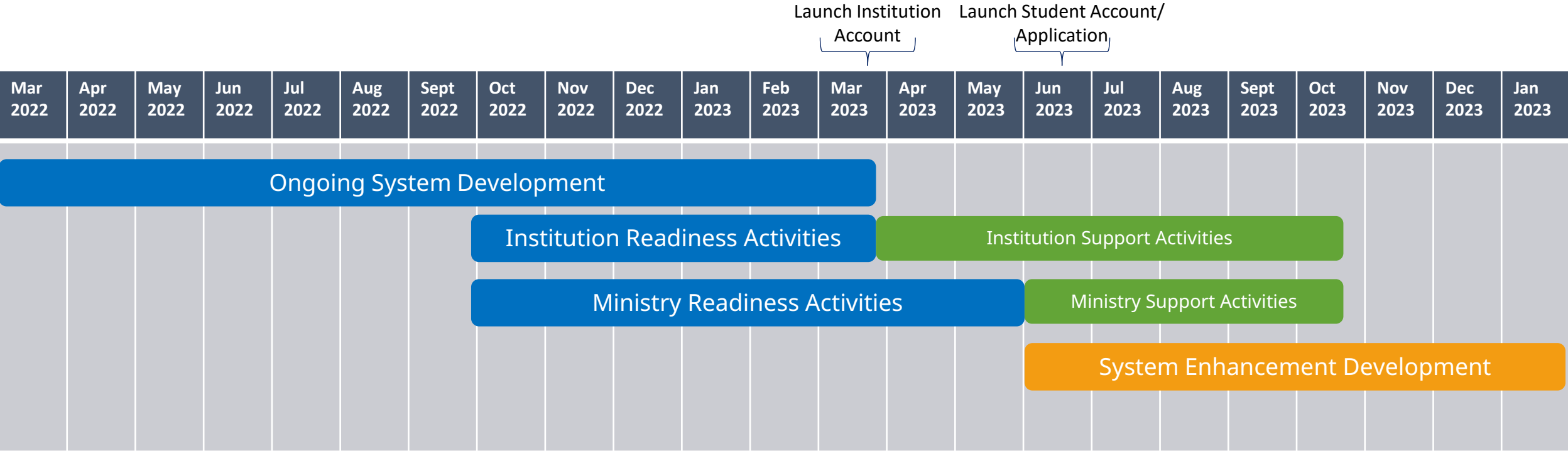
- Facilitate new application processing for full-time and part-time.
- Support award configuration and provide Award Disbursement files to financial systems for full-time and part-time applications.
- Make notes in student and institution accounts.
- Communicate decisions to students and institutions.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

Project Timelines & Status



Project Timeline

StudentAid BC will launch our new Student Information Management System (SIMS) in the spring of 2023.



Collaboration

Design is based on user input (students, institutions and SABC)



MOD Sector Advisory Committee (MSAC)

Recent examples of collaboration and decision making:

- Education Program Information
- Tuition remittance

If you have any questions, please
contact the MOD Project team
at MOD@gov.bc.ca

