

# WORKING WITH THE NSLSC

CASFAA June 2019 Conference

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18 June 2019



# **AGENDA**



- Transformation Update
- Educational Institutional Relations and Services
- The NSLSC Contact Centre Top 3 Observations & How You Can Help
- Questions?





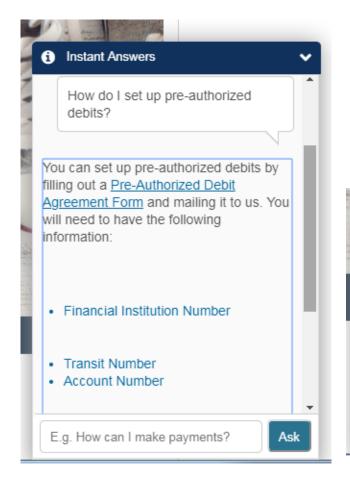
# TRANSFORMATION UPDATE

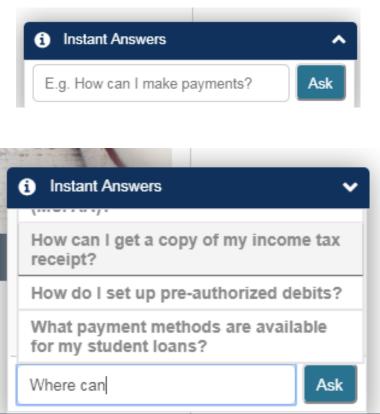


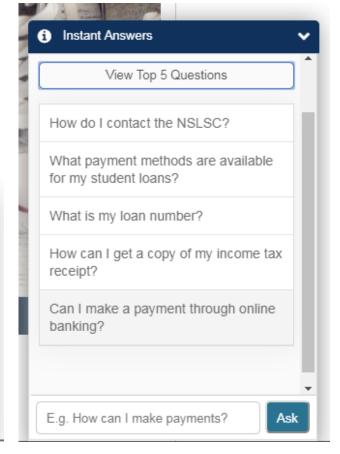
## CUSTOMER SERVICE KNOWLEDGE MANAGEMENT TOOL



This tool allows the website user to ask questions about student loans processes and uses canned article responses.



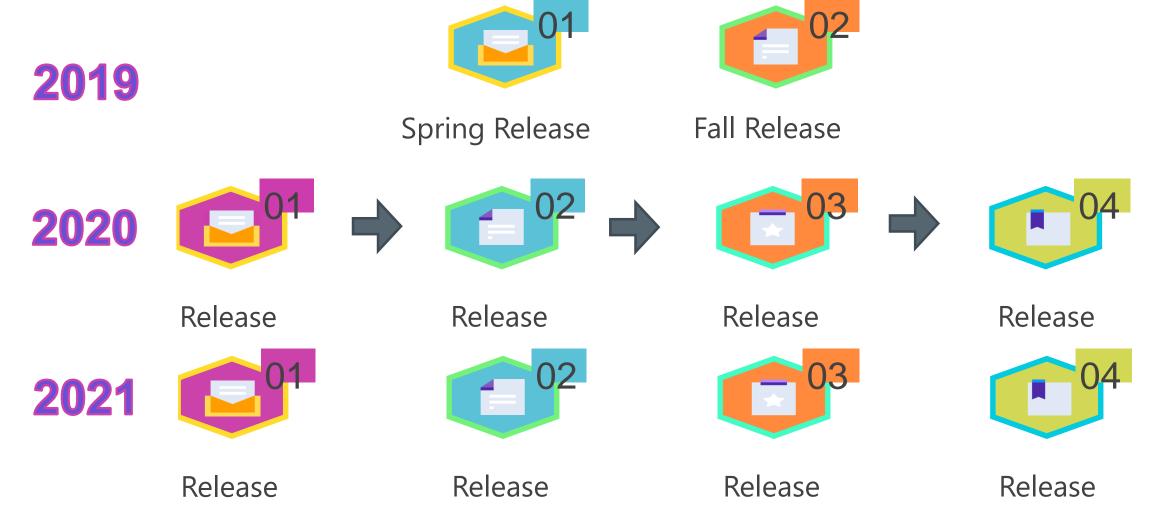




## **UPDATE ON CSLP TRANSFORMATION**



We are rolling out new service delivery enhancements over multiple implementations for the next 2 - 3 years.



# LAUNCH OF NEW FEATURES: JUNE 10<sup>TH</sup>, 2019



The Spring 2019 release has the following enhancements:





For part-time students



Confirmation of Enrolment

For part-time students through the NSLSC ECE portal



Registration & Authentication

Part-time students and existing borrowers will use GoC Registration & Authentication to access their accounts



Mobile Friendly Pages

Seamless navigation across various website components & mobile enablement



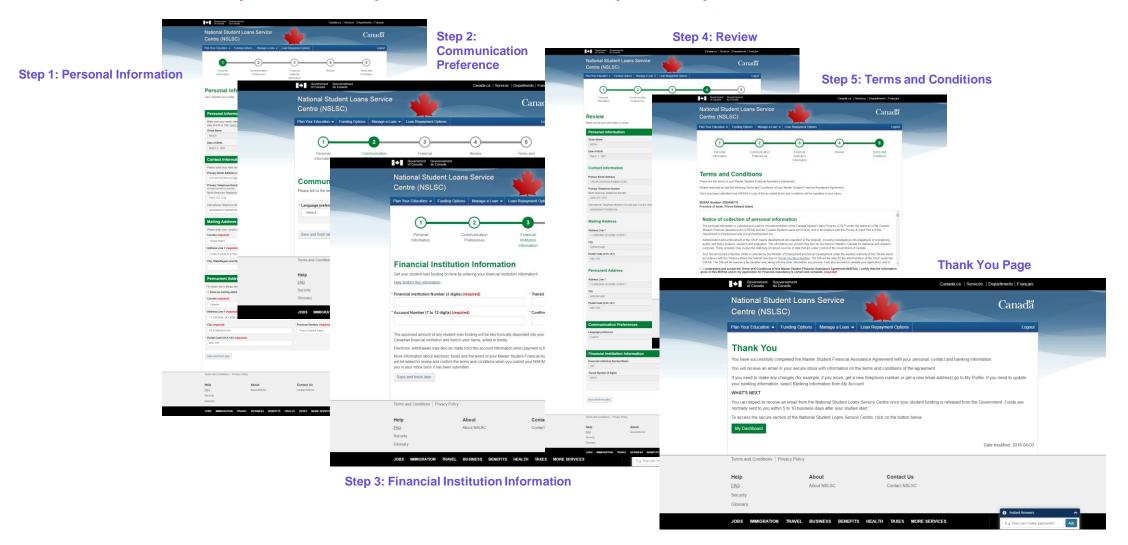
**Student Hub** 

Modify profile information, update banking information online and link to Financial Institution websites to make a payment

# **PART-TIME MSFAA**

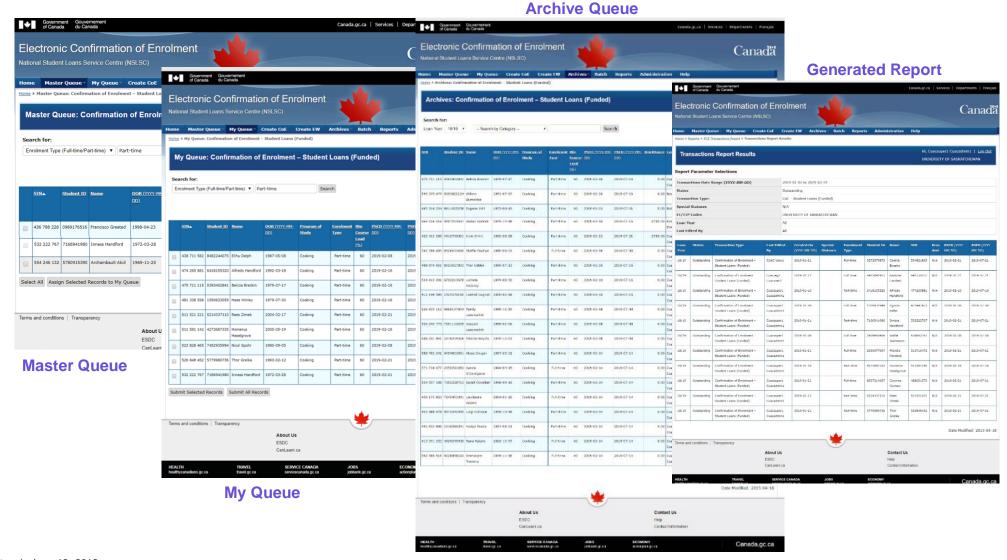


# The user completes the process in five simple steps.



# **ECE – ELECTRONIC CONFIRMATION OF ENROLMENT PORTAL**

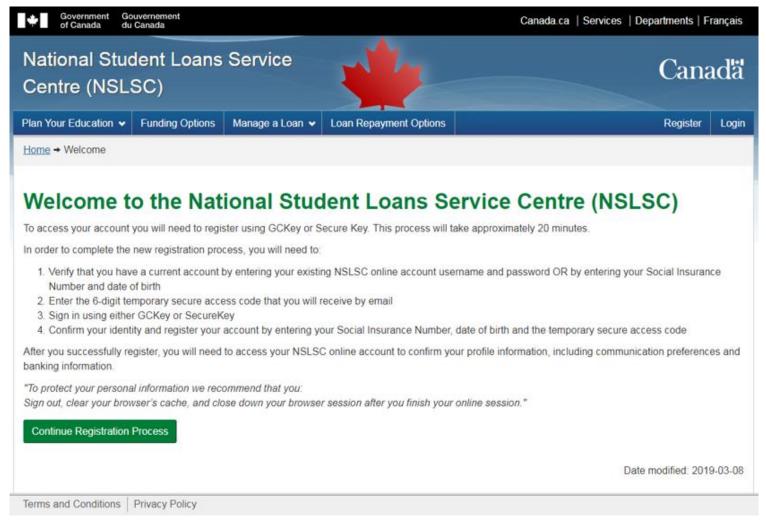




#### MIGRATION TO THE NEW SECURE LOG-IN



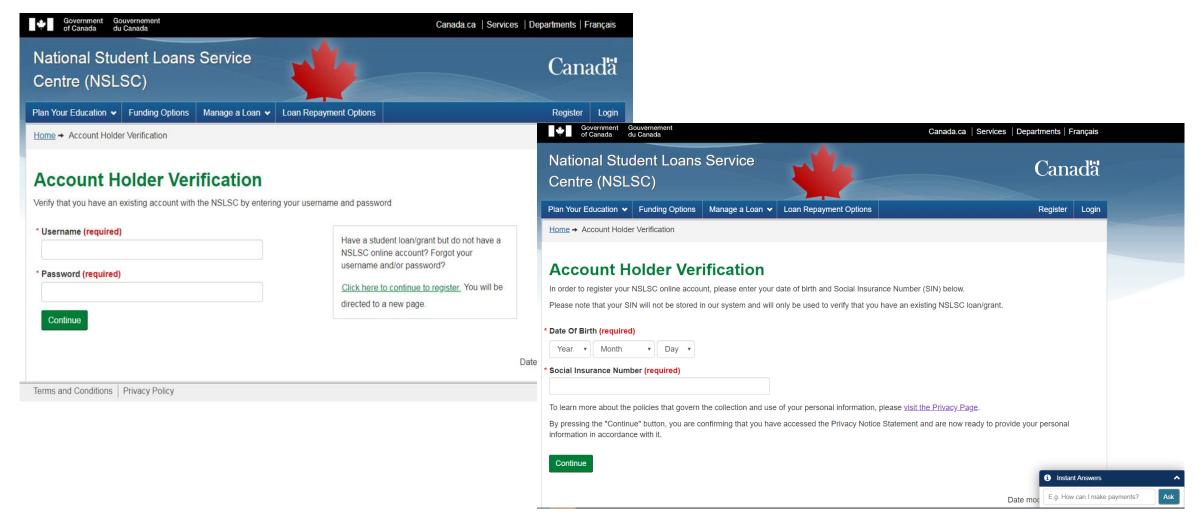
Borrowers will be migrated over time.



#### MIGRATION TO THE NEW SECURE LOG-IN



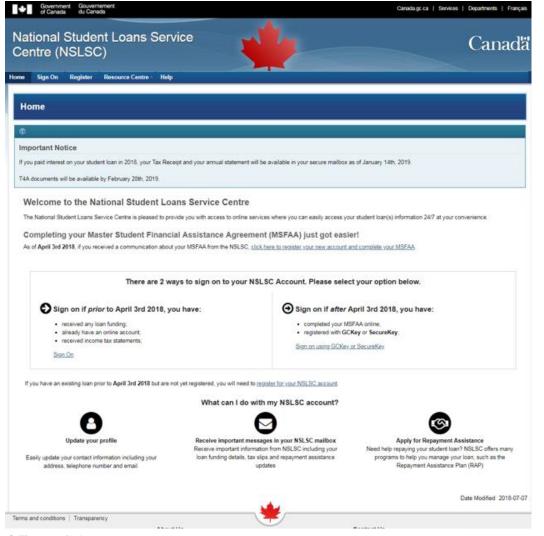
Once migration is complete, all borrowers will access the NSLSC student hub in the same way.



## STUDENT HUB - IMPROVED VIEWING

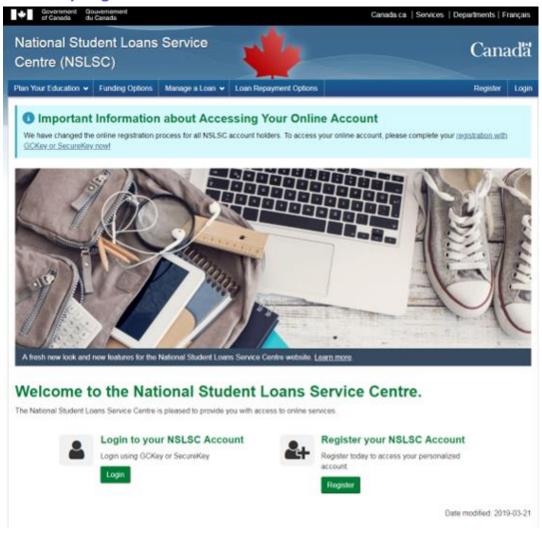
# Improved with a consistent look and feel.

#### **Pre - Spring Release**





#### **Post - Spring Release**



#### STUDENT HUB – MOBILE FRIENDLY

# Website optimized for viewing on mobile devices.



#### **Previous NSLSC Homepage**



#### **New NSLSC Dashboard**



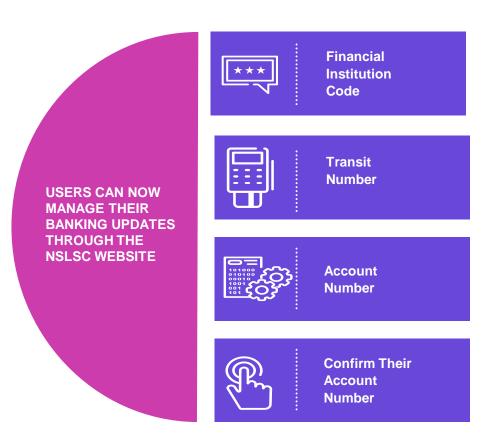
#### **New NSLSC Expanded Menu**

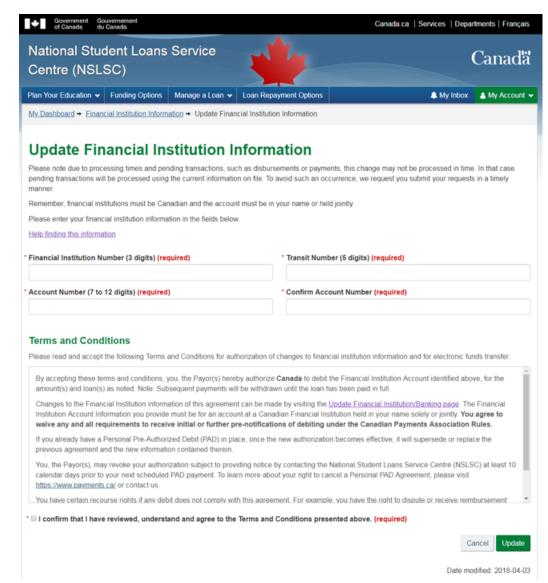


#### STUDENT HUB - ENRICHED FUNCTIONALITY

FINASTRA

Banking Updates.





## STUDENT HUB - ENRICHED FUNCTIONALITY

# Confirmation Updates with links to Terms and Conditions.







#### **UPCOMING IN 2019...**



- Continue implementation of features and functions to advance the digitization mandate for Students across Canada.
- Enable with features and functions for Stakeholders.
- Continued usage of modern technology stack, enabling flexibility and configurability.

Stakeholder	Onboarding	Online Application	Profile Updates	Online Repayment Assistance	Online Enrolment Confirmation	One Time Payments	Online Payment Term Change	Online Repayment Communications	Document Upload	Chat Channel
Student (Full Time & Part Time)	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\checkmark$	$\bigcirc$	Fall 2019	Fall 2019	Fall 2019	Fall 2019	Fall 2019

Stakeholder	Content Management	Phase 1 Self Serve Reporting	Phase 1 Case Management	Agent Hub Interface	Solution Flexibility & Configuration	Prioritized Change Requests
GoC, P/T's, El's & Finastra	$\bigcirc$	Fall 2019	Fall 2019	Fall 2019	Ongoing	Ongoing

Release priorities will need to be jointly negotiated with the Government of Canada in advance of detailed planning and lock-in of release commitments



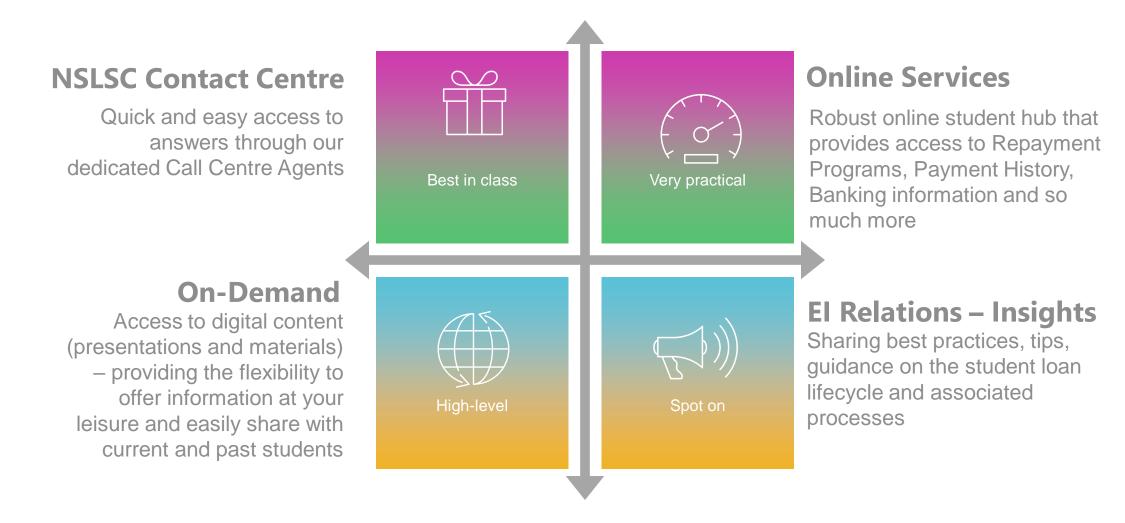
# EDUCATIONAL INSTITUTIONAL RELATIONS AND SERVICES



#### **EDUCATIONAL INSTITUTIONAL RELATIONS & SERVICES**



The National Student Loans Service Centre offers many services to help your Financial Aid Department service your students better.



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#### **EDUCATIONAL INSTITUTIONAL ESCALATION PROCEDURE**



The National Student Loan Service Centre has a robust escalation process to assist you in resolving any inquires.

1

#### **Contact Centre**

Our centralized Call Centre employs agents with specialized skill sets to assist Financial Aid Officers with inquires surrounding borrower funding, tuition submission, end of study updates and any disbursement related challenges.

2

#### **Supervisor Team**

Is a group of senior call centre agents who aim to provide Financial Aid Officers with the assistance and support for matters that have some complexity.



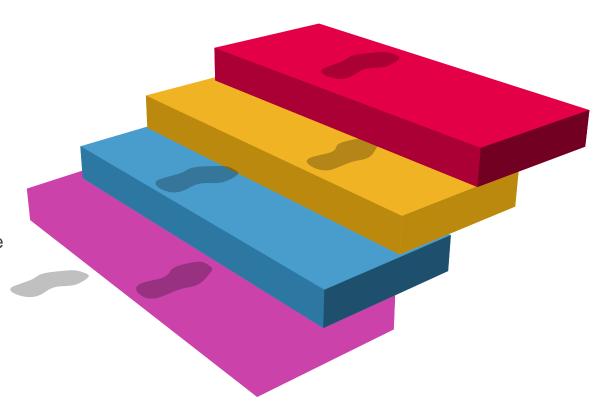
#### **Executive Customer Assistance**

Team are a group of highly trained, tenured and knowledgeable individuals who handle complex issues through a case management structure. The Regional Relations Team often consult with this team for issues that are time sensitive.



#### **Educational Institutional Relations & Services**

Should Financial Aid Officers require further clarity on a student file, have procedural or general questions related to the student loans program your Educational Institutional Relations and Services team is available to assist.



## THE NSLSC CONTACT CENTRE TOP 3 OBSERVATIONS





Disbursement Timelines

Borrowers understanding of disbursement timeframes



Borrowers often contact the NSLSC looking for confirmation of when they will receive their disbursements. Financial Aid Officers can assist by reinforcing the timelines provided by the NSLSC.

2

Repayment Challenges

Borrowers who are unaware of their repayment options



Many borrowers experiencing difficulty repaying their loans may qualify for the Repayment Assistance Plan.

Applications can be completed quickly and easily online; results are communicated to borrowers within 4 days.

Website

3

Borrowers ability to navigate through self serve options



With the modernization of the borrower website the previous challenges borrowers faced will now be resolved once the new and improved website navigation and functionality launched on June 10<sup>th</sup>, 2019.

#### **HOW YOU CAN ASSIST...**



The NSLSC and your students through the process of managing their student loans.



#### **Proactive**

Encourage students to be proactive and seek out clarity support from the NSLSC...we are here to help.



#### **Get Connected**

Remind students of the online resources always available to them, if they are unable to find what they are looking for contact us at the NSLSC so we can help them find the answer.



#### **Utilize Tools**

Have them utilize the tools available which includes great information regarding debt management programs including the Repayment Assistance Plan.



## **Digitize**

All students have access to information specific to their loan available to them in their NSLSC digital inbox.

# Questions?

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