



Ministry of  
Advanced Education



# Delivering Student Financial Assistance in British Columbia

November 4, 2015



# CORE BUSINESS DESCRIPTION

- Administer over 25 provincially and federally funded programs;
- Deliver Student Aid BC programs through multiple channels;
- Adjudicate and process student financial assistance applications;
- Provide customer service for students and officials at post-secondary institutions;
- Represent B.C. on cross-Canada committees and working groups.



# KEY BRANCH FACTS

- Approximately 72,000 students in receipt of direct government student aid funding;
- 137,402 calls received for the program year 2014/15;
- 92,552 applications for the program year 2014/15;
- 94% of applications processed online.



# APPLICATION PROCESS

- Online application
  - Returning students applications may be assessed within two days;
  - Notifications and letters are placed on the student dashboard;
  - Students are notified by email that they have letters to view/download on the student dashboard;
  - Reduced the number of full-time printed paper applications to 5K per year.



# INSTITUTION PROCESS

- Electronic confirmation of enrolment
  - 198 institutions participate in the process;
  - Reduces paper and the length of time it takes students to receive their funding.
- Institution Portal – Program Information
  - Information through the portal ensures error free completion;
  - reduced administration for institutions;
  - electronic notifications -- students will be advised quickly of the results of their application for student financial assistance.



# STUDENT SERVICES BRANCH

- Responsible for answering “tier two” calls;
- Processes reassessments and changes of circumstances;
- Adjudicates Default and Bankruptcy Rehabilitations;
- Assesses part-time applications;
- Oversees PD related programs and funding;
- Responsible for a number of distinct and specific programs;
- Responsible for mail, filing, data entry and issuing of paper applications.

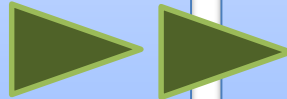


# MODERNIZING SABC

## Phase One Outcomes

### Enhancements

- Student, parent dashboard
- Real-time application and award status
- E-correspondence message centre
- Partner Portal for Institutions
- Increased smart form options



### Outcomes

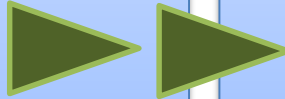
- 90% less paper correspondence
- 18K less paper applications
- Returning students processing time cut by 2 weeks
- \$12K savings on data entry from 77K less paper declarations
- Up-to-date Institution information
- Self-service for institutions
- Mass campaign messaging via portal

## Phase Two Intended Outcomes

### Enhancements

Data Analytics and Reporting.

Policy rules engine.



### Intended Outcomes

Enhanced policy decision making with analytics;

Easier reporting on programs and current students.

Easier to revise and update policy;

Quicker time to implement new programs.



# NEW PROGRAMS

- B.C. Access Grant for Labour Market Priorities
- B.C. Completion Grant for Graduates
- Revised Loan Forgiveness Programs.





## **B.C. Access Grant for Labour Market Priorities**

### **- Tools Component**

\$500 grant to offset the costs of tools and/or equipment;

### **- Relocation Component**

Grant of up to \$4,000 to assist with relocation expenses;

### **- Loan Component**

Up to \$2,000 without dependants or \$5,400 for students with dependants. Grant will reduce B.C. student loan.

### **- Unmet Need Component**

Up to \$6,500 to address student's unmet need.

## B.C. Completion Grant for Graduates

- Incentive for students to access and complete education and training programs tied to specific in-demand occupations rewarding successful completion of a program of studies and keep debt loads manageable;
- Will reduce B.C. student loans for students who graduate from select programs, up to a maximum of \$500.



## Revised Loan Forgiveness

- Provides a financial incentive to eligible workers employed in a publicly funded facility in selected in-demand occupations in underserved communities where access to health care is limited or with children in occupations where there is an identified shortage;
- Will pay down up to the entire outstanding B.C. student loan over a five year period.



# ITEMS FOR FUTURE ENHANCEMENT

- More institutions confirming enrolment electronically.
- More students applying online,
  - Targeting international institutions to register for participation on the Portal;
- Removing CRA's requirement for an ink signature.



# QUESTIONS

