StudentAid BC
Student Information Management System (SIMS)
Project Overview

March 2024

BRITISH COLUMBIA | StudentAidBC

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Project 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StudentAid BC's outdated information management systems make it difficult to modernize our policies and processes to efficiently meet the needs of our users including students,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 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

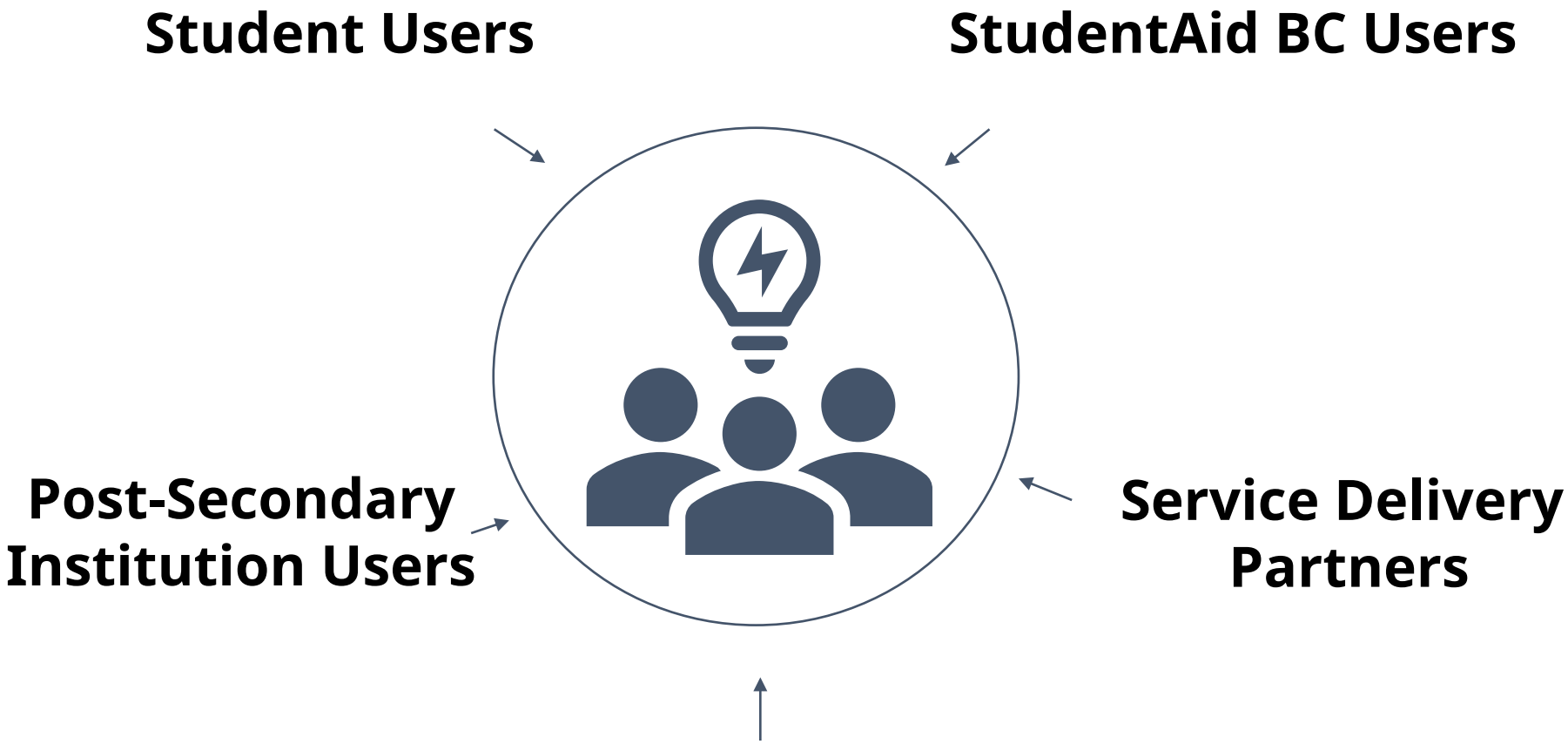
Branch Vision

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

Collaboration

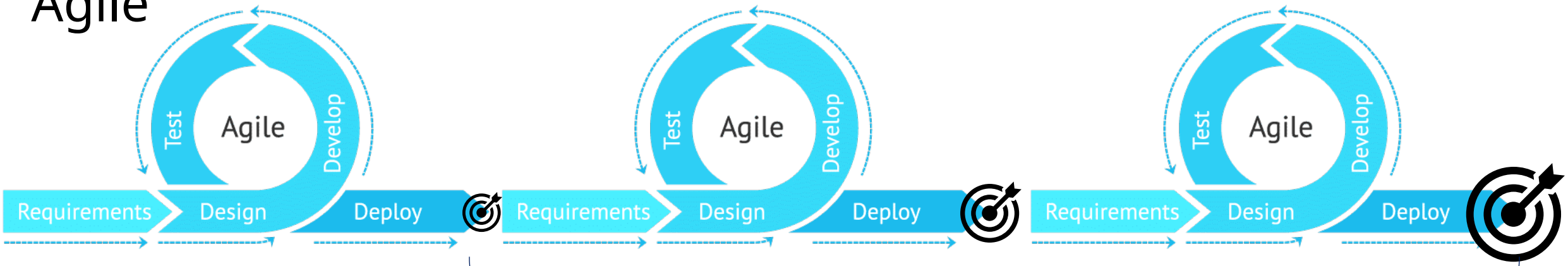


Project Methodology (SIMS = Agile)

Waterfall

One large release at the end

Agile



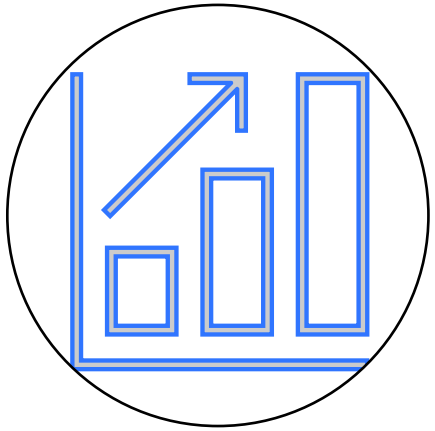
Cumulatively releases over time

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

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 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

Key Functionality for Post-Secondary 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

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

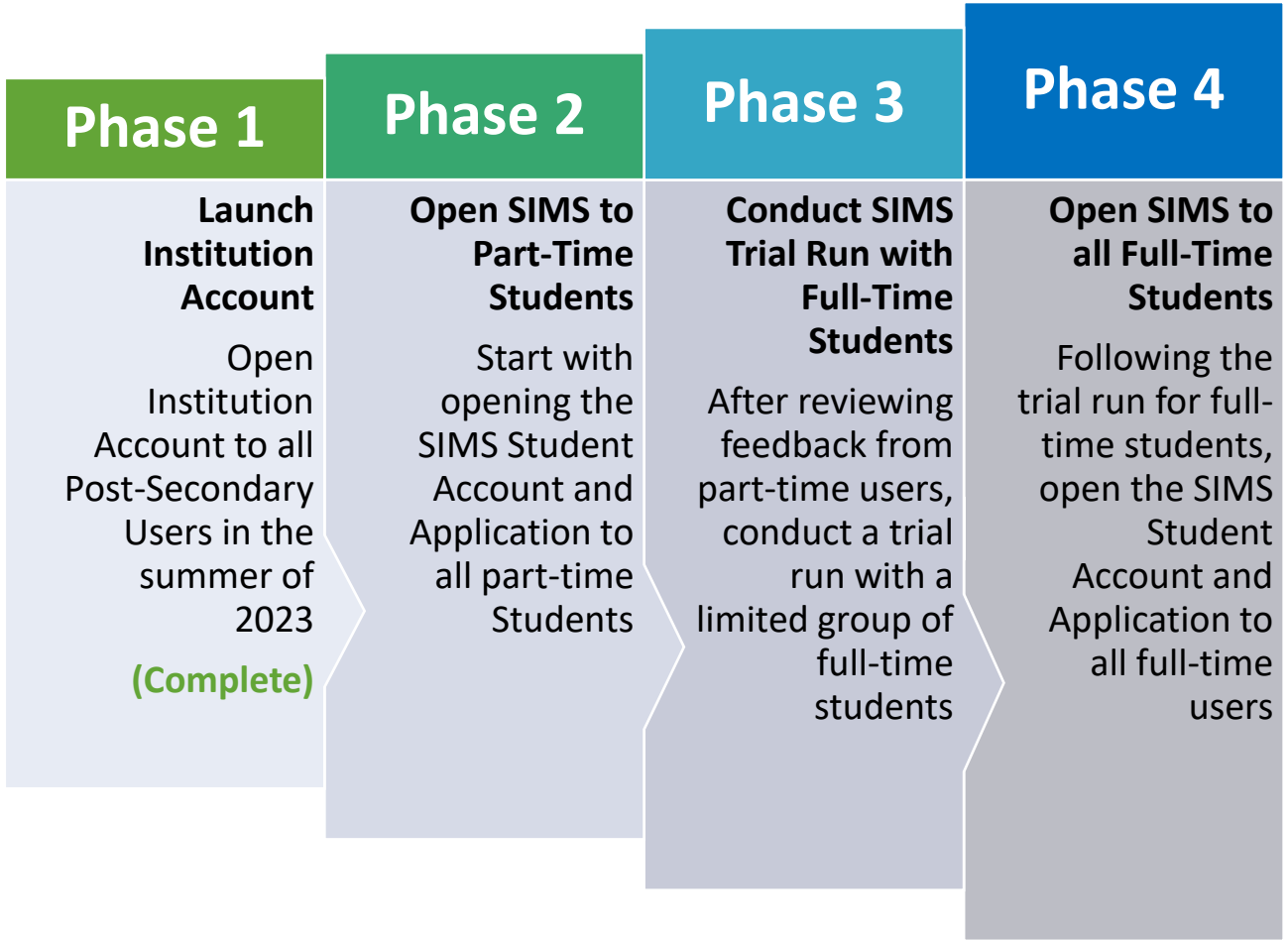
Ministry of Post-Secondary Education and Future Skills users will be able to

- 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

SIMS Phased Launch Plan

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.



SIMS Phased Launch Plan

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