

# SAAS

Lorna Caldwell, Head of Stakeholder Relations  
and Stacey Brash, Policy Lead

# Contents

In this session we will provide an update on:

- 2017/18 academic session
  - Key Activities/Dates
- Policy changes for 2018/19 academic session
  - Data Interactions and collaboration

# 2017-2018 Changes

## Care Experienced Bursary

- A new non-income assessed bursary of £7,625 to replace the income-assessed loan based support package.

## Extension of Postgraduate Scheme

- Removal of prescribed course list
- Extended to full masters programmes
- Funding package increased to £10,000 (£5,500 tuition fee loan and £4,500 living cost loan)

# 2017-2018 Changes

## Increase to Nursing Allowances

- Single Parent Allowance increased from £1,303 to £2,303 per year
- Dependants' Allowance increased by £1,000 per year
- Childcare Allowance increased from £1,216 to £2,466 per year

# Same SAAS, New Account



**SAAS Online Services**

# Why a new Account?

---

*Provide a modern and secure platform that meets the needs of students in Scotland today and in the future*

*This replaced former online application system after 14 years*

*We responded to our students need to provide an online application and communications service that is;*

**MOBLIE DEVICE  
COMPATIBLE**

**INTUATIVE AND  
TAILORED TO  
THEIR NEEDS**

**IS CLEAR,  
SUPPORTIVE  
AND EASY TO  
UNDERSTAND**

# Student Centred Design

---

*In 2015 we surveyed over 1500 students to identify what SAAS Online Services should provide*

*In June 2016 - we tested the new SAAS Account with students and their representatives*

*We used this input to design a system that reflected what students told us they required*

*The result - an improved online funding service - we know as our students have told us*





# Student Feedback - 2017

---

*Over 12,800 students have provided feedback since 10 April 2017*

*92% found registration easy*

*96% like the look and feel of the new SAAS Account*

*60% of respondents are continuing students*

*89% found the system easy to navigate*

*93% found the new hints and tips helpful*



# Students have told us.....

---

Really like that information given in previous years is saved and I do not have to keep putting it in each year

I liked that the application process was very straightforward

Large font, easy to understand and the user interface is simple and effective. As it should be

I liked the fact that it had information and that the design is simple and clear

Easy to navigate

I liked that important notifications were sent to my email account

the new site looks better than the old one

Mobile friendly

Loved the simple layout, quick and easy

A much greater improvement than last years interface. Was way easier to use



# Customer Feedback

Positive feedback received from students, representative groups and student support advisors in universities and colleges:

- 92% found the registration process easy
- 96% liked the look and feel of the new account
- 89% found it easy to navigate the application
- 93% found the instructions and guidance easy to follow

# Performance update

## UNDERGRADUATE AND NURSING AND MIDWIFERY

>163,000 (Approx. 4,300 rUK)

## CUSTOMER CALLS

>225,000

## ENQUIRIES

>70,000

# Performance update

## TUITION FEES

>135,000



## BURSARIES

>60,000



## LOANS

>98,000



# Performance update



**13,169**

Responses dealt with  
via Facebook and  
Twitter



**Guarantee Group**

Met the funding  
commitment in early  
August

# Key Activities

Rollover of Incremental increase

System updates and upgrades

Published and online student and stakeholder information and guidance

Staff training and guidance

Stakeholder and delivery partner collaboration

# Key Dates

## Session 2017-2018

- 2017-18 closing date is 31 March 2018
- Bulk application reminder email will issued to continuing students

## Session 2018-2019

- We open for full-time 2018-2019 applications in April 2018
- 30<sup>th</sup> June guarantee date
- 2018-2019 applications can be submitted until 31 March 2019



# Policy Changes

Session 2018 - 2019

# Policy changes 2018-2019

## Allied Health Profession (AHP) Placement Expenses

- AHP Placement rules will be aligned with NMSB Placement rules
- Students can claim for travel and accommodation costs whilst on placement
- Placement expenses will no longer be income assessed
- Scottish domiciled AHP students studying in RUK are not eligible to claim placement expenses

# Policy changes 2018-2019

## EU Fee Commitment

- The existing commitment to fund EU students for the duration of their course has been extended to entrants in 2019-20.
- This applies to eligible undergraduate and postgraduate courses.

## Student Loan Repayment

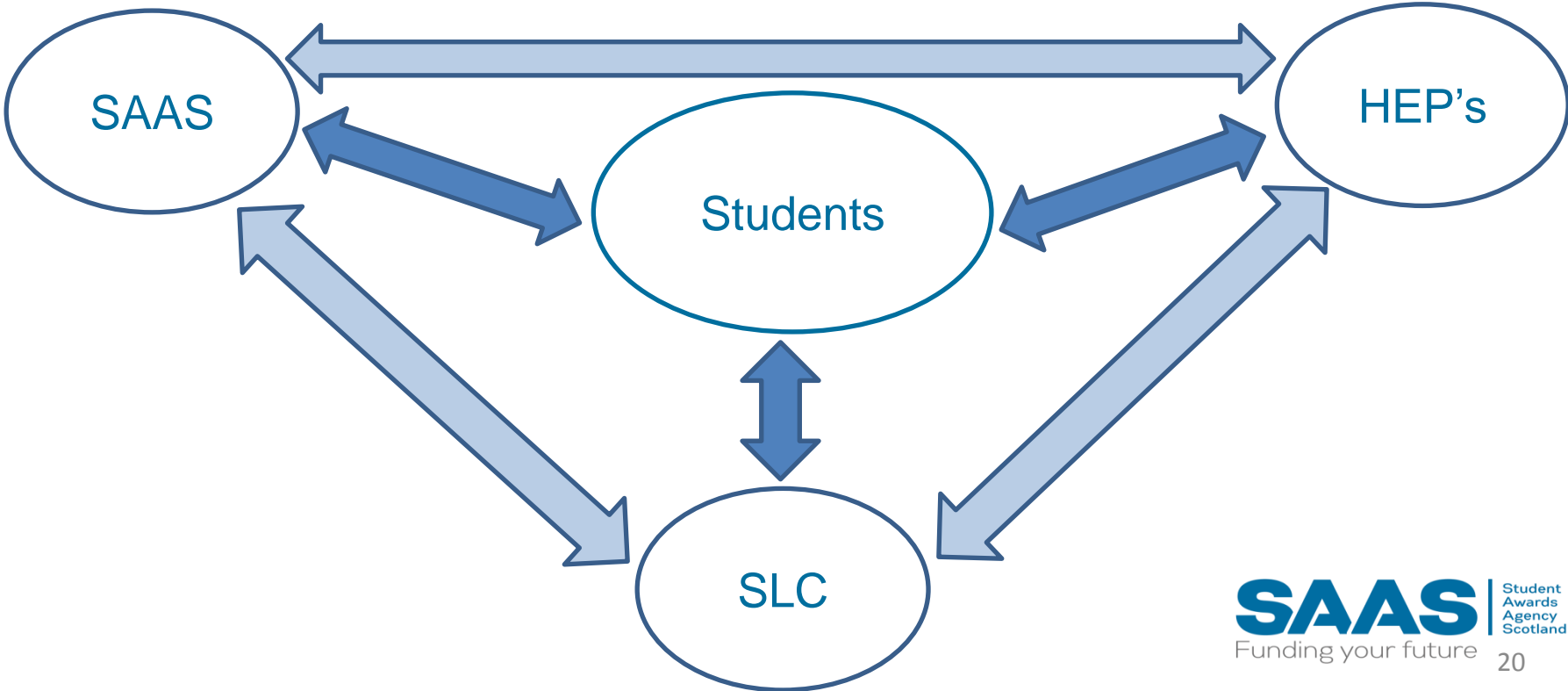
- The loan repayment threshold is increasing to £18,330 from April 2018

# Policy changes 2018-2019

## Postgraduate Distance learning

- New students will be eligible to apply for support to undertake postgraduate diplomas and full masters' courses via distance learning. Students will be subject to the same eligibility criteria which apply to campus based courses
- Eligible full-time courses in RUK can be considered as long as the same course is not available in Scotland
  - Part-time courses in RUK are not eligible

# Data Interactions



# Data Interactions

Processing of Loan Applications

SLC request for transfer of funds to meet liability for student loan payments

Payment of loans

HEP Course and Term dates data

Transfers of students to SAAS student support scheme from another awarding authority's regime

Data sharing

# Data Interactions

Attendance Data

Complaints/DPA/FoI requests

Higher Education Bursaries and  
Scholarship Scheme (HEBSS)



# Stakeholder Engagement Activity

1. Which SAAS stakeholder engagement activities do you find beneficial and would want us to continue?
2. Which SAAS stakeholder engagement activities do not benefit your organisation and you would want us to stop?
3. What stakeholder engagement activities would you like SAAS to implement?

# Key Contacts

General enquiries relating to these students should be sent to [SAAS\\_2@gov.scot](mailto:SAAS_2@gov.scot)

You can also call the team on 0131 244 515

More complex/Escalated Enquiries should be sent to:

Ed Hobbins  
Team Manager

email: [Edward.hobbins@gov.scot](mailto:Edward.hobbins@gov.scot)

William Waddell  
Specialised Caseworker

email: [William.waddell@gov.scot](mailto:William.waddell@gov.scot)

# Key Contacts

Delegates to consider productive forms of engagement between SAAS and HEP's and provide lead contact details to:

Lorna Caldwell  
Head of Stakeholder Relations

[lorna.caldwell@gov.scot](mailto:lorna.caldwell@gov.scot)

Tel: 0131 244 5112