

Student Finance Wales – Delivering Policy and Developing Service

Maddie Taylor – Student Finance Wales Head of Operations

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Introduction

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01 A year in Student Finance Wales

Service Performance – Assessment Services

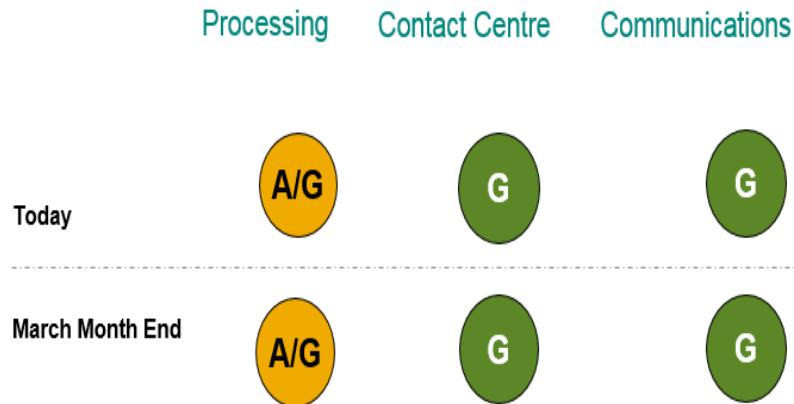
- Green against the majority of scorecard results
- Year End forecast of 71K apps – Process just under 70K

69,718

- New 30,178
- Returners 39,540

***As of the End of February 2019

Corporate Scorecard

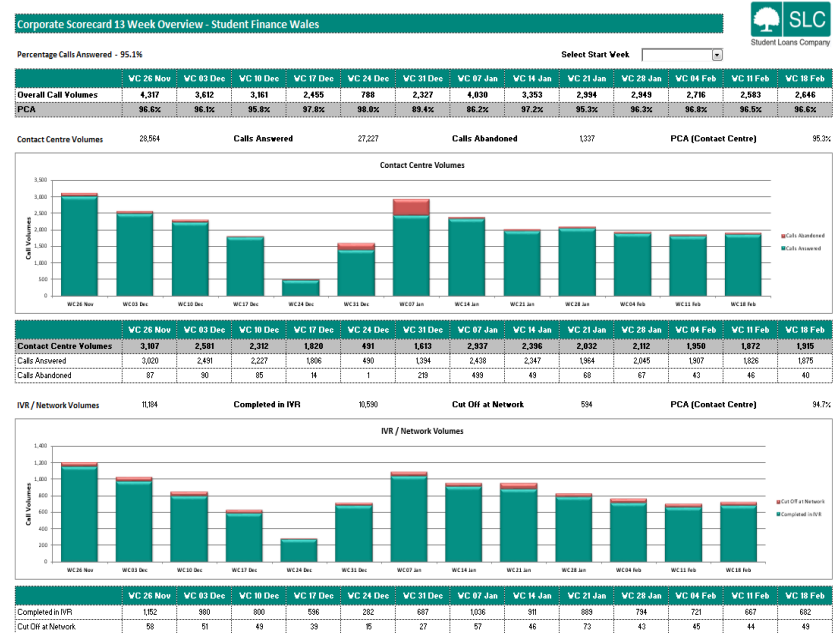


Service Performance – Customer Services

- Green against corporate performance. PCA%

95.5%

348,536



Improved Relations

Working smarter.....together

- Regular keep in touch meetings with our colleagues in WG Policy and Operational Divisions.
- Regular keep in touch meetings with SLC policy teams and customer relations teams.
- Regular reviewing of customer satisfaction results with our Insight Teams
- Trialled attendance at DSA North and South Wales forums to improve engagement.



Looking to the future

Customers are individuals not numbers

- The voice of the customer
- What does a customer need from us?
- Remove waste and add value to the customer journey
- Surface trend data and resolve / escalate to the appropriate skill
- Introducing customer behaviour KPI's
- Case handling



02 Why does anyone need to contact us?

Students and sponsors

Did you get my evidence?

- From May to September – this was regularly our biggest call driver

19%

Is my application approved

- At the end of October 2018. “Status of Application” was our 2nd highest call driver

17%

You didn't pay me on time.

- During November, queries regarding no payment were our 3rd highest call driver.

14.9%

Stakeholders

Student is having problems

- The customer is experiencing difficulties with submitting their application and/or you can't see it/
- Themes – duplicate accounts, change in name, has made a mistake on their application.

What do we tell you?

- Something has changed that will have an impact on the customers funding. i.e.
 - Withdrawal
 - Suspension
 - Non attendance
 - Change in course information

We don't know what to send

- The evidence required is either request on the evidence item list on my account.
- OR
- The customer will receive and email or letter from us telling them what they need to send in.

Remember Consent to Share

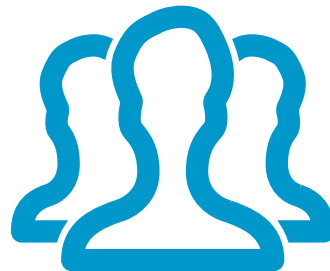
Customer Details

- Students Full Name
- Students Date of Birth



3rd Party Details

- Third parties full name
- Relationship from the 3rd party to the student



Verification

- Mutually agreed password.



03 Assessments and Customer Services

The voice of the customer

Apply

I want to apply easily, quickly, when I have time.



Assess

I want to know how much money I can get straight away.



Pay

I need to know how much I'll get paid and when.



What happens when there's a problem

Answer the question



Why is it taking so long to assess my application.



Fix the problem

When will you tell me how much funding I am getting.



Get it right

I don't think my assessment is correct.





So what are we doing about it?

Our future state

Right skills



- A new training approach is currently in our Design and Test phase of change,
- Training staff to levels of skills combined with complexity.



Right place

- Business process will reflect the customer value stream and work will be routed to staff with the correct level of skill and ability to handle complexity.



Right time

- The necessary skills will be in place to handle the skills and complexity at the right times of year.



Value added business processes

What does this mean

- A customer is rarely interested in all of the steps an application needs to go through.
- Encouraging handling an assessment within its entirety, rather than multi people and multi processes.
- We keep in touch with the customer so they know what's going on, not guessing.



The ultimate aim

What's new.....

- The customer does not need to contact us.
- If there is an issue or delay with an application, the customer is informed timely.
- The customer knows where to find out the necessary information without issue.
- A case handling service, get the right outcome first time.



Strive for perfection in everything.
Take the best that exists and make it
better. If it doesn't exist, create it.
Accept nothing nearly right or good
enough

— Henry Royce —

04 New products and services

Product changes

What's new.....

Diamond packages for Full time and Part Time Students.

- Part time study saw an increase of 35%

Introduction of Post Graduate Doctoral Funding.

- Post graduate saw an increase of 58%



What's coming.....

Services

- DSA Online
- DSA ATSP

Products

- Post Grad Masters – Diamond



Product information dates

- Undergraduate
- March 2019

- Part Time
- June 2019

- Post Grad Masters
- May /June 2019
- Post Grad Doctoral
- June 2019

- DSA Online
- May/June 2019

Student Finance Wales Policy

Chris Williams-
Welsh Government, Higher Education Division.

March 2019



05 Past, Present, Future

5 - Student Finance Policy



PAST



PRESENT



FUTURE

06 Watch this space

6 - Watch this space

Forums

- We have attended a number of Forums representing SFW i.e DSA North/South Wales.
- Positive feedback
- We have facilitated a number of site visits and Forum visits, the next with HELOA (April / May)

Stakeholder Engagement

- We will begin to hold specific stakeholder events for the Welsh Service.
- Register your interest if you want to be involved.
- Register your interest by posting on the event app tagging @MaddieTaylor #sfwhearsyou.

We want to hear from you

- Your input and feedback is valuable to us.
- Use your support roles to feed that back to us - Account Managers (SS).

07 Summary

Key Takeaways

Avoidable contact

Has the customer reviewed their online account, emails and letters.

Applications can take up to 20 days to be assessed.

Don't forget CTS

We're changing the way we work

The customer is at the centre of what we do, we want to process their applications, quickly and accurately.

We want to avoid customers needing to contact us.

New products and services will be available for:

Post Grad Master
19/20 Means tested
Disabled Student Allowances/

We want to hear from you

There are numerous opportunities to get involved in Forums, Stakeholder meetings and/or to visit the SFW office.

Register your interest by posting on the event app tagging @MaddieTaylor #sfwhearsyou.

Thank you

Maddie Taylor

Head of Operations - Wales



Maddie.taylor@slc.co.uk



07919397337



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