

Student Finance Stakeholders Operations Group

11 April 2018

Key Agenda Points

Group members were updated on the performance of the new Electronic Signatures (E-Signatures) functionality that has been working well since launch. A new password reset process was launched on 11 April. Following the launch of the academic year 2018/19 in February, 470,000 applications have been received and systems are handling volumes well.

Marketing provided an update advising that Student Money Week had been held and daily live Facebook sessions had been well-attended. The Student Room has been revamped and students were using it widely to access UCAS information. The introduction of Instant Messenger on social media for England and Wales in December 2017 has led to an increase in student questions. More Customer Advisors will be recruited for SLC's Glasgow and Darlington sites in response to increased demand. Feedback on how SLC's current communications were managing student expectations is due later in April.

Group members were advised that the Postgraduate Doctoral Loan will follow the Postgraduate Master's Loan policy and comply with DfE guidance.