Student Finance Stakeholders Operations Group

9 May 2018 (by teleconference)

Key agenda points

Group members were advised that 670,000 full-time applications had been received for SFE and 35,000 for SFW to date. Prompts to apply will be sent to returning students as the application deadline approaches. Work on the part-time services is progressing as expected. The only change to the risk report is the year-on-year decrease in repayments complaints.

Marketing will attend the next meeting to share and discuss research that is being carried out in conjunction with Customer Insight. Phase 1 of the research is now complete and work is ongoing. Social media had grown in the last couple of years with Marketing working closely with Operations and this had produced good results. The recruitment for a social media team in Darlington is now complete and a repayment channel had been switched on. Future plans are to extend this to Wales.