

# BCIT Student Financial Aid & Awards Customer Service Standards

**Mandate:**

It is SFA&A's mandate to provide an effective and comprehensive program of need-based and achievement-based awards and services to assist qualified students to access and work towards completion of their BCIT education and training.

**Quality Service Standards:**

SFA&A must operate within the context of the administrative compliance expectations of the B.C. government and the government of Canada. In addition, all SFA&A Coordinators and Advisors are members of the Association of Student Awards Personnel of B.C. and the Canadian Association of Student Financial Aid Administrators, and as such are expected to adhere to their respective Codes of Ethics.

	<b>We will....</b>
<b>Excellence</b>	Strive to provide the highest quality of service to students. We work within the context of (a) federal and B.C. government legislation, regulations and policies; (b) BCIT policies and procedures; and (c) award donor expectations.
<b>Timeliness</b>	<ul style="list-style-type: none"> <li>• process part-time assistance applications within 10 business days of receipt of the complete application in Student Financial Aid &amp; Awards</li> <li>• process bursary applications within 30 business days of the relevant bursary deadline</li> </ul>
<b>Communications</b>	provide information to students in an accurate, comprehensive and clear manner.
<b>Responsiveness</b>	answer incoming client calls, such that the wait time is no more than 10 minutes.
<b>Accessibility</b>	<ul style="list-style-type: none"> <li>• provide the opportunity for an Advisor interview within 5 business days of a student request.</li> <li>• provide emergency access to drop-in advisor interviews within 1 business day.</li> </ul>
<b>Commitment</b>	be committed to the goal of removing financial barriers to assist qualified students to access and work towards completion of their BCIT education and training.

*Help us serve you better by:*

- *Providing all required information on financial aid and awards application forms*
- *Keep a record of all important papers and documents related to your government financial aid applications*

# **BCIT Student Financial Aid & Awards Customer Service Standards**

## **Code of Ethics, Section on Working with Students (April 2000)**

- All students will be treated with dignity and respect.
- Treatment of students will be consistent, equitable and just.
- Individual differences will be recognized and tolerated.
- The Financial Awards Administrator will maintain objectivity.
- The FAA will ensure comprehensive and up-to-date student access to accurate awards information.
- Service to students, whether it be access to information, award adjudication or response to an appeal, will be timely.
- There will be transparency in all award adjudication procedures.
- Students will be informed about and have access to due process in questioning or appealing award adjudications.
- Students must be confident that the information they have provided verbally and in writing is strictly confidential. If certain information (e.g. that a loan is pending) may be shared with other student services, the student will be made aware of what kinds of information may be shared and with whom.
- If an outside agency is seeking information, the request must be submitted in writing with reference to or a copy of their authorization to obtain such information.

## **Canadian Association of Student Financial Aid Administrators Statement of Ethics (June 2003), Section relating to students:**

The Financial Aid Professional shall:

1. Be committed to the goals of removing financial barriers to assist qualified students in pursuing post-secondary education.
2. Make every effort to assist students in meeting their financial need by providing all relevant information and/or financial resources.
3. Support the objectives of promoting accessibility to post-secondary education by the encouragement of students with respect to their aspirations and financial planning.
4. Be informed of the financial issues facing students and their families and promote their interests at the institutional, provincial and federal levels.
5. Provide quality presentations and publications on financial assistance to educate students and their families.
6. Respect the dignity and protect the privacy of all students and assure the confidentiality of student records and personal circumstances.
7. Treat all applicants for financial assistance in a fair, consistent and equitable manner.
8. Provide services that do not discriminate on the basis of race, gender, ethnicity, sexual orientation, religion, disability or economic status.