



West College Scotland: Scotland's largest college.

West College Scotland is modern, ambitious and innovative.

Created on 1st August 2013 by the merger of Clydebank College, Reid Kerr College in Paisley and James Watt College in Greenock. The college has more than 21,000 students and 1,200 staff, making it the largest college in Scotland.

This large-scale allows the college to provide greater choice to students, better facilities and enhanced services. West College Scotland plays a key role in supporting its local communities, providing courses to more than 3,000 senior-phase school pupils in college, in school and online. The college also provides training for a huge range of business partners, from small and medium-sized local companies to some of the biggest companies in the world.

CAMS

Colleges must manage their student funds in a way that ensures that the available money is directed to the students who need it most. It is also important to provide a good experience for the student while reducing administration within the college.

CAMS runs the funding process, from inviting suitable candidates to apply on-line through to BACS payment. Students are able to use their tablet, mobile phone or PC to apply, upload evidence and monitor the progress of their application.

The Requirements

West College Scotland were an early adopter of CAMS to provide a complete self-service system for student funding. Since the college merger in 2013, West College Scotland students have enjoyed the convenience of a student funding portal that allows them to apply for funds, monitor the progress of applications and track their payments. All communication, including prompts to apply, reminders for required information and the funding award are automatically emailed to the student.

Supporting documents are uploaded via the portal. While this has improved the efficiency of evidence collection, the college recognised that they were obliged to assist students with the process of document scanning. The process of document scanning contributed to the bottleneck in the funding process leading to additional staffing resource requirements for the administration staff and inconvenience to the students.

West College Scotland made the decision to implement the latest responsive version of CAMS. This ensures that the CAMS portal provides an optimal viewing and interaction experience across a wide range of devices, including tablets and mobile phones. The college recognised that optimising the system for mobile phone use would enable the students to easily upload evidence photographs with little to no help required from the funding team.

The Result

West College Scotland has improved the efficiency of the application process to the level where applications are assessed within days of submission. Funding staff can now concentrate on validating and evaluating applications rather than the time consuming process of helping students with document scanning and upload. It means they can also use the CAMS system to it's capacity to help with day to day work challenges identifying changes for going forward. The student experience is vastly improved as they can complete the whole application process independently having little to no need to contact the the college for assistance.



Funding enquiries in general, phones/emails/student personal contact are at an all-time low and there has been very little requirement for students to visit the college for evidence scanning or submission. This has improved the application experience for both staff and students. The feedback from the students and staff as well as external childcare providers has been consistently positive.

Lynette Friel
Student Funding Manager

