Team Details

Team Members	Jay, Ryan, Sarah, Summer, Sharon		Date	18-12-2021
Project Name	GBC Internal Student Awards And Scholarship Application Process		Version Number	1
Domain/Department:	Team 13			

Initiative Details

What is the Vision for this Initiative?

To minimize the barriers for potential applicants to apply for scholarships and awards.

Problem and Opportunity Statement(s)

PO001	Based on an interview of five applicants, all mentioned that the application platform has a poor user experience. As described by the respondents, the complicated process and time-consuming experience have brought negative emotions to potential applicants, harming their application motivations. The complex navigation to complete a simple additional awards application is a factor contributing to the problem.
PO002	Based on an interview of five applicants, all mentioned that application instructions are unclear. The confusion has increased the time and effort required by applicants to complete their application, harming their application intention. The factors behind the problem are 1. application instructions are on another website, 2. the application form disconnects with the list of Awards & Scholarships, 3. many available GBC awards did not show up throughout the application process, and 4. applicants were unable to remove application in-process status after clicking into a specific ineligible award.
PO003	Based on an interview of five applicants, four identified that they were confused by their eligibility for the available awards. As described by the respondents, the complicated process and time-consuming experience have brought negative emotions to potential applicants, harming their application intention. The contributing factors to the problem are 1. the eligible options are intuitively confusing, and 2. the available awards after completing the general form contain ineligible awards.
PO004	The opportunity is to incorporate applicants' application intention into the application process to enable applicants to decide upon the trade-off between the time they are willing to spend and the number of awards they would like to apply for and to consume less time.

Description of Change

There is room for improvement in the GBC Internal Student Awards And Scholarship Application Process, given that the current student application process is confusing and time-consuming.

In the current process, students will first view all the awards available, then click on every single award to learn more about the eligibility criteria to know which one they are eligible to apply for, followed by visiting another portal to apply for the awards they chose.

The application process depicts an advancement opportunity to become more user-friendly and streamlined, enabling current students to find identifying and applying for awards more accessible and attractive.

Addressing this problem reduces students' barriers to access and gain recognition from awards and scholarships. It also makes the awards more competitive in finding the best-deserved recipient to reflect their value.

In the future state of the application process, students can fill in a questionnaire about their background information when they visit the GBC award website. The website will then show their eligible awards. From the filtered results, students can choose the awards they would like to apply for, and the website will direct them to the application portal. After

Scope (Product, Channel, LOB, Area, etc.)

Current GBC students internal awards application process on GBC award offices' specified award application channels, i.e. Stu-View or Email in the current process.

Excludes: Award results, application evaluation, or any steps after applicants review their application process in the current process.

Is the Initiative a New Product or Service?	No
Is this Initiative for Regulatory Compliance?	No

Does this initiative align to the Organizational Strategy?	Aligns with 2022 Strategic Commitment & Priorities: 1. Operational Excellence- by streamlining processes 2. Commitment #4 Foundations for Success of the- by helping students easily navigate and access monetary college resources.

Impact Analysis

Stakeholders/Groups Impacted	Number of Impacted (#)	Impacts to Role/Job	Impacts to Process	Impacts to Technology	Description of Impacts
		Select as High/Medium/Low			
George Brown College Awards Office		Medium	High	High	For the Awards Office, the impact on their role/job is medium because the office needs to switch to uploading the award information on STU-VIEW instead of the awards website. The impact on their Process is high as the office needs to upload the connection between award-specific questions. Finally, the impact on technology is also high as the office needs to adapt to functionalities related to the new changes.
GBC Foundations		Low	Low	Low	As their role is to provide eligible students with funding, the change in the application process only affects the GBC foundations a little.
Peer Connect Office- Peer Coaches		Medium	Low	Low	As their role is to assist current students in navigating through college resources, any changes to the award application process require them to become familiar with something new again.

When the application process becomes easier to navigate, fewer students may need to find peer coaches. In the long term, the change may reduce the total workload and working hours of the part-time peer coaches. |
| Communication Office | | Low | Low | Low | For the Communication Office, there aren't any major changes to their role/job, process and technology, as their duty is to provide student award information. |
| GBC Current Students | | Low | High | Medium | There is minimal impact on students because their goals - applying for awards - remain the same. Meanwhile, the impact on their process is high as they would carry out all steps in one portal instead of two in the future state. The impact on technology is medium as students with awards application experience need to adapt to functionalities related to the new changes. |

Business Opportunities/Objectives (Measures of Success - Trace these to your P/O Statements Above)			
Ref ID	**Description**	**Ref ID**	**Description**
OB001	To achieve less than 20% of five interviewed/surveyed applicants evaluating the user experience could be better or better in the next award application season. (PO001)	OB004	To achieve the average application time spent per applicant on the general questionnaire and budget and expense questionnaire, be less than 5 minutes in the next award application season. (PO004)
OB002	To achieve less than 20% of five interviewed/ surveyed applicants find the instructions unclear in the next award application season. (PO002)	OB005	To achieve less than 20% of five interviewed/surveyed applicants to evaluate the application process as complicated or worse in the next award application season. (PO004)
OB003	To achieve less than 20% of ten interviewed/ surveyed applicants, find their eligible award choice in the next award application season. (PO003)	OB006	To achieve none of the five interviewed/surveyed applicants who would like to give up while they are in the middle of the application process(PO004)

Business Needs

Ref ID	Scenario / User Story	Priority
N001	As a student, I want to filter out the irrelevant awards, so that I can easily see which awards I am eligible to apply for. (PO002, PO003)	M
N002	As a student, I want to quickly select all the awards I am interested in applying to, so that I can save time. (PO001, PO004)	M
N003	As a student, I want to see awards selection criteria and my eligible awards on the same page, so that I can quickly have the information to decide which award I am interested in applying. (PO003)	M
N004	As a student, I want to successfully apply to the eligible awards by the time I see them, so that I do not have to spend time looking up for them again. (PO002, PO003)	O
N005	As a student, I want to easily tell which of the application essay questions is for which specific award, so that I can customize my application essay based on the awards evaluation criteria without needing additional effort to search for it. (PO002)	M
N006	As a student, I can only answer questions related to the awards I want to apply for, so that I can save time writing my application. (PO004)	O
N007	As an applicant, I want to read the relevant application instructions on each application page, so that I know my next steps and expectations easily. (PO002)	O
N008	As an Awards Office staff, I can upload the list of awards and awards criteria to the application portal, so that I can let students view and apply to all eligible awards open for application in the application portal. (PO002, PO003, PO004)	M
N009	As an Award Office staff, I want to upload the connection between the award-specific questions and awards, so that I can let students can easily customize their application essays based on the awards evaluation criteria without needing additional effort to search for them. (PO002)	M
N010	As an applicant, I can view my application status, so that I can track my completed applications. (existing feature in the current process)	M
N011	As an Awards Office Staff, I can view students' applications in the system, so that I can process all applications. (existing feature in current process)	M

Supporting Details or Documents (Process Maps, Use Cases, UIs):

Attached:
Process Maps- SIPOC, Current Process Maps, Future Process Maps
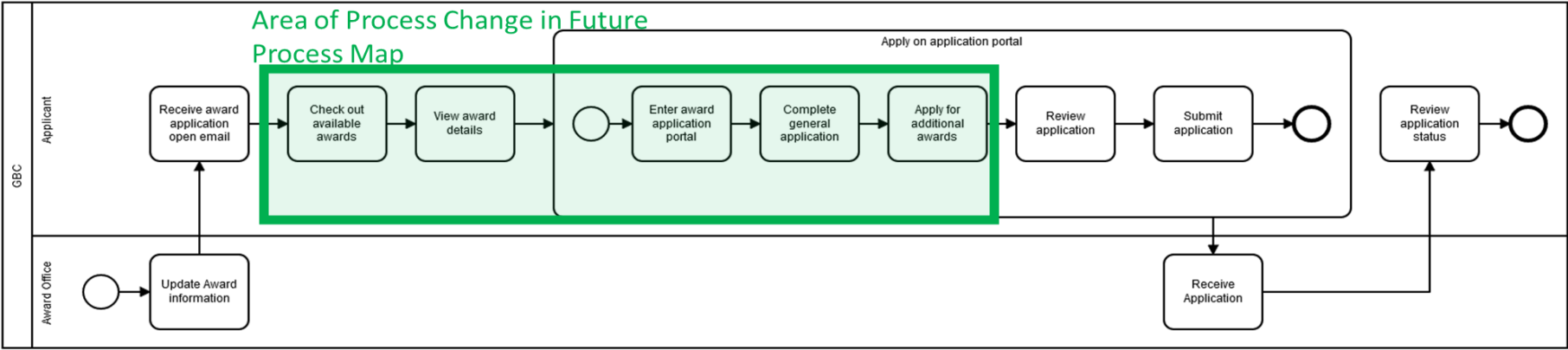Context Diagram
Use Case Diagram
Use Case- UC01-04
User Interface Requirements- UI List, Story Board List, Story Board, UI Mock Ups, UI Components
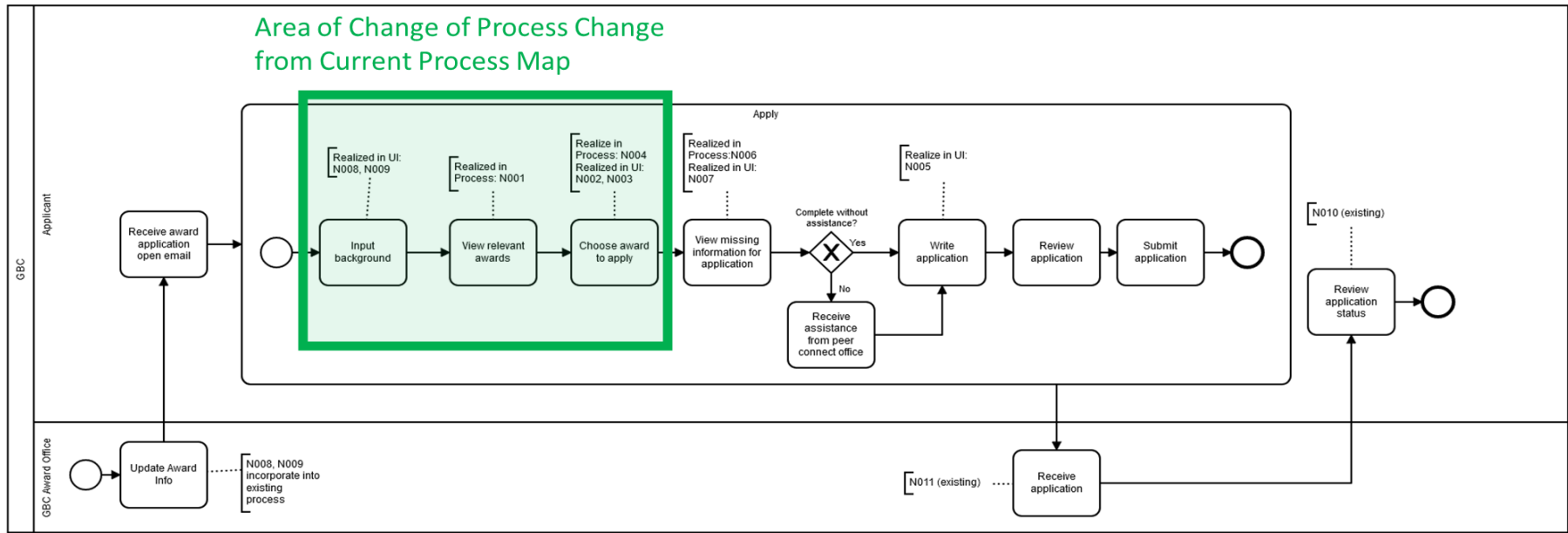Research Summary- Root Cause Analysis, Persona
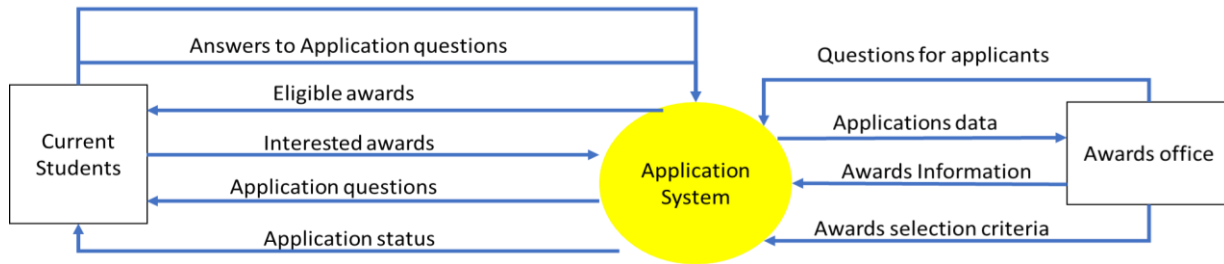Research Notes- Empathy Map, Interview Note

Process Maps

Current Process Map

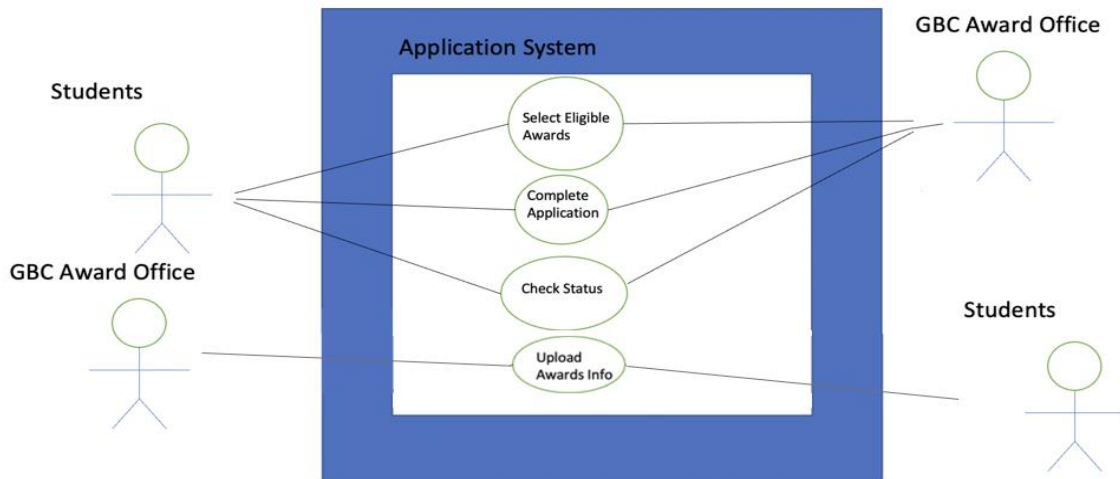**Area of Process Change in Future Process Map**

GBC

Applicant

Receive award application open email

Check out available awards → View award details

Enter award application portal → Complete general application → Apply for additional awards

Apply on application portal

Review application → Submit application

Review application status

Award Office

Update Award information

Receive Application

Future Process Map

Area of Change of Process Change from Current Process Map

GBC

Applicant

Receive award application open email

Realized in UI: N008, N009

Realized in Process: N001

Realize in Process: N004 Realized in UI: N002, N003

Realized in Process:N006 Realized in UI: N007

Realize in UI: N005

N010 (existing)

Apply

Input background → View relevant awards → Choose award to apply → View missing information for application

Complete without assistance? — Yes → Write application → Review application → Submit application

No → Receive assistance from peer connect office

Review application status

GBC Award Office

Update Award Info

N008, N009 incorporate into existing process

N011 (existing) ···· Receive application

Context Diagram

Answers to Application questions

Current Students

Eligible awards

Interested awards

Application questions

Application status

Application System

Questions for applicants

Applications data

Awards Information

Awards selection criteria

Awards office

Use Case

Actor	Description
Students	A user of the Application System who access it to select and apply for available awards based on the requirements of the award.
GBC Award Office	A user of the Application System who configures it and updates the details so they can have the information to decide whether they should give our the award and whom to allocate towards

Use Case

UC01- Filter Awards

Description

This use case describes a process where Applicants can screen and select eligible awards by providing their background information and interested awards type(s).

Actors

Primary: Applicants (users)

Pre-Conditions

User is authenticated into the application portal

Post-Condition

The selected eligible awards has been saved in the system

Basic Flow

	Step	Alternative Flow	Associated User Story
1	This use case starts when user requests to apply for awards		
2	System displays: • DE01- Award Type • DE02- General Application Questionnaire • DE03- List of Available Awards		
3	System prompts for DE01- Award Type		
4	User opts out the award they are uninterested to apply		
5	System updates DE03- List of Available Awards based on BR01- Filter Awards.		N001, N006
6	System determines the mandatory data entry fields of DE02- General Application Questionnaires per BR02- Required Data for Specific Award Category and prompts users to provide the mandatory information		
7	User provides all mandatory information		
8	User requests to update the list of awards		
9	System successfully validates and retains user entry from Step 6 as DE15- General Application Answer	AF01- Invalid User Input	
10	System updates the displaying DE03- List of Available awards based on BR01- Filter Awards		
11	User reviews filtered awards from Step 9 which all awards are selected by default		
12	User requests to move to next section		N004
13	System successfully retains the selected awards from Step 10 as DE04- Selected Awards and retains the status of DE04- Selected Awards based on BR03- Award Status as DE05- Award Status	AF01- Invalid User Input	
14	Use case ends.		

AF01- Invalid User Input

	Step	Alternative Flow
1	This flow starts at Step 9 and Step 13 when system determines user provided invalid information	
2	System informs user that input was invalid	
3	Ths flow resumes at Step 7 of Basic Flow	

Use Case

UC01- Filter Awards (Cont.)

AF02- Opt Out Awards

	Step	Alternative Flow
1	This flow starts at any step when users decide to opt-out their application towards some awards	
2	Users uncheck the award associated checkboxes to opt out applying to it	
3	System updates: • DE04- Selected Awards • Mandatory data entry fields of DE-02 General Application Questionnaires per BR02- Required Data for Specific Award Category • Status of awards as per BR01- Determine Award and retains in DE05- Award Status	
4	Use case ends	

AF03- Save Draft

	Step	Alternative Flow
1	This flow starts at any time step when user requests to save	
2	System retains infromation in system	
3	Use case ends	

AF04- System Error

	Step	Alternative Flow
1	This flow starts at any point of the use case when system error occurs	
2	System informs user that system error occurred	
3	Use case ends.	

Use Case

UC02- Complete Application of Selected Eligible Awards

Description

This use case describes a process where applicants complete their application for the awards they chose.

Actors

Primary: Applicants (users)
Secondary: Award Office Staff

Pre-Conditions

User's selected to apply to eligible awards

Post-Condition

Input by applicants has been retained in the system and scheduled to be sent to GBC Award Office

Basic Flow

	Step	Alternative Flow	Associated User Story
1	This use case starts when user requests to proceed their application and system validates that essay questions are required based on BR02- Required Data for Specific Award	AF01- Essay Questions Not Required	N004, N006
2	System displays DE06- Award Specific Questions based on BR02- Required Data for Specific Award		
3	System prompts user for answers to DE06- Award Specific Questions		
4	User provides their answers for DE06- Award Specific Questions		
5	System successfully validates data in Step 4 as per data validation rules of DE06- Award Specific Questions, retains as DE07- Essay Answers.	AF01- Invalid User Input	
6	User requests to move to next section of the application		
7	Update status of awards as per BR03- Award Status and retains in DE05- Award Status		
8	System displays: • DE04- Selected Award • DE05- Award Status • DE08- General Declaration		
9	User reviews: • DE04- Selected Award • DE05- Award Status • DE08- General Declaration • DE09- Must-Knows		
10	User requests to submit application		
11	System update status of awards as per BR03- Award Status and retains in DE05- Award Status		
12	System stores, overwrites past submissions, if any, and make available for Award Office Staffs to view		N011
12	System display: • DE11- Confirmation • DE10- Tracking ID • DE04- Selected Award • DE05- Award Status		
13	Use case ends		

Use Case

UC02- Complete Application of Selected Eligible Awards (Cont.)

AF01- Essay Questions Not Required

	Step	Alternative Flow
1	This flow starts at Step 1 when system determines based on BR02- Required Data for Specific Award no essay questions are required	
2	This flow resumes at Step 8 of UC02- Complete Application of Selected Eligible Awards Basic Flow	

AF02- Opt Out Awards (N006)

	Step	Alternative Flow
1	This flow starts at any step when users decide to opt out their application towards some awards	
2	Users uncheck the award associated checkboxes to opt out applying to it	
3	System updates: • DE04- Selected Awards • DE06- Award Specific Questions per BR02- Required Data for Specific Award Category • DE05- Award Status as per BR01- Determine Award and retain in system	
4	Use case ends	

AF03- Save Draft

	Step	Alternative Flow
1	This flow starts at any time step when user requests to save	
2	System retains information in system	
3	Use case ends	

AF04- System Error

	Step	Alternative Flow
1	This flow starts at any point of the use case when system error occurs	
2	System informs user that system error occurred	
3	Use case ends.	

Use Case

UC03- Check Status

Description

This use case describes a process where applicants check the status of application.

Actors

Primary: Applicants (users)

Pre-Conditions

User submited application for eligible awards.

Post-Condition

-

Basic Flow

	Step	Alternative Flow	Associated User Story
1	This use case starts when user requests to check the status of application.		N010
2	System displays DE04- Selected Awards and DE05- Award Status.		
3	Use case ends		

Use Case

UC04- Upload Award Info

Description

This use case describes a process where the Award Office Staff can manage all award and award application details.

Actors

Primary: Award Office Staff (users)

Pre-Conditions

User is authenticated into the system

Post-Condition

-

Basic Flow

	Step	Alternative Flow	Associated User Story
1	This use case starts when the user requests to configure the application system.		
2	System prompts for award information: DE01- Award Type DE02- General Application Quesionnnaire DE03- List of Avilable Awards DE06- Award Specific Question DE08- General Declaration DE09- Must Knows DE16- Data Validation Requirements DE17- Application Open Date DE18- Application Close Date		N008, N009
	User provides award information and request to update		
	System retains information from Step 2 in the system and configures the system open and close for applicant date based on: DE17- Application Open Date DE18- Application Close Date		
3	Use case ends		

Data Dictionary & Business Rules

Data Dictionary

ID	Business Name	Description	Validation Rule	Calculation Rule	Sample Data
DE01	Award Type	Awards category	30 Characters	N/A	Need Based
DE02	General Application Questionnaire	A form that requires applicants to provide their background information and resources and budget	Based on current questionnaire's validation rule	N/A	Please enter your Social Insurance Number (SIN)
DE03	List of Available Awards	A list of GBC internal awards open for application with their respective eligibility criteria	Based on current awards' validation rule	N/A	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Awards. The award is available to available to all full-time students. The following criteria must be met by the applicant: Student must display financial need Student must demonstrate professional attitude and interest in culinary arts
DE04	Selected Awards	DE03- List of Available Awards filtered based on BR01- Filter Awards	N/A	N/A	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Awards. The award is available to available to all full-time students. The following criteria must be met by the applicant: Student must display financial need Student must demonstrate professional attitude and interest in culinary arts
DE05	Award Status	Application status to each awards in DE04- Selected Awards	N/A	N/A	Submitted
DE06	Award Specific Question	Essay question required to apply for an award	N/A	N/A	Please explain your financial situation, as well as any barriers (personal, financial) you have overcome—or still face— in the pursuit of your education. Please limit to 2000 characters (including spaces)
DE07	Essay answers	User's input to DE05- Award Specific Question	Based on DE05 requirement	N/A	I am an active fencing athlete…
DE08	General Declaration	A displaying statement that requires applicants' acknowledgement	N/A	N/A	Declaration: By submitting this application, I certify that all information contained in this form is true and correct to the best of my knowledge.
DE09	Must Knows	Information that applicants must read before submission	N/A	N/A	In accordance with section 38 (2) and section 39 (2) of the Freedom of Information and Protection of Privacy Act of Ontario, this is to advise you that the personal information collected on this form will be used for the proper administration of George Brown College Student Aid. For the purpose of verifying the application and any award, the personal information may be disclosed to any educational institution, federal government and ministries of the Ontario Government.
DE10	Tracking ID	A unique identifier to each submission	N/A	N/A	123123112312312
DE11	Submission Confirmation	A message that confirms successful submission	N/A	N/A	Application Submitted
DE12	Instructions	Application instruction for each application page	N/A	N/A	You are advised to save our own copy of answers in case of system error
DE13	Progress	Application steps preview and progress	N/A	N/A	Choose Eligible Award
DE14	Mandatory fields reminder	A message that informs users the section location of the mandatory data entry fields	N/A	N/A	You are required to complete questions from: General Questionnaire & Resources and Expenditure Questionnaire
DE15	General Application Answer	User input to DE02- General Application Questionnaire's questions	Based on the current questionnaire answers' validation rule	N/A	Full Time Student
DE16	Data Validation Requirements	Data validation rules for DE07- Essay Answers, DE15- General Application Answer	N/A	N/A	Less than 2000 characters
DE17	Application Open Date	The date when applicants can start applying to the awards	Must be after 2021	N/A	1/1/2023
DE18	Application Close Date	The date when the application function closes from applicants	Must be at least DE17- Application Open date + 1 Month	N/A	1/2/2023

Data Dictionary & Business Rules

Business Rules			
ID	**Business Name**	**Description**	**Associated User Story**
BR01	Filter Awards	A rule that determines which DE03- List of Available Awards to show based on DE01- Award Type and input to DE02- General Application Questionnaire.	
BR02	Required Data for Specific Award Category	A rule that joins DE02- General Application Questionnaire and DE03-List of Available Awards together to determine which field in DE02- General Application Questionnaire are mandatory based on users selected DE01- Award Type	N006
BR03	Award Status	A rule that determines the application status of eligible awards the applicant has attempted to apply. E.g. Submitted, Missing Essay, Requires Submission, Aborted	

UI01- Filter Eligible Award

Home > Student Awards > Edit Application Module

UI01- Filter Eligible Awards   **Green Box= Area of Changes (User Story)**

Instructions C01
- Section timeout at 23:59pm EST daily. Please save your work in advance.
- Press save/ next/ update to save your work
- Filter awards
- Select awards interested in applying

Instructions on same page (N007)

C07

C06 [Save] [Next]

C02 **1** Choose Eligible Award   **2** Complete Essay Questions   **3** Declaration & Confirm Application

Award Type
Select the type(s) of award(s) to apply   C03   Filter awards (N001)

☑ Need based ☑ Academic ☑ Atheletics ☑ Department Based ☑ Achievement ☑ Checkbox

You are required to complete questions from: C04
General Questionnaire & Resources and Expenditure Questionnaire
Complete fields marked with a *

Complete relevant questions only (N006)
& Instructions on same page (N007)

Selection criteria and awards on same page (N003)

General Questionnaire   C05
(*)- Required

Eligible Awards Update C09 Automatic Update C10 Off
Updates when you manually press the update button or after you finish a section when automatic update is on

Please enter your Social Insurance Number (SIN) *
If we do not have a SIN number on file, you will not be eligible for bursaries or awards

C11

Apply	Award Name	Award Type	Award Details
☑	(Apply all) C12		Apply to all eligible awards at once (N002)

How many months will you be attending school as a full-time student? *
Your response should be for the current academic year only -- i.e. September to August

Select dropdown item
Important
If you are a PART-TIME or CONTINUING EDUCATION student, please DO NOT continue with this application. Instead, please contact the Financial Aid Office directly to find out about your financial assistance options.

Are you an Ontario resident? *
Note: You are considered an Ontario resident if you meet the OSAP definition of "Ontario resident". This means that Ontario is the last province you have lived in for 12 months in a row without being a full-time post secondary student.
○ Yes ○ No

Which one of these statements best represents your situation? *
○ I am a Full-Time Student and I identify as one (or more) of the following:
- Aboriginal
- Afro-Canadian or Caribbean Descent
- Chinese-Canadian
- Crown Ward
- First Generation Student
- LGBTQ (Lesbian, Gay, Bisexual, Trans, Queer)
○ I am a Full-Time Student and I do not belong in any of the above categories

What is your marital status? *
○ Single, Separated, Divorced, or Widowed   ○ Married or Common-Law

How many dependent children do you have? *
If you do not have any children, please enter "0".

Do you self-identify as a person with a permanent disability? *
○ Yes ○ Yes-I am registered with Disability Services ○ No-I am not registered with Disability Services

Have you completed a GBC Dual Credit course with a grade of 80% or higher? *
Note: Click here for more information about George Brown's Dual Credit Program
○ Yes- I have achieved 80% or higher in a GBC Dual Credit course
○ No-I have taken a GBC Dual Credit course however I have not achieved 80% or higher
○ No- I have not taken a Dual Credit Course at GBC

Are you a current or former crown ward? *
A crown ward is an individual who is eligible to receive/currently receiving Continued Care and support for youth from the Children's Aid Society
○ Yes- I am a current crown ward ○ Yes-I am a former crown ward ○ No- I am not a current/former crown ward

Do you consent to sharing your GBC email address with award donors? *
Your email address will only be shared should you be chosen as an award recipient.
○ Yes ○ No

Do you consent to receive your tax forms (T4A) electronically? *
If you consent, then you are agreeing to review your T4A through STU/EW self service and to print your tax forms online for the appropriate year. You may be required to print and attach your tax form to your tax return. Your consent is valid for subsequent years unless revoked by you. If you wish to revoke your consent at a later date you must contact the Human Resources or Payroll office directly. Paper copies of your tax forms can also be obtained by contacting the Payroll office directly.
○ Yes ○ No

[Save] [Next]
C06 C07

Resources and Expenses Questionnaire * C08
(*)- Required
Please answer the following budget-related questions:

Food *
Enter the monthly food costs per person in your household. Remember to include fast food purchases in this total

Accomodation *
Enter your monthly costs for accommodations. Examples may include rent, mortgage payments or board and lodging

Hydro, Gas, Water *
If applicable, enter your monthly utility costs. You may include electricity, water or hydro IF the costs are not already included as part of your rental agreement.

Phone, Internet, Cable *
Enter your monthly phone , internet, cable costs. If your costs for your cell or home phone are included as part of a "bundle" package with other internet costs, list the total monthly amount spent on this line

Laundry *
Enter the amount you spend on laundry on a monthly basis

Transportation *
Enter your monthly transportation costs. Costs may include public transit, or car loan payments, gas, and insurance costs.

Travel Costs (For Students Living Away from Home) *
If you are living away from parents, enter the total amount you spend per academic year to visit your family home. Include a maximum of one trip per academic term.

Child Care Expenses *
Enter the amount you typically spend on child care expenses per month. If you do not have any dependent children, please enter "0".

Personal Care *
Enter the amount you intend to spend on personal care items on a monthly basis. You may include hair care and personal products

Clothing *
Enter the amount you intend to spend on clothing on a monthly basis

Entertainment *
Enter your monthly budget for entertainment costs. Do not include if this information has already been provided in other categories above.

Books & Supplies *
Enter the amount you will spend on books and technology for this academic year.

Medical Care *
Enter the amount you typically spend on medical care during the academic year. Example: Contact Lenses, prescriptions, diabetic supplies. Only include expenses not covered under other plans.

Dental Care *
Enter the amount you typically spend on dental care during the academic year. Only include expenses not covered under other plans.

Other Costs *
Provide amount of any necessary expenses not mentioned above. Details of these expenses must be provided in the financial need question

Savings *
Enter the amount of your savings as of the start of the academic year. This amount is calculated based on start of your academic year of study.

Employment Income *
Enter your expected earnings from part time employment during the academic year

Parental/Spousal Support *
Enter the total amount of financial support you will receive from your partner and/or your parents this academic year

Student Loan *
Enter the amount of any student loans you will be receiving from sources EXCLUDING OSAP. Please include any funds used from a line of credit to pay for any school-related expenses. Also include any loan or grant funding received from out-of-province sources (i.e. other than Ontario).

Government Income *
Enter the amount of income you will receive from any government sources during the academic year. Examples include funding from Ontario Works, ODSP, Second Career, EI, etc.

External Awards *
Enter total amount of external awards you will receive this academic year. External awards are the awards received from sources OTHER than George Brown College

Other Resources *
Enter the value of all other assets you may use for your educational costs. This is the total value of these assets used during the time of study in this academic. Examples of other forms of assets may include: GICs, Canada or Provincial Savings Bonds, RESPs or income from other Tax Free Savings Accounts

[Save] [Next]
C06 C07

UI02- Complete Essay Question

Instructions
- Session time out at 23:59pm EST daily. Please save your work in advance.
- Press Save/ Next to save your work
- You are advised to save our own copy of answers in case system error
- The box on the right shows the essay question's associated award

C01

UI02- Complete Essay Questions

Instructions on same page (N007)

Green Box= Area of Changes

C07

Back — C13

C02 ✓ Choose Award | 2 Complete Essay Questions | 3 Declaration & Confirm Application

C06 | Save | Next C07

Essay Questions C14

Awards associated with essay questions (N005)

1. Financial Need Statement
Please explain your financial situation, as well as any barriers (personal, financial) you have overcome—or still face—in the pursuit of your education.
Please limit to 2000 characters (including spaces)

Associated Awards

Apply	Award Name	Award Type	Award Details
☑	Aditya Jha awards – Entrance Scholarship	Financial Need	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Entrance Scholarship. The award is available to students in all programs in their first year of study. The following criteria must be met by the applicant: Student must display financial need
☑	Aditya Jha awards – Awards	Financial Need	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Awards. The award is available to available to all full-time students. The following criteria must be met by the applicant: Student must display financial need Student must demonstrate professional attitude and interest in culinary arts
☑	Aditya Jha Entrepreneurship Scholarship	Financial Need	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Entrepreneurship Scholarship. The award is available to students in all programs in any year of study. The following criteria must be met by the applicant: Student must display financial need Student must display passion for field of study and entrepreneurship

C11

Save C06 | Next C07

2. Academic and Professional Objectives Statement C14
Please describe your passion for your field of study, and your future academic and/or professional goals.
Please limit to 2000 characters (including spaces)

Associated Awards C11

Apply	Award Name	Award Type	Award Details
☑	Aditya Jha Entrepreneurship Scholarship	Financial Need	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Entrepreneurship Scholarship. The award is available to students in all programs in any year of study. The following criteria must be met by the applicant: Student must display financial need Student must display passion for field of study and entrepreneurship
☑	Alfred Eli Memorial Bursary	Academic	President's Office has donated funds for the establishment of the Alfred Eli Memorial Bursary. The award is available to students in all programs in any year of study. The following criteria must be met by the applicant: Minimum GPA of 3.0 The student must be actively involved in the Native Community (college and/or external)

Save C06 | Next C07

3. Biographic Statement C14
Please provide a brief bio which will be used to tell donors about you. Include your program, year of study, any obstacles you've overcome, your future goals, and how receiving an award would impact you.
Please limit to 2000 characters (including spaces)

Associated Awards C11

Apply	Award Name	Award Type	Award Details
☑	Aditya Jha awards – Entrance Scholarship	Financial Need	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Entrance Scholarship. The award is available to students in all programs in their first year of study. The following criteria must be met by the applicant: Student must display financial need
☑	Aditya Jha awards – Awards	Financial Need	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Awards. The award is available to available to all full-time students. The following criteria must be met by the applicant: Student must display financial need Student must demonstrate professional attitude and interest in culinary arts
☑	Aditya Jha Entrepreneurship Scholarship	Financial Need	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Entrepreneurship Scholarship. The award is available to students in all programs in any year of study. The following criteria must be met by the applicant: Student must display financial need Student must display passion for field of study and entrepreneurship

Save C06 | Next C07

4. Extracurricular Activities Statement C14
List any extracurricular, volunteer, leadership or entrepreneurial-related experiences that you have been involved in within the last 3 years. Please include on-campus and/or off-campus experiences, and indicate the specific activities, your role, and the significance of your experience. Feel free to include any non-paid experiences and explain how they contribute to helping others in the community.
Please limit to 4000 characters (including spaces)

Associated Awards C11

Apply	Award Name	Award Type	Award Details
☑	Aditya Jha Entrepreneurship Scholarship	Financial Need	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Entrepreneurship Scholarship. The award is available to students in all programs in any year of study. The following criteria must be met by the applicant: Student must display financial need Student must display passion for field of study and entrepreneurship
☑	Alfred Eli Memorial Bursary	Academic	President's Office has donated funds for the establishment of the Alfred Eli Memorial Bursary. The award is available to students in all programs in any year of study. The following criteria must be met by the applicant: Minimum GPA of 3.0 The student must be actively involved in the Native Community (college and/or external)

Save C06 | Next C07

C06 Save | Next C07

UI03- Submit Application

UI03- Submit Application

Green Box= Area of Changes

Home > Registration > Award Application

Instructions C01
- Press submit to apply to the awards
- You can edit the awards anytime before the deadline
- Only awards with completed information are available for submission

Instructions on same page (N007)

C02 ✓ Choose Award ✓ Complete Essay Questions 3 Declaration & Confirm Application

Application Details C15

Apply	Award Name	Award Type	Status	Award Details
☑	(Submit all)			
☑	Aditya Jha awards - Entrance Scholarship	Financial Need	Submission Required	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Entrance Scholarship. The award is available to students in all programs in their first year of study. The following criteria must be met by the applicant: Student must display financial need
☐	Aditya Jha awards - Awards	Financial Need	Missing Essay #2, Academic and Professional Objectives Statement	
☑	Dana and Doug Turnbull Scholarship	Financial Need	Submission Required	Dana and Doug Turnbull have donated funds for the establishment of the Dana and Doug Turnbull Scholarship. The award is available to all full-time students who were either temporary or permanent wards under the custody and protection of a Canadian Child Welfare Agency or Children's Aid Society. The following criteria must be met by the applicant: Student must display financial need

General Declaration * C16

Declaration:

By submitting this application, I certify that all information contained in this form is true and correct to the best of my knowledge.

I hereby permit George Brown College to share this information with the relevant Selection Committee members.

Freedom of Information and Protection of Privacy Act: C17

In accordance with section 38 (2) and section 39 (2) of the Freedom of Information and Protection of Privacy Act of Ontario, this is to advise you that the personal information collected on this form will be used for the proper administration of George Brown College Student Aid. For the purpose of verifying the application and any award, the personal information may be disclosed to any educational institution, federal government and ministries of the Ontario Government. The information is collected under the authority of the Ministry of Colleges and Universities Act R.S.O. 1980, C272. If you have any questions or concerns related to Freedom of Information and Protection of Privacy, please contact the Freedom of Information Co-ordinator at George Brown College, Casa Loma Campus, 500 MacPherson, Room 102, P.O. Box 1015, Station B, Toronto, Ontario M5T 2T9 or telephone at 416-415-5000, ext. 4646.

[Back] C13   C18 [Submit]

UI04- Review Application

C17 Home > Registration > View My Applications

UI04- Review Application Submission

Application Submitted C19
You can edit your application any time before the deadline at 8ᵗʰ Oct, 2021
Application tracking ID: 12312-42423423-12321321312

C20
✎
Edit Application

Application Details C15

Aid Period	Award Name	Award Type	Status	Award Details
2122-September 2021 - August 2022 FULLYEAR-Full Academic Year (Sep-Aug)	Aditya Jha awards - Entrance Scholarship	Financial Need	Applied	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Entrance Scholarship. The award is available to students in all programs in their first year of study. The following criteria must be met by the applicant: Student must display financial need
2122-September 2021 - August 2022 FULLYEAR-Full Academic Year (Sep-Aug)	Aditya Jha awards - Awards	Financial Need	Missing Essay #2, Academic and Professional Objectives Statement	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Awards. The award is available to available to all full-time students. The following criteria must be met by the applicant: Student must display financial need Student must demonstrate professional attitude and interest in culinary arts
2122-September 2021 - August 2022 FULLYEAR-Full Academic Year (Sep-Aug)	Dana and Doug Turnbull Scholarship	Financial Need	Applied	Dana and Doug Turnbull have donated funds for the establishment of the Dana and Doug Turnbull Scholarship. The award is available to all full-time students who were either temporary or permanent wards under the custody and protection of a Canadian Child Welfare Agency or Children's Aid Society. The following criteria must be met by the applicant: Student must display financial need
2122-September 2021 - August 2022 FULLYEAR-Full Academic Year (Sep-Aug)	Aditya Jha awards - Awards	Financial Need	Aborted	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Awards. The award is available to available to all full-time students. The following criteria must be met by the applicant: Student must display financial need Student must demonstrate professional attitude and interest in culinary arts
2122-September 2021 - August 2022 FULLYEAR-Full Academic Year (Sep-Aug)	Dana and Doug Turnbull Scholarship	Financial Need	Applied	Dana and Doug Turnbull have donated funds for the establishment of the Dana and Doug Turnbull Scholarship. The award is available to all full-time students who were either temporary or permanent wards under the custody and protection of a Canadian Child Welfare Agency or Children's Aid Society. The following criteria must be met by the applicant: Student must display financial need
2122-September 2021 - August 2022 FULLYEAR-Full Academic Year (Sep-Aug)	Aditya Jha awards - Awards	Financial Need	Missing Essay #2, Academic and Professional Objectives Statement	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Awards. The award is available to available to all full-time students. The following criteria must be met by the applicant: Student must display financial need Student must demonstrate professional attitude and interest in culinary arts
2122-September 2021 - August 2022 FULLYEAR-Full Academic Year (Sep-Aug)	Dana and Doug Turnbull Scholarship	Financial Need	Applied	Dana and Doug Turnbull have donated funds for the establishment of the Dana and Doug Turnbull Scholarship. The award is available to all full-time students who were either temporary or permanent wards under the custody and protection of a Canadian Child Welfare Agency or Children's Aid Society. The following criteria must be met by the applicant: Student must display financial need
2122-September 2021 - August 2022 FULLYEAR-Full Academic Year (Sep-Aug)	Aditya Jha awards - Awards	Financial Need	Missing Essay #2, Academic and Professional Objectives Statement	Aditya Jha / POA Educational Foundation has donated funds for the establishment of the Aditya Jha Awards. The award is available to available to all full-time students. The following criteria must be met by the applicant: Student must display financial need Student must demonstrate professional attitude and interest in culinary arts

Dana and Doug Turnbull have donated funds for the establishment of the Dana and Doug Turnbull Scholarship. The award is available to all full-time students who were either temporary or permanent

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UI05- Application Home Page

UI05- Application Home Page

GEORGE BROWN

🔒 Sign Out | ❓ Help

Browse ▶

Welcome to STU-VIEW!

⊙ | Home > Student Awards

Personal Information	Admissions Application Summary	Financial Services	Registration Services	Student Awards	Academic Records	Additional Student Services

Apply for Student Awards C21

View My Applications C22
- View a list of your current applications and review/modify them

View My Student Awards
- View details of the awarding status

RELEASE: 8.0

SITE MAP

UI Component												
Comp ID	Component Label	Component Type	Data Element Reference	Displayed	Enabled	Default value	Presentation Format	User Action	Navigation/UI Response	Sort	Filter	Help	Tab Order
C01	Instructions	Data Display	DE12- Instructions	Y	N	N/A	N/A	N/A	N/A				
C02	Progress Bar	Command Button	DE13- Progress	Y	N	N/A	N/A	Select	If user selected "Check Eligible Award", move to UI01. Stay on UI01 if on UI01 If user selected "Complete Essay Question", move to UI02. Stay on UI02 if on UI02 If user selected "Declaration & Confirm Selection", move to UI03. Stay on UI01 if on UI03				
C03	Award category filter	Check box	DE01- Award Type	Y	Y	Checked	N/A	Select	Checked becomes unchecked Unchecked becomes checked				
C04	Mandatory field location reminder	Data Display	DE14- Mandatory fields reminder	Y	N	N/A	N/A	N/A	N/A				
C05	General Questionnaire	Data Entry	DE02- General Application Questionnaire	Y	Y	N/A	N/A	N/A	N/A				
C06	Save	Command Button	N/A	Y	Y	N/A	N/A	N/A	N/A				
C07	Next Page	Command Button	N/A	Y	Y	N/A	N/A	Select	If on UI01, navigate to UI02 If on UI02, navigate to UI03				
C08	Resources and Expenses Questionnaire	Data Entry	DE02- General Application Questionnaire	Y	Y	N/A	N/A	N/A	N/A				
C09	Update list of award button	Command Button	N/A	Y	Y	N/A	N/A	N/A	N/A				
C10	Auto update list of eligible award	Command Button	N/A	Y	Y	Off	N/A	Select	If on becomes off, if off becomes on				
C11	List of award	Check box	DE03- List of Available Awards DE04- Selected Awards	Y	Y	N/A	N/A	Select	Checked becomes unchecked Unchecked becomes checked	Y	Y		
C12	Apply to all eligible award	Check box	N/A	Y	Y	Checked	N/A	Select	Checked becomes unchecked Unchecked becomes checked				
C13	Back to Previous Page	Command Button	N/A	Y	Y	N/A	N/A	Select	If on UI03, navigate to UI02 If on UI02, navigate to UI01				
C14	Essay Questions	Data Entry	DE07- Essay Questions	Y	Y	N/A	N/A	N/A	N/A				
C15	Award application status	Check box	DE05- Award Status	Y	Y	N/A	N/A	Select	Checked becomes unchecked Unchecked becomes checked	Y			
C16	General Declaration	Data Display	DE08- General Declaration	Y	Y	N/A	N/A	N/A	N/A				
C17	Must knows	Data Display	DE09- Must Knows	Y	Y	N/A	N/A	N/A	N/A				
C18	Submit	Command Button	N/A	Y	Y	N/A	N/A	Select	Navigate to UI04				
C19	Submission confirmation	Data Display	DE10- Tracking ID DE11- Confirmation DE18- Application Close Date	Y	Y	N/A	N/A	N/A	N/A				
C20	Edit Button	Command Button	N/A	Y	Y	N/A	N/A	Select	Navigates to UI01				
C21	Apply for Student Awards	Command Button	N/A	Y	Y	N/A	N/A	Select	Navigates to UI01				
C22	View My Applications	Command Button	N/A	Y	Y	N/A	N/A	Select	Navigates to UI04				

Research Summary

Root Cause Analysis

Examine GBC Internal Award Application Process | PROBLEM: Confusing and Time Consuming Process

Current GBC Student

Submit General Application

Cause A - Unnecessary questions (Over production waste)

Cause B - Confused where to provide award-specific information (Motion waste)

Cause C - Redundant work when the same information are required for other GBC internal awards but through another channel (overproduction waste)

Cause A: Neglects applicants' application intention by not providing choices. E.g. Intended to only compete in non-financial based awards but required to fill in a long budget form based completely on assumptions, which is meaningless PO004

Cause B: Application instructions on another website. The application form has no explicit connection with the full list of GBC Awards & Scholarship. PO002

Cause C: Inflexible process within GBC awards office

Apply to Additional Award

Cause D - Unnecessary & repetitive process (motion, non-utilized talent, extra-processing waste)

Non-user centric design in one of the main application channel

- Intuitively confusing on the eligible options. E.g. Award Name: Specific Awards (Fall), only shows intended audience after pressing into it which redirects into the next interface PO003
- Contains ineligible awards that could be screened out based on General Application form PO003
- A simple intention requires complicated process: Pressing Apply to This Award requires using applicant's memory and pressing a few more unnecessary buttons like Mark This Section Complete. PO01

Review Application

Cause E - Startled and confused when ineligible award shows "In-process" (non-utilized talent waste)

- Unable to remove application in-process status after clicking into a specific award PO002
- No screening for eligible awards

Check Application Status

Cause F- Uncertain application status to all eligible GBC awards available (extra processing waste)

Cause F: Awards applied not listed in detail

Cause F: Many available GBC awards did not show up throughout the application process. Does not show if they are automatically applied/ the alternative way to apply PO002

Persona (Based on Empathy Map)

Pat Smith

Bio

Pat Smith is a first semester full-time student at George Brown College (GBC) who works at Walmart as a part-time cashier. She opts to apply to George Brown College Internal Awards at the start of the semester by using her laptop to fund her education and hope to receive recognition form the college. She is frustrated by the fact that the application process is complicated and the GBC awards website contain lots of information which are irrelevant. She expects the application process is quick, simple and easy.

Life is really simple, but we insist on making it complicated

Age: 20
Gender: Female
Occupation: Full Time Student, Part-time Cashier
Location: Toronto, Ontario
Archetype: Explorer

`Hardworking` `Proactive`
`Busy` `Impaitent`

Goals
- Quickly & successfully apply for awards
- Receive financial assistance in tuition fees

Needs
- A condensed, simple and intuitive award application process that is easy to complete
- A better, user friendly user interface experience
- Ineligible awards hidden and unavailable
- Detailed and clear application instructions

Frustrations/ Stress
- Hard to find her eligible awards
- Complicated & time consuming application process
- Poor UI experiences
- Unclear platform instructions

Motivations
Convenience
Less time consuming

Tech Knowledge
Laptop
Mobile

Empathy Map

Interviewee A
Interviewee B
Interviewee C
Interviewee D
Interviewee E

THINK AND FEEL?

Lost interest
View not that great
Tedious process
Hope it's more intuituve
Lots of stuff
It is annoying
Confusing to the choice
No intention to apply
Was I decisive in filling up my application
Eligible awards for application
Hoping to have precise, concise, good interface
Not sure which information is relevant
Not sure which awards is eligible to apply
Much time wasted on application
Unclear Instructions
Need to enter some amount
Ineligible awards are showing
Questionnaire
Lots of information
Many open-ended questions
Too many choices
A lot of data input
Lots of steps
Friends studying in different universities being able to avail scholarships

What do they SAY?

I had to email them twice
How do they come to that decision
Poor UI experiences
Why I have to fill so much stuff
Complicated
Unclear how GBC awards can help
Some students tried to avoid to apply
Other universities have a lot more manageable process
Everybody else's timeframe of completion of this application is not similar. Goes on to prove that the application process is non-unified
It has a bad view, UI not good
Why is this award there?
Unclear award selection criteria
Unsure if application was submitted and approved
Complicated process hinders students willingness to apply
Application is time-consuming
Industry application process is much simple
The UI is not user friendly
Other application system is simpler and time-savir

What do they SEE AND HEAR?

Complicated application process
Too many open-ended questions
Overlapping questions

What do they DO?

Procrastinate on filling the application
The information provided could have been broken down in pieces, making it easier to understand
Try and accomplishing to successfully complete the application process to the best of my capability
Save it & come back later
Email award office twice
Add more details the next day
Research award in another site
Asking for help
Applying all of the choices showed
Skip the applications
Wants to give up the application

PAIN?

Didn't find that much easy
No explanation by award decision
Lost interest
Tedious process
Ineligible awards are showing
Complicated process
Unclear guidelines
Lost the save
Choose the eligible option
No successful application
System time-out, refilling is required
Unclear application procedures
Unsuccessful application
Self doubt. Did I do what was asked of me
Inexplicit process led to imprecise answers being filled
No sample format displaying how to fill the application process

GAIN?

Coverup Fees
Hope it's more intuituve
Hope precise, concise, good interface
Receive application status
Announce application timeline
Constructed format of questions being asked
Fewer Open-ended questions
Shorten application time
More MC, Yes/No questions
Easy to understand
Better UI experience
Fewer steps for application
Provide more details
Sample format being already filled and displayed for better understanding
Forms break into sections
Provided with clear instructions
One-click apply
Clarity being provided of what exactly is expected from the applicants

Empathy Map

Platform Layout

Poor UI experiences	The UI is not user friendly
Forms break into sections	The information provided could have been broken down in pieces, making it easier to understand
View not that great	Hoping to have precise, concise, good interface
It has a bad view, UI not good	Better UI experience

Eligible awards

Not sure which awards is eligible to apply	Eligible awards for application	Why is this award there?
Ineligible awards are showing	Confusing to the choice	Applying all of the choices showed
Choose the eligible option	Too many choices	

Platform Instructions

Announce application timeline	Provide more details	Unclear guidelines	Easy to understand	Receive application status
Not sure which information is relevant	Unclear application procedures	Unclear award selection criteria	Unclear instructions	Provided with clear instructions
Eligible awards for application	System time-out, refilling is required	Constructed format of questions being asked	No sample format displaying how to keep at the application process	Sample format being already filled and displayed for better understanding
Clarity being provided of what exactly is expected from the applicants	Inexplicit process led to imprecise answers being filled	Self doubt. Did I do what was asked of me	Unsure if application was submitted and approved	Research award in another site
Email award office twice	Asking for help	Lost the save		

Filling in application

Wants to give up the application	Complicated process	Shorten application time	More MC, Yes/No questions	Lots of information
Many open-ended questions	Fewer Open-ended questions	One-click apply	Application is time-consuming	Too many open-ended questions
Other application system is simpler and time-saving	Complicated application process	Overlapping questions	Much time wasted on application	Other application system is simpler and time-saving
Complicated process hinders students' willingness to apply	Industry application process is much simple	Procrastinate on filling the application	Friends studying in different universities being able to avail scholarships	Try and accomplishing to successfully complete the application process to the best of my capability
Was I decisive in filling up my application	Other universities have a lot more manageable process	Lost interest	How do they come to that decision	Tedious process
Didn't find that much easy	Save it & come back later	No explanation by award decision	Add more details the next day	Hope it's more intuituve
Lots of stuff	It is annoying	No intention to apply	Complicated	A lot of data input
Skip the application	Lots of steps	Fewer steps for application	No successful application	Why I have to fill so much stuff

Empathy Map

Insights and User Needs

Insights

Filling in Application: The complicated and time consuming experience make applicants find it hard to maintain interest

Platform Layout: Applicants find the UI of the application portal poor

Eligible Awards: Applicants find the display of ineligible awards confusing

Platform Instructions: The workings of the process is unclear to applicants

Needs

Users need a condensed, simple and intuitive application process that is easy to complete

Users need a better and user friendly application portal interface

Users need ineligible awards hidden and unavailable

Applicants need detailed and clear instructions