

Category	Class	Description	Format Available			Cost
<b>Priorities and Performance</b>		This category describes information that SLC hold in relation to performance, plans and assessments.	Web	Paper	CD-Rom	
	Strategy and Performance Information	SLC's objectives and performance targets, and the resources it will be provided with to deliver these, are outlined in the: Annual Performance and Resources Agreement together with past objectives and performance targets for the last 3 years.	✓			
	Balanced Scorecards	We have four strategic aims and six strategic enablers which are reviewed on a monthly basis. Our next Annual Report will provide a narrative of our performance for the last year and explain measures and targets for the next financial year.		✓	✓	Administrative charge for paper copy or CD Rom
	Plans and corporate objectives	Our purpose and priorities, what we will deliver and how we will do it, are set out in our three-year Delivery Strategy.	✓	✓	✓	Administrative charge for paper copy or CD Rom

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	Assessments	As part of our monthly Customer Satisfaction Survey, we conduct an ongoing survey of customers in order to track the service we have providing to them and their satisfaction. The questions we ask about our service consequently vary depending upon the service provided. We collate the answers they give to these questions about the service they received and try to identify areas where we can make improvements.		✓	✓	Administrative charge for paper copy or CD-Rom
	Reviews	SLC publishes National Statistics products as Statistical First Releases (SFRs) on behalf of BIS and the devolved administrations. The SFRs include information on: <ul style="list-style-type: none"> <li>• Student Loans debt and repayment; and</li> <li>• Student Finance awards (loan rates, loan take up, grants awarded, etc).</li> </ul>	✓			