

Contributing to

The Development of Korean Education

Through

the Digital Innovation of KOSAF

May 2025



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Implication



PART 1

Korean educational environment

What is education for Korea?

The importance of higher education



What does education mean in Korea?

KOREA is a country lacking natural resources. Human resources and soft power are important.

Personal Aspect

Personal growth and development

Career choice and financial stability

Social Aspect

Development of the country

Strengthening competitiveness

109th in the world territorial ranking, 2nd in the Global Human Capital Index (HCI) ('18), 6th in the Global Innovation Index ('20)



In particular, how important is higher education?

The importance of higher education

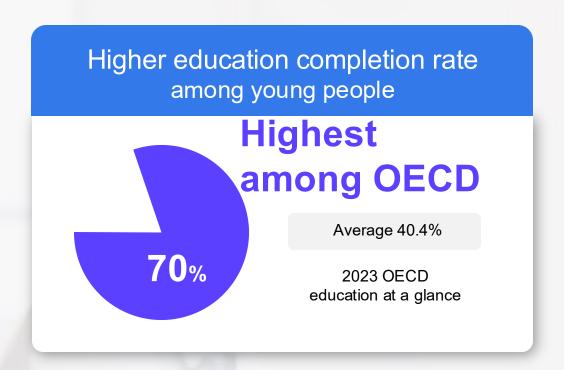
Higher education is essential for individual and national development and plays a very important role

Creativity

Improved problem solving skills

Professional knowledge

skill acquisition knowledge



Many people have a strong will for higher education, but there are also side effects such as excessive competition and cost issues.





Why did the KOSAF establish?

NO

YES

Passing down a golden spoon

Letting a dragon come out of the stream!

Background

Established to alleviate the burden of college students' tuition fees and help them focus on their studies

Purpose

KOSAF supports society by supporting everyone to have higher education opportunities regardless of economic conditions. Enhancing social mobility and contributing to national development

Ministry & KOSAF



Ministry of Education

Establishment of educational policies in various fields such as school, lifelong, and vocational education, enactment/revision of laws,

and securing of budget to support quality education Operating Suppot

Policy

Policy Implement **KOSAF**

Operating various projects to strengthen students' capabilities and support employment, such as tuition support, talent development, and dormitories



Program Status (As of 2024)

Grant & Scholarship Program (12 programs / Amount: \$3,23 billion, Case: 1,24 million) + usp1 = kRW1,422 Classification Name of Program Amount (milion \$) Number of beneficiaries

Government Government Grant Type L Type II, Murti-child family, Local Talent 1,014,200 National Work-Study Grant 245 135,554 Small and Medium Enterprise 3 5,104 Employment Grant Post High School Learner Grant 35 12,870 Employment Scholarship 14,275 Employment Grant Field Training Subsidy 23 13,983 Support for Field Training & 10 10,765 Company Field Education Merit-Based Scholarship 75 15961 Blue ladder Program 2 720 Ment-Based Scholarship Japan Field Training and Study 0.4 50 Lottery Fund 'Dream 24 10,455 Ladder' Scholarship Blue Blue Lighthouse Scholarship 3 2844 Lighthouse

Student Loan Program (4 programs / Amount: \$1,5 billion, Number: 0,63 million) • USD1 = KRW1,422

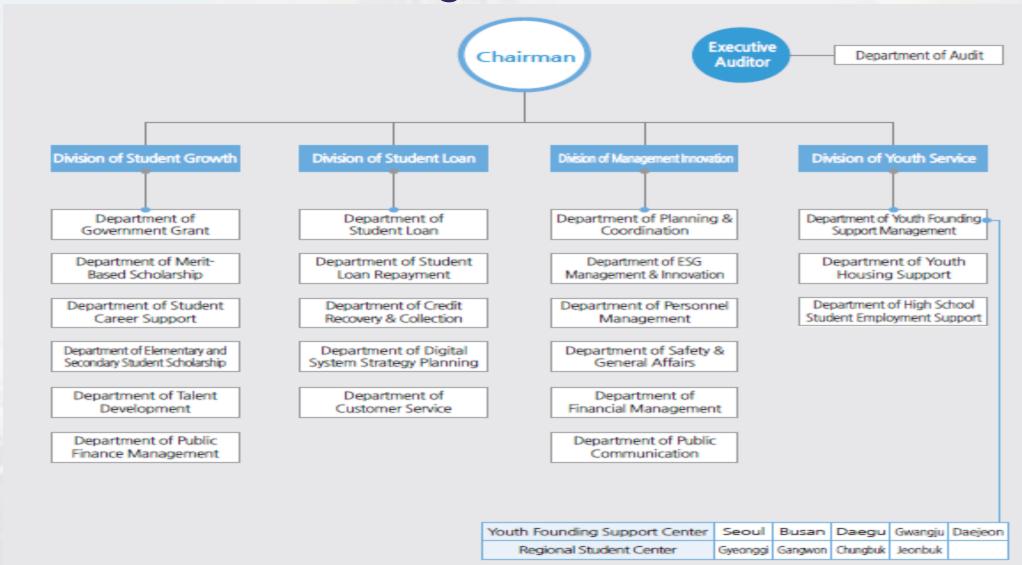
	Classification	Name of Program	Amount (milion \$)	Number of beneficiaries	
	Student Loans	Income Contingent Loan	616	309,647	
		Direct Loan	8,686	307,804	
		Rural Students Loan	25	13,701	
		Exceptional Determent on Repayment	75	6,686	

Talent Development Program (6 programs / Number: 0,86 million)

Classification	Name of Program	Number of Participants			
Domitory	Youth Domitory				991
Lonion	Start-up Domilory				195
	Social Leader Mentoring Program	Mentor	4197	Mentee	34,548
	Undergraduate Student Tutoring Camp Program	Meritor	54,436	Merice	155,132
Mentoring	Multicultural & North Korean Refugee Students Mentoring	Meritor	53,941	Merice	56,461
	Support for Adolescents Education by Undergraduate Students	Mentor	125,499	Merice	377,241



Organization





The history of development of KOSAF technology

Establish of the KOSAF

2009

2010

2012

2013

2014

Direct student Loan

system

National Work-Study(Mentoring incl)

system

Relieving the burden of high interest rates on commercial bank loans

Introduction of a virtuous cycle system for talent development

Income Contingent Loan system

Develop and support Korea's only loan product to help you focus solely on your studies

Government Grant system

Implementation of half-price tuition policy to ease tuition burden

Disaster Recovery Center

Establishing a foundation to provide immediate service even in emergencies Work-based Hope ladder scholarship system

Busan regional center

Vitalization of employment in SMe & Customized student loan support and management by region



The history of development of KOSAF technology

2016 2018 2023 2024

1st Youth Dormitory

Relieving the burden of students' housing costs, including monthly rent

Dream ladder scholarship system

Expand the scope of student financial support to elementary, middle, and high schools

Credit bank loan system

Establishment of a 'cradle to grave' tuition support system through lifelong learning support

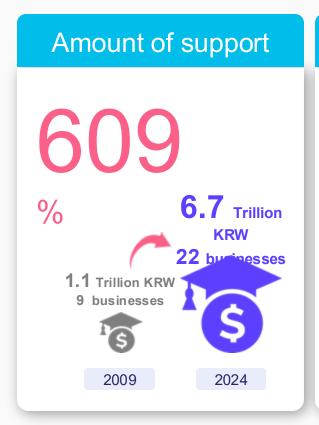
2nd Youth Dormitory

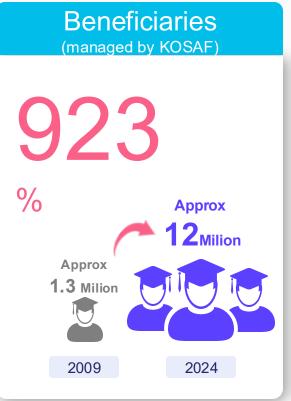
Relieving the burden of students' housing costs, including monthly rent

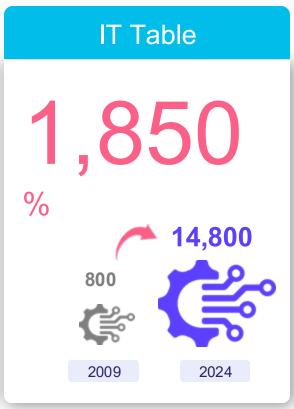


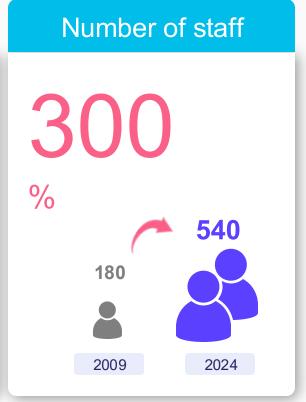
The growth of the KOSAF achieved with IT technology

As the type, size, and number of customers increase in student loans, Supporting the KOSAF's growth by developing and improving a new student financial aid system







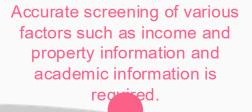






Overcoming the adversity of receiving financial aid through innovation

4 million applications per year, lack of human and material resources to prepare for document submission





innovation

- 100% Internet-based application > screening > payment system establishment
- Minimize document submission and automatically review documents by linking with external agency systems

innovation

- Calculate student financial aid sections in connection with 163 organizations, including the Social Security Information Institute
- Automatic screening of bachelor's degree and payment in connection with 400 universities

Increasing demand for counseling and decreasing response rate as the only institution specializing in student loans in Korea

innovatio

 Reduce customer waiting time and improve consultation quality by building a consultation system using chatbots, etc. Timely support for student loans is required according to college registration deadlines.

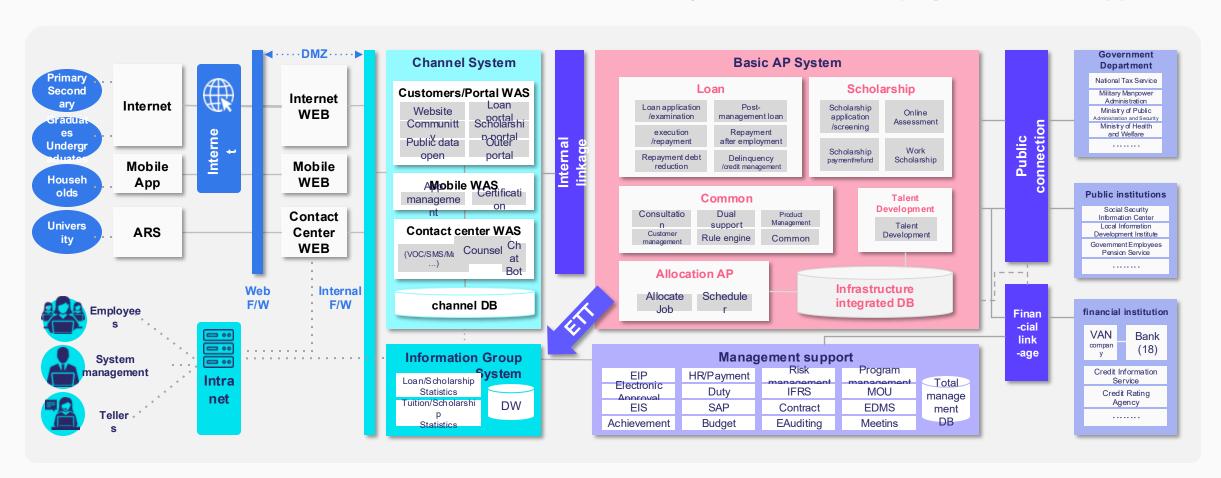
innovatio

 By establishing a mission-critical financial system, smooth student loan support is able to be provided even during work-intensive periods.



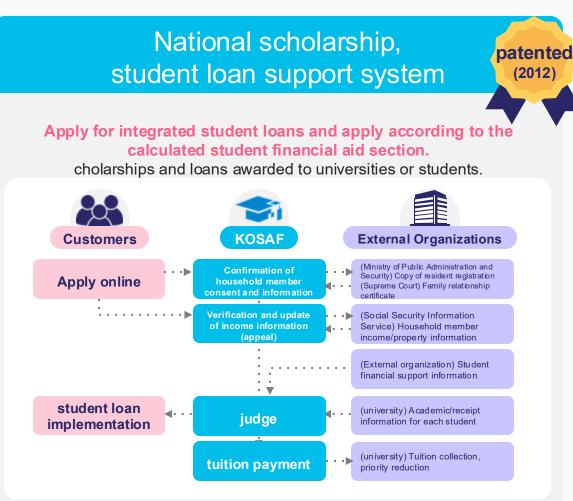
KOSAF information system configuration

The KOSAF information system provides all services through the Internet webpage and mobile app.





The main student financial support system of KOSAF



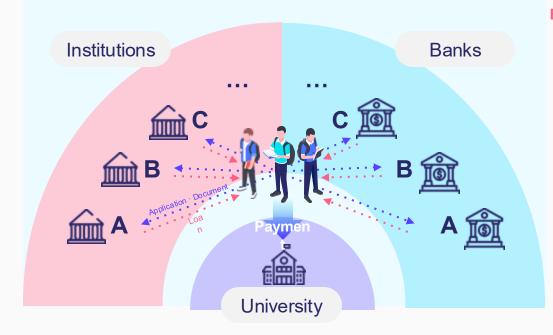
Student support section patented calculation system (2024)If you submit the documents required for student loan screening, an income and assets investigation will be conducted. Calculate the student loan support range and use it to select recipients for priority Notification and application of passification for student financial support based on income range information Student financial aid section screening Confir Notice mation and Check Calculation of Applihousehold information suppor income collection members cation amoun Utilize information from 163 organizations Supreme Court, Ministry of Public Social Security Information System Administration and Security, Ministry of (Social Security Information Institute) National Defense, Ministry of Justice, Income, general assets, financial assets, liabilities, Ministry of Foreign Affairs automobiles, etc. Income Assets Local governments, Ministry of Land, Infrastructure and Compensation and Welfare Service, National Pension Service, Korea Employment Agency for the Disabled, companies, credit card companies, Insurance Development



Changes in the use of the student loan system through the KOSAF establishment and system construction

PAST

Apply for a student loan from a scholarship institution or a commercial bank, submit documents, and receive payment, and it was inconvenient due to separate payment of student fees to the university



Establishment of KOSAF







Voice of customers, continuous improvement in system

I can't apply because I don't know the student loan system. Presence of underprivileged students

(It is estimated that 12% of freshmen are eligible for national scholarships, but did not receive them) Not all student loan services can be accessed through mobile devices. Reduced service accessibility for customers due to the complex menu structure of the homepage

('homepage/app configuration/UI' accounted for 25.1% of the reasons for dissatisfaction in the customer satisfaction survey)

Some of the student loan review and payment tasks are performed manually, resulting in inefficiency, and duplicate requests for information held by

government agencies cause customer inconvenience.

Limited system to prevent hacking and aligned with the educational changes and digitalizing policy

If I had known about the national scholarship in advance, I would have received the scholarship in the first semester of my freshman year and could have focused on my studies instead of working part-time.

It's difficult to find the necessary documents or guidance on the website or app, and I don't know where to go or what type of application to apply for.

If student loan review and payment tasks are automated, errors will be reduced and student loan payments will be made faster, which will increase customer satisfaction.

Completely switch to private-based cloud native so that it is easy to adopt the latest technology and provide services flexibly.













Automatic assistance

Using artificial intelligence and big data By making the student loan service delivery system intelligent, even if the KOSAF doesn't require you to be like a personal assistant. Providing hyperpersonalized service that takes care of your needs



Easy to access and use

Increasing customer satisfaction and trust by creating a digital environment where anyone can easily benefit from student loan services so that users can enjoy about KOSAF and student loan policies



One request, automatic system

Reduce the inconvenience of providing customer information and submitting documents, Efficiently perform tasks such as student loan review and payment. Expand priority reduction of student loans, etc. Improve customer service quality



Flexible and secured

Respond quickly to the diversifying internal and external environment. Establish a foundation for responding, A new security system suitable for open and shared environments. Active defense against hacking, etc

Establishment of an

[intelligent next-generation integrated student financial aid platform]

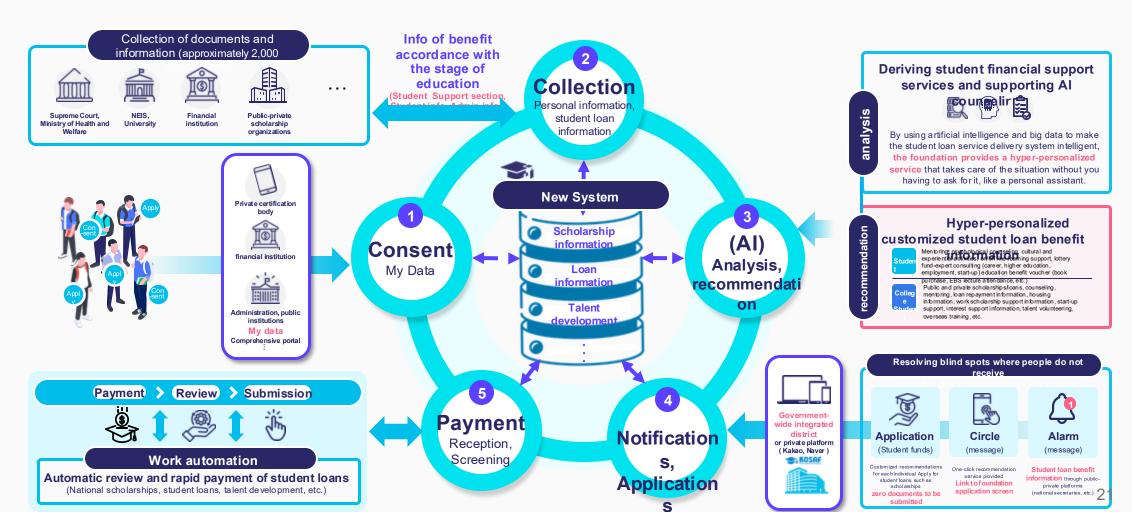
Providing preemptive and customized services through digital innovation

Providing equal educational opportunities and nurturing talent through new technologies such as artificial intelligence, big data, and cloud



Cloud-based intelligent next-generation student loan support integrated platform service model

A complete integrated student loan support service that includes application > collection > analysis > recommendation > notification > benefits all at once.





Providing educational opportunities and developing the country and community through continuous innovation





Through innovation,
Attempts to change that
failed before





An environment where everyone can get educated by eliminating blind spots in educational support





Contribute to development of country and community

We will find a way. We always have.

