Hello everyone! Thank you for joining me today. My name is Carlos Hernandez, and I’m a financial aid advisor at the University of Toronto Scarborough. Thank you for tuning in to our Get Started Money Matters Series. This is Part 3 where we will be discussing OSAP which is the Ontario Student Assistance Program, as well as for our out-of-province students, we’ll be looking at the federal, provincial/territorial government aid for students. So this is where we will be diving in and looking in depth at what the programs are all about, the criteria – the eligibility parts of it, how the program is administered and delivered.
So looking at our Agenda, the first item here. We'll be looking at financial aid in Canada – the grants and loans that you can apply for through your respective governments if you are from out of province. Then OSAP. What is OSAP? The eligibility, determining aid, How much can I get, some of the advantages of applying for this program, how to apply, and lastly, appeals.
So first of all, government aid is available all the provinces and territories. Each respective jurisdiction has the program. Here in Ontario, it called the Ontario Student Assistance Program. If you are coming from out of province, and would like to apply for financial aid, you can. This is funding you will get and be considered for is from both the federal and provincial governments. Here, with OSAP, they just released the application on May 20th, Generally, they do release these application a couple of months before the school year starts. It should be available either now or very soon for your home provinces.
What we will encourage you to do, is visit the website for your respective province. Here we’ve provided a link. All these are hyper-links which you will be able to click on. So, if you are coming from Alberta, for example, to study at UTSC, you can click on Alberta, here, and it will take you to the home website where you will start the financial aid process.
Who is eligible for this type of financial aid? Here in Ontario, there are a couple of criteria that you have to meet. The main requirements are citizenship requirements. So number one, you have to be a Canadian citizen, permanent resident or protected person status refugee.

If you are an Ontario resident you will be applying for OSAP, so you have to meet the residency requirement. And what that entails, you have to have been in the province of Ontario for 12 consecutive months without going to college or university. So that means that if you did your high school here, Grade 11, Grade 12; as long as you were in Ontario for 12 straight months, you are meeting that criterium, and you will be applying for OSAP. For our out-of-province students, if you did your high school in Quebec, or Alberta and so on, because you were there for 12 consecutive months before coming to Ontario, to study at UTSC; you meet the residency requirement for your respective home province. So you’ll be applying to them. They do have similar criteria all across the country.

When you apply for financial aid in Ontario or your home province you have to be in an approved postsecondary institution, in an approved program. All our full time programs here at UTSC are approved, so you don’t have to worry about that. That is one requirement you will meet right away.

So the last one here, to apply for full time OSAP, you have to be taking a 60% of a
course load. What that means here at the University of Toronto, you have to take at least 1.5 credits for the Fall semester and 1.5 credits for the Winter semester. The base is always 2.5 credits for each term (100%), so 1.5 out of 2.5 – that gives us 60%. That qualifies you as a full time student and you would apply for full time OSAP.

If you have registered a permanent disability with OSAP, then you can meet the criteria by taking a 40% course load, What that means for you, is that you can take 1 credit in the Fall semester, 1 credit in the Winter semester. At 40% you are considered full time.

So for our out-of-province students, this percentage does vary by province or territory. Do, please, check with your home province and find out what the percentage you have to meet in order to qualify for the full time assistance.
What is OSAP?

- The Ontario Student Assistance Program (OSAP), which is offered by the Government of Ontario and the Government of Canada, provides financial assistance to students to help them attend college or university.
- OSAP is based on financial need, not grades.
- With one application, students will be considered for non-repayable grants, as well as an OSAP loan.

What is OSAP, exactly? Once again, it stands for the Ontario Student Assistance Program. It is funding that you will be considered for and get from both the province of Ontario and the government of Canada and it’s financial assistance to go to college or university. It is based solely on financial need; it is not based on grades. It is not based on academic merit.

What they will be asking for, is for your financial situation. Your earnings, possibly the earnings for your family – for both mom and dad – or for mom or dad, if you are living in a single parent household.

As well, when you are doing this application, you will be submitting one single application, you will be automatically considered for the non-repayment grants as well as the OSAP loan.
So, what is OSAP? This might be new terms, or new lingo for you. OSAP includes funding in the form of grants, bursaries and scholarships; this is something you qualify for and you get. This is aid that you get to keep. So, you don’t have to pay this back.

They will also let you know, once you get assessed, how much you qualified in loan funding. Loan funding, by nature, just like any other loan, is money you will eventually have to pay back once you graduate from university.
How is OSAP Aid determined?

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<th>COST OF YOUR EDUCATION</th>
<th>YOUR FINANCIAL CONTRIBUTION</th>
<th>YOUR CALCULATED FINANCIAL NEED</th>
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<td>• Tuition</td>
<td>• Student Contribution &amp;</td>
<td>Federal Assistance (60% of assessed need, subject to max)</td>
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<td>• Compulsory Fees</td>
<td>• Parental Contribution</td>
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<td>• Books &amp; Supplies</td>
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<td>+ Provincial Assistance (40% of assessed need, subject to max)</td>
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How is the aid determined? Now, what happens is, and we’ll talk more about the steps on how to apply, once you have applied and once you have been assessed, this is the financial formula that is embedded in the application which determines how much money they will give you.

So what is captured on the application is on here. Your costs of education: tuition fees, incidental fees, computer costs, books and supplies and living expenses and so on. What is also captured is the student contribution and parental contribution. That’s the part where you report the family income.

Now, they subtract the financial contribution from the cost of your education and that is how they calculate the financial need. Now, when you are assessed, 60% of this funding is issued through the federal government and the remaining 40% is issued by the home province.
Example of How OSAP is determined:

Educational Costs $13,600 = Financial Contribution $3,600 = Financial Need $10,000

Just to give you an example. This is a very quick and easy example. If through, your application they determine your educational costs equals $13,600 and there is a financial contribution of $3,600, then financial need, the OSAP assessment will be $10,000.

This is a number you will be seeing when you check the status of your application once it has been issued to you. Of course, this depends on processing time, which we will talk more about in a second.
What you pay out of pocket.

The reason you saw the contribution of $3,600 is because each student is expected to contribute $3,600 per school year to their educational costs. This is what we call the student fixed contribution. This is typically something students should be saving up, either through a summer job or it can come from different sources, such as existing savings or earning that you have as a part time job while you are in school.

If you are going to school full time, and you are working 5, 10, 15 hours a week, you can contribute the $3,600 through those earnings.
Summer Income – as I mentioned, summer savings, the government does expect this every single summer you are full time university student. So the summer between years 1 and 2, year 2 and 3 and so on, typically you get that job so that you will be able to contribute.

This summer is a different summer; that we haven’t seen in many, many years. Under the circumstances that we are facing in the pandemic, it may be different for some students to get enough hours, or even get a job, to save that $3,600. The government has implemented two different programs that you can see on here. These are income replacement programs.

The first one is called the Canada Emergency Student Benefit. It is administered by the government of Canada, and if you click on this link you will be able to go directly to their website and get more information on the program. There are a lot of details on there that you will be able to read. But just to summarize that program for you – it is for students that are looking for work, can’t get a job because of the restriction the pandemic has placed on the market place and of course, of the economic shrinkage that has happened, a lot of the companies that usually hire students for the summers, are not. So what has happened here is, that if you are in that position, where you are able to work, actively looking, but can’t get that job, you can apply through the government website or give them a call to apply. This is for students that have not applied for Employment Insurance or the CERB program. You can qualify for $1,250 per
month. As far as we know, for now, this is aid that is available for you for the months of May, June, July and August. It is for students that will be completing high school in 2020. All of you that are completing high school this summer. Also, you have to be starting postsecondary in 2020. So, if you are watching this, you will be starting in September, 2020. So those are some of the criteria you will be meeting to qualify for this aid.

The second type of aid that the government is rolling out is called, the Canada Student Service Grant. This hasn’t been officially mad available to the public yet. They will be rolling it out within the next weeks (early to mid June); that what the Government of Canada said. What these are going to end up being is these are volunteer opportunities that will allow students this summer to earn up to $5,000 which they can save up for their educational cost for the Fall and Winter semesters. These will be opportunities where they will provide valuable labour market and skill development experiences and students will be able to give back to their local communities. It will encourage student to participate in the COVID-19 responses in these programs. If you click on the link here, that we will provide for you, they have said they will be launching this and getting more detailed information with regards to eligibility, the levels of funding and so on. This will be available through their platform. So if you are interested, this is something you will want to click on, as well.
How much money can I get from OSAP?

Now that we have covered how the aid is determined, what kind of contributions they expect from you, and so on, you are probably wondering: Can I get an idea of how much I will be able to get from OSAP? This is possible. Every single year, the government releases, what is called an aid estimator. Now is available through the OSAP website which you can click on right here: Ontario.ca/osap. They will give you a quick one-minute questionnaire, as you can see here, that you can fill out. It will give you an idea of the funding you can get, both in terms of grants and loans.

Now as you can see on our slide, what we have posted right now is the 2019-2020 aid estimator and the reason for that is they have yet to release the estimator for next year, however the government has informed us that it should be out this summer (mid to late June). Just in case you go there right now, you don’t see it, just wait a little bit longer and it will be available for you very shortly.
How much money can I get?

- The amount of OSAP aid you qualify for is based on your calculated financial need.

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<th>Maximum OSAP Assistance Levels for 2020-21</th>
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<td><strong>Weekly</strong></td>
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<tr>
<td>Single dependent and independent students</td>
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<td>Married students and sole support parents</td>
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*Amounts are based on both federal and provincial aid.
**Canada Student Grants:
- Full-Time Students (maximum $9,000 per academic year, subject to a weekly maximum)
- Students with Permanent Disabilities (maximum $4,000 per academic year)
- Full-Time Students with Dependents (maximum $400 per child per month)

In regards to the actual aid, so not the estimation, but the actual aid that students can get there are maximum levels of assistance that the governments provide to you. As you can see here, they have published the maximum levels of assistance for the upcoming year, that’s the 2020-2021 year.

Now let’s look at this small chart here, quickly. If I am a single dependent or independent student, OSAP can give you a weekly maximum assistance level of $545. Now, typically our school year, the Fall and Winter terms runs for about 34 weeks from the beginning of September until about the end of April. So that means that a maximum, if I’m studying full time for both of those terms, I can get about $18,530 of support from OSAP.

Now that is the maximum. Sometimes students land somewhere in the middle, maybe $10, 11, 12 thousand dollars but at a maximum, this is how much you can get. The second category that we see on there is married students and sole support parents. These are a different category of students that need more assistance because they have extra living costs, such as childcare, and so on. So the weekly maximum allowable assistance is $830. For these students, if they are studying full time for Fall and Winter, they can qualify for $28, 220 worth of assistance.

A couple of notes at the bottom: the government, due to the pandemic, has doubled their grants. So these are the federal government grants. As you can see here in the
notes, full time students can, this upcoming year, will be qualifying for a maximum of $9,000. This is the Canada Student Grant for students that are studying full time. As well, there is a grant for students with permanent disabilities, through the Canada government. This has also been double. So students may qualify for up to $4,000 for this upcoming academic year. And students with dependants, they can get up to $400 per child, per month for the upcoming academic year. So these are just some figures we wanted to share with you. Once again these are grants so this is aid that you would not have to pay back.

Now just to touch back on the maximums there, the $18,000, for example, for the single student, this would be composed of both loans and grants.

The good thing is that once you get assessed by OSAP, they paint a clearer picture for you of exactly how much of that $18,000 may be a loan, and how much of it will be grant, One advantage of that is that students will be able to opt-out for grant funding only. That’s something I will touch on, a little bit later on in the presentation.
Advantages of OSAP

- **Opt for Grant Only Funding**
- **Interest Free** during study period
- Loan repayment begins 6 months after you complete full time studies; Repayment assistance program available
- Interest paid on your loan is eligible for a tax credit
- Students with Permanent disability may qualify for BSWD

Well actually, it’s this next slide here. So I jumped ahead by one. Some of the advantages of applying for OSAP.

Say I apply, I get assessed, they tell me I qualify for X amount of dollars. Now, if I don’t want to take the loan; I want to take the grant funding only, you can do that. So that’s an advantage. Now you don’t have any debt that you have to pay back. You will only be receiving those grants and that is money that you get to keep at the end of your studies. You don’t’ have to pay that back; so that’s a great advantage. Students do that individually, once they have applied for OSAP, once they have been assessed, they would login and there’s a simple option on your OSAP application where you will be able to click on to opt for grant funding only.

If you decide to take the loan as well – you’re getting both grants and loans, then while you are studying full time all those will be interest free. It means that you have the loans, you’re not paying any interest, no interest is accumulating, you’re not making any payments while you’re in school. Everything is interest free while you are studying full time.

Now you are probably wondering: okay, so I have that. I finish university four years later, when do I start repaying these loans? What the government does is they give us 6 months **Grace Period**. So once I complete my fourth year of studies, I will not have to start repaying those loans until 6 months after I complete my full time studies. This
Grace Period is a great opportunity; it gives students a window to be able to get themselves financially settled after school is finished. They can start searching for a job, getting that income in, and once you are able to start paying this loan, 6 months after; this is when it goes into repayment. I do have to give you a warning: during these six months, even though you are not making any payments, the loan does start accruing interest. They call it a grace period but the interest starts accumulating during these six months.

Sometimes, students have difficulty finding that job within those first six months. If you happen to encounter those difficulties, then there is a program that can assist you with not having to make a payment. It is called the Repayment Assistance Program. This is something you would apply to through your lender, which is the National Student Loans Service Centre (NSLSC). If you apply for this. Say you’re payment is coming up; you’ve been out of school for six months. If you apply for this, within one week they will let you know if they can extend you for an additional six months. So essentially, you’ll be given another six month for you to start repaying your loan.

Interest on the loan: any interest that you do pay, it is eligible for a tax credit. So if you are graduated, you are repaying the interest, what the National Student Loans Service Centre will do is, they will issue you a tax form at the end of the tax year where you will be able to claim that on your personal income taxes and you’ll be eligible for a credit; you’ll be paying a little bit less in taxes. So that’s something of importance, there, to note as well.

Lastly, student with a permanent disability, they may qualify for the Bursary for Student with Disabilities. This is extra aid that is available that you have to be an OSAP applicant and qualify for financial aid through OSAP. Now this is aid that is on top of those maximum levels of allowance that we saw earlier on which will help for disability related needs to be able to allow you to participate in full time school. This aid helps student with tutoring, note-taking, it helps with equipment and software. Now this is an application that you will fill out with counselor at the Accessibility office. If you need more information on it, you could also read about it on the OSAP website.

**Note:** The BSWD is available for out-of-province students receiving financial assistance through their home province or territory.
We got some of our bases covered, and I’m ready to apply. How do I apply?

There are a couple of different ways.

1. You can use the link that was issued to you through the OUAC website (account) when you applied to university. They do prompt you on there to go through that link to go to the OSAP website; or

2. You can visit the OSAP website directly.

You will need to register there as a student. So you will be using your Social Insurance Number (SIN), your date of birth, and personal data to register. That’s you as a student. You’re not going to be using you a family member’s SIN, not your parents, it’s all your information that you are using. When register, it will be a free registration process. Once you are on there, you’ll create yourself a password so you have access to the website at any time and you’ll be issued an Ontario Access Number. Do not share this with anyone else. It’s for your own personal information. Keep this in a private place.

Once you have access to it, the 2020-2021 application, the good news is that it has been released – it’s been out since May 20th. So you can actually get on there right now and apply for OSAP.

**Note:** the application should be open in each province and territory as well.
These are the steps on how to apply:

1. Go to the website in your province or territory. In Ontario, its: Ontaio.ca/osap.

2. Create your account. Make a note of any account number that is issued to you. Make a note of your password and if you need to create challenge questions, make a note of each question and the answer as you go along. Keep this information in a private and security place so that if you have to use it in future, it will be easy for your to retrieve.
   - You will be using your personal information along with your SIN.
   - After you have completed your personal information, go to step 3 – immediately or another day.

3. You will be looking for the 2020-2021 application full time application. Login, start a new application. That where you will take 15 minutes of your time, fill out a bunch of information. You’ll let them know about the school you going to, you let them know the program that you’re studying, You let them know about your family situation. They will ask for any income that you may have during the school year, and so on. If you are a dependent student, this is where you will be providing income for your parent or parents. Once you get the application filled out, you will need to submit it as this is a very important step. The application cannot move forward without a submission. So submit the application and this is where we get
4. Gather all the required documents. Once the application is submitted it will let you know – it will give you a list of everything that you need to submit to OSAP for you to get an assessment. The most important part, as first time applicants, are signature pages. These will be agreement pages where you will print them out as an applicant and you will sign them.

5. You will have the option to upload them on the OSAP website. That is the fastest way to get that done. Sometimes there might be extra documents, like provincial residency documents, or if you are a sole support parent, for example, you might have to upload a copy of the birth certificate for your child or children. Don’t worry about the list. It’s different for everyone. It’s applicable to your own situation. The important part to know is that they will give you a full listing of what’s required from you as an applicant. You do have other alternatives, if you can’t, for some reason upload the documents, you can email them to us, at the UTSC financial aid office. I’ll provide that email to you later on. If we are on campus and the campus is open, you can also hand in the forms directly at our office. But for now, it is through digital means.

6. Step 6 is a very important step because you want to receive that funding. And the way that they do that is, the fastest way (to receive funding) is electronically, through a payment online. You want to make sure you have a bank account or if you don’t, go open your own personal bank account. As students you should have one. It is a requirement that you use your own and you don’t use anyone else’s bank account information. So that way, when funding is paid out to you, it will be going directly to you. The way that this is processed (set up) is through the M S F A A. This is something else that you will see on the OSAP website once you have submitted the application you’ll get instructions on how to complete this online. This is very important, as funding is disbursed in two different times. Our Fall semester starts early September; that’s when the school starts confirming enrolment for everyone that that applied, everyone that’s been assessed and everyone that is registered full time at the school. That’s something that we do at our office. So once we let the government know that you are confirmed at a full time student; that’s when the deposit is made into your bank account. It generally takes about 5 business days after we confirm enrolment.

- With OSAP we redirect your OSAP funds to pay off your school fees first. So just to give you an example: in the fall semester, your OSAP amount is $5,000 and if your outstanding are $4,000, then we will let OSAP know to use that money to pay off your fees. So $4,000 would go to the university to pay off your fall fees and the extra $1,000 would go to your bank account. This amount will help you out for your travel costs and so on. That’s an
example. We do that at least twice during the year. We do it at the beginning of the Fall semester and then again at beginning of the Winter semester. So you will receive the second portion of your funding at the point in time (beginning of January).

7. What’s also very important, especially for first time applicants, is to know that you have to track the status of your application. Any communication, anything that OSAP may need from you, anything the financial aid office may need from you, we do send that communication your OSAP Message Centre. This is a message tool that we use on your OSAP account. It’s always important to go online, track the status of the application, make sure that it’s moving and processing as it should and if we need to get in touch with you, if we need anything from you, that’s where we will be communicating with you. So keep track of your status. This can be done online on their website or you can download the mobile app. OSAP does have a mobile friendly version of the website – it’s pretty much available to everyone.

More Information about: After you apply for OSAP.
Last step here is for out-of-province students. As you have seen on this presentation, we have focused mostly on OSAP application, however an out-of-province there may be a little bit of interaction that you have with our office because as we work in the province of Ontario, we have access to the OSAP system, we don’t have access to all the other systems. A lot of the processing that happens behind the scenes, we will help you out with that but it will be through this form.

I’ll give you an example: sometimes your home province, say you’re an Alberta student, they will ask you to provide the school costs for the year. So they might ask you to get a form filled out by our office. We will do it for you but you have to request it first. So the form that you are seeing on this slide is Canadian out-of-province form request form where you will be completing it and emailing it to us with instructions on what needs to be filled out exactly. So you’ll be sending this form and an attachment of the forms that your home province requires us to complete.

Processing for this – the email response – can take up to 8 business days. If you need forms filled out, we request that you submit it to us as soon as possible so that there aren’t any issues with?

If you have any other questions in regards to the processing of your out-of-province financial aid can always email the email address here, which is can.oop.financialaid@utoronto.ca.
Last we talk about OSAP here is Appeals. What happens sometimes is that OSAP will give you an assessment and sometimes, you may have done a couple of things.

1. You might have filled out the application incorrectly, so you’ve been assessed incorrectly; or
2. Things may have changed you submitted your OSAP application (or the family situation, or income reported on the application, has changed).

This is where appeals come into play. The appeals get processed through our office, so this is where we will encourage you to seek support from one of our financial aid representatives at our office. We could also meet with you, one-on-one on – you have to book an appointment through Microsoft Office Teams or Skype.

This is a picture of ourselves – some of the financial aid advisors that you can get in touch with.

The types of appeals that happen, you’re probably wondering, what are they? Two things:

1. You can easily find them on the website. Just go to OSAP forms and look for the appeals/reviews that you might be able to initiate; or
2. You can talk to us and see if there is something that you might be able to appeal so
you can get reassessed by OSAP.

One of the most common appeals or reviews that can happen, like I mentioned, things can change since your application are the loss of the job for your parents. I’ll give you an example: for this upcoming year, 2020-2021, OSAP will be asking for parental income for 2019 year. So if your parents made X amount of dollars for that year, but say they happened to lose their job – they got laid off – or they got another job – so that means that for 2020 they will have a smaller amount of income. That means that things have changed in the family. The financial picture for this year is different than what’s reflected on the OSAP application. This review is called Request for Reassessment based on Estimated Parental Income. You approach this review by filling out the OSAP form which we can make available to you or you can look on the website and we can guide you through the different steps you would have to take. They would require the submission of forms plus supporting documentation and a letter from your parents indicating the change of income. So that’s one of the examples; there are different types of appeals. If you have any questions, reach out to us and we can see if we can help you out with getting reassessed through an appeal.

Link to OSAP forms.
OSAP Questions?

- Visit the OSAP website: ontario.ca/osap
- Email the UTSC Financial Aid Office: askro.utsc@utoronto.ca

If you have any OSAP questions, they do have a very comprehensive coverage of the program on their website. There are forms, there are FAQ’s, there are definitions, so we do encourage you to visit their website.

If you are on campus, we are located at Highland Hall. This is the building that you are seeing here in the picture. Do come and visit us. We are on the first floor when we return back to campus that’s where we will be open and available for you. In the meantime, as I speak today, we are working from home so we are available to you through email. Please do email us at: askro.utsc@utoronto.ca. Just put on the Subject headline that it’s a financial aid question so that we can address it with you.

Once again, if you want to book a time with us through Skype or through Teams which are free applications you can use, we can sort that out through an email and then meet via the computer one-on-one to help you out with your inquiries.

We encourage you to reach out to us however you can.
That is the last slide for my presentation. Thank you for viewing this. I know it’s quite lengthy, but the OSAP programs and provincial and territorial program can be quite complex, especially for first year students. We wanted to make this as comprehensive as possible for you so you get a good idea of what to expect in regards to financial aid from the governments for the upcoming year.

This is one of the parts in our Money Matters Series. So I do encourage you to watch the other parts, especially if you have questions around scholarships, awards and bursaries. We have a different presentation for that and of course our important payment deadlines, fees and other information. Make sure to watch the other parts of the series – the Get Started Money Matters presentations. So thank you once again and have a great day.

We hope to have answered all of your OSAP questions. If you have any further inquires, you now know how to reach us and where to look for the information. We also encourage you to visit all the OSAP website for updates, to check your status and be aware of any communication you receive, as it could be time sensitive.