

10 THINGS

WE REALLY WANT YOU TO KNOW ABOUT OSAP

Glendon Student
Financial Services



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www.glendon.yorku.ca/sfs



416-487-6701

1. KNOW THE OSAP PLAYERS

Up first - your financial aid office (Student Financial Services). Trained staff at Glendon and York administer OSAP; our offices are your first point of contact with any OSAP questions!

We're here to help you navigate the OSAP system, process paperwork, and get you the funds. We will proactively send you updates, tips, and offer information seminars throughout the year.

Next up - the National Student Loans Service Center (NSLSC for short). Think of them like the "bank" for government loans and grants. They send your OSAP funds to you, and they will ask for them back when it's time to repay. You can visit their website canlearn.ca for great resources and information (like the Loan Repayment Estimator), or if you need to update your banking information.

Last but not least - the Ministry of Training, Colleges and Universities. What many students call "OSAP", this is who is in charge of the program. The ministry decides the OSAP rules, but the head office is in Thunder Bay and they don't deal directly with students.

2. BE HONEST

OSAP verifies information that you give regarding income, assets, and course load. There are big repercussions for false or inexact declarations, so it pays to triple check the numbers you're submitting and correct errors quickly.

3. YOU NEED TO REPORT CHANGES TO OSAP

So how do you go about letting us know that things have changed? You need to submit these changes in writing, using the OSAP change forms at www.glendon.yorku.ca/osap.

Note: you'll need to print and sign the forms after filling them out, we need your signature!

4. OSAP IS DISTRIBUTED TWICE A YEAR

In September you receive 60% of your total funding, regardless of the amount of fees you have due. In November, you'll have to confirm or update the income you reported in your application, and then the remaining 40% of your OSAP funds is deposited in January.

5. OSAP IS A YEAR-LONG AFFAIR

... **Because, well, rule #1.** During the school year, always update OSAP with any changes to your financial or academic life. Your funding may change based on events such as moving house, getting married, getting a job, or even dropping a course!

6. YOU HAVE 2 ACCOUNTS, OSAP & YORK

In other words, there are two different databases that require your information. Make sure you keep your details up-to-date (i.e. preferred email, phone number) with both. It also means you might need to submit the same paperwork twice - like proof of your immigration status or information pertaining to disabilities and accommodation.

7. WE (ALWAYS) NEED TO SEE YOUR ID

Always have government issued photo ID available if you stop by our office to ask OSAP-related questions (i.e. driver's licence, passport, etc.). Because of Freedom of Information legislation **we can't discuss your OSAP with anyone but you** (even parents!), unless you gave permission in your profile on the OSAP website.

8. ACCESS INFORMATION 24/7 ONLINE

Of course we are always happy to see you, but you can also access most of your OSAP information online through your secure portal at ontario.ca/osap. In fact, sometimes you can see more information than we can! **Challenge? Accepted:** Try looking for your "Funding Summary" page once your OSAP funding is assessed (hint: you need to click on "Check Status" of your application to find it).

9. OSAP IS A SLOW PROCESS

York University processes the majority of OSAP documents, and there are a lot of students at York who get OSAP. It can take an average of 6 weeks to make a change to your file, so punctuality and patience are the order of the day!

10. OSAP HAS STRICT DEADLINES

Speaking of punctuality, as OSAP is a province-wide program the deadlines are strict. We aren't able to adjust them for you, so it's good to get to know what's due when, and to follow-up on calls or letters quickly.

Note: We have OSAP important dates and deadlines on our website: www.glendon.yorku.ca/osap.