

## **Canned Response Starter Pack (6 OSAP FAQ)**

This resource was made available by **Student Financial Assistance, Ryerson University** through the collaborative efforts of Bianca Marryshow, Bhawna Nanda, Rachel Appiah, and Angie Fouly.

Please download a copy, and edit as you see fit for your institution. Feel free to reuse information from [Ryerson's FAO OSAP FAQ](#).

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## **Will OSAP cover all my post-secondary expenses?**

Hi \*STUDENT NAME,\*

We hope you're keeping well.

The Ontario Student Assistance Program (OSAP) is a government financial aid program that helps students pay for college or university.

It may not cover all post-secondary expenses, as OSAP is not designed to cover all costs of post-secondary attendance. Attending higher education is a shared responsibility between the government, the student, and their family.

We encourage you to explore additional ways to finance their education such as:

- Campus employment through the work-study program.
- Applying for scholarships or awards through the institution. Or, checking out external resources, such as Yconic and Scholarship Canada.
- A student line of credit through a private lender or financial institution.

We hope you find this information helpful!

Cheers,

\*DEPARTMENT NAME or EMPLOYEE NAME\*

\*INSTITUTION NAME\*

**When do I apply for OSAP for the following academic year?**

Hi \*STUDENT NAME,\*

We hope you're keeping well.

Ontario Student Assistance Program (OSAP) applications for the fall/winter terms typically become available in late May/June, at which time you may apply.

Please stay tuned for specific launch dates on the [OSAP Portal](#).

**The deadlines to submit an OSAP application, and provide documentation vary by institution.** At \*INSTITUTION NAME\*, for deadline information check out our \*Important Dates and Deadlines [[HYPERLINK TO INSTITUTIONS FINANCIAL AID DEADLINES WEBPAGE](#)]\*.

We hope you find this information helpful!

Cheers,

\*DEPARTMENT NAME or EMPLOYEE NAME\*

\*INSTITUTION NAME\*

## Where/how do I submit my signature pages and/or other supporting documentation?

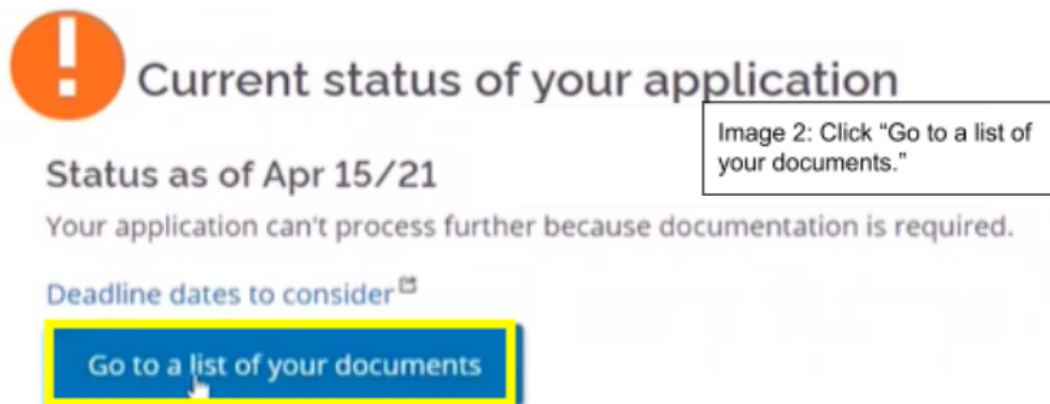
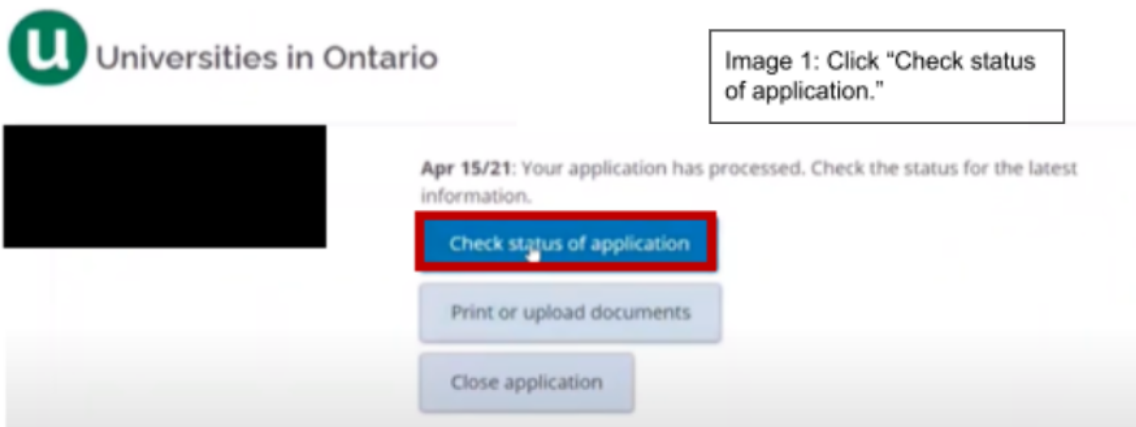
Hi \*STUDENT NAME,\*

We hope you're keeping well.

To upload your signature pages and/or other supporting documents, please follow the below steps and guidelines.

### How to Upload Required Documents:

1. Log into your [OSAP Portal](#).
2. Go to your **OSAP application for the current academic year (full-time or part-time)**.
3. Under your application, click "**Check status of application.**" Next, click "**Go to a list of your documents.**"



4. When you get to the list of your documents, you can view all of the outstanding required documents that are pending submission (if any), as well as instructions on how to upload them, and what to include in your uploads.

5. Once you have gathered all of your documents and are ready to upload, select the **“Upload documents”** button, which will allow you to select a file from your computer and upload it.
6. Once you have uploaded your required documents, you can track the status of them by looking at your **“Required Documents”** page.

First, scroll to the bottom of the page. Beneath **“Required Documents”**, you will see the **“Uploaded Documents”** section, where you can view the documents you have submitted and track progress.

7. Once documents have been reviewed and approved by our office, you will see them in the **“Approved Documents”** section of the page.

### **Steps to Completing and Uploading Fillable Documents:**

1. Download the fillable form and save it as a PDF.
2. Open the fillable PDF form in Adobe Acrobat DC.
3. Complete the fillable PDF form in Adobe Acrobat DC. All of the sections that need to be filled out will be highlighted with red boxes.
4. When you have completed the form, click the **“Save”** button on the top left-hand side of Adobe Acrobat DC.
5. Once the form is saved to your computer, you may upload it to your OSAP portal following the instructions mentioned in the **“How to Upload Required Documents”** section above.

### **Suggested Applications for Scanning and Uploading Documents:**

- **Creating PDFs:** You can create a PDF version of your supporting documents directly from your phone via CamScanner (for iOS or Android Users).
- **Scanning:** Consider using CamScanner (for iOS or Android Users), Adobe Scan (for iOS or Android Users), or Notes (for iOS users) to scan your documents.

We hope you find this information helpful!

Cheers,

\*DEPARTMENT NAME or EMPLOYEE NAME\*

\*INSTITUTION NAME\*

## **What is the Master Student Financial Assistance Agreement (MSFAA)?**

Hi \*STUDENT NAME,\*

We hope you're keeping well.

The Master Student Financial Assistance Agreement (MSFAA) document outlines all of the terms and conditions of accepting and repaying provincial and federal funding for all undergraduate, graduate, **and** continuing education students. Every student accessing provincial and federal funding must review and accept the MSFAA.

MSFAA terms and conditions for Ontario residents can be found on the [Master Student Financial Assistance Agreement](#).

We hope you find this information helpful!

Cheers,

\*DEPARTMENT NAME or EMPLOYEE NAME\*

\*INSTITUTION NAME\*

**What is a Continuation of Interest-Free Status (CIFS) Application? Where do I submit it?**

Hi \*STUDENT NAME,\*

We hope you're keeping well.

A Continuation of Interest-Free Status (CIFS) application communicates to the National Student Loans Service Centre (NSLSC), the lender of student aid in Canada, that you are still continuing full-time studies. Approval of this document allows you to be considered for interest-free status.

Students who have applied for full-time OSAP funding in the past, and are enrolled in a full-time course load, may apply online for CIFS via their [OSAP Portal](#).

Cheers,

\*DEPARTMENT NAME or EMPLOYEE NAME\*

\*INSTITUTION NAME\*

## How do I change from receiving paper to electronic communications?

Hi \*STUDENT NAME,\*

We hope you're keeping well. Thank you for inquiring about the opt from paper to electronic communications process.

To make the change to receive electronic OSAP communications, please follow the steps below.

1. Log onto your [OSAP Portal](#).
2. Select 'View or Change Profile' under 'OSAP Account.'
3. Under the section "Email address and correspondence," use the 'Change Correspondence' button to select **both** of these options: 'I will check the status of my OSAP application online' and 'I will print my OSAP forms myself.'
4. Click 'Submit' to save your updated preferences.

Once you have submitted your updated preferences, all future communications from our office within the OSAP academic year will be sent to you electronically via your OSAP portal. Be sure to continue to indicate your electronic communication preference on any future OSAP application as well.

Cheers,

\*DEPARTMENT NAME or EMPLOYEE NAME\*

\*INSTITUTION NAME\*