



OASFAA Executive Meeting

November 13, 2025

AGENDA

Present: Celeste Coles, Leslie Aitchison, Lana Hardwick, Jeremy Potter, Marissa Ditto, Jeremy Potter, Brenda Cromb, Melanie Oakes, Jessica Husted, Marian Doll, Mary Santoli, Shaun Anderson, Bianca Marryshow, Corey Serran

Regrets: Mark Robinson, Anik Powell

- **Business Arising**

MCURES Proposal to safeguard the administration of OSAP: [Proposal: Safeguarding the Administration of OSAP in Ontario's Postsecondary Sector - Google Docs](#)

- Working group to be open to all OASFAA members, not limited to executives, to ensure diverse input across institutional types.
- Target membership: 12 - 15, with balanced representation from universities and colleges to get broad representation and inclusivity across institutional structures.
- How did we leave this? Any updates?

- **Follow-Up from October 9th Meeting Approved-Motion:**

- Executive committed to striking an advisory panel of Association members to explore options for reducing the cash-on-hand balance and present recommendations to the Executive.

- **Chair's Report (Celeste/Shawn)**

- **Replacement for Annette Rondeau – DIWG**

- Call out for replacement.

- **Ellucian Request – Lori Russel**

- Opportunity primarily benefits Ellucian schools; a pre-survey will be sent to them. Suggestion to have a broader survey for all schools to inventory software solutions currently in use.

- **FALG – broad distribution of survey to membership**

- Many institutions are undergoing restructuring and staffing changes; a pre-meeting survey will be distributed to gather data, shared with membership, and a call for additional group members will be issued. **Action:** Celeste to send the survey.

- **Updates to the constitution**

- **Past-Chair's Report (Marian)**

- No report.

Committee Reports

- **Finance & Membership (Mark)**

- No report.



- **Professional Development (Leslie)**

- Updates from MCU, CSFAA, and NSLSC: Mark from NSLSC will join to address loan rehabilitation challenges and clarify misinformation from NSLSC (e.g. students being informed that institutions can lift rehab restrictions). MCU will provide a 1.5-hour presentation with Q&A, followed by each chair giving an overview and yearly goals so that membership has a better understanding of what the executive is responsible for.
- Registration and Zoom are ready; agenda still needs posting. Meeting scheduled for 9:00–12:30.
- Currently 179 participants registered for Fall conference.

- **Procedures (Brenda)**

- Question on why passports are not accepted as proof of DOB when correcting profile errors; current accepted documents include birth certificate and immigration documents.
- Concerns about limited checks for independent 2-year status; request for stronger verification and guidance on acceptable documentation without returning docs.
- Issues with profile document approvals (e.g., permanent vs. PPD); need procedural clarity and confirmation if both should be approved.
 - **Action:** Verify if this already exists in a manual and revisit this item later.

- **Communications (Anik)**

- N/A

- **Policy (Lana)**

- Representation: Approximately 10 colleges and 5 universities; several members are new to OASFAA (less than one year). Group meets on 2nd Tuesday of the month.
- Request access to view weeks of student enrollment for internal calculations.
- Clarification requested from MCU on grant maximum calculations (e.g. OTG not included). **MCU.**

- **Systems (Jeremy)**

- Met with Ministry in late October; discussion focused on part-time (PT) concerns and administrative challenges:
 - Supporting document denial issue resolved (previously unclear requirements).
 - Ongoing problems with previous PT history questions causing eligibility confusion.
 - Academic completion requirements should remain with original school; request to reinstate previous work queue for PT academic checks.
 - Financial explanation logic flagged (students required to explain \$0 but not \$1); MCU open to review.
 - PT with PD added but does not auto-adjust funding; Request **MCU** to investigate and include program info where needed.
- Additional items deferred for data gathering: merging FT/PT, using FT cost codes for PT - membership poll planned to assess administrative impact.
- James **(systems)** to connect with appropriate contacts for further PT discussion.



- **External Liaison Report (CASFAA) (Bianca)**

- Out-of-Province summary sheets
 - Now live on the CASFAA Website.
- covering from the B.C. Aid strike request for exec member feedback:
 - Difficulty accessing NSLSC refund details for BC students: allocations and recipient lists unavailable after CoE submission.
 - Paperwork issues causing delays - program forms incomplete and bursary applications on hold; **Action:** Shaun to provide additional examples.
- New membership structure - check in
 - Membership structure changed this academic year, allowing more institutional staff to access CASFAA. A question was asked if anyone has encouraged colleagues who traditionally aren't involved to participate; feedback requested.
 - It was shared that Niagara College signed up for email notifications and finds the information helpful.
- Spring conference
 - Spring CASFAA Conference: Scheduled for May 24 - 27 at the University of Calgary; details to be finalized and shared in December. Exploring options to support institutions with limited funds for attendance.

- **New Business**

- **Ancillary Fees for Financial Aid - Discussion**

- Do schools charge this or something similar? If so, for what?
 - Cambrian: "Student achievement and records" fee covers Financial Aid Office.
 - Lakehead: Proposal completed last year; three universities (Guelph, Laurentian, Western) have financial aid fees; implementation in progress, considering tuition fee framework.
 - Niagara College: Financial aid fee included in ancillary fees; recent increase prompted review of fund allocation. Tuition directive restricts use for bursaries - must support added services (e.g., apps, hotlines).
 - Nipissing: Currently in the process of recommending implementation of a non-essential financial aid fee to offset costs of new awards management tool without requiring a referendum.

- **Manual Update Request**

- Can the manual include a list of grants that are included in the max weeks calculation? Currently, the manual just says "grants are included"; however, OTG funding only does not count towards the count. Clarification request. **MCU.**

- **Display weeks counted on the academic summary page (Systems)**

- Can the number of weeks for a study period be added to the confirmed files in the account summary and a total count at the bottom? **MCU.** Make distinction that we're only asking for Ontario.



- **Add a queue for PCR's**
 - Will MCU consider a separate queue for PCR's?
 - Discussion on PCR process: Consensus to keep it back-end only (not student-facing) to avoid high volume of review requests; documents to be uploaded via FA upload and moved to PCR by FAO.
 - **Action:** Lana to add this item to the next Policy meeting agenda for group input.
- **Income Verification Timelines**
 - Can there be any improvement to communication to students regarding status/timelines, as students are reaching out concerned. Sometimes, current assessments are impacted.
 - What is our suggested improvement?
 - Western region raised concerns about long timelines (2-year wait) for confirmation; students receive "pending" notices but lack clear communication. Suggestion to improve messaging on review timelines and portal updates before bringing to MCU.
 - Suggested actions: Keep portal email addresses updated; add messaging about document upload, review timelines, and monitoring OSAP center - bring recommendations to **MCU**.
- **Tracking for repeated courses**
 - Difficult to develop reports and consistently track this, especially for high volume schools. Can this be removed?
 - Falls within the larger ask re: overhaul academic progress policy
 - Discussion on academic progress policy: Consider forming a working group to review the broader policy rather than focusing solely on repeated courses. Current manual states FAOs act "when aware," not required to monitor all students. Consensus to bring the full academic progress policy to **MCU** for review, rather than repeat courses.
- **Proof of SIN**
 - Proof of SIN available through MSCA account. Will there be updates about accepting digital documents or guidance to determine authenticity? Concern raised that this document in particular can be easily altered.
 - Issue raised: Some Service Canada locations are directing students to obtain SIN confirmation via MSCA, which provides identical information to in-person service. Service Canada encourages online access due to high demand.
 - Discussion: Questioned what qualifies as proof of SIN and whether electronic verification is acceptable. Concerns about overcomplicating authentication requirements.
 - **Consensus:** For in-person interactions, verifying government-issued ID alongside SIN is sufficient; no need to escalate to MCU.
- **Fixed Contribution for students with PD or PPD on provincial assessment**
 - Request to provincial fixed contribution to align with federal assessment.
 - Discussion on reviews for students unable to work: concern raised about unnecessary hurdles. **MCU**



- **PCR – FAO Authority**
 - Can FAO's still send these to MCU if they are unsure?
 - If PCR decision is unsure, deny and advise the student to appeal, which will be reviewed by MCU. Note: Institution must then be prepared to defend their decision to the Ministry.
- **OLSG Service Commitments**
 - There have been issues with rezoning, and postal codes not being recognized in the correct zone. Paperwork completed by the employer is being rejected. *What is the ask? Clarification?*
 - Issue: Students being denied despite having postal codes within eligible regions due to incorrect NSLSC data; they are being redirected to FAOs, which do not handle verification. **Courtesy FYI to MCU**; students should be advised to call the OSAP contact number.
- **Part Time OSAP Enhancements**
 - **Part-Time Program Prioritization:** Emphasis placed on prioritizing part-time programming due to a number of unresolved issues and the significant workload associated with managing part-time students.
 - **Can we ask MCURES what this looks like? Timelines? How can we assist/support? Will they only be looking at system related enhancements? Will they be engaging with the feds for policy changes?**
 - Discussion on PT-related issues: Both policy and system changes involved; current focus is on system improvements to reduce manual workload. Some policy items fall under federal jurisdiction and require interprovincial agreement, making changes more complex. System adjustments are seen as more achievable; priority requests being pushed forward.
- **Eastern Region (Jessica):**
 - Plan for 4 meetings this year; members are encouraged to register for the conference and remind colleagues to do the same.
- **Central Region (Mary):**
 - N/A
- **Western Region (Marissa):**
 - Plan to schedule six meetings for the remainder of the year; review participant list to ensure all members are included. Group engagement noted as positive and contributing effectively.
- **Northern Region (Melanie):**
 - Monthly meetings ongoing.