

OSAP Frequently Asked Questions

Contents

How do I contact the Financial Aid & Awards Office?	3
I forgot my OAN (OSAP Access Number) and/or password. What do I do?	3
How do I apply for OSAP?	4
What is a Master Student Financial Assistance Agreement (MSFAA)?	4
I can't find my program of study within the OSAP application. What should I do?	4
How do I submit my OSAP documentation?.....	5
I've submitted my OSAP application. What happens next?	6
I have changed programs since applying to OSAP. What steps do I need to take to update my application?.....	6
How do I register or pay fees if I won't receive my OSAP funds until my classes begin?.....	6
What if I cannot pay the non-refundable tuition deposit by the deadline noted on my fee invoice?	6
I have enough savings to last until the end of first term. When should I apply for OSAP?	7
I made a mistake on my OSAP application, but I can't change it now that I have submitted the application. How can I let OSAP know about changes to my application?.....	7
How do I pay my school fees with OSAP?.....	7
How is my OSAP released to me?	8
How do I calculate my course load percentage?	8
How do I know if my OSAP loans/grants have been processed?	8
Why does the estimated release date for my funding keep getting pushed back?	9
I received a notification from OSAP that my grants will be converted to loan if I do not verify my income. What income needs to be verified on my application?.....	9
Do I have to notify the Financial Aid Office of any changes to my status?.....	9
How do I change my address so that OSAP knows?	9
What if I have OSAP funding from previous years?	10
I didn't get enough OSAP. Can I get any more?	10
What does it mean if I am on Academic Probation with OSAP?	10
Can I get OSAP to re-take a course I have failed?.....	11
Can I get OSAP funding if I have defaulted on my OSAP loan?.....	11
When do I start repaying my OSAP loans?	12
What can I do if I experience financial difficulties when repaying my student loans?	12

Where can I find more information about repayment?	12
What financial aid programs are available for part-time students?.....	12
If I withdraw from studies, how will it affect my OSAP funding?	12
Is there additional Financial Aid for Students with Disabilities?	13
Do I need to do anything with OSAP during my co-op work term?.....	13
Do students have to report the Canada Emergency Response Benefit (CERB) and the Canada Emergency Student Benefit (CESB) as income in the OSAP application?.....	14
Are electronic signatures on OSAP documents acceptable for 2021-22?	14
I am required to provide an affidavit, but I can't get one. What should I do?	14

How do I contact the Financial Aid & Awards Office?

The Financial Aid and Awards office is available to support you remotely. We offer remote support on:

- OSAP and out-of-province funding applications
- Budget counselling
- Bursary and scholarship applications
- Student work-study funding opportunities

QLess app

With this easy-to-use app, you'll be able to speak directly with a specialist. Visit [the QLess page](#) to learn more.

Email

Fin.aid@sheridancollege.ca for OSAP, out-of-province funding, budget counselling

Student.awards@sheridancollege.ca for bursaries, awards and scholarships

Work.study@sheridancollege.ca for student work study applications

capsawards@sheridancollege.ca for all Continuing and Professional study (CAPS) award opportunities

I forgot my OAN (OSAP Access Number) and/or password. What do I do?

Students who forget their OSAP Access Number (OAN) and/or password have two self-service options to quickly retrieve the information needed:

1. Online using their challenge questions.
2. By email (providing the student completed the email validation process)

If this is not possible (e.g., can't remember the answers to your questions; did not provide or validate your email address online), students can request a temporary password or retrieve their OAN from Financial Aid Office over the phone.

Please join the online QLess kiosk and have the following information available for when we call you. You will be contacted directly at the phone number you provide.

You must provide all of the following information to verify your identity:

- Your first and last name.
- Your Social Insurance Number (SIN).
- Your date of birth.

In addition to each of the items listed above, you must also provide four of the following seven additional pieces of information to verify your identity:

- Your OAN (in cases where you are requesting a password reset only).
- The permanent address listed on your OSAP profile.
- The telephone number listed on your OSAP profile.
- The email address listed on your OSAP profile.

- The Ontario Education Number (OEN) on your OSAP profile.
- The last calendar year you applied for any type of OSAP funding.
- The postsecondary school you submitted an OSAP application for corresponding to the calendar year indicated above.

How do I apply for OSAP?

Complete your online application for OSAP funding at <http://www.ontario.ca/osap>.

Submit your OSAP application online, then print and sign the consents and declaration pages and upload them in the supporting documents section of the OSAP website.

If you did not receive OSAP in the last two years, you will need to complete the electronic MSFAA. There are 2 steps to process and complete your MSFAA:

1. Register online with the National Student Loans Service Centre (NSLSC) using your 10-digit MSFAA number – you can locate your MSFAA number under the Required Documents section of your OSAP application
2. Complete the online MSFAA and accept the terms and conditions

If you are a returning applicant, you may not need to submit any documentation.

[Here](#) is a helpful resource with more information to guide you through the online application process.

The deadline to submit an OSAP application is 60 days prior to your end of study date. The deadline to submit any supporting documentation and/or appeal requests is 40 days prior to your end of study date.

What is a Master Student Financial Assistance Agreement (MSFAA)?

The MSFAA is the student loan agreement that has replaced the paper loan certificate. The agreement contains the terms and conditions you need to agree to in order to receive and repay your OSAP loan. You are only required to sign the MSFAA once in your lifetime. By approving the MSFAA online, you agree to the terms and conditions for holding federal and provincial funding. In addition, it allows for the electronic release of OSAP funding directly into your bank account. The MSFAA process is in place for all OSAP recipients.

There are separate MSFAAs for full-time and part-time students.

[Read the terms and conditions of the Full-Time MSFAA](#)

[Read the terms and conditions of the Part-Time MSFAA](#)

I can't find my program of study within the OSAP application. What should I do?

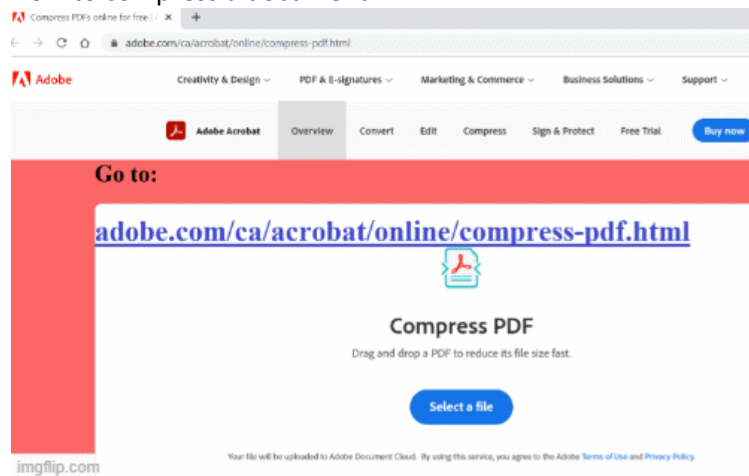
Make sure that you're searching for your program name (you may get better search results if you type a portion of your program name or just one word from the name). Your application will be processed more quickly if you choose the correct program from the list.

If you cannot find your program when you get to the bottom of the list, type in the name of your program in the box under “Can’t find your program?” The next screen will allow you to manually enter your start and end dates. The Financial Aid Office will update OSAP with verified program information after you submit your application and required supporting documentation.

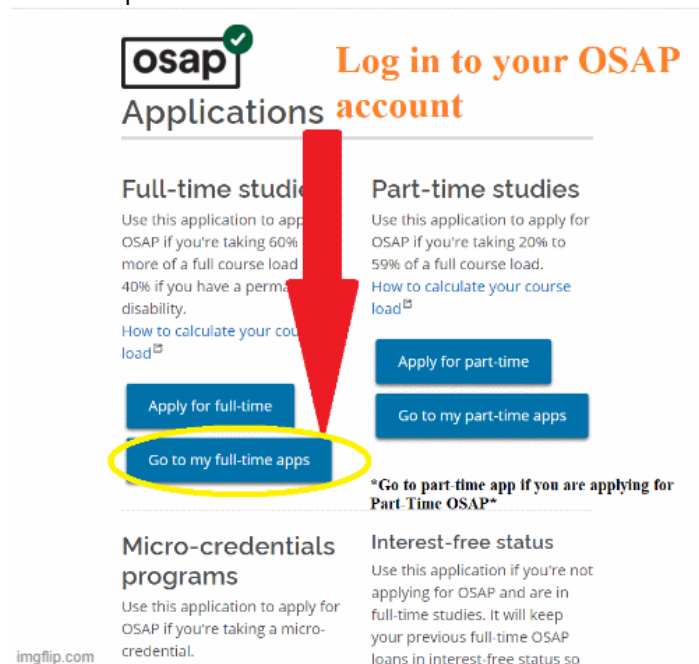
How do I submit my OSAP documentation?

You are strongly advised to use the upload function to submit documents directly to your online OSAP account. This is the quickest way to get your application processed and the most secure way of sending in your documents. Please note the OSAP upload function will only work with PDF file format and the file can’t be more than 2MB in size – See *instructions on how to compress a PDF* [here](#). Documents that have been emailed will be received and put in the queue for processing based on the date of review.

How to compress a document:



How to upload a document:



Documents will be processed by our office in 4-6 weeks. Documents you have uploaded to your OSAP account will show as required until they have been processed by our office; please continue to monitor your OSAP account online for updates.

I've submitted my OSAP application. What happens next?

Once your OSAP application has been accepted as complete, your MSFAA has been processed by the National Student Loans Service Centre (new OSAP applicants only), and your full-time enrolment has been confirmed by the Financial Aid Office, your funds are ready for disbursement.

I have changed programs since applying to OSAP. What steps do I need to take to update my application?

If your enrolment has not yet been confirmed, the Financial Aid Office will update your program of study when they review your OSAP application.

If your enrolment has already been confirmed, you must submit a signed letter indicating the program change to your application. The letter should also include your name and student number. Print and sign the letter, then scan it and upload in the "Changes to Application" section in your list of required documents in the OSAP application.

If you cannot upload your letter with the changes, you can also submit your letter with changes to the Financial Aid Office or e-mail from your Sheridan email account to fin.aid@sheridancollege.ca.

How do I register or pay fees if I won't receive my OSAP funds until my classes begin?

OSAP recipients may register at Sheridan College before receiving their OSAP funding – a non-refundable deposit is required by the deadline noted on your fee invoice. This non-refundable deposit guarantees your seat in the program if paid by the specified date.

If you have applied for OSAP assistance by the date specified on your invoice and it is determined that you have at least \$1 in OSAP funding, you will be given an extended fee deadline. Otherwise, you are responsible for paying your outstanding fees by the deadlines noted on your fee invoice.

Instructions on how to view your fee invoice can be found here:

<http://myotr.sheridancollege.ca/myfinances.html>

What if I cannot pay the non-refundable tuition deposit by the deadline noted on my fee invoice?

If you are unable to pay the non-refundable tuition deposit, contact the Financial Aid & Awards Office to see if you qualify for the Tuition Deposit Deferral. An application is required and can be obtained from the Financial Aid Office. Only OSAP approved students can apply for the tuition deposit deferral.

I have enough savings to last until the end of first term. When should I apply for OSAP?

You should apply for OSAP as soon as possible - do not wait until you have run out of money! Apply early: 6-8 weeks prior to the start of classes provides ample time to process your application, and if there are any errors, time to make corrections. OSAP applications may be submitted up to 60 days before the end of your study period, but if you apply and receive your assessment early, you will be able to manage your budget better during the school year.

Did you know that you may be able to receive grant funding only? Shortly after you have submitted your OSAP application you will be able to view your funding. When you apply for OSAP you will be assessed for grant and loan funding. However, when viewing your funding online you have the option to request to receive the grant portion only. This would allow you to receive the grants you are eligible for without taking on new debt.

I made a mistake on my OSAP application, but I can't change it now that I have submitted the application. How can I let OSAP know about changes to my application?

Once you submit your OSAP application, you must submit a signed letter to make changes to your application. Log in to your OSAP application at www.ontario.ca/osap to see the data OSAP currently has on file. Write a letter indicating what changes or corrections you need to make including your name and student number. Print and sign the letter, then scan it and upload in the "Changes to Application" section in your list of required documents in the OSAP application.

If you cannot upload your letter with the changes, you can also submit your letter with changes to the Financial Aid Office or e-mail from your Sheridan email account to fin.aid@sheridancollege.ca.

How do I pay my school fees with OSAP?

Your OSAP funds are automatically sent to Sheridan to pay your tuition fees once confirmation of enrolment has taken place. The amount is tied to the outstanding balance as of the day the confirmation of enrolment is completed. It can take up to 5 business days to see the OSAP payment on your account summary. If you paid your fees in full before OSAP is released, and the funds have been applied to your Account Summary then nothing will be redirected from OSAP.

Students should continue to check their Account Summary once their OSAP funding has been released to ensure that their full fees have been paid.

If your fees are adjusted after the date OSAP has been released, you are responsible to pay any difference.

You can access your personalized fee invoice from Access Sheridan → My Student Centre, to determine the amounts and due dates for your fees. Instruction on how to view your account summary can be found here <http://myotr.sheridancollege.ca/myfinances.html>

How is my OSAP released to me?

You must be registered in a full-time course load in each term of study in order to receive your OSAP funds. The OSAP minimum course load is a 60% (or 40% if you have a documented permanent disability).

OSAP funds are disbursed in two installments. For a two-term study period, approximately 60% of the funding will be disbursed in the first term, and the remainder in the second term.

Your funding will only be released once your confirmation of enrolment has been completed by your Financial Aid Office (Usually done within the first 2-3 weeks of classes). Once your enrolment is confirmed, you can expect to receive your OSAP funding within 5-10 business days.

If you are studying part-time (between 20% and 59% course load), you will be required to apply for Part-Time OSAP each semester individually. The Financial Aid Office begins updating program details for part-time applications in date received order starting closer to the start of the semester. Part-Time funding will be released after enrolment is confirmed (which is usually completed 1-2 weeks after program details are provided).

How do I calculate my course load percentage?

Course load for OSAP purposes is calculated based on the number of *credits* that you are registered in for a given term. For example, if a full course load for semester 2 is 6 courses (total 18 credits), and you are registered in 4 courses (12 credits), you would be studying at a 67% course load (12/18) and would be eligible for full time OSAP. Using this example, a student studying in 3 courses (9 credits) would be studying at a 50% course load (9/18), and would have to apply for part-time OSAP, unless they are a student registered with a permanent disability.

Please note only courses that are required for your program's completion are considered for OSAP funding. You may not receive additional funding for courses you have received a passing grade for.

A full course load for OSAP is not to be confused with the course load requirements to pay 100% fees or to be considered a full-time student at the institution for other purposes

You may refer to your program map to calculate your course load. Please contact the Financial Aid Office for assistance.

How do I know if my OSAP loans/grants have been processed?

You can check the status summary of your OSAP application on the OSAP website. You will need to know your OSAP Access Number (OAN) as well as your password to access this information.

It is recommended to begin checking your OSAP status starting about 4 – 6 weeks after you have uploaded your signed consents and declaration pages.

If your OSAP application has been processed, you can also check the amount you are eligible to receive for your current study period.

Why does the estimated release date for my funding keep getting pushed back?

The “Estimated date” is the date that your funds are ready to be released however your enrolment must first be confirmed. Typically, confirmation of enrolment begins 2 weeks prior to the start of classes. The “Estimated date” will continue to change until your enrolment is confirmed. Once that is done, your funding will be released.

I received a notification from OSAP that my grants will be converted to loan if I do not verify my income. What income needs to be verified on my application?

If you received a grant to loan message, it is because OSAP was unable to verify the income information you provided. OSAP has not actually converted your grants to loans at this point, you have one year from your study period start date to verify your income before any grants are converted.

To find out what income needs to be verified, log into the OSAP application portal and check the status of your OSAP application. On the Check Status page, there is an option to check your income verification status, identifying what needs to be verified and what you need to do. In many cases, the issue is that you (or your parents, or your spouse) have not properly filed your prior year Canadian tax return. If that is the case, complete them as soon as possible. OSAP will continue to attempt to verify this information automatically.

Another common issue is that you reported income on your OSAP application that was earned outside of Canada but have not provided the requested supporting documents. If this is the case, revisit your online OSAP application to find out what you must submit to satisfy the documentation requirements. OSAP cannot verify this information automatically; you must provide suitable proof of income.

Do I have to notify the Financial Aid Office of any changes to my status?

Yes. You are encouraged to update the Financial Aid Office of any changes to your status as it may impact your OSAP eligibility. If you are ever unsure – you can contact the Financial Aid Office for guidance.

How do I change my address so that OSAP knows?

OSAP recipients must keep their address and contact information up to date with the Ministry, National Student Loans Service Centre (NSLSC) and Sheridan College.

OSAP: Students log in to their OSAP accounts to change their addresses at the OSAP website.

National Student Loans Service Centre: via your [online NSLSC account](#).

Sheridan: log in to the Access Sheridan → My Student Centre – make sure that both your permanent address and mailing address are up to date.

What if I have OSAP funding from previous years?

If you have a previous Canada Student Loan, Ontario Student Loan, and/or Canada-Ontario Integrated Student Loan and plan to continue your studies, you must ensure that your previous loans are placed in interest-free status so that you do not have to repay the loans and interest while you are in school.

You must ensure that your previous lender(s) and/or the NSLSC know that you are studying full time. There are two ways to do so:

1. If you are receiving Full-Time OSAP in the current academic year:

Once your confirmation of enrolment has been completed, your previous lender(s) and/or the NSLSC will be electronically informed that you are still enrolled full-time.

2. If you are NOT receiving Full-Time OSAP in the current academic year or you applied late:

Submit a Continuation of Interest-Free Status (CIFS) request to the Financial Aid Office as soon as your semester begins. Apply for CIFS online via the OSAP website starting 15 days before the start of your classes for the term; the Financial Aid Office will confirm your full-time status with OSAP once you are registered in a full-time course load.

I didn't get enough OSAP. Can I get any more?

Students are first encouraged to review their OSAP application for accuracy. Depending on your individual circumstance, you may be eligible to appeal your OSAP funding. If you meet the criteria for an OSAP appeal, your funding may be reassessed for additional funding.

Please keep in mind that there are maximum allowances provided to students through OSAP. If you have received the maximum OSAP allowance, you would not be eligible for any additional funding.

The maximum full-time loan funding available for 2021-22 academic year is:

- \$405/week of study for single students;
- \$695/week of study for married students, students in common-law relationships, and single parents.

If you are already receiving the maximum allowance and are still experiencing financial difficulty, please contact the Financial Aid & Awards Office.

What does it mean if I am on Academic Probation with OSAP?

Full-Time OSAP

- Students must successfully complete at least 60% of a full course load to maintain OSAP eligibility
- Students with a permanent disability must successfully complete 40% of a full course load to maintain OSAP eligibility
- Failure to complete the required course load will result in OSAP academic probation or restriction

Part-Time OSAP

- Students who receive part-time OSAP funding must successfully complete all funded courses

Please note: courses that are dropped without academic penalty are not considered to be successfully completed. Students must complete, and pass, the required course load to avoid OSAP academic penalties. Frequent program switches, and course drops or withdrawals may be considered lack of academic progress, and are subject to OSAP academic penalties.

Students who have been placed on Academic Probation are still eligible to receive funding, but they are required to provide an [Acknowledgement of Academic Probation form](#) before their OSAP is processed. Students placed on academic probation will remain on probation for the remainder of the current academic year and the next full academic year.

Should a student on academic probation continue to be unsuccessful in completing the required course load, they may be put on restriction and would be ineligible to receive further OSAP funding until the restriction period has passed.

Can I get OSAP to re-take a course I have failed?

Generally, a student who is progressing through their program would receive OSAP funding only once for each course in their program. However, in some circumstances, students may be considered for OSAP funding to repeat one or more courses once, provided that overall, the student is making academic progress. For example:

- A student who has failed a course may receive OSAP funding to repeat the course and try for a better mark;
- A student has not achieved the minimum average/grade required for advancing into the next year or level of their *current* program may repeat one or more courses to bring up their average;
- A student has taken an extended break in their studies and due to significant changes in the program content, may be required to repeat one or more course(s) that they completed prior to the break.

Note: You may be required to provide a letter from your program co-ordinator to the Financial Aid Office.

Can I get OSAP funding if I have defaulted on my OSAP loan?

If you have defaulted on the Canada portion of your OSAP loan, you may be eligible to bring your loan back into good standing and get further funding. For more information about Canada Student Loan rehabilitation, contact the National Student Loans Service Centre at 1-888-815-4514.

If you defaulted on the Ontario portion of your OSAP loan, you must either repay your Ontario loan in full or rehabilitate your loan in order to receive future funding. Contact the following agency to determine the current status of their provincial debt and which private collection agency has the debt.

Account Management and Collections Branch
Ministry of Finance
Telephone: 416-326-0500 (within GTA)
Or toll free: 1-800-387-5604

When do I start repaying my OSAP loans?

It is your responsibility as a borrower to make your student loan payments on time to keep your loans (and your credit) in good standing. You are expected to begin repayment of your student loans 6 months after you stop being a full-time postsecondary student.

What can I do if I experience financial difficulties when repaying my student loans?

If you ever think you may not be able to afford your payments, contact the National Student Loans Service Centre (NSLSC) at 1-888-815-4514 for information on their repayment assistance programs. Remember that missing payments on your student loans has consequences that can impact your credit rating and your eligibility for future OSAP assistance.

Where can I find more information about repayment?

The NSLSC has put together a webinar on everything you need to know about loan repayment. You can watch the recorded session [here](#). You can also find information posted on the OSAP website [here](#).

What financial aid programs are available for part-time students?

OSAP offers Financial Assistance for Part-Time Students

Part Time OSAP – available to students registered in certificate, degree or diploma programs, apply online via the OSAP website.

For OSAP purposes, a student is considered part-time if they are enrolled in 20-59% course load in a particular term of study.

Students with a registered permanent disability who are enrolled in 40% to 59% of a full course load have the option of applying for either Full-Time OSAP or Part-Time OSAP.

Part-Time OSAP applications should be completed each semester individually. The Financial Aid Office begins processing program details for part-time applications in date-received order starting closer to the beginning of each semester. Part-Time students can expect their funding to be released after enrolment is confirmed, which is usually completed 1-2 weeks after program details are provided. Since part-time applications may process later in the term, students are encouraged to be mindful of any fee deadlines. When students choose to pay their fees prior to the release of OSAP funds, any OSAP funding they are eligible for should be sent directly to the student's personal account.

The deadline to submit a Part-Time OSAP application and any supporting documentation is 40 days prior to the end of the semester you are applying for. Students who are studying in a compressed spring/summer session will be required to apply and submit documents for Part-Time OSAP 40 days before the end of their compressed study period.

If I withdraw from studies, how will it affect my OSAP funding?

Students must maintain satisfactory academic progress. That means students are required to successfully complete the academic requirements of their program to continue to be eligible for OSAP.

Frequent or multiple program switches, drops, withdrawals and/or repeats of programs that are funded by OSAP may be considered lack of academic progress and direction.

These are some of the consequences to withdrawing from full-time studies while on OSAP:

- Your loans will become repayable 6 months after you withdraw from full-time studies.
- Some of your OSAP grants may be converted to repayable loans.
- An overpayment will be created due to a reassessment of your OSAP entitlement as a result of your withdrawal.
- There will be an OSAP academic probation or restriction placed on your file because you did not maintain full-time standing during your OSAP funded study period.

Is there additional Financial Aid for Students with Disabilities?

Students with permanent disabilities may receive funds through the Canada Student Grant for Persons with Permanent Disabilities as part of their OSAP funding. In addition, grants are available through the Ontario Bursary for Students with Disabilities (BSWD) and the Canada Student Grant for Services and Equipment for Persons with Permanent Disabilities to help with disability-related supports and services for students with permanent or temporary disabilities.

How do I Access Financial Aid for Student with Disabilities?

1. Apply to OSAP
2. Contact the Accessibility Learning Services (ALS) at your campus. You must provide documentation to your ALS advisor that verifies your disability.
3. Once you have your OSAP results, apply for the Bursary for Students with Disabilities (BSWD)/Canada Student Grant for Services and Equipment for Persons with Permanent Disabilities (CSG-PDSE), with the assistance of your ALS advisor.
4. Your application will be forwarded to the Financial Aid Office for funding consideration.
5. An email will be sent to your Sheridan email account with a decision and further instruction.
6. The deadline to submit a BSWD/CSG-PDSE Application is 60 days before the end of your study period. You can determine the dates of your study period by checking your OSAP account on the OSAP website.

Do I need to do anything with OSAP during my co-op work term?

Yes, if you are not applying for Full-Time OSAP, but wish to have your previous loans remain interest free, you must complete a Continuation of Interest-Free Status application and submit your Co-Op Confirmation of Employment form to the Financial Aid Office (you can email your Co-Op Advisor to request this document). To apply for interest-free status go to the OSAP website and apply through your account online.

If you are applying for Full-Time OSAP funding during your co-op work term, you must submit your Co-Op Confirmation of Employment form to the Financial Aid Office.

Do students have to report the Canada Emergency Response Benefit (CERB) and the Canada Emergency Student Benefit (CESB) as income in the OSAP application?

Yes, if a student is receiving the CERB or the CESB during the study period, that income must be reported as employment/other income in the OSAP application since these sources are considered income replacement programs. The employment/other income section of the OSAP application is eligible for an exemption of \$5600 per term so only the total income, including the CERB/CESB, above that threshold must be declared.

Are electronic signatures on OSAP documents acceptable for 2021-22?

Student:

The ministry will accept electronic/digital signatures from students on any required documentation related to the 2021-22 OSAP Application, including the official OSAP consents and declarations forms.

Typed or keyed in signatures are only acceptable if the student spells their name in full.

Parent(s) and Spouse:

The ministry will **not accept** electronic signatures from parents and spouses on any required documentation related to the 2021-22 OSAP Application, including the official OSAP consents and declarations forms.

Parents and Spouses must sign in ink, scan the document, then upload to the OSAP website.

I am required to provide an affidavit, but I can't get one. What should I do?

A legal affidavit is a sworn statement made in front of a lawyer, commissioner of oaths or notary of the public. Affidavits are required in the following circumstances when official documentation is unavailable:

- Evidence of Indigenous identity
- Proof of marital status
- Proof of non-taxable/foreign income
- Various reviews

As a temporary exception for 2021-22, affidavits that are not sworn in front of a professional third party (lawyer, commissioner of oaths, notary) can be accepted. The attestation must be signed by the student and any other relevant parties (e.g., spouse) as required. If a legal affidavit is required beyond 2021-22, the student would have to provide that document.