

COVID-19

TOWN HALL

**Student Financial Assistance
During COVID-19**

May 13, 2020 | 3:30 to 4:30 p.m. | Via Zoom

Hosted by the Office of Social Innovation
and Student Financial Assistance at
Ryerson University.

Town Hall

Student Financial Assistance During COVID-19

Carly Basian, Manager, Student Financial Assistance &
Bianca Marryshow, Coordinator, Student Financial Assistance

Wednesday, May 13, 2020

**Ryerson
University**

**Office of
Social Innovation**

Town Hall Partners

- **Office of Social Innovation:** Melanie Panitch, Jessica Machado, Jocelyn Courneya, Olivia Gemma, and Afrah Idrees
- **Student Financial Assistance:** Carly Basian, Bianca Marryshow, Kathryn Macmillan, and Brett Taylor
- **Ted Rogers School of Management:** Jessica Griffiths
- **Student Affairs Storytelling:** Tesni Ellis
- **Office of the Registrar:** Charmaine Hack

Office of Social Innovation

The Office of Social Innovation (OSI) at Ryerson strives to create transformative solutions to complex social issues through teaching, learning, and research. OSI offers unique services and opportunities in social innovation for all members of the Ryerson community.

Visit www.ryerson.ca/social-innovation/

Student Financial Assistance

Ryerson's Student Financial Assistance (SFA) team strives to help Ryerson students navigate government financial assistance programs (e.g. OSAP, out-of-province loans) to increase the ease of financial access to higher education.

- 13 staff supporting 35,000+ funding applications per year
- Releases ~\$200,000,000+ in government funding annually
- Administers \$100,000+ in bursary assistance annually

Visit www.ryerson.ca/sfa/

Town Hall Overview

The purpose of this Town Hall is to respond to pressing student inquiries and needs about financial aid during the COVID-19 pandemic.

By the end of this Town Hall, you will have answers to the following:

1. What is SFA doing to help Ryerson students during this time?
2. What funding has been made available for students (at the university, provincially, federally)?
3. How will COVID-19 affect my OSAP funding?
4. What happens if I can't return to my studies because I can't afford tuition/living expenses?
5. Can I speak with someone in SFA about my current situation?

Town Hall Guidelines

- Please post any questions in the chat and direct them to "Everyone". There are SFA staff present who will answer directly or flag to Carly to answer.
- We will do our best to answer your questions. If we run out of time, there will be opportunities to connect at a later date.
- We ask that attendees treat each other and the presenters with dignity and respect when posting comments/questions.
- Please refrain from vulgar language and/or name calling.
- Staff are present throughout this Town Hall to keep this virtual space safe for attendees and presenters.

Disclaimer

Providing high-level overview of different government financial aid programs; will not be able to address granular details of each program/non-exhaustive

- Government programs (e.g. CERB, CESB, CSSB) are administered through the government, not Ryerson University
- Information still to be released, so always check the direct source

Please review the direct sources of the information we share

- Hyperlinks included in the presentation
- You will receive a copy of the slide deck after the Town Hall
- Information is changing rapidly; crucial to review direct sources before applying for any benefit
- [SFA website for updates](#)

Poll 1: Application(s) for Funding

Please complete the poll that will appear on your screen:

**“Have you applied for any of the following funding?
Please select all that apply.”**



Poll 2: Planning for Application(s)

Please complete the poll that will appear on your screen:

“Are you planning on applying for any of the following funding? Please select all that apply.”

Poll 3: Employment Status as a Result of COVID-19

Please complete the poll that will appear on your screen:

“The following situation best applies to me since the COVID-19 outbreak”

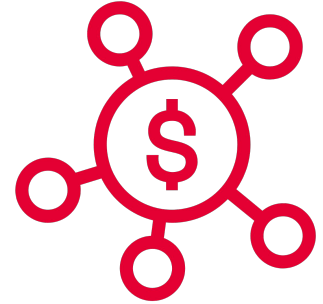
Question 1

What is SFA doing to help Ryerson students during this time?

Answer

Moved to online service delivery model (overnight!)

- Available to advise students over [email and/or phone](#).



Assisted with the creation of the Ryerson Relief Fund.

- Released \$3,000,000 in funding to 4,000 students.

Supported the launch of an expanded (Graduate) Career Boost Program.

Advocacy with Ministry of Colleges and Universities & Council of Ontario Universities.

- Bringing forward policy change suggestions to increase student funding and flexibility based on student feedback; all currently in the discussion phase.

Continually working on compiling, organizing, and sharing government updates on financial assistance and COVID-19 supports in a way that is digestible and accessible.

Ryerson University my.ryerson.ca Directory

Search Ryerson.ca

Student Financial Assistance

OSAP Other Government Student Aid Scholarships & Bursaries Student Employment Forms Contact

Welcome to Student Financial Assistance

COVID-19 Supports
Out-of-Province
U.S. Student Loans

If you're looking for information on government financial assistance, scholarships, bursaries, and awards - you also find content on ask.ryerson.ca - a great tool for instant answers, 24 hours a day.

Ask Ryerson...

e.g. "Do I need to report scholarships on my OSAP?"

https://www.ryerson.ca/sfa/govt_aid/covid-19-supports/

OSAP Other Government Student Aid Scholarships & Bursaries Student Employment Forms Contact

COVID-19 Supports

The Student Financial Assistance office has created a high-level summary of the recently-announced student financial aid supports being offered through the provincial and federal governments in response to the COVID-19 pandemic.

Disclaimer: The information on this page is unofficial and subject to change. Please review the original source of the information, hyperlinked in each section of the summaries listed below.

Federal Government Support

Open All Close All

- › Employment Insurance (EI)
- › Employment Insurance (EI) Sickness Benefit
- › Canada Emergency Response Benefit (CERB)
- › Canada Emergency Student Benefit (CESB)
- › Canada Student Service Grant (CSSG)

Provincial Government Support

Open All Close All

- › Ontario Emergency Assistance
- › Top up to Ontario Works (OW) and Ontario Disability Support Program (ODSP)

Student Loans

Open All Close All

- › Canada Student Loans Program (CSLP)
- › Canada Student Grants (CSG)

Additional Supports

Open All Close All

- › Moratorium on Student Loans
- › International Students
- › Expanded Student and Youth Programming

(All of this information is available on the SFA website)

Question 2

What funding has been made available for students (at the university, provincial, and federal level)?



Answer

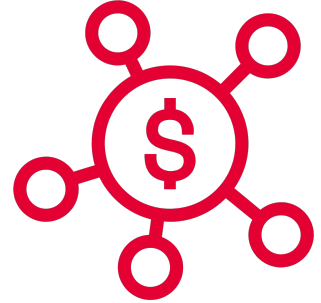
University support:

Ryerson Relief Fund/Faculty Specific Relief funds*

- FCS COVID-19 Emergency Relief Fund
- Faculty of Arts Student Emergency Fund
- COVID-19 - Ted Rogers School of Management student emergency fund
- FOS COVID-19 Emergency Fund
- And more!

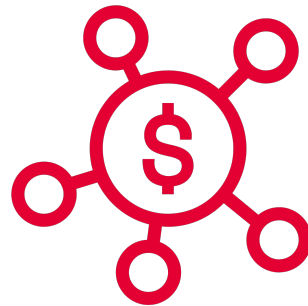
Other University Supports:

- Graduate Career Boost program
- [COVID-19 food support for Ryerson students](#)
- If you are currently in a situation where your safety is compromised, we encourage you to connect with campus supports such as the [Centre for Student Development and Counselling](#) or the [Office of Sexual Violence](#) for advice and support.



*Many of the Ryerson COVID-19 relief funds are currently closed, but you are encouraged to monitor [AwardSpring](#) for new opportunities and [apply for OSAP](#) if you are taking courses

Answer



Provincial support:

Ontario Emergency Assistance

- Approximately \$733/month if you are a single person and need help paying for food and shelter
- More emergency assistance available if you have children
- Up to 48 days of support depending on your specific situation

Top up to Ontario Works (OW) and Ontario Disability Support Program (ODSP)

- Additional \$100 for single individuals; \$200 for families

Visit the [COVID-19: Support for People Website](#) for a detailed overview of financial (and non-financial, e.g. mental health) supports available for Ontario residents

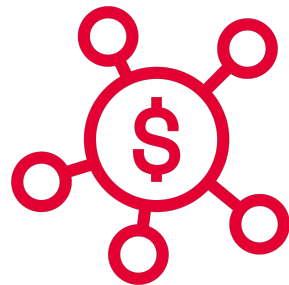
- Financial support
- Supports for children and youth
- Emergency shelters and other support services
- Mental health, wellness and addictions support

Answer

Federal support:

Canada Emergency Response Benefit	Canada Emergency Student Benefit	Canada Student Service Grant
Temporary income support for those who have stopped working due to COVID-19	Temporary income support for post-secondary students who are not eligible for CERB or EI <ul style="list-style-type: none">• Full-Time & Part-Time students• Recent grads from Dec 2019 onward• Not open to international students	Helps students gain valuable work experience and skills while helping their communities during the COVID-19 pandemic <ul style="list-style-type: none">• Not open to international students
\$500/week (up to 16 weeks)	\$1,250 per month; or \$2,000 per month for students with dependents or those with a disability	Up to \$5,000 will be contributed towards student's education costs in the fall
See CERB website for eligibility criteria	Friday May 15, 2020	Launch date (TBD)

Answer



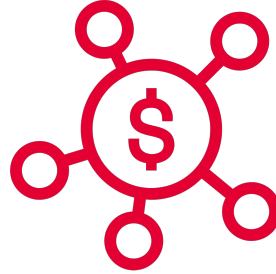
Federal support (continued):

Enhancing student financial assistance programs (OSAP and out-of-province) in 2020/21 academic year:

- Doubling federal grants
- Doubling the Canadian Student Grant for Students with Disabilities (CSG-PD) to \$4,000 from \$2,000
- Increasing weekly CSL (loan) amount to \$350 from \$210
- Waiving student and spousal contribution (federal only, *not* provincial)
- Interest-free moratorium on student loans (until September 2020)

Answer

International Students



- The Government of Canada will remove the restriction that allows international students to work only a maximum of 20 hours per week while classes are in session, provided they are working in an essential service or function, such as health care, critical infrastructure, or the supply of food or other critical goods.
- International students and their employers should consult Public Safety and Emergency Preparedness Canada's Guidance on Essential Services and Functions in Canada.
- This temporary rule change will be in place until August 31, 2020.
- We encourage international students to get in touch with [Ryerson International Student Support](#) for advising support on employment opportunities, financial assistance, or study permit inquiries.

Poll

Have you applied for / are you interested in applying for any of the following funding programs?

Question 3

How will COVID-19 affect my OSAP funding (e.g., if I lost my job; our household income drops)?



Answer

Detailed information is available on the [Ryerson COVID-19 Information and Updates page](#).

This page is great to stay informed on university updates amidst COVID-19!

Ryerson COVID-19 Information and Updates

Updates Campus Status **Students** Faculty & Staff Resources

Academic Resources

Classes, Exams and Research

International Students, Exchanges and Internships

Financial Assistance and Awards

Graduation and Convocation

New Grade Options: CRD, CRV and NCR

Records and Curriculum Management

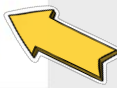
University Operations

Wellbeing


Financial Assistance and Awards

Open All Close All

What financial assistance opportunities exist for students affected by the COVID-19 pandemic? +

What happens to a student's OSAP if their academic situation has changed as a direct result of COVID-19* (e.g. course load has changed; cancelled or shortened international exchange, co-op, or internship, etc.)? 


Can students continue to request refunds? +

Will selecting NCR grades for my course impact my OSAP? + 

What has the Ministry of Colleges and Universities confirmed regarding changes to OSAP as a result of COVID-19?

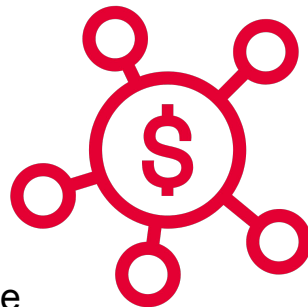
Can students still apply for awards? +

How will students receive payments for refunds, awards, relief funding, etc.? +

Do I have to declare my CERB or CESB earnings if I am receiving OSAP? + 

Answer

2020/2021 OSAP Application

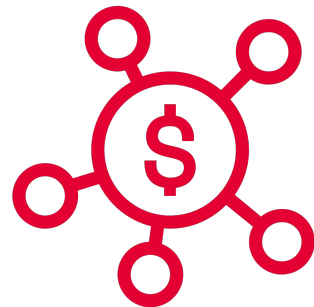


- 2020/2021 full-time OSAP application expected to launch in May/June 2020; part-time OSAP application expected to launch in June/July 2020. Please check [OSAP website](#) for updates.
- SFA encourages students to apply for OSAP and submit all required documents (outlined on student's OSAP Portal) by June 30th to ensure funding is assessed in time for fall semester.
- If you have not already done so, [please complete your course intentions](#) during the **next Course Intention Period**. Enrollment information:
 - Determines what OSAP application you need to submit (full-time or part-time); and
 - Helps SFA confirm your enrollment faster when classes begin

Question 4

What happens if I can't return to my studies because I can't afford tuition/living expenses?

Answer



- **Contact our office!**

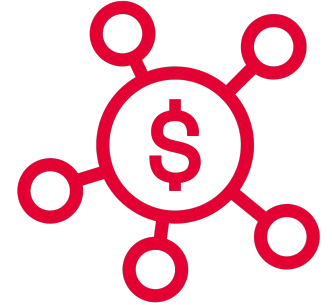
- Apply for [OSAP](#) or [out-of-province funding](#)
- Scholarships/Awards (via [AwardSpring](#))
- [Career Boost on-campus jobs](#)
- Contact [NSLSC for Repayment Assistance](#) once you are about to enter repayment
- You will enter repayment of your student loans once 6 months has elapsed since you were in studies
- 6 month [moratorium on student loans](#) (ending September 30 2020)

Question 5

Can I speak with someone in SFA about my current situation?



Answer



Contact us via the [ServiceHub Help Form](#)

- You can request a phone call or email response

[AskRyerson](#)

- Get your Ryerson-related questions answered 24/7

Visit the [ServiceHub Contact Page](#)

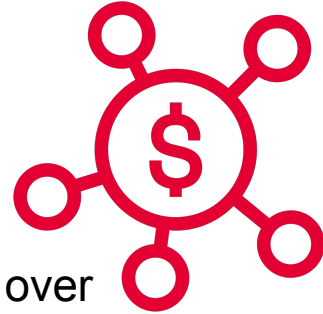
ServiceHub

@RUServiceHub 

How is our service? Let us know.
Client Service Satisfaction Survey

Answer

Supports Continue to be Available



- The Ryerson Medical Centre is taking appointments and consultations over the phone/video chat. Call 416-979-5070 or email medicalct@ryerson.ca
- All students now have access to [Keep.meSAFE](#) 24/7 phone and chat counselling, including for crisis support, on the My SSP mobile app available in the [Apple Store](#) or [Google Play](#). Keep.meSAFE can also be accessed with a phone call by dialing 1-844-451-9700.
- Learning support, career and co-op services, and community engagement opportunities are being offered in online formats.
 - See the workshop schedule at connectru.ryerson.ca/events
- Keep up to date with Ryerson and COVID-19 at ryerson.ca/covid-19

Next Steps

- OSI will share this slide deck and transcript of the Q&A with attendees and on ryerson.ca/social-innovation/COVID-19/
- SFA and OSI will continue to host online events to respond to student questions on financial assistance. We are planning to host online focus groups to understand student experiences in navigating the financial aid system, and staff experiences in advising students.
- Attendees will receive updates about these events. If you would like to contact OSI about this work, email socialinnovation@ryerson.ca

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ask.ryerson.ca

Additional Questions?

- Please submit your questions using the chat feature. Bianca will select common questions to be addressed.
- You can always contact SFA if you have questions that were not addressed.