# Table of Contents

Introduction Overview of the Alberta Student Aid System ................................................................. 4  
Scope of this Guide ............................................................................................................................ 4  
COR Functions ................................................................................................................................... 4  
COR Methods ..................................................................................................................................... 5  

Chapter 1: Confirmation of Registration .......................................................................................... 5  
Background ........................................................................................................................................ 5  
Definition: Full-time Student ............................................................................................................. 6  
One Time Confirmation ....................................................................................................................... 6  
Retrieving COR Requests .................................................................................................................. 6  
Using Confirmation of Registration Screens ..................................................................................... 7  
Definition: COR Request ................................................................................................................... 7  
Definition: COR Return by Date ......................................................................................................... 7  
COR Request Categories .................................................................................................................... 7  
COR Requests Search ......................................................................................................................... 8  
Search Results .................................................................................................................................... 9  
Selecting a COR Request .................................................................................................................... 10  
Enter Confirmation Results ................................................................................................................ 11  
Student Information Match ............................................................................................................... 11  
Studies Information Match ............................................................................................................... 12  
Acceptable Date Parameters .............................................................................................................. 13  
COR Request Dates – for Informational Purposes ............................................................................ 14  
If you Confirm as ‘No’ ......................................................................................................................... 15  
Submit COR Response ....................................................................................................................... 16  
Not Registered Yet ............................................................................................................................. 16  
Registered in Only One Semester ...................................................................................................... 16  
Tuition Remittance ............................................................................................................................. 17  
Definition: Tuition Remittance .......................................................................................................... 17  
Definition: COR Period ....................................................................................................................... 17  
Timelines for COR Requests ............................................................................................................. 18  

Chapter 2: Tuition Remittance ........................................................................................................... 19  
Receiving Tuition Remittance from Full-Time Loans and Grants .................................................... 19
Availability ..................................................................................................................................................... 20
When to Request Remittance .......................................................................................................................... 20
Request Remittance Summary .......................................................................................................................... 21
Tuition Remittance Requests Screen .............................................................................................................. 21
Selecting Application ....................................................................................................................................... 23
Manage Tuition Remittance ............................................................................................................................. 23
Request Tuition Remittance Headings ........................................................................................................... 25
Disbursement Schedule .................................................................................................................................... 26
Submit Tuition Remittance Request ................................................................................................................ 27
Order of Tuition Remittance ............................................................................................................................. 28
Receiving Tuition Remittance by Direct Deposit ............................................................................................... 28
Chapter 3: Amend Registration .......................................................................................................................... 29
Background ....................................................................................................................................................... 29
Reporting Changes to Registration .................................................................................................................. 30
For funded students ...................................................................................................................................... 31
For non-funded students .............................................................................................................................. 31
Deceased Student .......................................................................................................................................... 31
Amend Registration Search ............................................................................................................................. 32
Use as a Report ................................................................................................................................................. 33
Refine Search ................................................................................................................................................... 33
Selecting Application ..................................................................................................................................... 33
Providing Amend Registration Information ..................................................................................................... 33
Amend Registration Reason ............................................................................................................................ 35
Effective Date .................................................................................................................................................... 35
Submit ............................................................................................................................................................... 35
More Information ............................................................................................................................................. 36
Chapter 4: Previously Funded Students ........................................................................................................... 36
Completing Form B – Confirmation of Registration ......................................................................................... 36
Completing Schedule 2 – Confirmation of Enrolment ....................................................................................... 39
Confirmation of Enrolment Letter .................................................................................................................... 40
Appendix 1: Navigation ..................................................................................................................................... 41
Browser ............................................................................................................................................................. 41
Welcome Screen ............................................................................................................................................... 41
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banner</td>
<td>41</td>
</tr>
<tr>
<td>Search Menus</td>
<td>42</td>
</tr>
<tr>
<td>Sortable Tables</td>
<td>42</td>
</tr>
<tr>
<td>Other Navigation Options</td>
<td>43</td>
</tr>
<tr>
<td>Action Buttons</td>
<td>43</td>
</tr>
<tr>
<td>Hover-Over Help</td>
<td>44</td>
</tr>
<tr>
<td>Tracking of COR Activities</td>
<td>44</td>
</tr>
<tr>
<td>Appendix 2: Alberta Student Aid Contact Information</td>
<td>44</td>
</tr>
</tbody>
</table>
Introduction Overview of the Alberta Student Aid System

The COR Online User Guide discusses the Automated Confirmation of Registration (COR) functions that are available in the Alberta Student Aid System (formerly named the Students Finance System). This introduction provides information about the scope of the COR Online User Guide. Use this guide along with the Guidelines to Support Automated COR document.

The COR system also allows schools to update a student’s status if it changes and the date(s). This is an important responsibility as it allows Alberta Student Aid to ensure future grant/loan disbursements are not being provided to students who are not eligible. Benefits of this system are it may reduce student debt load; maintains a school’s compliance with administration of loan/grant funding, and captures the accurate ‘end of study’ date which impacts when a student must begin loan repayment.

Scope of this Guide

Effective Date: The business processes discussed in this user guide pertain to student study study periods that begin on or after August 1, 2022.

Automated COR: This guide discusses Automated COR Methods. The guide particularly focuses on COR Online screens, though the business rules and timeframes discussed also pertain to Batch COR processes. The user guide does not discuss the Manual COR Method.

Full-Time: The topics discussed in this COR user guide pertain only to Alberta students who have applied for funding for full-time studies at one school, for a particular study period. At this time, Automated COR functions do not exist for:

- Part-time student aid applications
- Scholarship applications (exception: Alexander Rutherford High School Achievement Scholarship)
- Students who are concurrently enrolled between two different schools. A student is concurrently enrolled if simultaneously enrolled in part-time studies at more than one school, such that the combined course load between schools is considered by Student Aid to be full-time
- Students who are not currently receiving funding; COR cannot be used to reinstate previous loans to interest-free status
- Schools outside Canada. At this time, Automated COR is only available to schools in Canada.

COR Functions

Functions available in Automated COR include the following, for currently-funded, full-time students:

- Confirmation of registration
- When a student has both a full-time loan application and a Alexander Rutherford High School Achievement Scholarship application for the same time period and the loan application has been confirmed for
registration, this will also confirm their Rutherford application.

- Requesting tuition remittance.

- Reporting amended registration (i.e. when a student drops to below full-time registration).

**Note:** Appendix 1 contains navigational tips to assist you in performing these COR functions.

**COR Methods**

Each school with programs designated by Alberta is assigned a COR method. The COR method drives business processes required to receive confirmation of a student’s registration so that full-time student aid can be released. By default, each school’s COR method is set to Manual.

Schools in Canada have the option of participating in Automated COR. There are two Automated COR Methods: Online and Batch. Each school that wishes to participate in Automated COR must sign a formal Memorandum of Agreement with Student Aid. This agreement outlines the requirements for systems access and protecting students’ personal information. If you would like more information about this formal agreement, email:

- AE.SAACORAccess@gov.ab.ca

Automated COR has the following functions:

- Online – Allows authorized school staff to use an online system to perform COR functions (confirmation of registration, request tuition remittance, and report amended registration).

- Batch – Available only to large schools in Alberta, Batch allows schools to exchange COR information (confirmation of registration, tuition remittance requests, and amended registration details) with Student Aid using either:
  - Automated web service, or
  - Download / upload screens in the Alberta Student Aid System.

Batch schools can also access Online COR screens to confirm student registration.

Schools that use Automated COR must confirm registration for full-time Alberta students using COR (Online or Batch) and cannot use the paper confirmation of registration process.

**Chapter 1: Confirmation of Registration**

*The Confirmation of Registration function notifies Student Aid of a student’s full-time status (if they are registered in at least 60% of a full course load or 40% for a student with a permanent disability). This allows for loan and grant funding to be issued to the student.*

*The Confirmation of Registration function is also used for the school to request automatic tuition remittance from the student’s loan and grant proceeds for the current semester.*

**Background**

COR’s primary function is to allow schools a way to confirm full-time student registration so that students can receive their funding. As part of this process, the school also has the opportunity to request tuition remittance
from the student’s loan and grant proceeds. This chapter discusses that initial confirmation process, showing the COR Online screens.

As school staff work on COR requests, they have the option of either confirming as ‘Yes’ or confirming as ‘No’ for each student’s application.

• A ‘Yes’ response fulfills a necessary condition for release of student funding and automatically reinstates the student’s previous loans to interest-free status.

• A ‘No’ response cancels the student’s funding on the current application.

There is also the option to leave a COR request blank, i.e. to not provide a ‘Yes’ or ‘No’ response, while waiting to determine a student’s registration intentions. No funds will be disbursed for a student application with a blank COR response.

**Definition: Full-time Student**

To be considered full-time, a student must be registered in at least 60% of what the school deems is a full course load for the student’s program. Students with a documented permanent disability may be considered full-time if registered in at least 40% of what the school deems is a full course load for the student’s program.

All licensed programs at Alberta Private Career Colleges are offered only at 100% of a full course load. Students in these programs must study at the full course load in order to receive funding.

**One Time Confirmation**

COR uses a ‘one-time confirmation’ concept: even though a student may have multiple disbursements scheduled in a given application period, the school only needs to confirm registration once during that entire period to allow all disbursements to be released, when scheduled. So, when you initially confirm as ‘Yes’ for a student, you are providing that confirmation for the student’s entire study period and allowing for the release of all future disbursements in that study period. See [Registered in Only One Semester](#) for further details.

Also note, when a student has both a full-time loan application and a Alexander Rutherford High School Achievement Scholarship application for the same time period and the loan application has been confirmed for registration, this will also confirm their Rutherford application.

**Retrieving COR Requests**

Schools that participate in Automated COR are expected to retrieve COR requests at least [once per 5 day calendar period](#). It may not always be possible to provide a response to each COR request immediately, but COR requests should be retrieved and worked on as soon as possible.
Using Confirmation of Registration Screens

Go to the Confirmation of Registration link.

The next screen gives a snapshot of the numbers of COR requests in the system for you to work on. The COR requests are organized in priority order with respect to the COR Return by Date for each student’s application.

<table>
<thead>
<tr>
<th>COR Request Categories</th>
<th>Priority</th>
<th>Full-Time (FT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required - Overdue</td>
<td></td>
<td>16</td>
</tr>
<tr>
<td>Required - Today</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Required - within 1 to 5 days</td>
<td></td>
<td>26</td>
</tr>
<tr>
<td>Required - within 6 to 10 days</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Required - within 11 to 20 days</td>
<td></td>
<td>41</td>
</tr>
<tr>
<td>Future Requests (Not Required)</td>
<td></td>
<td>2144</td>
</tr>
</tbody>
</table>

**Definition: COR Request**

A COR request is generated for a school when a student submits a full-time student aid application and is approved for funding. A school must provide a confirmed as ‘Yes’ response to the student’s COR request before the student’s funding can be issued, or a confirmed as ‘No’ response so that funding can be cancelled.

**Definition: COR Return by Date**

The recommended date by which a school should provide a response to a COR Request so as to ensure that funding is not delayed.

**COR Request Categories**

For students who apply well in advance of their session start date, the COR Return by Date is 10 days before the student’s first disbursement is scheduled.
• **Required – Overdue:** The COR Return by Date has passed. These are the most critical COR requests for you to work on, as the student’s funding will be delayed until your response is provided.

• **Required – Today:** The COR Return by Date is today, so working on these COR requests is also critical to ensure that your students do not experience delays in receiving their funds.

• **Required – within 1 to 5... 6 to 10... 11 to 20 days:** The COR Return by Date is approaching, but there is still some time for you to provide a COR response so that the student does not experience delays.

• **Future Requests:** The student’s first disbursement is scheduled for more than 30 days in the future. Schools cannot yet provide a COR response for these requests. As the COR Return by Date approaches, these requests will move up into one of the required categories. The Future Requests are view-only, and provided for informational purposes.

Since many schools will want to work on the requests that will be required the soonest, click on a number hyperlink next to the category to see those requests. But schools may also search according to other criteria by clicking on the ‘Search Requests’ hyperlink at the bottom of this screen.

**COR Requests Search**

Whether clicking on a number hyperlink or on ‘Search Requests,’ the next screen shows search options at the top so that you have the option of refining your search from this next screen.
• **Application Type** – automated COR functions are currently only available for Full-Time funding applications.

• **Request Status** – provides the same options as the previous screen, prioritized by COR Return by Date.

• **Student Criteria** – here search by Alberta Student Number (ASN), Last Name, School Student ID, COR Display ID, or Alberta Student Aid Application ID. Schools may also leave this field to default to search through All Students at your school. For the Last Name field you do not need to enter the student’s entire name - for example, enter ‘S’ as a Last Name to see all results that begin with ‘S’.

• **Program or Specialization/Major** – here search according to the program of study and specialization listed on each student’s application.

• **Requests viewed** – here choose to look only at new COR requests or only to look at COR requests you (or someone else at your school) have previously viewed. By default, you will search through both non-viewed and previously-viewed COR requests.

**Search Results**

Once you have refined your search criteria, click on the ‘Search’ button to see results that match your *criteria*. 
If any COR requests match your search criteria, you will now see those results listed at the bottom of the screen. At most 400 results will appear here – narrow your search criteria to get a shorter list.

Request Viewed

Next to your search results list, an icon will appear if the COR request has previously been viewed.

Has Disability

Another icon appears for students with a documented permanent disability. This is to see if the student has been approved for a reduced course load prior to confirming as ‘Yes’ or confirming as ‘No.’

Exchange Student

An icon also appears for study abroad / exchange students. This is simply to highlight that these students have informed Student Aid that they are enrolled in an exchange program, and so they may have non-standard study period dates.

Student Aid Agreement or MSFAA - Not Approved

If the Student Aid Agreement or MSFAA was not approved, you will be able to see this indicator online.

Selecting a COR Request

Once you have located a student record to work on, click on the underlined Alberta Student Number (ASN) to proceed. A modal window showing the COR request will appear – sample modal window top portion:

![Sample Modal Window](image-url)
Enter Confirmation Results

In this modal window you are asked to confirm the student as ‘Yes’ or ‘No.’ To do so, first review the student and studies information at the top of the window. You must make sure that this information matches your school’s registration records appropriately.

Before confirming as ‘Yes’ you must ensure that the student’s personal information shown in the COR request matches your records. An acceptable match must have one of these combinations:

a) Alberta Student Number and Last Name, or
b) Alberta Student Number and Birthdate

If there is no match with the Alberta Student Number (e.g. if your school does not record the ASN), ensure that there is an exact match between:

c) Last Name, Birthdate, and School Student ID, or

d) Last Name, Birthdate, and First Name
If Student Information does not match your records, the student must either correct school records or provide an update to Student Aid (which will later be reflected on COR screens). Do not confirm the student until Student Information matches.

**Studies Information Match**

<table>
<thead>
<tr>
<th>Studies Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institution:</td>
</tr>
<tr>
<td>Program:</td>
</tr>
<tr>
<td>Specialization:</td>
</tr>
<tr>
<td>SFS Application ID:</td>
</tr>
<tr>
<td>COR Display ID:</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Studies information does not need to precisely match the school’s registration records. However, before confirming as ‘Yes’ the school must verify that the school name is correct and:

- Program is correct and Session Start / End Dates are within acceptable parameters (see next page), or

In some cases, if program information shown in COR screens is incorrect, the student’s eligibility for funding may be affected. This is especially the case if:

- The program shown in COR screens is a one-year program (including Open Studies) and the student’s correct program is a multi-year program, or vice-versa or

- The program shown in COR screens is a graduate studies program, and the student’s correct program is an undergraduate program, or vice-versa.

**Amend/Cancel Student Application Dates**

Students are now able to log in to their Alberta Student Aid account and amend their application dates or cancel their applications. This means, when the student has not selected the correct dates, you may reach out to them to have them change their dates.

Note: Once the student's funding is paid, the application dates cannot be amended. Instead, the student must submit a Request for Review to correct their information.

**Learner Screen**
Close and Copy

In the past, when the student wanted to make program changes includes: year of program, session dates, or school costs (before their funding has been paid), school officials needed to send an email requesting a close and copy of the application so the student could re-apply, or apply to another school.

Students are now be able to amend or cancel their application on their own in their Alberta Student Aid account. This means schools no longer need to contact Alberta Student Aid to request a change. Instead, school officials can contact students directly to perform this action.

If funds have been paid, the student must submit a Request for Review.

Request for Review

Students now have the ability to cancel a Request for Review submission in their Alberta Student Aid accounts. In the past, students were not able to cancel their own submissions, and called the Alberta Student Aid Service Centre for assistance.

Learner Screen

Acceptable Date Parameters

Eligibility is not affected as long as the student is being funded for the same months in which the student is registered. The student is being funded for the month, and can be considered registered for the month, if:
Session Start Date is prior to the 16th of the month.

Session End Date is on or after the 7th day of the month.

Examples: Within acceptable parameters

Actual session dates are September 5 – April 30 (registered months are September - April, inclusive)

Session dates in COR are September 1 – April 15 (funded months are September - April, inclusive)

Not within acceptable parameters

Actual session dates are September 18 – April 1 (registered months are October - March; September and April do not count)

Session dates in COR are September 10 – April 15 (funded months are September - April, inclusive)

If the program name is NOT the same as the student is registered in, or if the study dates fall OUTSIDE of the above acceptable parameters, the school official reviewing this worksheet should contact Alberta Student Aid directly. You can advise the student the original award will be cancelled and a new application will be created and processed, based on the new study period information provided to us directly by the school official. Within 10 business days the new award will be created and you will receive a new COR Worksheet to sign and return.

COR Request Dates – for Informational Purposes

<table>
<thead>
<tr>
<th></th>
<th>COR Start: 01-Apr-</th>
<th>Confirmed Certificates Return: 21-Apr</th>
<th>Other Disbursements Return: 21-Apr</th>
</tr>
</thead>
</table>

- **COR Start** – the first day the COR request is available for the school to confirm. This date is no earlier than 30 days prior to the first disbursement date.

- **Confirmed Certificates Return** – Student Aid no longer issues paper loan certificates, so the title of this field may be disregarded. This is the COR Return by Date for loan disbursements.

- **Other Disbursements Return** – synonymous with the COR Return by Date for grant disbursements. If a COR response is not received by this date, the student may experience delays in receiving grants. The bottom portion of the modal window is where schools confirm as ‘Yes’ or confirm as ‘No.’

Confirm as ‘Yes’ or Confirm as ‘No’
• **Confirmed as ‘Yes’** – select this if the Student Information and Studies Information matches your records, and if the student is registered in a full-time course load for this study period.

• If you confirm as ‘Yes’, you may also request tuition remittance (optional). See Tuition Remittance for details.

• **Confirmed as ‘No’** – select this if Student Information matches your records but the student is not registered (and does not intend to register) for full-time studies for this study period. If you select ‘No,’ you must also select your reason for choosing ‘No’ from a drop-down menu that will appear.

**If you Confirm as ‘No’**

• **Withdrew from Studies** – student had previously registered for this study period but has withdrawn from full-time studies

• **Dropped to Part-Time** – student had previously registered for full-time studies for this study period, but has dropped to part-time studies

• **Never Attended** – student never registered for full-time studies for this study period
• If you select Withdrew from Studies or Dropped to Part-Time, you must also provide the effective date, i.e. the date the student ceased to be registered as a full-time student.

Submit COR Response
• When all required response information is entered, press the Submit button to respond to the COR request. Once you submit your response, you will return to the list of search results from which you began and a Confirmed as ‘Yes’ or Confirmed as ‘No’ icon will appear next to your COR request.
• The next time you perform a search or log back on to the Alberta Student Aid System, this COR request will have disappeared from the Confirmation of Registration area.

![Confirmed as Yes](image1) ![Confirmed as No](image2)

• Once you have confirmed as ‘Yes’ or as ‘No,’ schools may not access the COR request again to change your response. Your response is saved and updated immediately. If you provide a COR response in error, contact Student Aid for resolution. You can send an email to ae.cor-ab@gov.ab.ca
• Press the Cancel button if you are not ready to submit a COR response at this time. Any selections you made will not be saved.

Not Registered Yet
If the student you are seeking to confirm has not yet registered for enough courses to be considered full-time for the study period, you should leave the COR request alone. (If you confirm as ‘No,’ the student’s funding will be cancelled.)

• If the student eventually registers as full-time, schools can later confirm as ‘Yes.’
• If the student does not register as full-time, schools can later confirm as ‘No’ (once you know the student’s registration intentions).

Registered in Only One Semester
Student Aid allows each student to apply for funding for up to a 12-month period (three semesters) on one application. Students who apply for a multi-semester study period are announcing their intention to register in full-time studies for that entire study period. However, these students may not always be able to register for courses for future semesters at the beginning of the academic year. As such, it is acceptable to confirm a student as ‘Yes’ in these circumstances if:

• The COR request shows a multiple-semester study period (for example September – April).
• The student has so far registered in a full-time course load for the first semester (for example September – December).
• The school has no reason to believe that the student will not return for the 2nd (and 3rd, if applicable) semester.
• The Session End dates in the COR request correspond with the school’s end dates for this program.
In the event that a school confirms as ‘Yes’ for a student who is so far only registered in first semester courses, the school bears the responsibility of informing Student Aid if the student does not end up registering full-time for 2nd (and 3rd, if applicable) semester courses. (See Chapter 3 – Amend registration.)

**Tuition Remittance**
When confirming as ‘Yes’ a school may request tuition remittance from the student’s loans and grants in both COR Periods (if applicable).

A best practice is to let students know when you request tuition remittance so they can plan accordingly.

**Definition: Tuition Remittance**
The sending of loan and grant proceeds directly from the service provider to the school, for the purposes of paying some or all of a student’s tuition and mandatory fees costs. Tuition remittance is not be used for other costs (e.g. books, residence).

**Definition: COR Period**
Each study period that exceeds five months is divided into two COR periods. COR periods simply set parameters on the tuition remittance process – in order to receive tuition remittance you must request it from the relevant COR period.

Example of tuition remittance portion of COR modal window:

- In this example, if confirming registration on or before January 4, you can request tuition remittance from both Period 1 and 2 on this screen.
- If confirming registration between March 1, and May 16, you could only request tuition remittance from Period 2 on this screen.
- The Maximum Request is usually the amount of loan and grant funding scheduled to be disbursed in the COR Period. Schools may request more than the Maximum Request, but will not receive more than the Maximum Request amount in tuition remittance unless the student’s funding amounts are later increased for that COR Period. **Note:** The Maximum Request for a COR Period will never exceed the App Limit.
described below.

- The App Limit is the lesser of the program costs for tuition and mandatory fees in the Provider and Program Registry System or the amount the student listed for tuition and mandatory fees on the application. Schools cannot request more than the App Limit in tuition remittance.

**Student Aid facilitates the remittance of tuition directly to schools, but cannot guarantee that each school will receive its requested remittance. Student applications may be frozen, cancelled, or changed from one COR period to another – any of these activities might prevent a school from receiving its requested remittance.**

The tuition remittance amount that is requested will be applied against either the Alberta Student Aid Agreement or the Canada Master Student Financial Assistance Agreement (MSFAA) we have received first or, if we have received both provincial and federal then against the federal loan and grant funding first and then the provincial loan and grant funding. It is the responsibility of the school to manage tuition remittance.

If confirm as ‘Yes’ is selected and a tuition remittance request is provided by the school, loan and grant proceeds will normally be sent directly to the school the same day that the student’s loans/grants are disbursed. Funds can be sent to the school by cheque or Electronic Funds Transfer into the bank account registered with the loan service provider.

**Timelines for COR Requests**

A COR request is created as soon as a student’s full-time application is processed. However, a response to a COR request cannot be provided until the student’s first disbursements are 30 days or less in the future.

COR requests remain active in the Confirmation of Registration section until one of the following occurs:

- the school provides a COR response or
- the student’s funding application is cancelled or
- 45 days have passed since the session end date

No funding can be issued to a student until the school provides a response to a COR request.
Chapter 2: Tuition Remittance

Alberta Student Aid facilitates the paying of tuition and mandatory fees by giving schools an option of requesting that a portion of the student loans and grants be sent directly to the school. Requesting tuition remittance is optional.

**Tuition remittance may be requested for:**

- Full-time students attending an automated COR school
- Students receiving part-time Canada student loans and grants

**Requesting tuition remittance is optional:**

When requesting tuition remittance, Alberta Student Aid asks that schools keep in mind that students have living expenses in addition to their school expenses. It is always best to discuss tuition remittance with students so they can plan their finances accordingly and avoid making double tuition payments.

**Tuition cannot be remitted from the following types of funds:**

- Canada Student Grant for Services and Equipment for Persons with Permanent Disabilities
- Alberta Grant for Students with Disabilities
- Alberta Part-Time Grant or Scholarships

The Canada Student Grant for Services and Equipment for Persons with Permanent Disabilities and the Alberta Grant for Students with Disabilities are issued to students to cover the costs of permanent disability related equipment and services and are not to be used for tuition or other costs.

Use COR to request tuition remittance in two ways: First, request tuition remittance when you initially confirm a student’s registration. For more details about this, see **Chapter 1**.

Second, requesting tuition remittance (or changing tuition remittance request amounts) after you have already confirmed a student as ‘Yes.’ This happens in the Tuition Remittance section.

Tuition remittance can be used to request a portion of a student’s funding be sent directly to the school to help cover the costs of tuition and mandatory fees. Tuition remittance cannot be used for other costs (e.g. books, residence)

- A best practice is to let students know when you are requesting tuition remittance so that they can plan accordingly.

**Receiving Tuition Remittance from Full-Time Loans and Grants**

The tuition remittance may be paid directly to the school when the loan funding has been disbursed. In order for funding to be issued, the student will have had to meet the following conditions:
The student has completed their Alberta Master Student Financial Assistance Agreements (MSFAA) if they have been approved for Alberta Student Loans or Grants,
The student has completed their federal Master Student Financial Assistance Agreements (MSFAA) if they have been approved for Canada Student Loans or Grants,
Confirmation of Registration is completed,
Consent and Declaration (for married or common-law students who are first time online applicants) is completed and returned to Alberta Student Aid.

Once all conditions have been met, any amount of funding remitted for tuition may be sent to the school by the lenders.
- The Alberta Student Aid Service Centre issues tuition remittance from Alberta student loans and grants.
- The National Student Loans Service Centre (NSLSC) issues tuition remittance from Canada student loans and grants.

Availability
The Tuition Remittance area may be used immediately after a COR request has been confirmed as ‘Yes.’

Access to a student application in the Tuition Remittance area remains available until the end date of the study period in question. (However; if all funding has been disbursed on a particular application, any request for tuition remittance will yield no results. Only if the student were later approved for additional funding on the same application would you be able to receive tuition remittance in this case.)

No part of the funding will be issued to students or schools prior to the study start date.

When to Request Remittance
Tuition remittance must be requested before a loan or grant disbursement is generated electronically. If the loan or grant disbursement has already been issued, the proceeds will have already been sent to the student.

In this example Disbursement Schedule:
- The first two disbursements are already issued – it would be too late to request tuition remittance from them.

<table>
<thead>
<tr>
<th>Fund Type</th>
<th>Status</th>
<th>Date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada Student Loan</td>
<td>Issued</td>
<td>23-Jan-</td>
<td>$8,190</td>
</tr>
<tr>
<td>Federal Middle Income Grant</td>
<td>Issued</td>
<td>23-Jan-</td>
<td>$675</td>
</tr>
<tr>
<td>Alberta Student Loan</td>
<td>Payment Pending</td>
<td>01-Jun-</td>
<td>$6,810</td>
</tr>
<tr>
<td>Federal Middle Income Grant</td>
<td>Payment Pending</td>
<td>01-Jun-</td>
<td>$675</td>
</tr>
<tr>
<td>Award Total</td>
<td></td>
<td></td>
<td>$16,350</td>
</tr>
</tbody>
</table>
**Request Remittance Summary**

The first screen in the Tuition Remittance area shows a summary of student applications from which schools can request tuition remittance, organized by COR period and urgency.

- **Return Date Passed** – the student has funds that are ready to be disbursed once issues (e.g. system freezes or unmet student requirements) that may have held up the disbursement(s) are resolved. If there are undisbursed funds in the COR Period, it is still possible to request and receive remittance from them.

- **All Funds Issued** – all funds for the COR period have already been disbursed. It is still possible to request additional remittance, however the school will only receive the amount requested if new funds are later added to and disbursed in the COR period (e.g. if the student requests a review of their award).

- **Remit Request Amount Entered** – This section is used to display the number of requests that have a remittance value entered for a student for the period.

- The other fields show how many days are left before the funding disbursement(s) for that COR period are scheduled to be issued to the student.

**Tuition Remittance Requests Screen**

Click on any underlined hyperlink to see applications that match those criteria. To search according to other criteria, you may also select ‘Search Tuition Remittance’ at the bottom of the summary. Whether you click on a number hyperlink or on ‘Search Tuition Remittance,’ the next screen shows search options at the top so that you have the option of refining your search from this screen. Sample screen, with results blurred:
**Student Criteria** - Search by Alberta Student Number, COR Display ID, Alberta Student Aid Application ID, Last Name, or School Student ID. Search through All Students at your school. For the Last Name field you do not need to enter the student’s entire name. For example, enter ‘S’ as a Last Name to see all results that begin with ‘S’.

**Period** – Search through COR Period 1, COR Period 2, or both.

**Remit Request Category** – The same as the categories shown on the previous screen organized by COR Return by Date.

If any student applications match your search criteria, you will now see those results listed at the bottom of the screen. At most 400 results will appear here – narrow your search criteria to get a shorter list.

In the search results, applications that have been viewed by you during your current session are flagged with the Request Viewed icon.

Sample results table, with some results blurred:
• **Period** – shows the COR period by which you’ve searched. If you chose to search through All Periods, you may see the same student application listed twice in the search results.

• **ASN** – once you have found the student application you wish to request tuition remittance from, click on the underlined Alberta Student Number to proceed.

• **Name, School Student ID** – use these to help identify the student application you’re searching for.

• **COR Display ID** – this is a unique number for this particular record in COR.

• **Remittance Return Date** – this is the date on which loans are (or were) scheduled to be disbursed in this COR period. Enter your remittance request by this date if you wish to have tuition sent directly to your school.

• **Total Remit** – the total amount that has already been applied as remittance from loans disbursed in this COR Period.

• **Remit Requested by EI** – the total amount that your school has already requested to be remitted during this COR Period (includes amounts that have been applied already and amounts not applied yet).

**Selecting Application**

Click on the underlined Alberta Student Number to access the Manage Tuition Remittance modal window to request tuition remittance.

**Manage Tuition Remittance**

Sample Manage Tuition Remittance modal window, with some information blurred:
• Use Student Information and Studies Information at the top to ensure you are working on the correct student application (depending on timing, some students may have more than one active application in the Alberta Student Aid System from which schools can request tuition remittance).

• Use the boxes under Remit Requested by EI to enter or change the amount of tuition remittance you are requesting. Be sure to request remittance from the correct COR period.

• The App Limit is the lesser of the program costs for tuition and mandatory fees in the Provider and Program Registry System or the amount the student listed for tuition and mandatory fees on the application. Schools cannot request more than the App Limit in tuition remittance.
Request Tuition Remittance Headings

A closer look at the Request Tuition Remittance headings:

- **Duration** – Shows the COR Period. You must request remittance from the correct COR Period – i.e. the COR Period in which funds will be disbursed – to receive the requested remittance.

- **Return Date** – Shows the COR Return by Date for the COR Period.

- **Maximum Request** – Usually, the amount of loan and grant funding scheduled to be disbursed in the COR Period minus any remittance previously applied. Schools may request more than the Maximum Request, but will not receive more than the Maximum Request amount in tuition remittance unless the student’s amounts are increased for that COR Period (note – the Maximum Request for a COR Period will never exceed the App Limit – see previous page).

- **Remit to be Applied** – Remittance amount previously requested that has not yet been applied. If further funds are issued in the COR Period, your remittance request will be applied.

- **Remit Applied** – Remittance amount that was previously requested and already applied – i.e. included as a remittance request when the student’s disbursements for the COR Period were initiated.

- **Total Remit** – the sum of Remit to be Applied and Remit Applied.

- **Remit Requested by EI** – Shows the total amount of remittance the school has previously requested. This is also the field in which new requests can be made. Always enter the total amount you are requesting for the COR Period here.
Disbursement Schedule

Use the disbursement schedule at the bottom of the modal window to help you determine which COR Period to request remittance from. Depending on timing and amounts, the Alberta Student Aid System may allow you to put your request in for Period 1 or for Period 2 – but you will only receive your requested amount if you request tuition remittance in a particular COR Period before funds are disbursed in that COR Period.
Once you have entered your requested remittance amount in the correct COR Period, choose Submit. (Alternatively, choose Cancel to leave this modal window and not save your remittance requests.)

After choosing Submit or Cancel, you will be returned to the list of search results from which you accessed the Manage Tuition Remittance modal window. The Request Viewed icon will appear next to the record you’ve just been in.

If necessary, you may go back in and make adjustments to your tuition remittance requests. To still receive your requested remittance, you may do this up until the point when funds are issued for the COR Period.
The following fund types are not available for tuition remittance:

- Federal - Services and Equipment for Students with Permanent Disabilities (CSG-PDSE)
- Provincial – Alberta Grant for Students with Disabilities (GFD)
- Provincial – Alberta Part-Time Grant (APTG)
- Scholarships

**Order of Tuition Remittance**

The tuition remittance amount that is requested will be applied:

- If the student’s Federal MSFAA is received first - Federal grants (excluding Services and Equipment for Students with Permanent Disabilities CSG-PDSE)
- Federal loans
- If the student’s Provincial Student Aid Agreement is received first - Provincial grants (excluding Alberta Grant for Students with Disabilities - GFD)
- Provincial loans
- If both the student’s Federal MSFAA and Provincial Student Aid Agreement are received together, then the tuition will come off the Federal grants and loans first and then the Provincial grants and loans second

**Receiving Tuition Remittance by Direct Deposit**

To receive tuition remittance by direct deposit, you will need to submit the Electronic Funds Transfer Request Form for each of the lenders.

<table>
<thead>
<tr>
<th>For more information on electronic funds transfer, to obtain copies of the forms, or to ask questions about the disbursements or tuition remittance payments, contact the lenders directly:</th>
</tr>
</thead>
</table>
| **Federal Electronic Set Up**
- Electronic Fund Transfer (EFT) must be setup first before Electronic Reporting can be done.
- Schools can directly email Szilvia.Fejervary@finastra.com; Sydonni.Douglas@finastra.com; or Samina.Mussaji@finastra.com to set up or update an EFT.  
Schools already set up for EFT but are receiving their reports via fax can activate the SFT account by sending an email to NC-CSLP_PD-PCPE_GP-GD@hrsdc-rhdcc.gc.ca

**Provincial Electronic Set Up**
- Tumbleweed is used to provide electronic reports for Alberta provincial disbursements. For Tumbleweed setup, contact: Szilvia.Fejervary@finastra.com; Sydonni.Douglas@finastra.com; and Samina.Mussaji@finastra.com

**Note:** Student Aid cannot guarantee each school will receive the requested tuition remittance amount. Student applications may be frozen, cancelled, or changed. Any of these activities might prevent a tuition remittance.
Chapter 3: Amend Registration

Use Amend Registration to report when a student drops below full-time status during a funded study period. The Amend Registration functions in COR can only be used after a student has already been confirmed as ‘Yes.’

Background

The Amend Registration function in COR allows schools to report that a student who had previously been confirmed as ‘Yes’ for a particular study period is no longer a full-time student. This helps ensure that Alberta Student Aid will not release future funding to a student who is no longer eligible.

Each school that confirms registration for student funding purposes (whether using Automated COR or not) is obliged to report changes to full-time enrolment status for students whose registration they have previously confirmed. This reporting does not have to be done in COR, as there are other ways to report enrolment status changes. But COR Amend Registration is an extremely convenient way to meet this requirement.

For Public Schools

- You must notify Student Aid of withdrawals within 15 calendar days of when the school becomes aware of the withdrawal, except in December when notification must be received within 7 calendar days.
- If a student has had a break in studies of more than 30 days, they will be considered withdrawn and must submit a new application if they require additional funding.

For Private Career Colleges

Under the Withdrawal Policy for Students Attending Alberta Private Career Colleges licensed under the Private Vocational Training Act, you must report a student as withdrawn when:

- A student has missed five consecutive days without contacting the institution, before or during the absence, to provide a reasonable excuse. The withdrawal date is the first day the student was absent.
- A student with a reasonable excuse is absent more than 30 consecutive days. The withdrawal date is the first day the student was absent.
- A student has excessive absences that will prevent them from successfully completing their program within the scheduled study period. The withdrawal date is the last day the student was in attendance.

If a student is unable to complete their program within their original session end date, and is not extending by 30 days due to medical, a withdrawal is required. The student must reapply on a new application or submit information for interest free status.

If a student switches their program and the end date of their new program exceeds their original end date, a withdrawal is required. The student must reapply on a new application or submit information to remain interest free status.

You are required to monitor and record attendance. When a student is absent, you must keep track of the details relating to the absence and describe the circumstances;

- dates absent,
the reason for the absence (excusable or non-excusable), and
any contact with the student.

Once a student is considered withdrawn, in addition to reporting the withdrawal to Alberta Student Aid, you must provide written termination of the contract to the student (Private Vocational Training Act, Section 12.1)

For further information about tuition refunds, you may contact Alberta Private Careers Colleges Branch.

- Phone: 780-427-5609
- Fax: 780-427-5920
- Email: pcc.branch@gov.ab.ca

Private Career Colleges can use this form to provide Program Changes:

![Change of Program Form](image)

**Reporting Changes to Registration**

You must report withdrawals to Alberta Student Aid using one of the following methods depending on whether students are currently receiving funding for the academic year or not:
For funded students

- The Amend Registration function in COR (for automated COR schools reporting full-time, non-concurrently enrolled students)
- Manual Confirmation of Registration Worksheet, Amend Registration section (for students issued a Manual Confirmation of Registration Worksheet)
  - if you did not retain a copy of the students Manual Confirmation of Registration worksheet, you may submit your amendment updates via email to AE.COR-AB@gov.ab.ca

For non-funded students

- Notice of Withdrawal section
  - Confirmation of Registration (Form B – Copy 4)
  - Confirmation of Enrolment (Schedule 2 – Copy 3)

Notification of withdrawals must be sent directly to Alberta Student Aid by email or fax.

- Email: Awards Unit: AE.COR-AB@gov.ab.ca
- Fax: Awards: 780-415-0448

Although many students receive both federal and provincial student aid, notification of withdrawal only needs to be made once to Alberta Student Aid. This includes notification for a student who received only federal funding if the student applied to the province of Alberta. Alberta Student Aid will share withdrawal notification information with the service providers.

**Alberta Part-time Grant Funding**

You may email a list of students who have withdrawn to Alberta Student Aid. This list must include:

- Student’s name
- Student’s SIN (if known)
- Last date of part-time studies

Note: Do not email any information that contains a student’s SIN.

Alberta Student Aid:

- Email: AE.COR-AB@gov.ab.ca

**Deceased Student**

A student’s family, next of kin, estate administrator, or educational institution can contact the Alberta Student Aid Service Centre to report a deceased student.

- Phone: 1-855-606-2096 (choose option 3)

**For Loans Held with Alberta Crown Debt Collections**

If the student’s loan is not in good standing, and returned to the Government of Alberta at the time of the death, contact will need to be made with Alberta Crown Debt Collections. Documentation to verify the borrower’s status will be required in order to write-off their debt. Eligible documentation includes:

- A death certificate issued by the province where the death took place; or...
- A statement from a Funeral Home Director.
- Phone: 780-427-3744

**Amend Registration Search**

A list of student applications for which schools can report Amend Registration information immediately appears. Student applications will only appear on this list if:

- The student has previously been confirmed as ‘Yes’ for this application, and
- It is not yet 45 days after the student’s study period ended.

If fewer than 400 student applications are available, all of them will be displayed at once. If more than 400 records are available, you may need to perform a more focused search (see below) to find the appropriate application or use the ‘Download Search results’ option at the bottom of the table to export all records into an Excel spreadsheet.
Use as a Report
This list of student applications can also be used as a report by the school to determine which students they have provided confirmed as ‘Yes’ results for in a given study period.

Refine Search
Perform a more focused search from this screen by entering a particular student’s:
- Alberta Student Number
- COR Display ID
- Alberta Student Aid Application ID
- Last Name (as little as one letter may be entered)
- School Student ID (if previously provided by the student or school)

Selecting Application
After you have found the appropriate student record, click on the underlined Alberta Student Aid Application ID to proceed.

Caution: Depending on the timing of your search, a particular student may have more than one application for which Amend Registration information may be provided. Ensure that you select the appropriate application.

The Amend Registration Exists icon appears next to applications that have already had amended registration reported. Although schools can access these applications for informational purposes, they cannot update registration details for them. Contact Student Aid if you need to correct registration information for one of these applications. To do so, you send an email to ae.cor-ab@gov.ab.ca

Providing Amend Registration Information
Once the Amend Registration window is open, first verify that the student and study period information displayed on the top half of the window are accurate – some information blurred in this example:
Confirmation of Registration User Guide
©2021 Government of Alberta | June 17, 2022 | Advanced Education

Classification: Protected A
Amend Registration Reason

Next, select the Amend Registration Reason:

- Dropped to Part-Time Studies (student is still registered part-time).

- Early Completion (student successfully completed all requirements for the study period prior to the Session End date – note that this should not be used to report a future change to study period plans; any undisbursed funding will be cancelled when this option is used).

- Never Attended (student did not attend even one day of classes).

- Withdrew from Studies (student withdrew from studies entirely prior to the Session End date.) Private Career Colleges should use this option when reporting a student as withdrawn according to the requirements in the Withdrawal Policy for Students attending Alberta Private Career Colleges.

Selecting the appropriate reason is important, as part-time students may retain interest-free status on Alberta Student Loans and reassessments may be affected.

Effective Date

Unless the reason selected is Never Attended, the school must also provide an effective date for the withdrawal. Rules for identifying the effective date can be found in the top section of this guide and the Withdrawal Policy for Students attending Alberta Private Career Colleges available on the Student Aid website.

Submit

Once the Amend Registration reason and effective date (if applicable) have been provided, select Submit (select Cancel any time before hitting Submit to back out of this screen).

After submitting, you will be returned to the search screen from which you came, and an Amend Registration icon will now appear next to the record.
More Information

For more information regarding withdrawals, reporting changes, or amendments to registration, or Alberta Student Aid programs or policies refer to:

- Website: studentaid.alberta.ca
- Phone: 1-855-606-2096, option 4, 1
- Email: cru@gov.ab.ca

Chapter 4: Previously Funded Students

You may be asked to provide confirmation of registration for previously-funded students who are not currently receiving funding through Alberta Student Aid in order that student loans can be reinstated to interest-free status. There are three ways of doing this:

1. Electronic Confirmation of Enrollment (ECE Portal)

   When to Use:
   - The student indicates they have previous Canada Student Loans only, or loans from other provinces
   - The student indicates they have previous Canada and Alberta Student Loans

2. Form B – Confirmation of Registration

   When to Use:
   - Alberta Student Loans
   - Medical residents
   - Full or part-time students

   Form B may also be used to amend enrollment for a non-funded student should their full-time status change.

3. Schedule 2 – Confirmation of Enrolment

   When to Use:
   - Canada Student Loans
   - Full-time students only
   - Medical or parental leave

A previously-funded student who is enrolled full-time only needs to submit either the Form B or a Schedule 2 to have all loans reinstated to interest-free status. If the student is studying part-time, the Form B should be completed.

Completing Form B – Confirmation of Registration

1. Students can email the completed Form B to their institution. All fields of the student section should be completed.
2. The institution will complete the school section of Form B

**Note:** the service provider requires as many fields as possible on Form B to be completed. All fields in Section 1 to be completed by the student are mandatory.

When the service provider receives a Form B that is missing some information, such as the address or SIN, they may call the student to advise of the missing information and ask them to complete the form and return it to them via mail or fax. If any student contact information is missing from the form, not only are they unable to verify the student, but the service provider is unable to contact the student.

**To ensure the service provider is able to process all of your submissions of Form B, please complete the form as fully as possible.**

The institution can then either:

- Return the completed form to the student via email and provide clear instructions on how the student should submit the form (see below) and/or,
- Mail or fax the Form B directly to the Alberta Student Aid Service Centre

Acceptable ways to submit the Form B are:

- By mail: See address on front of Form B
- By fax: See fax number on the front of Form B
- Email: cor-ab@gov.ab.ca
- Student uploads via Electronic Document Upload feature in their Alberta Student Aid Account

Ideally, students should be using the NSLSC Online Confirmation of Enrollment (ECE Portal). Situations where a Form B is required instead of an NSLSC Online Confirmation of Enrollment include:

- Part-Time students who have previous Full-Time student loans
- Students who have previous Alberta funding only
- Post Graduate Medical Residence (PGME)
- Students who have outstanding Alberta loan funding, but have maxed their federal weeks of study limit for funding and interest free status

The student must be registered for either full-time or part-time studies in a designated program to maintain interest-free status on an existing Alberta Student Loan. Only post-secondary courses can be considered when completing a Form B.

The Form B can be obtained at [studentaid.alberta.ca](http://studentaid.alberta.ca)
Sign and date the form. The Form B must be signed within 30 days of the academic start date and prior to the academic year end date.

Retain a copy of the form for your records.

The student must submit the form to the Alberta Student Aid Service Centre within 30 days of the date the form was signed and prior to their academic year end date.

If the form indicates the student is enrolled full-time, any outstanding Canada Student Loans will also be reinstated to interest-free status (Schedule 2 not required).

**Exceptions**

**Current or Returning Students Receiving Funding**

If a student is either currently in school or returning to school, and will be receiving further full-time funding from Alberta Student Aid, previous loans will be automatically reinstated when new funds are cashed.

**Apprentices**

Alberta student loans issued to apprentices will automatically remain in interest-free status as long as the student remains registered as an apprentice with Alberta Apprenticeship and Industry Training. The Form B is not required.

**Medical Residents**

Medical Residents may submit a Form B for interest-free status during their medical residency training periods. The Form B should be completed by the school or administrator and submitted with a letter from the hospital where the residency has been arranged.
Completing Schedule 2 – Confirmation of Enrolment

A student must be registered for full-time studies in a designated program to maintain interest-free status on an existing Canada Student Loan. Only post-secondary courses can be considered on a Schedule 2.

The Schedule 2 - Confirmation of Enrolment can be obtained at studentaid.alberta.ca

1. Complete all relevant sections of the form (highlighted below).

2. Sign and date the form.

3. Remove Copy 3 before returning it to the student. Keep this for your records.

The student must submit the appropriate Schedule 2 copies to the National Student Loan Service Centre (NSLSC) within 30 days of the date the form was signed and prior to their study end date.

Federal Electronic Confirmation of Enrolment System (ECE)

The federal government’s ECE system allows schools to confirm a student’s registration online. For Alberta students, ECE may be used instead of a Form B or Schedule 2 to confirm students who are registered full-time, but not receiving funding.

For more information on ECE, contact the National Student Loans Service Centre (NSLSC).

• Phone: 1-888-852-2194
**Confirmation of Enrolment Letter**

A Confirmation of Enrolment Letter on the school letterhead is also acceptable to maintain the student’s interest-free status. It must be prepared within 30 days of the academic start date and prior to the academic year-end date.

It must include the following:

- Date it was written
- Student’s name
- Student’s Social Insurance Number
- Program of Study
- Session period start date
- Session period end date
- Indication of whether the student is enrolled full-time, full-time with a reduced course load (if the student has a permanent disability and percentage of course load must be no less than 40%), or part-time. If the student is a medical resident this should also be indicated.
- Signature of school’s authorized official
Appendix 1: Navigation
This appendix contains tips to help you navigate Online COR screens. The features discussed here can be found in all areas of COR.

Browser
It is recommended that you use Internet Explorer 11 or higher when using the Alberta Student Aid System.

Other browsers can be used, but support may not be provided.

Welcome Screen
Each user must have a password to access the Alberta Student Aid System. For information about obtaining a password, go to:

https://studentaid.alberta.ca/resources/resources-for-schools/sfs-cor-for-schools.aspx

COR screens are accessed by clicking the COR tab on the Alberta Student Aid System Welcome Screen.

Banner
Most COR screens show this banner:

- The ‘Home’ button returns you to the Alberta Student Aid System Welcome Page (and will not save any work being done for the screen you are currently on).

- The ‘Logoff’ button ends your session entirely. (Password will be required to begin a new session.) You are also automatically logged off the system after 20 minutes of inactivity.

- The ‘Contact Us’ button allows you to compose an email to ask questions about navigating in or using COR screens.
Search Menus

- The Online COR screens use search menus to help you find the COR request(s) and student application(s) for which you are looking. There are automatic default search settings for ease of use. Sample Search Menu:

![Search Menu Example]

- Use the drop down boxes to narrow or widen your search criteria.
- Once criteria are set as you desire, click ‘Search’ to find results.

Sortable Tables

A search often yields results that are put into a sortable table. Sample sortable table, with results blurred:

![Sortable Table Example]

- Once you have a list of search results, sort those results by clicking on any column heading. For example, clicking on ‘Name’ in the blue bar would sort results alphabetically, by last name.
- Clicking on the column heading again will sort in reverse order. Clicking on ‘Name’ a second time would sort the results in reverse alphabetical order.
• You may click the blue bar above columns that do not have titles to sort by that field as well – in the example above, if you click the blue bar above the icons, you would sort your search results according to those that had previously been viewed or not viewed by your school.

• Once you find the student record you are searching for, click on the underlined hyperlink (student’s Alberta Student Number / ASN or Alberta Student Aid Application ID) to advance to a screen where schools can perform a COR function (confirm registration, request tuition remittance, or report amended registration).

• Each sortable table has a maximum number of results that it can display (currently 400 results). Change the search criteria and search again to get a smaller list of results.

![Download Search Results]

Below the sortable tables of search results, there is also an option to Download Search Results.

• Selecting this option will open an Excel spreadsheet with your search results in it.

• If your search results in more than the maximum number of displayable results, schools can use this Download option to view all of the results in an Excel spreadsheet for your informational purposes.

• This may be useful to help you manage high volumes at your school. *Note that responses must be provided directly in the Alberta Student Aid System, and not in the Excel spreadsheet.

**Other Navigation Options**

Some screens have options to allow you to navigate easily to previous screens. It is recommended to use these options instead of the ‘Back’ button in your browser. Example:

![Return to COR Request Summary Screen]

**Action Buttons**

After you have clicked on a student’s ASN or Application ID, a modal window in which schools can perform a COR function (confirm registration, request tuition remittance, or report amended registration) appears. After completing the required fields in the modal window, you must click an action button to either submit your COR response or to cancel activity (without saving) in this window.

![Submit | Cancel]

In some cases, the Submit option or another action button may not be available (for example, if you have not completed a required field or if amend registration has already been used).
Hover-Over Help
Some COR screens provide additional explanations about field labels if you allow your mouse cursor to hover over the field name. For example, if you were to allow your cursor to hover over ‘Maximum Request,’ the following explanation would appear:

Tracking of COR Activities
Each time an entry is submitted in COR, the system tracks the user and date of the activity.

Appendix 2: Alberta Student Aid Contact Information

For more information, please contact:

- Client Resolution Unit

This option is for school staff only with inquiries related to:

- Whether or not to confirm as ‘Yes’ or ‘No’ in a particular case
- Interpreting or navigating COR screens
- General COR information or questions about Alberta Student Aid

To correct a COR response submitted in error, please email us at:

- AE.COR-AB@gov.ab.ca