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Introduction Alberta Student Aid
Alberta Student Aid delivers financial supports and related services to Albertans in pursuit of post-secondary education, creating opportunities for them to improve their lives and community.

Intention of This Guide
This guide is intended as a high-level resource for newly licensed Private Educational Institutions as they prepare to support student loan borrowers. The guide will direct you to supports and resources located on the studentaid.alberta.ca website and provide you with contacts necessary for you at Alberta Student Aid.

Throughout this guide, we will provide you with links to more detailed documentation where applicable. Most often, we will direct you to the Alberta Student Aid Operational Policy and Procedure Manual. This manual is consistently updated and used by staff in schools, and students as well as staff at Alberta Student Aid. Please check the manual often to answer questions you may have.

At the end of this guide, we will provide information on how to submit your Alberta Institution Designation Agreement (AIDA) and Access to Learner Information Agreement (ALIA) documents.

Shared Responsibility
Students are responsible for making regular payments on their loans or arrange to be on government repayment assistance programs when they are unable to make payments.

The provincial government is responsible for:

• Assigning designation status to eligible post-secondary programs, which allows students to apply for federal and provincial student aid,

• Removing designation status if required, and

• Providing resources for post-secondary institutions to assist students with Alberta Student Aid funding, and creating resources for institutions to support their loan repayment strategies.
Post-secondary institutions are responsible for providing loan information to students through a developed loan repayment strategy and for maintaining student loan repayment rates at an acceptable level.

Good institution outcomes are linked to:

- rigorous admission policies
- quality programs
- managing student retention and keeping students informed about their loan obligations
- preparing students for the job market
- building alliances with all staff, and
- operational/administrative excellence

Institution Agreements

Alberta Institution Designation Agreement (AIDA)

The Alberta Institution Designation Agreement (AIDA) is a legal agreement that outlines your institution’s responsibilities and obligations, as well as those of Alberta Student Aid, in the administration of student aid.

A signed and executed AIDA allows students at your institution to apply for student aid (federal and provincial loans and grants) for programs that meet designation criteria. Any breaches of the AIDA could result in compliance action being taken, and possibly de-designation (new students can no longer apply for student aid).

Please review, sign and return a copy of the AIDA to Alberta Student Aid. Do not date the agreement on the first page, only on the legal owner’s signature on pages 5 and 6.

Contact the Portfolio and Institutional Analysis Unit, if you have any questions: piaunit@gov.ab.ca
Access to Learner Information Agreement (ALIA)

The Access to Learner Information Agreement (ALIA) is a legal agreement made between an institution and Alberta Student Aid that allows:

- Alberta Student Aid to share Learner information directly with your institution staff based on your institution system ID and staff profile.

- Institution staff to inquire on student funding application information.

- Access to online Confirmation of Registration information to confirm student enrollments in order to release student funding.

Once the ALIA is signed, your institution representative will sign an Alberta Student Aid Access form and send a list of identified staff that will require access to our Alberta Student Aid system. Each staff member will be required to set up an Alberta Education Account to create a unique profile that will link to your institution and students who have applied for funding.

ALIA - Key Requirements Summary

Please read over the ALIA before signing the agreement and returning it to Alberta Student Aid. If you have any questions about this agreement, please contact AE.SAACORAccess@gov.ab.ca.

Institutions must maintain a list of all staff who are authorized to access the system, and advise Alberta Student Aid when there is a change to staff. Institutions must maintain confidentiality.

Retention of Records

When looking up student information or confirming registration, the student’s information should be destroyed or given to the student if printed. The information should not be stored as a record.
Eligibility and Systems

Eligibility Criteria

Chapter 1: Eligibility for Student Loans and Grants – Alberta Student Aid Policy Manual

Three basic criteria determine eligibility:

1. Program Eligibility:

   • **School and program must be designated.** Schools and programs can be designated for federal and/or provincial funding.

   • A program must be at least 12 weeks in length in order to be designated – even if that program is licensed under the *Private Vocational Training Act*.

   • A **program** (including a career, vocational, or technical program) must have at least 20 hours of student activity or participation on average per week.

   • The educational institution must actively monitor student participation and maintain contact with students to ensure minimum course load is maintained.

   • The educational institution must demonstrate its courses/programs and monitoring activities meet criteria guidelines.

2. Student Eligibility:

   • Must be a Canadian citizen, permanent resident, or with protected person status (we do not fund students who have a study visa).

   • To qualify for provincial funding, students must also be an Alberta Resident. This means they have lived in Alberta for at least one year, or Alberta is the most recent province they have lived in for one full year without attending full-time studies.

   • If applying for full-time studies, students must be registered in a full time program.
3. Financial Eligibility:

- For full-time funding, a student must demonstrate financial need. This means they have higher costs than the total of all their resources. The formula used is Allowable Costs minus Resources equals Award, up to the loan maximum.

Program Eligibility

*Chapter 1: Eligibility for Student Loans and Grants – Alberta Student Aid Policy Manual*

All designated programs must lead to employment and result in a credential: degree, diploma or certificate.

There are a number of types of programs that are not eligible to be designated:

- Adult basic education
- Upgrading and high school equivalency programs
- Literacy training or English as a Second Language
- Personal or professional development programs such as continuing education, or self-interest programs

For a program to be eligible for full-time funding, it must have at least 20 instruction/practicum hours on average per week. Programs below this average may be eligible for part-time funding.

Alberta and most provinces and territories use the [Pan Canadian Designation Policy Framework](#) as a guide to implementing and maintaining our post-secondary designation criteria to ensure students and taxpayers receive an appropriate return on their educational investment.
Students can receive funding to attend schools in other provinces which participate in the Pan-Canadian Designation Policy Framework.

Student: Independent versus Dependent

Chapter 1: Eligibility for Student Loans and Grants – Alberta Student Aid Policy Manual

Alberta Student Aid distinguishes between independent and dependent students to help determine their residency and their eligibility for loans and grants. Students are considered independent if they fall under one or more of the following categories:

- Out of high school for 4 or more years
- Available to the labour force for 2 or more years (these periods do not need to be consecutive)
- Are 23 or older
- Are or have been married or common law, and are separated, divorced or widowed
- If they are a single parent with children
- If they are financially responsible for a disabled or elderly family member
- Both parents are deceased, or
- A student is a current or former youth in government care

All other students are considered dependent upon their parents and must complete Part A of Schedule 1.

Alberta Student Aid requires this information to determine if students meet Alberta residency requirements and Part B to be considered for Canada Student Loans and Grants and the Alberta Student Grant.
Academic Progress

Chapter 1: Eligibility for Student Loans and Grants – Alberta Student Aid Policy Manual

The intention is to ensure the student is able to complete their studies before hitting loan maximums and to limit their overall debt load.

Student's withdrawal history:

- If the student has withdrawn entirely from two funded study periods, their application will be rejected, and they will be notified they must wait 12-months from their last withdrawal to apply again.

If the student had extenuating circumstances, their application will be reviewed on a case-by-case basis.

Types of Funding

Chapter 1: Eligibility for Student Loans and Grants – Alberta Student Aid Policy Manual

Students can receive the following types of funds:

- Canada Student Loans
- Alberta Student Loans
- Grants

Students are automatically assessed for all funding types once they submit their online full-time application. Students could potentially receive any one of these fund types, or any combination of loans or grants. Some students could receive all four types of funding, depending on their calculated need.

We have a number of federal and provincial grants for students and each type of grant has its own specific eligibility requirements. One thing to keep in mind with grants is that grant funding can change. Sometimes new grants are added, others are removed, and the amounts and eligibility could change with short notice.

Before discussing grant funding with a student, be sure to always check our website to see which grants are available, the amounts and the eligibility criteria.

Loan Limits

Chapter 1: Eligibility for Student Loans and Grants – Alberta Student Aid Policy Manual

There are two types of loan limits we look at when determining the amount of the student’s award:
• The first is the annual loan limit and it is based on how long the student's year of program is. The standard maximum amount a student may receive in combined Alberta and Canada student loans is $7,500 per semester.

• In order to keep student debt manageable, we also apply lifetime loan limits. For most programs, students are eligible to receive up to $75,000 in federal and provincial funding.

**Student Aid Applications**

*Chapter 2: Full-Time Student Loans and Grants – Alberta Student Aid Policy Manual*

One full-time application determines eligibility for all funding types (federal and provincial loans and federal and provincial grants)

- Full-time students apply online at studentaid.alberta.ca

**Commercial Aviation Training**

There is an exception for students completing Commercial Aviation training. A separate form is located in the Applications and Forms section.

Flight schools must complete this form if students are pursuing Fixed Wing or Helicopter Training at a flight training school. This form must be attached to their application for Financial Assistance for Full-Time Post-Secondary Studies.

**My Alberta Digital ID**

To ensure security of information and to protect a student’s identity, a student must have a My Alberta Digital ID. This is a unique online identity so individuals can have secure access to multiple government programs and services. Therefore, **no one but the student should access their MADI account, nor share their secure password or ID.**

Students can simply create an account at account.alberta.ca, click submit, and then they will receive a registration confirmation email. Schools must not create MADI accounts for students, nor access the information on the students MADI account.

Please encourage all students to apply online, as applications are processed sooner and students can review results, funding amounts and submit changes online through **Upload e-Documents.** Schools also can get access to our systems to see information on students who are receiving Alberta Student Aid funding by completing their ALIA.
Student Aid Applications

Chapter 2: Full-Time Student Loans and Grants – Alberta Student Aid Policy Manual

Students must apply on the application that corresponds to their academic year. The academic year begins on August 1 and goes until July 31 of the following year.

Applications must be received at least 30 days prior to the student’s last day of study. All funding must be cashed before the student’s program ends. We recommend students apply early.

Schools can get access to our systems to see information on students who are receiving Alberta Student Aid funding. Schools cannot fill out or submit applications for students.

Student Aid Application Video

In the Resources section on the Alberta Student Aid website, check out the application demo. The video walks students through applying online, so they are aware of what to expect when applying for funding.

There is also a Student Aid Worksheet Full-time in the Resources section which schools can use to assist students with costs and resources prior to applying online for funding.
Alberta Student Aid System – For Schools

The Alberta Student Aid system drives the delivery of our program to Albertans and contains all student information. It allows you to see the status of Applications and Loan Agreements for your students. When you are in the system, you can also click on the Processed Full-time Application section to see additional information about a student’s application.

Alberta Student Aid Funding and Application View – For Schools

This window displays all available information in regards to the Student Aid funding and application for your student. The Application summary link provides details on all information provided by the student on their application:

1. Assessment details will show you exactly how much money the student was approved for to cover their tuition, fees, books, living allowance, etc. It also shows any resources we have calculated.

2. The Payment Schedule shows you what loans or grants the student was approved for, and the status of the payments.

3. Correspondence will let you see all letters that Student Aid has issued to the student, and finally,

4. View COR gives you the Confirmation of Registration status and details. If you find mismatched information, email cru@gov.ab.ca

Note: Information on the screenshots below is blurred out.
Confirmation of Registration (COR)

There are two ways to confirm registration. If you have system access, you can confirm or amend registration online. If you do not have system access, your students will receive a Manual COR Worksheet by mail. The school administration needs to complete the form and then send it back to us.

Students will not get any of their funding until the school has confirmed the student is registered in the program they named on their application.

If you are using the online COR method, you will be able to request tuition remittance when confirming registration. This means the funding allotted for the student’s tuition will be paid directly to the school. Tuition remittance is optional, and we recommend you discuss tuition remittance with the student prior to making the request. This will help avoid double tuition payments, and help the student ensure they are able to budget accordingly. Remember students have living expenses in addition to their school costs. When confirming registration for students, this information must match with the information on the student enrollment contract. Validation of COR data is part of the Alberta Student Aid compliance reviews.

Student Aid has further COR materials in the Guides and Resources section.

- COR Tip Sheet
- COR User Guide
- COR Methods for Schools
- Confirmation of Registration Alberta - Form B (fillable)
- Manual COR Instructions - FAQ & Samples

Provider and Program Registry System (PAPRS)

Course Information, such as program dates and costs, is managed by a system called the PAPRS – Provider and Program Registry System.

To ensure accurate assessments for students, the Student Aid System relies on schools submitting program information through PAPRS. This is where the online application pulls all relevant school and program information.

This ensures students are able to select their correct course information when they apply, and they are approved for the correct amount of funding based on their selection.
Alberta Student Aid will assist with manually entering your session and cost information into PAPRS in order to expedite designation of your program offerings.

**Application Changes**

*Chapter 2: Full-Time Student Loans and Grants – Alberta Student Aid Policy Manual*

Changes to an application may occur based on information:

- Provided by a student whose circumstances have changed (send online via Upload e-Documents)

- Provided by a post-secondary institution (e.g. amended registration) or Resulting from a reassessment by Alberta Student Aid while validating information provided on the student’s application.

- Students may submit a Request for Reconsideration online (schools do not have access to submit e-documents on their students’ behalf).

**Changes to End Dates**

*Chapter 2: Full-Time Student Loans and Grants – Alberta Student Aid Policy Manual*

To extend a student’s study period end date by more than 30 calendar days, a student should submit a new application. This will send a new COR request to the school.

**Notification of Withdrawals**

Notification of withdrawal should be made as soon as possible after it has been established that the student is no longer in attendance. This prevents additional payments from being made to students no longer attending. When terminating a student, the student’s name, reason for termination, and the date must be specific and must match what is on their attendance record. This means you will need to
monitor in class attendance. This is why it’s very important to have a robust system to track student attendance and keep a record of excused versus unexcused absences.

If you are using online COR, you can amend the registration online. If not, you will need to provide the notification of withdrawal in writing.

- If a student is no longer attending class, never attended their program, or has dropped to part time status you must notify us.

- If a student has missed five consecutive classes, and has not notified the school, you must consider the student as withdrawn. The withdrawal date will be the first day of missed class.

- If the student has a reasonable excuse (medical, family emergency, etc.) but has missed more than 30 days, you also must consider them withdrawn.

- If the student has excessive absences, and therefore will not realistically be able to complete the program, they must likewise be considered withdrawn. Again, the withdrawal date will be the first day they missed class.

Tuition Refunds

When a student who has received loan funding withdraws from studies, the school is responsible for forwarding any tuition refund the student is eligible for to the appropriate lender.

Alberta’s Private Vocational Training Regulation calculates tuition refunds as follows:

- If 10% or less of the training has been delivered, 75% of tuition needs to be refunded.
- If 10-50% of training has been delivered, 40% needs to be refunded.
- If the student withdraws after more than 50% of training has been delivered, there is no refund required.

The tuition refund is due 30 days from the date the student contract was terminated. This means accurately recording the student’s attendance and withdrawal date is essential.
Who to Refund
If all, or most of the loan funding received was a Canada Student Loan, you will need to refund tuition to the National Student Loan Service Centre (NSLSC). If all or most of the loan funding was an Alberta Student Loan, you will need to refund the Alberta Student Aid Service Centre.

If the student has received both types of funding, refunds will need to be sent to both lenders. You can contact the NSLSC and the Alberta Student Aid Service Centre directly for information on how much tuition refund is due, and how to send it.

National Student Loan Service Centre (NSLSC)
If most of the funding was Canada student loans.

Alberta Student Aid Service Centre (ASASC)
If most of the funding was Alberta student loans.

Part-Time Funding
Chapter 3: Part-Time Student Loans and Grants – Alberta Student Aid Policy Manual
Part-time students are considered for Canada part-time loans and grants and the Alberta-Part-time Grant. Many aspects of part-time eligibility are the same as full-time eligibility with exceptions.

If your school is designated for part-time funding, please see more in the Alberta Student Aid Policy Manual.

Permanent Disability Funding
Chapter 4: Permanent Disability– Alberta Student Aid Policy Manual
Students may be eligible for federal and/or provincial grants in addition to the loans and grants they receive, if they have a permanent disability.

Students must submit a Schedule 4 outlining their disability and the resources/assistance they will require during studies. More information can be found in the Alberta Student Aid Policy Manual.

Non-Repayment Period
Chapter 6: Repayment– Alberta Student Aid Policy Manual
While students are in school, their loans do not accumulate interest, and they are not required to make payments on either loan.
Once the student finishes their program, they are not required to make payments on either the Canada or Alberta student loans for 6 months. This 6-month period is called the non-repayment period.

*Due to the continuation of the COVID-19 pandemic, there may be flexibility changes which you should refer to listed on the Alberta Student Aid website for clarification.

Payments made on the loans during this time help reduce the principal of the loans – so it is always a good idea for students to begin making payments during this time, when they are financial able to do so.

![No payments for 6-months][1]  
![No interest accumulates][2]

**Repayment Assistance Plan (RAP)**  
Chapter 6: Repayment– Alberta Student Aid Policy Manual

The **Repaying Your Loan** section has RAP information with a link to the online Repayment Assistance Plan Estimator. Students can use this tool to determine their eligibility for RAP, and see an estimated payment amount.

**Note:** Students who enroll in the Repayment Assistance Plan will be counted more favorably in the repayment rate evaluations.
Defaulted loans

Chapter 6: Repayment– Alberta Student Aid Policy Manual

Defaulting on student loan payments has an impact on a student’s eligibility for future funding and may be denied until the defaulted loans have been rehabilitated.

This information is located on the Alberta Student Aid website under Default Consequences. It would be a good idea when counselling your students to point out the information, and advise them to understand their repayment obligations and consequences of not repaying loans.

Student Aid Compliance

Loan Repayment Strategy

Institutions must create and maintain a written Loan Repayment Strategy.

A Loan Repayment Strategy outlines an institution’s plans to assist their students in repaying loans by:

- educating students on their loan responsibilities,
- empowering students to manage their loans, and
- supporting students to successfully complete their program.

The Loan Repayment Strategy Guide will help you develop a strategy for your school.

Institutions may be asked to submit their Loan Repayment Strategy during compliance reviews, and/or when loan repayment rate results are poor.

Elements of an Effective Loan Repayment Strategy

The Loan Repayment Strategy Guide covers five elements for an effective loan repayment strategy.

- **Educating Borrowers**: going over loan counselling resources on the Alberta Student Aid website with your students; there are resources for when students start their studies and as they near completion of their studies.

- **Leveraging Technology**: providing loan information and resources through the internet, emails, social media and other digital systems.

- **Managing Student Retention and Withdrawals**: helping students finish their programs, and informing students who fail to graduate about their loan obligations.
• **Providing Employment Services**: helping students secure employment after program completion.

• **Building Alliances and Training Staff**: working with all departments in your institution to provide consistent student loan repayment information to your students.

We strongly encourage you to review the best practices in the Loan Repayment Strategy Guide in the Guides and Resources section, and consider which practices would work best at your institution as you implement your own strategy.

Email the Portfolio and Institutional Analysis Unit if you have questions about developing a loan repayment strategy.

**Canada Student Loan (CSL) Repayment Rates**

Jurisdictions follow the Pan-Canadian Designation Framework to participate in the Canada Student Financial Assistance Program (CSFAP). Designated post-secondary institutions enter a Memorandum of Understanding with Alberta’s Government by signing the Alberta Institution Designation Agreement (AIDA). This agreement allows Alberta Student Aid to monitor repayment rates and take compliance action on poorly performing institutions.

Repayment rates are derived based on the total Canada Student Loan dollars of all students who entered repayment between August 1 and July 31 of the previous loan year. This rate is captured on July 31 of the most recently concluded year. The first time an institution’s repayment rate is created is approximately two years after a program is completed.

*The repayment rate includes all Canadians who attended the Alberta institution, not just Albertans.*

*It does not include Alberta Student Loans or grants.*

If a student attended multiple institutions, then the institution is responsible for money that the student received to attend their institution.

**Canada Student Loan Repayment Rates | Key Dates**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 1, 2020</td>
<td>Student loan borrowers enter their consolidation period</td>
</tr>
<tr>
<td>July 31, 2021</td>
<td>Snapshot is taken. Borrowers are identified as either: a) in Good Standing b) Delinquent</td>
</tr>
<tr>
<td>July 31, 2022</td>
<td>Federal government sends data to PIA Unit</td>
</tr>
<tr>
<td>January 2023</td>
<td>PIA Unit sends results to institutions</td>
</tr>
<tr>
<td>February 2023</td>
<td></td>
</tr>
</tbody>
</table>
Repayment Rate Calculation

Repayment Rate = \frac{\text{Principal in Good Standing} + \text{Principal Paid}}{\text{Principal at Consolidation} \times 100} \text{ X 100}

How it works:

<table>
<thead>
<tr>
<th>1 Borrower in Good Standing on Snapshot Date</th>
<th>2 Borrowers Delinquent on Snapshot Date</th>
<th>3 Borrowers On RAP on Snapshot Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>+ Amount Paid</td>
<td>+ Amount Paid</td>
<td>+ Amount Paid</td>
</tr>
<tr>
<td>+ Amount Owing</td>
<td>- Amount Owing</td>
<td>+ Amount Owing</td>
</tr>
</tbody>
</table>

Definitions:

- **Consolidation Period:** 6 months after borrower's last date of study
- ‘**Snapshot**’ in time indicator; how did the borrower do in month that was checked? Checks status 1 to 2 years after loan is due.
- **In Good Standing:** Borrower made the July 31 payment or is on the Repayment Assistance Plan (RAP)
- **Delinquent:** Borrower missed one or more payments on July 31, or is in loan default

Repayment Rate Benchmark Zones and Evaluation Cycle

Canada Student Loan repayment rates are evaluated on a rolling three-year cycle. Rates are the educational institution's overall CSL repayment rate.

Repayment Rate Benchmark Zones and 3-Year Cycle

<table>
<thead>
<tr>
<th>Zone</th>
<th>Range</th>
<th>1st Year</th>
<th>2nd Year</th>
<th>3rd Year (Current)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red</td>
<td>0%-59.9%</td>
<td>1. Institution must move into yellow zone by the third year.</td>
<td>Monitor</td>
<td>1. If the rate has not moved into the yellow zone, the institution may be recommended for de-designation.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Institution must submit a loan improvement plan and meet with Student Aid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yellow</td>
<td>60%-85.1%</td>
<td>1. Institution must improve their current rate by 3% by the third year.</td>
<td>Monitor</td>
<td>1. If the rate has not improved by 3%, institution must meet with Student Aid to discuss how they will improve.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Institution must submit a loan improvement plan.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Green</td>
<td>85.2%-100%</td>
<td>No Action</td>
<td>No Action</td>
<td>No Action</td>
</tr>
</tbody>
</table>

New Private Careers Colleges Orientation Guide
©2021 Government of Alberta | August 25, 2021 | Advanced Education
Important Note: An institution that enters the Red zone from the Green or Yellow zone at any time during the three-year evaluation cycle must move into the Yellow zone within two years. That is, the institution will be considered to be in the first year of evaluation again.

For more information on repayment rate benchmarks or the evaluation process, see:
Chapter 7: Designation for Student Loans and Grants – Alberta Student Aid Policy Manual

You can also email the Portfolio and Institutional Analysis Unit at: piaunit@gov.ab.ca

Resources and Contacts

Student Aid Policy and Procedures
Student Aid provides a plain-language Alberta Student Aid Operational Policy and Procedure Manual with up-to-date information on all our procedures and policies – from application to repayment. It’s the primary reference point for schools, students and Student Aid Alberta staff.

The manual includes a chapter on designation which reviews in detail how programs are designated in Alberta, outlines the criteria for designation and loan repayment rates.

Resources for Schools
The Resources for Schools section is a valuable resource for schools. You will find a lot useful information on the Student Aid Program, Confirmation of Registration processes, and Loan Repayment information for schools.

Once you have read through this guide and completed your AIDA and ALIA, it is mandatory for you read and understand the Private Career Colleges Guide found in the Guides and Resources section.

Repayment Videos
View the National Student Loans Service Centre Repayment videos in the Resources for Schools section of the Alberta Student Aid website.

You can choose to host a session for a group of students and you can include this activity when you develop your Repayment Strategy.

Alberta Student Aid System – Confirmation of Registration (COR) Access
The Alberta Student Aid System page provides full instructions for setting up your online account and getting access to the system and COR. Once your ALIA has been signed and registered with Student Aid, this webpage will walk you through how to access the online systems.
Service Providers

Alberta Student Aid and Alberta Advanced Education support the Alberta applications, both full-time and part-time, and also Confirmation of Registration and tuition remittance for schools.

It is important to note, we have contracted service providers that issue the student’s provincial and federal funding and provide tuition payments directly to the schools. This is not the responsibility of Alberta Advanced Education. Therefore, when you have any concerns or related issues, you must contact the service providers.

National Student Loan Service Centre (NSLSC)  
Issues Canada loans and grants  
Repayment of Canada loans  
1 888 815-4514

Alberta Student Aid Service Centre (ASASC)  
Issues Alberta loans and grants  
Repayment of Alberta loans  
1 855 606-2096

Contact Us

The Alberta Student Aid website has a Contacts link at the bottom of the screen. You will find our address, hours of operation, and various phone numbers. Visitors can select from four main contact options, depending on what sort of information you or your students are looking for.

Dedicated Line for School Representatives

The Alberta Student Aid main contact number is the one you will likely use for most inquiries.

- 1 855 606-2096, option 4, then 1

We have a dedicated line for representatives of post-secondary schools which puts you in touch with one of our consultants in the Client Resolution Unit of Alberta Student Aid. They are able to answer most questions you may have - from basic and general information, right up to complex student funding or policy questions.

During COVID-19, you can still call the Alberta Student Aid Service Centre, however CRU is not available for calls during this time, and the Service Centre staff can take your calls.

This number also provides you with an option to contact the Alberta Student Aid Service Center.
Contact for Designation Questions
Contact the Portfolio and Institutional Analysis Unit for general inquiries and issues on:

- AIDA
- Repayment rates
- Loan repayment strategies

Email: piaunit@gov.ab.ca

Contact Designations for general inquiries and issues on:

- Designation requirements
- Online delivery of programs
- Distance delivery of programs

Email: AE.DesignationInquiry@gov.ab.ca

Student Aid Email Notifications
Alberta Student Aid provides an email notification service, and it is a great way to stay updated on Student Aid information. For schools using the Student Aid System and online COR, we will often send system notifications emails to let you know if the system is going offline for maintenance or under repair. We also will announce other important policy or program changes using this email service.

To sign up, simply go to Resources for Schools and click on the subscribe link; you can unsubscribe at any time. Please encourage other staff members that work with students or the student aid program to subscribe to these email notifications as well.
Next Steps

- Review and sign the AIDA and ALIA and return to Alberta Student Aid.
- Send two copies of the signed AIDA and ALIA to AE.DesignationInquiry@gov.ab.ca
- We can then start to designate your eligible program offerings.
- Get started on preparing a Loan Repayment Strategy for your institution.
- Review the resources available on the Alberta Student Aid website to become familiar with the Student Aid system, PAPRS, and COR.

Thank you for taking the time to read this important guide.

Important Reminder:

It is mandatory for you to read and understand the Private Career Colleges Guide located in the Guides and Resources section.