

Organization and Administration

Program Year Activities

During this past program year, August 1, 2015 to July 31, 2016, Manitoba Student Aid (MSA) managed an existing loan portfolio of approximately \$123.0 million, involving approximately 30,920 students. 15,325 full-time applications were received for student loans, grants, and bursaries, whereas 822 applications were received for Canada Student Loans for part-time students.

Of the total financial assistance provided by MSA in the 2015/2016 program year, approximately \$33.4 million were new loans distributed to approximately 9,400 Manitoba Student Loan recipients. Additionally, MSA managed the loan administration for new and existing loans, including annual expenditures of approximately \$6.0 million for grant portion of interest free loans, Provision for Loss, interest subsidies and previous Risk Premiums with the national banks.

The Branch also administered medical grants on behalf of Manitoba Health, Seniors, and Active Living. In the 2015/2016 program year, 217 applicants were approved for a total of \$4.0 million in conditional grants for the Medical Student/Resident Financial Assistance Program (MSRFAP). MSA's Medical Grants unit monitored approximately 1,709 previously issued grants worth approximately \$32.45 million to ensure continued program compliance.

The Branch also provides an important role by monitoring designated Manitoba institutions for student repayment rates and compliance to MSA's Memorandum of Understanding criteria. Furthermore, the Branch designates private and public institutions for student financial assistance according to the Pan-Canadian Designation Framework at the local, national and international level. As of July 31, 2016, 55 institutions and training providers located in Manitoba received or maintained their designation status. Of the 55, 8 were public institutions, 26 were private vocational institutions, 16 were trainers not registered under *The Private Vocational Institutions Act*, and 5 were institutions affiliated with a religious organization.

In a continued effort to relieve student debt levels for those experiencing difficulty paying back their Manitoba Student Loans, MSA maintained its' management of the annual \$0.4 million Repayment Assistance Plan (RAP) in the 2015/2016 program year. Through the administration of the RAP, the Branch monitored approximately 19,653 students in repayment of their direct-financed Manitoba Student Loans to ensure compliance with repayment obligations outlined in the Master Student Financial Assistance Agreement.

In order to provide the best possible customer service to Manitoba students, support is provided in person in both Winnipeg and Brandon. MSA support staff responded to approximately 37,894 requests for information and assistance over the telephone during the 2015/2016 program year, as well as responded to approximately 3,177 emails (out-of-province students and Manitoba Government Inquiry). Additionally, MSA's Student Advisors counsel post-secondary students who may have student aid concerns resulting from financial, academic or personal issues throughout the year. The MSA Inquiry unit provides program information to students, support administrators of post-secondary institutions, and work with other stakeholders and service providers to assist post-secondary clients.