

Organization and Administration

Program Year Activities

During this past program year, August 1, 2016 to July 31, 2017, the Manitoba Student Aid program (MSA) managed an existing loan portfolio of approximately \$129.9 million, involving approximately 32,749 students. 15,831 full-time applications were received for student loans, grants, and bursaries, whereas 770 applications were received for Canada student loans for part-time students.

Of the total financial assistance provided by the student aid program in the 2016/2017 program year, approximately \$36.5 million were new loans distributed to approximately 10,700 Manitoba student loan recipients. Additionally, the student aid program managed the loan administration for new and existing loans, including annual expenditures of approximately \$6.0 million in the 2016/2017 fiscal year for grant portion of interest free loans, Provision for Loss, interest subsidies and previous Risk Premiums with the national banks.

The Manitoba Student Aid program also administered medical grants on behalf of the Department of Manitoba Health, Seniors, and Active Living. In the 2016/2017 program year, 226 applicants were approved for a total of \$4.2 million in conditional grants for the Medical Student/Resident Financial Assistance Program (MSRFAP). The student aid program monitored approximately 1,750 previously issued grants worth approximately \$27.99 million to ensure continued program compliance.

The Manitoba Student Aid program continues to provide an important role by monitoring designated Manitoba institutions for student repayment rates and compliance to student financial support criteria. Furthermore, the student aid program designates private and public institutions for student financial assistance according to the guidelines set in the Pan-Canadian Designation Framework at the local, national and international level. As of July 31, 2017, 51 institutions and training providers located in Manitoba received or maintained their designation status. Of the 51, 8 were public institutions, 25 were private vocational institutions, 12 were trainers not registered under The Private Vocational Institutions Act, and 6 were institutions affiliated with a religious organization.

During the 2016/2017 program year the student aid program managed a repayment portfolio consisting of 18,829 students. In a continued effort to relieve student debt levels for those experiencing difficulty paying back their Manitoba student loans, the program maintained its' administration of the Repayment Assistance Plan (RAP), which provides temporary relief to students struggling to manage their loan repayment.

In the 2016/2017 program year, Manitoba Student Aid staff served an estimated 18,432 students who had visited MSA offices in person, responded to approximately 36,562 requests for information and assistance over the telephone, and addressed approximately 6,002 e-mails. Also during the 2016/2017 program year, an improved and modernized communications strategy was implemented, resulting in a social media campaign as well as a new visual identity and website, allowing for better stakeholder engagement. Furthermore, Manitoba Student Aid counselled post-secondary students through their financial aid concerns, while also helping to further the communications strategy in support of administrators of post-secondary institutions, service providers and other stakeholders working to assist post-secondary clients.