

Video/Audio Transcript

Video Title: How to apply for the New OSAP

Date: June 6, 2017

Running Time: 5:16

- 0:00** [Music begins]
- 0:01** [Green text on a white background appears saying: How to apply for OSAP: The Ontario Student Assistance Program]
- 0:04** Confetti is popped as the word osap outlined with a green check mark on the top right corner is shown and the text congratulations in yellow text is written on the bottom, as it gets smaller a picture of a school labelled college on the left and a school labelled university on the right appears. The speaker says: "Congratulations! You're going to university or college. And you've made the smart move to apply for the new OSAP to help pay for tuition and other expenses." The same osap box with a green check mark on it appears after.
- 0:16** A bunch of coloured stick people are placed on the screen and begin to accumulate, the green text appears: "Over 210,000 students could be eligible for free tuition" as the speaker says, "With the new OSAP, more students than ever before are eligible for financial aid. And over 210,000 students could be eligible for free tuition."
- 0:25** Two circles appear on the screen, a green one on the left side which has the texts, "Grants (you keep)" and a blue one on the right side which has the text, "Loans (you repay)." The speaker says: "Let's find out how OSAP - a mix of grants and loans - can help pay for college or university costs."
- 0:30** A sample of an OSAP application is displayed on the left as a yellow circle pops up saying: "Create your profile", "Complete the application" and "Submit your supporting documents" appears and disappears. The speaker says: "Applying for the new OSAP is easy. All you need to do is set up your profile, click the application and submit your supporting documents. That's how easy it is!"
- 0:40** A search bar appears with text reading: "Ontario.ca/osap" as the speaker says: "To apply for OSAP you need to register online at ontario.ca/osap."
- 0:47** A sample osap registration document is shown as the speaker says: "You only have to set up your profile once. You'll answer questions about yourself, where you live and how you'd like to be contacted."

- 0:57** The user scrolls the document to the email portion and the speaker says: "If you give us your email address, you can keep in touch with you about your application. Now it's time to start!"
- 1:03** The osap document is shown with four steps in order to review the application on the left side of the screen. On the right side of the screen three yellow circles pop up in sequence with a picture of a school and text saying: "Your school & program", the second with a picture of a stick person and text saying: "You" and the last of a female and male stick person stating: "Your family". The speaker says: "Take a moment to review what information you'll need to complete the application. You'll need to provide information about the school and program, you, and your family."
- 1:13** A cursor is shown picking the year of when the user's class starts and the document scrolls, a purple screen appears with a graduation cap in the middle, then it switches to a green background with white text on the right: "Your last day of high school" and a June calendar on the left side. The speaker says: "First, tell us when your classes start. It's important that the info you enter is accurate, especially the date you last attended high school. For students still in high school, enter the date you expect to graduate."
- 1:25** The osap document is shown as the user clicks on the yes checkbox and clicks proceed to continue to the next page. The speaker says: "Next, info on loans if you've never had one before. Then the OSAP application agreement page. Click "yes" to proceed."
- 1:33** The osap application is on the left side of the screen. On the right side of the screen, text in white appears above: "Make sure you have" as three yellow circles pop up in sequence with text saying: "right campus", the second text with: "correct year of study" and the last text: "correct start date" The speaker says: "Now, select your college or university. Search for your program, make sure the program you pick has the right campus, the correct year study and the correct start date."
- 1:44** The osap application shows the program information portion of the document and the speaker says: "At this point you'll be asked about your course load percentage - full-time students should enter 100%. The school and program section is now complete!" A yellow circle appears on the right side of the screen with text inside: "Full time = 100%" as that circle disappears, another one appears with a green check mark inside and text: "Complete!"
- 1:54** The osap document is shown as a cursor clicks several options. The speaker says: "You'll see that there is a check mark beside it at the top. Next up: you. Let's pause here and take a good look at your Current Situation page."

- 2:03** “If you're a high school student, you'll most likely select this choice.” The osap document is on the left side of the screen and on the right, white text on a green background states: “I am single, separated, divorced or widowed and have no dependent children living with me.” The user selects options on the screen then clicks next to proceed.
- 2:10** The progress of osap application is being shown, as the speaker says: “At the top of the screen, the application will show what steps you finished. You can use these links to go back to previous sections at any time.”
- 2:19** The osap document is shown as a cursor clicks several options. A green background shows on the right with white text: “Ensure all information is entered accurately.” It disappears and another text shows: “Inaccurate information may affect your eligibility or the amount of OSAP you'll get.” It disappears and another text shows: “Do you have any assets?” as three yellow circles show up in sequence, one containing money, one with text “RRSP” and one of a stock bar. The speaker says: “Next up your income and assets. A few quick questions about yourself. Then tell us what income you expect to get from the government before your school starts, what income you expect to get while you're in school, and any scholarships or government aid you'll get. Then tell us if you have any assets. This completes the section on you!”
- 2:40** A picture of a girl shows up on a green background with white text on the right: “If you graduated high school less than four years ago...” it disappears as a picture of a family shows up on the left and text on the right: “You need your parent's: Social Insurance Number, Date of birth, Amounts from their income tax return.” It disappears and a white circle with green text inside states: “Did you know?” It disappears and another text appears: “Applications can be saved and continued at a later date.” The speaker says: “If you're a student who graduated high school less than 4 years ago, it's now time to get your parents involved! Ask your parents for their social insurance number, date of birth and amounts from their income tax return. It's important to note that you can pause at any time, save the application and come back to it at a later date.”
- 2:58** An osap document shows on the left of the screen and a green background with white text shows on the right side: “Save your application by hitting save or just clicking next.” The speaker says: “Save your application by hitting save or just clicking next. Once you have your parents info, enter it here.”
- 3:06** The osap document shows on the left, and white text is shown on a green background on the right: “All income is verified by the Canada Revenue Agency.” Remember when entering info, the more accurate it is, the fewer delays and processing your application.

Please note all income is verified by the Canada Revenue Agency. This completes the section on your family if there's any information missing, this page will list which steps are not finished. A yellow circle appears with black text and a check mark: "This completes the section on your family."

- 3:23** The osap document is shown and the cursor clicks submit. The speaker says: "Okay, once everything is complete, you'll be taken to review and submit. And it will look like this."
- 3:30** A red curtain is closed then opened to show an osap document and the amount eligible to receive. The speaker says: "Now for the big reveal. This is how much money you could get in grants - money you keep - and loans - money you repay. It's just an estimate at this point until your application is processed."
- 3:43** The osap document shows on the left, and white text is shown on a green background on the right: "You must provide these before OSAP can finalize your application so you can get your money." The speaker says: "The next important page is "Your Documents". You must provide these before OSAP can finalize your application and release any money you may get."
- 3:52** A cursor is on the osap document, it clicks print and save. Then, the view of the osap document is shown on the left, and white text is shown on a green background on the right: "Master Student Financial Assistance Agreement." Then a yellow circle pops up and it says: "You only have to complete it once." The speaker says: "For first-time OSAP applicants the most important document is the Master Student Financial Assistance Agreement. This is a lifetime loan agreement that you only have to complete once."
- 4:03** Three yellow circles pop up in sequence, the first is a printer, the second is a signed document and the third one is a Canada Post Office. The last circle is enlarged on the screen and the text reads: "But you have to take it to a Canada Post outlet to have your ID verified." The osap document shows on the left, and white text is shown on a green background on the right: "Documents can be accessed at any time from this page." The speaker says: "Print, complete and sign your agreement, then take it to any Canada Post office. You have to take it to a post office to have your ID verified. Documentation will then be submitted for you by Canada Post. The rest of your documents can be accessed at any time, downloaded, printed, filled out and signed. Once completed, it can be uploaded on this page".
- 4:26** [A yellow circle with black text inside says: Is that it?]

- 4:27** The osap document shows on the left, and a yellow circle on a green background on the right disappears and reappears five times with the words: “Registered, Completed Application, Submitted, Supporting documents, what else?”. The yellow circle disappears and it goes back to the original screen with white text on the right: “Check the status of your application: Visit Ontario.ca/osap, Click Check Status.” The speaker says: “You've registered, you completed your application, hit submit, you know which supporting documents you need to fill out. What more do you need to do? You need to regularly check the status of your application.”
- 4:39** The osap document appears with the cursor clicking buttons on the screen, then a yellow circle appears on top of the green background, the text reads: “That’s all there is to it!” The speaker says: “Remember, you gave us your email address? That means we can now send you a reminder email. When you get an email from us, go to your message center to view the latest updates to your application. That's all there is to it –“
- 4:49** A green background with white text appear and reads: “OSAP will: verify information, provide details about how much money you will get and confirm when it will be in your bank account.” The speaker says: “well, the application part anyway! The next steps are done by OSAP, like verifying your income with Canada Revenue Agency, then you'll get details about how much money you'll get, and when it'll be in your bank account. It comes in installments after your school confirms your enrolment.”
- 5:06** The word osap outlined in black with a check mark on the top corner of the box appears on a white background on the left, while white text on a green background reads: “For more information, check out” and in yellow text underneath: “Ontario.ca/osap” The speaker says: “Check out Ontario.ca / OSAP for details on next steps. Thanks for taking the time to learn how to apply for the new OSAP.”
- 5:16** [Video ends.]