12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

KSA Hardship Bursary Policy and Procedures

Updated February 2024, Krystal Macabeo
Updated March 2021, Michelle Lam
Update August 2017, Mairi Lester
Updated April 2017, Jeremy Braacx
Updated July 2015, Eva Tong

1.0 Principal Statement

The Kwantlen Student Association (KSA) is committed to improving the lives of KPU students by offering a subsidy to the KSA members who are experiencing financial or personal hardships that impedes their access to education. All KSA members paying their MultiPass fees are eligible to apply for the KSA Hardship Bursary if they are able to demonstrate financial hardship or significant personal obligation. Those applying for the KSA Hardship Bursary are eligible to receive a partial MultiPass subsidy (2 months) or a full MultiPass subsidy (4 months). Once the final date for the application submission passes, the KSA Bursary administration will review all applications.

2.0 Background

The U-Pass BC is a program offered to all public post-secondary schools in Metro Vancouver by TransLink and the provincial government. All eligible students at participating schools are included in this program, and in turn are provided unlimited access to public transit within the TransLink service region. Eligible KPU students pay a monthly U-Pass BC program fee and an additional $10 for the MultiPass fee to fund additional programs and services. These fees have been accepted by students through a student referendum.

The U-Pass BC program sets out strict eligibility requirements. By design, most students are eligible and must pay the fee. There are limited exemption criteria and the University administrates exemption applications.

The KSA recognizes that not all students meet the exemption criteria, but they require assistance due to financial hardships or personal obligations. The KSA started the MultiPass Hardship Bursary to support these students. Students that who can demonstrate financial hardship or significant personal obligation are eligible to receive a full or partial MultiPass Bursary that effectively reimburses their MultiPass fees without removing their access to the Multipass benefits/services.

3.0 Process

All applicants applying to the KSA Hardship Bursary must apply by the application deadline which is generally set for the first Friday of the second month of the semester. The deadline will appear on the Hardship Bursary application form, which is updated each semester and available through the MultiPass website.

As stated on the application form, students applying must include the following items:

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

- A personal statement detailing the situation in the context of either financial hardship or personal obligation
- Supporting documents for financial hardship or personal obligation as outlined in the application
- Printed copy of the applicant's MultiPass Eligibility for the applied semester

All applications must be submitted via e-mail to multipass@kusa.ca, in person, or by mail to any of the KSA Member Services locations or the KSA office in Surrey as stated on the application form. Applications received by emails may be accepted in extenuating circumstances when approved by the KSA MultiPass team. All applications are kept in safe storage and strict confidentiality of applicants' personal information is maintained.

Once all applications are received, and the final date for application submissions has passed, the KSA MultiPass team reviews all applications. Each application is reviewed based on the criteria set out in Section 6.0 Requirements, and the amount of funding available. Only successful applicants will receive a full or partial subsidy. All applicants will be notified via email regarding the final decision on their application and successful applicants will be reimbursed via automatic fund transfer (AFT) to the account provided by the applicant on their application form. Decisions on all applications submitted before the submission deadline will be made by the end of the second month of the semester and cheques will be sent out within 1 month of the submission deadline.

There are some key differences in the way the KSA Hardship Bursary and the U-Pass exemption are administered. These differences are highlighted in the table below.

Element	**KSA MultiPass Hardship Bursary**	**KPU U-Pass Exemption**
Application format	Hardcopy or electronic	Electronic
Fees	Students pay MultiPass fees in full and successful applicants are reimbursed via AFT.	Fees removed from tuition money owing
Level of reimbursement/ subsidy	Full or Partial	Full only
Using MultiPass benefits/services	Successful applicants can still use their U-Pass and other MultiPass benefits/services	Students cannot access a U-Pass and are ineligible for some MultiPass benefits/services

4.0 Confidentiality

The information provided to the MultiPass department, and the KSA bursary administration will be kept confidential and will be used solely for processing the application. The Hardship Bursary Application package will be kept on record for one full year before being destroyed.

5.0 KSA Bursary Administration

The role of the KSA Hardship Bursary administration is to review and to adjudicate all applications based on supporting documentation. If financial need or personal obligation is demonstrated based on the

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

requirements outlined in Section 4.0, the application will be approved. For appeals, please see Section 7.0.

The KSA Hardship Bursary administration consists of the MultiPass departmental staff, and the KSA General Manager.

6.0 Requirements

Students must apply for the Hardship Bursary under the category of Financial Hardship, Personal Obligation or both. Examples of financial hardship or personal obligation are listed in Section 6.1 and Section 6.2 below, however these lists are not comprehensive.

It is up to the discretion of the KSA Hardship Bursary administration to accept or reject applications for a full or partial bursary.

Applicants must meet all of the following criteria and deadlines in order to have their application accepted and considered.

- All supporting documents are submitted on time
- Applications submitted up to 3 business days after the deadline are up to the discretion of the KSA Bursary administration
- Applications submitted after 3 business days past the deadline will be denied the hardship bursary and will not be considered
- Applications with missing information will have up to 3 business days past the deadline to submit the missing items either by email, in person, or by mail directly to the MultiPass Staff
- The application must be signed

6.1 Financial Hardship

Students applying for the Hardship Bursary under financial hardship must include:

- A brief written statement detailing the applicant's situation for financial hardship

And the applicant must also include any of the following as evidence:

- Outstanding debts
- Private loan contracts
- Student loan "Notice of Assessment"
- "Line of credit" statements
- Income tax assessments
- Credit card statements will only be accepted as additional documentation

Other official documentations that show evidence of outstanding debt may also be considered as evidence at the discretion of the KSA Bursary administration.

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

The failure to include the brief personal statement and/or appropriate supporting documentation that illustrate financial hardship will be denied. Additional documents that further illustrate financial hardship will also be taken into consideration. It is up to the discretion of the KSA Bursary administration to determine financial need.

6.2 Personal Obligation

Students applying for the Hardship Bursary under personal obligation must include

- A brief written statement of familial obligations; OR
- A brief written statement of personal circumstances that prevent the applicant from using the MultiPass; OR
- A brief written statement of personal circumstances that prevent the applicant from using other MultiPass funded services

And the applicant must also include any of the following as evidence:

- Copies of child-care receipts
- Medical certificates
- Copies of family care cards, corresponding to the brief statement of familial obligations

Other official documents that show evidence of personal obligation corresponding to the applicant's written statement may also be considered as evidence at the discretion of the KSA Hardship Bursary administration.

The failure to include a brief personal statement or any relevant supporting documents that illustrate personal obligation and/or familial obligations will be denied. Additional documents that further illustrate personal obligation will also be taken into consideration. It is up to the discretion of the KSA Hardship Bursary administration to determine personal obligation.

7.0 Appeals

If an applicant wishes to inquire reasoning for the decision of the KSA Bursary administration, a written appeal must be submitted to multipass@kusa.ca.

If an applicant wishes to appeal the decision of the KSA Hardship Bursary administration, a written appeal with supporting documentation must be submitted either in person or by mail to the KSA Surrey Office to the following address:

KSA Hardship Bursary Appeals
12666 72 Ave (Cedar 1240)
Surrey, BC Canada V3W 2M8

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

An appeal to the decision of the KSA Hardship Bursary administration must include the following information:

1. A letter including:
    - Your full name
    - Your student number
    - Date of request
    - Clear rationale for your appeal or request
    - Remedy being sought
    - Your signature
2. Supporting Documentation – please see Section 6.1 and/or Section 6.2

Upon the submission of the appeal, the KSA Hardship Bursary administration will add the appeal to the agenda of the next regularly scheduled meeting of the KSA Executive Committee. The KSA Hardship Bursary administration will prepare an anonymized version of the appeal documentation for the KSA Executive Committee to review. The KSA Executive Committee will review the appeal documentation during an in-camera portion of the meeting to maintain the anonymity/confidentiality of the applicant. The Executive Committee may request further documentation from the applicant by a deadline that they determine. After all requested appeal documentation has been collected or the deadline has past, the Executive Committee will make a final decision regarding the appeal. The decision of the Executive Committee will be considered final. The applicant may not re-apply for an appeal under the same Hardship Bursary application/current semester.

All communication with the applicant as part of the appeal process will be made through the KSA Hardship Bursary administration to maintain the anonymity of the applicant. The information will be kept on record in safe storage for one full year before being destroyed.

8.0 T4A Tax Documents

Any KPU student receiving Bursaries from the Kwantlen Student Association (KSA) that total more than $500 within a calendar year will be issued a T4A by the KSA as required by the Canada Revenue Agency (CRA). Students who by receiving either the MultiPass Hardship Bursary and/or the Health and Dental Hardship Bursary cross the $500 threshold will be identified by KSA staff during the application review process and be emailed a T4A Information Request Form. Students will be required to fill out the form and return it to KSA Accounting (as outlined below), before their reimbursement cheques will be mailed.

Questions about the T4A requirements and tax implications should be directed to a tax accountant or the CRA. Tax advice cannot be given by KSA Accounting.

Students may pass the $500 threshold in Summer or Fall Semester depending on the bursaries they apply for and receive throughout the year.

12666 72nd Avenue
Surrey, BC V3W 2M8

Reception: 604.599.2126
Fax: 604.599.2429
Website: www.kusa.ca

The T4A Information Request Form requires a social insurance number (SIN), email address and permanent mailing address for the purpose of issuing the T4A. The information gathered on the T4A Information Request Form will only be used to issue the T4A slip. The form will be kept for seven years by Accounting based on the requirements of the CRA, at that time the forms will be destroyed.

All T4A slips will be issued by email unless otherwise requested by the student. T4A slips will be issued by KSA Accounting before the last day February deadline of the following year.

Forms should be returned in a sealed envelope marked confidential to KSA Accounting. Forms can be sent by mail to:

KSA Accounting (Confidential),
Kwantlen Student Association,
12666 72 Ave (Cedar 1240),
Surrey BC, V3W 2M8

Or, can be dropped off at any KSA Member Services Office located on all KPU Campuses.

9.0 Contact

If you have any questions about this policy or process, please contact the MultiPass department multipass@kusa.ca or 604.599.2343