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## KSA Hardship Bursary Policy and Procedures

Updated April 2017, Jeremy Braacx  
Updated July 9, 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 administers 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:

- 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 sent to the KSA either in person or by mail to any of the Member Services locations or the KSA office in Surrey as stated on the application form. Applications received by emails will not be accepted except 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 by cheque mailed to the address provided. 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.

<b>Element</b>	<b>KSA MultiPass Hardship Bursary</b>	<b>KPU U-Pass Exemption</b>
Application format	Hardcopy	Electronic
Fees	Students pay MultiPass fees in full and successful applicants are sent a cheque	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 information 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 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 6.1 and 6.2 below, however these lists are not comprehensive.



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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.

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



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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](mailto: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

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



12666 72nd Avenue  
Surrey, BC V3W 2M8

Reception: 604.599.2126  
Fax: 604.599.2429  
Website: [www.kusa.ca](http://www.kusa.ca)

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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 Contact**

If you have any questions about this policy or process, please contact the MultiPass department [multipass@kusa.ca](mailto:multipass@kusa.ca) or 604.599.2343