

Memorandum

Subject: Human Services - Support to Student Aid Alberta Learners

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Distribution: Human Services Employment and Financial Supports Division
Human Services Common Service Access Division
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MESSAGE:

In recent years, the shared activities between Human Services (HS) and Innovation and Advanced Education have been significantly reduced, therefore a Shared Services Agreement between the two departments is no longer required. As a result, HS staff are no longer required to provide in-depth Student Aid Alberta program information to Albertans or attend training on Student Aid Alberta programs, including the What's New information session.

In addition, as of April 1, 2014 all HS staff except for a few will be unsubscribed from the SFassist list serv as well as access to HUGH and the Students Finance System (SFS) will be removed.

Albertans requiring Student Aid Alberta program information should be referred to the studentaid.alberta.ca website or to the **Student Aid Alberta Service Centre at 1-855-606-2096, TTY: 1-855-306-2240** (toll free in North America) Monday through Friday, 7:30 a.m. to 8:30 p.m. Staff are also encouraged to direct students to the financial aid office at the post-secondary institution they are planning to attend.