

Chapter 12

Commission Communications

The Commission uses various media outlets to communicate to students, parents, schools, stakeholders, government and other interested parties. Our communication policies include environmentally friendly strategies that help reduce the need for paper by using innovative electronic technology. The use of our websites, electronic email services, public meetings, publications, social media, call-in customer services, postcards and other written communication help us to communicate important messages.

The Commission hosts 2 major websites; www.csac.ca.gov, and www.calgrants.org. Each site allows access to information 24/7. Within these two sites, two additional portals offer the following:

- [WebGrants for Students](http://www.webgrants4students.org), located at www.webgrants4students.org, provides access for students to track and manage their Cal Grant application and/or Chafee grant, monitor their award status and make changes to their WebGrants account.
- [California Cash for College](http://www.californiacashforcollege.org), located at www.californiacashforcollege.org, offers local financial aid workshop and scholarship information. Workshops offer hands-on assistance to students and their families to complete key financial aid applications and forms. At the site, interested parties can register to host a Cash for College workshop, order workshop materials and receive valuable financial aid tools.

Join us on Facebook at :

<http://www.facebook.com/CSAC.StudentAidCommission>.

Look for updates, calls to action and messages at this new social media website!



Or follow Cash for College activities at

<http://www.facebook.com/Cash.for.College.California>

Additionally, timely updates are provided through the Commission's *Operations Memos*, *Special Alerts*, *Policy Bulletins* and monthly newsletters; *Fast Blast* and *High School Shout Out*. Each publication conveys updates and changes in Commission practices, policy, and procedures. School personnel must subscribe to the Commission's electronic mail services or LISTSERV at www.csac.ca.gov to receive these publications in order to efficiently administer Commission programs.

Since the Commission frequently updates website content and features, it is recommended to visit the Commission's websites regularly.

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12.1

Commission Web Sites

www.csac.ca.gov



This site provides access to state and federal financial aid information including:

- Available grants, scholarships, work-study and other employment programs, loan assumption programs, and student loan information;
- How to prepare and plan for college or career technical education; and
- How to apply for and manage a Cal Grant—the largest state funded financial aid program for higher education in California, Chafee Foster Youth grants and many other specialized programs that provide financial assistance to students and their families to help pay for education beyond high school.

The history of the Commission, a calendar of public meeting notices and agenda items, and many reports published by the Commission, can also be found on www.csac.ca.gov.

NAVIGATING THE COMMISSION'S WEB SITE: Use the *Navigation* buttons identified below to find the information and forms that you need:

Calendar of Events- lists Commission meetings, notices and agendas from the CSAC Home Page. Select the navigation button titled “**Calendar of Events**”, or go to: <http://www.csac.ca.gov/events.asp>. The calendar provides public meeting information. Select the meeting that you are interested in and then click on the particular meeting for meeting details, notices and agendas.

Students and Parents- Provides Commission program information (Cal Grant, Chafee, and Specialized), how to get started in the financial aid process, answers to frequently asked questions, access to financial aid forms and more. Direct your students and parents to this valuable resource to access useful tools and important information.

Schools- This section, designed specifically for college administrators, contains links to upcoming on-site Cal Grant training, Web-based training modules, the Cal Grant Program Manual, Internet tools, and downloadable forms.

Outreach- At this location, schools can access information about Cal-SOAP, Cash for College and GEAR-UP or link to other websites for more college planning information.

Publications- This section includes:

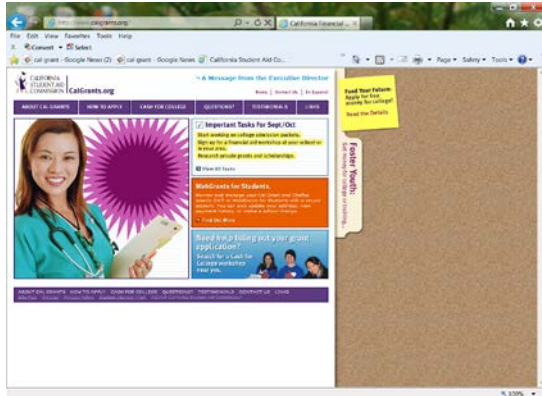
- Cal Grant GPA Requirement information;
- Parents and Students—information on available financial aid and how to apply in the Fund Your Future publications, and tips on managing your money;
- Participant forms and applications;
- Program Fact Sheets—information, rules and policies of the Cal Grant program;
- Reference Manuals;
- Publications Order form; and

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- Reports—a series of reports for the public and to the Legislature containing essential information and statistics about the programs the Commission administers.

www.calgrants.org

Students, parents and other interested parties may directly access this portal or go through the Commission's homepage to access this student based website.



Designed for students and their families, this is a user-friendly financial aid awareness website. The focus of this site is to inform students about information on state and federal financial aid programs - such as Cal Grants, the Chafee foster youth program and other Commission programs. This site provides easy access to key financial aid application forms – the Free Application for Federal Student Aid, commonly known as the FAFSA and the Cal Grant GPA Verification form. The site also hosts a fresh new music video which guides students through financial aid and FAFSA. Educators may choose to use this music video for outreach or classroom activities to promote financial aid awareness.

www.webgrants4students.org

Students may access this useful website at <https://mygrantinfo.csac.ca.gov/logon.asp>, from the Commission's homepage, or the Calgrants.org homepage.



(WGS) offers students private and secure access to their Cal Grant and/or Chafee Grant award information 24/7. Students can check their application status, review their award status, update address information, submit a school change, complete online forms and more.

www.californiacashforcollege.org



Accessed easily from www.csac.ca.gov or directly at www.calgrants.org, this partnership site is used by students, parents, financial aid administrators and others to access workshop and scholarship information.

Students and their families use this site to find local workshops that offer hands-on and multi-lingual help in completing key financial aid forms (the FAFSA and GPA Verification form) in order to maximize their opportunity to receive state and federal financial aid for education beyond high school.

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Using an easy search button, Cash for College workshops may be located by zip code, city or county throughout California. Each calendar year, workshops are offered Jan 1 through March 2.

Eligible high school seniors that complete the application process may apply for a \$1,000 incentive scholarship offered at each qualifying workshop.

Go to www.Californiacashforcollege.org for local workshop information.

High school counselors, financial aid administrators, government, business and community groups use this dedicated site to register to conduct Cash for College workshops, order materials and receive financial aid tools.

12.2 Electronic Mail Services

The Commission's use of electronic mail services provides timely information, operational updates and policy changes to administrators.

- **Fast Blast-** monthly newsletter;
- **Shout Out-** high school newsletter;
- **Operations Memo-** detailed operational updates;
- **Special Alerts-** high priority updates; and
- **Policy Memos-** detailed policy updates.

Sign up through CSAC List Services to receive these communications. From the CSAC home page, select "Links" and then "[CSAC List Services](#)".

Locate the option to subscribe to the **professional** information or **public** information LISTSERV.

There are three lists for **professionals**:

- College Financial Aid Administrators (CAA)
- High School Professionals (HSP)
 - WebGrants Updates for Colleges
- WebGrants Updates for High Schools

The username and password are:

Username: students

Password: 1SEC2001

This password is case sensitive and should be entered exactly as it appears. Enter the username and password, and then click on the "publications" link to bring up copies of recent and past Commission *Operations Memos, Special Alerts and Policy Bulletins.*

There is one list for **public** information:

- CSAC News – Public

Students, parents, and the general public may subscribe to the public list service for general information relative to Cal Grants. Interested school staff may subscribe to this list as well. No ID or password is required to subscribe to "CSAC News."

12.3 Commission Publications

The Commission in partnership with Educational Credit Management Corporation annually publishes a select number of financial aid and educational publications. These include:

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2012-13 Fund Your Future Workbook- The best overall guide to student financial aid available in California. The English or Spanish version for students are available online and, in hard copy.



[Workbook \(1-2\)\)](#)



[Workbook \(1-3\) Spanish](#)

2012-13 Fund Your Future Brochure- An easy to use brochure covering the financial aid basics available in English and Spanish. Available online and in hard copy.



[Brochure \(1-1\)](#)



[Brochure \(1-1.1\) Spanish](#)

2012-13 Fund Your Future Counselor's Guide- The PowerPoint planning tool to help high school counselors and financial aid administrators create a presentation for their students and families on the basics of available financial aid and how to apply. Easy to follow PowerPoint with notes section allows you to customize a presentation.



[Counselor's Guide](#)

Publication Ordering Information:
Shipping Center- A number of publications about the Cal Grant program and the application process for other California financial aid can be ordered through the following websites sites: www.csac.ca.gov.

You may also print items from our online resources or fill out the publications order form and mail, fax or phone your request to the Commission's Shipping Center.

Shipping Center Fax:
(916) 526-8238

Mail to:
California Student Aid Commission
P.O. Box 419027
Rancho Cordova, CA 95741-9027

Shipping Center Telephone:
(916) 526-7282

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12.4 School Support and Training

The School Support Services Branch provides online training on the Commission's programs to the financial aid community. Visit the Commission's website and select "Schools" "Colleges" and "Training" for training session information.

12.5 Calendar, Business Hours and Contact Information

Calendar:

The Commission publishes a list of observed holidays. Although normal Commission business will not be conducted on those days, the Grant Delivery System will continue to operate and WebGrants access will continue to be available. A calendar of scheduled WebGrants processing periods is available on WebGrants. The calendar shows when the system will be available for update access. Occasionally the Commission will issue *Special Alerts* to notify the financial aid community of interruptions of update access for award processing purposes.

Division Hours:

The California Student Aid Commission retains standard business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m.

Mailing Addresses:

Regular mail:

California Student Aid Commission
Program Administration and Services
Division
P.O. Box 419028
Rancho Cordova, CA 95741-9028

Overnight mail:

California Student Aid Commission
Program Administration and Services
Division
10834 International Drive
Rancho Cordova, CA 95670

For GPA forms and appeals only:
California Student Aid Commission
Program Administration and Services
Division
P.O. Box 419077
Rancho Cordova, CA 95741-9077

Email Addresses:

Cal Grant Operations Branch:
calgrantoffice@csac.ca.gov

Specialized Programs Branch:
specialized@csac.ca.gov

School Support Services Branch:
schoolsupport@csac.ca.gov

Customer Relations Branch:
studentsupport@csac.ca.gov

Technology Help Desk:
csachelpdesk@csac.ca.gov

Customer Service:

Customer Service:

Email
studentsupport@csac.ca.gov
Toll free number (888) 224-7268
Fax number (916) 464-7590



Customer Service:

Email
schoolssupport@csac.ca.gov
calgrantops@csac.ca.gov
specialized@csac.ca.gov



Toll free number (888) 294-0153
Fax (916) 464-8002

Technology Help Desk:

Toll free number (888) 294-0148
Direct number (916) 526-8989
Email csachelpdesk@csac.ca.gov