

Information Item

GRANT ADVISORY COMMITTEE

Cal Grant Update

Commission staff will update the Committee on the following items:

- Update for March 2nd Award Cycle
- Update on September 2nd Award Cycle
- Division Reorganization/Strategic Goals
- Cal Grant Forums
- WebGrants for Students
- Call Center Improvement Project
- Cal Grant System Generated Letters Review

Responsible Staff: Max Espinoza, Chief
Program Administration and Services Division

Anne Robertson, Manager
Cal Grant Operations Branch

Catalina Mistler, Manager
Specialized Programs Operations Branch

**Update for
March 2nd Award Cycle**



OPERATIONS MEMO

Update of the California Student Aid Commission

April 12, 2005

GOM 2005-04

TO: Financial Aid Administrators

FROM: Max Espinoza 
Chief, Program Administration & Services Division

CONTACT: Program Administration & Services Division
Phone: (888) 294-0153
Fax: (916) 526-8002
Email: custsvcs@csac.ca.gov

SUBJECT: Cal Grant Update, April 2005

The purpose of this Operations Memo is to provide an updated status of the 2005-2006 Cal Grant award processes:

- High School Entitlement Awards
- California Community College Transfer Entitlement Awards
- Competitive Cal Grant A and B Awards
- Grant Rosters
- Cal Grant C
- Cal Grant C Supplement Report On-Line

High School Entitlement Awards

We are pleased to announce that as of early April, we have sent letters to over 52,000 students informing them that they have qualified to receive a 2005-2006 High School Entitlement award. The Commission continues to update and process on-time applications and corrections to applications, for high school entitlement applicants. The Commission encourages you to continue to report corrections to your students' records.

California Community College Transfer Entitlement Awards

The Commission has identified over 5,000 potential award recipients. As a reminder, to qualify for this award, students must meet the following additional requirements:

- Have graduated from California high school or its equivalent after June 30, 2000
- Be a California resident at time of high school graduation
- Transfer to a baccalaureate degree granting institution from a California Community College



The Commission encourages schools to review files of potential Transfer Entitlement recipients, correct data if necessary and submit appropriate documentation to the Commission.

Competitive Cal Grant A and B Awards

The Commission began mailing Competitive Cal Grant A and B Award notification letters to students last week. In addition to meeting general Cal Grant A and B eligibility criteria, applicants were scored for GPA, household size and income, parent's educational level, household status and access equalizer. Applicants with a score of 155 or above were offered an award. Over 92,000 financially eligible applicants were considered for the Commission's 11,250 Competitive awards. Letters to the over 115,000 disqualified applicants will begin to be mailed this week. Revisions to the disqualification letter have been made and can be viewed at "Special Alert" GSA 2005-11.

Grant Rosters

Rosters displaying all 2005-2006 award recipients are available on WebGrants. Schools may process a school change as this time. As a reminder schools may not report payment for the 2005-06 academic year until after the state budget is finalized.

Cal Grant C

The Commission found 27,496 students eligible to compete for a Cal Grant C award. These students will receive a supplemental application. Participants must return forms postmarked no later than May 15, 2005 to be considered for a 2005-2006 Cal Grant C award. The Commission will make Cal Grant C awards at the end of May.

Cal Grant C Supplement Report On-Line

Schools who are participating in the Cal Grant C program may download a list of their students who have been mailed a Cal Grant C Supplement. These lists are provided to enable schools to assist students in completing the form and are currently available on the WebGrants Data Transfer Report Download screen.

If you have any questions regarding this update please contact the Cal Grant Operations staff at 1-888-294-0153.

Thank you for your continued efforts in serving students

**2005-06 New Cal Grant Award Offers by Program and Segment
Compared to 2004-05 Offers**

High School Entitlement Award Offers							
	CCC	UC	CSU	ICU	PCC	Total	GAP ³
	#	#	#	#	#	#	Awards
2005-06 Cal Grant A¹ -- E1	2,096	4,349	4,556	6,251	773	18,025	18,025
2004-05 Cal Grant A ² -- E1	2,290	4,250	4,520	5,675	739	17,474	17,586
2005-06 Cal Grant B¹ -- E1	15,707	6,569	12,093	1,334	1,706	37,409	37,409
2004-05 Cal Grant B ² -- E1	13,462	6,069	10,363	1,259	1,549	32,702	36,497
2005-06 Total E1 Offers¹	17,803	10,918	16,649	7,585	2,479	55,434	55,434
2004-05 Total E1 Offers ²	15,752	10,319	14,883	6,934	2,288	50,176	54,083
CCC Transfer Entitlement Award Offers							
2005-06 Cal Grant A¹ -- E2	0	844	1,214	499	80	2,637	2,637
2004-05 Cal Grant A ² -- E2	0	334	360	213	32	939	2,122
2005-06 Cal Grant B¹ -- E2	0	1,026	1,642	390	43	3,101	3,101
2004-05 Cal Grant B ¹ -- E2	0	337	363	137	7	844	2,224
2005-06 Total E2 Offers¹	0	1,870	2,856	889	123	5,738	5,738
2004-05 Total E2 Offers ²	0	671	723	350	39	1,783	4,346
March Competitive Award Offers							
2005-06 Cal Grant C1 -- A¹	184	27	73	237	766	1,287	1,287
2004-05 Cal Grant C1 -- A ²	293	53	107	258	761	1,472	1,650
2005-06 Cal Grant C1 -- B¹	5,716	494	1,563	806	1,795	10,374	10,374
2004-05 Cal Grant C1 -- B ²	5,662	562	1,617	780	1,526	10,147	10,259
2005-06 Total C1 Offers¹	5,900	521	1,636	1,043	2,561	11,661	11,661
2004-05 Total C1 Offers ²	5,955	615	1,724	1,038	2,287	11,619	11,909
All Cal Grant Award Offers							
2005-06 Total Offers¹	23,703	13,309	21,141	9,517	5,163	72,833	72,833
2004-05 Total Offers ²	21,707	11,605	17,330	8,322	4,614	63,578	70,338
Percent Change 2005-06 Compared to 2004-05	9.2%	14.7%	22.0%	14.4%	11.9%	14.6%	4%

Notes:

1. 2005-06 award offers as of 4/08/05
2. 2004-05 award offers as of 4/09/04 (some awards placed on hold due to income ceiling issues in the budget)
3. GAP refers to students that fell between the Commission approved income ceilings and the Governor's proposed income ceilings.

**Update on
September 2nd Award
Cycle**



OPERATIONS MEMO

Update of the California Student Aid Commission

May 05, 2005

GOM 2005-06

TO: Financial Aid Administrators

FROM: Max Espinoza 
Chief, Program Administration & Services Division

CONTACT: Program Administration & Services Division
Phone: (888) 294-0153
Fax: (916) 526-8002
E-mail: schoolsupport@csac.ca.gov

SUBJECT: September 2, 2005 Competitive Cal Grant Award Information

This Operations Memo provides guidance to California Community Colleges regarding the September 2, 2005, Competitive Cal Grant A & B award process. These awards are for students who will attend an eligible California Community College this fall. This memo covers information on the following topics:

- Students Eligible to Participate in the September 2005 Competition
- Cal Grant Grade Point Average (GPA) Verification Process and Submission
- California Community College Enrollment Verification and Submission

Students Eligible to Participate in the September 2005 Competition

Students who did not receive a Cal Grant award for the March 2 application process, or who applied after March 2, but by September 2, 2005, may be considered for the September 2 competition.

In order to be considered for the September 2005 competition, applicants must have:

- a complete 2005-06 Free Application for Federal Student Aid (FAFSA) submitted no later than September 2;
- a verified GPA submitted to the California Student Aid Commission (Commission) for the 2005-06 Cal Grant application period but no later than September 2, 2005; and
- a Social Security number included on a California Community College enrollment upload file.

Students who are offered an award must enroll in and attend a California Community College for the fall 2005 term to receive payment.



State of California
Arnold Schwarzenegger
Governor

For more information you may contact us at:
 California Student Aid Commission, Program Administration & Services Division
 P.O. Box 419028, Rancho Cordova, CA 95741-9028 (888) 294-0153 Fax: (916) 526-8002
 Website: www.csac.ca.gov E-mail: schoolsupport@csac.ca.gov

Cal Grant GPA Verification Process and Submission

In support of "Community College Financial Aid Awareness Month," for the first time the Cal Grant GPA Verification Forms will be available beginning May 2005. California Community Colleges will receive drop shipments commencing April 29, 2005. The Commission is also sending 50 copies of the September GPA Verification forms to accredited high schools to assist students who missed the March 2nd award. Community Colleges and High Schools may order more as needed. The Commission will be using the EDFUND online ordering system for this process. Instructions for using the online system as well as a link to the EDFUND Web site can be found at <http://www.csac.ca.gov/doc.asp?id=1072>.

The Commission has developed a September 2 GPA "wrap-around" that is available through the Commission's Website at http://www.csac.ca.gov/PUBS/FORMS/GRNT_FRM/G-4.1.PDF. Schools and students may use the "wrap-around" to refer to the guidelines set forth in determining a student's GPA. The "wrap-around" is designed as an outreach and guidance tool. It does not include a Scantron GPA Verification form.

The following information is provided to assist Community Colleges in the submission of GPAs:

- **Submitting Verified GPAs**

School officials may submit verified GPAs by uploading data files through WebGrants using the GPA Upload option. GPA data files must be received by the September 2 deadline. Please refer to the enclosed record layout for the data fields to include in your data file. You may also submit GPA Verifications Forms.

- **September 2 GPA Verification Forms**

The September 2 Cal Grant GPA "wrap-around" provides complete instructions on how to calculate a college, community college or re-established GPA. If a student chooses to submit the GPA Verification Form, please advise the student to keep a copy of the form and to obtain a U.S. Postal Service (USPS) Certificate of Mailing; which must be postmarked by the September 2 deadline.

- **Re-established GPAs**

Please identify re-established GPAs in one of the following ways:

1. WebGrants GPA Upload: When uploading both regular and re-established GPAs, each requires a separate data file. Use a naming convention to identify which file is a regular GPA and which is a re-established GPA; or
2. GPA Verification Form: Bubble in the oval that identifies the verified GPA as a re-established GPA, if applicable.

California Community College Enrollment Verification and Submission

Enrollment data files can now be uploaded and submitted directly to the Commission through WebGrants using the Enrollment upload screens. Users are given the option to upload a

complete data file or to enter individual records. The enrollment record layout specifications are the same with the exception that a header is no longer required. Community colleges with systems already programmed to include a header, may continue to do so. A copy of the record layout is enclosed.

California Community Colleges should report the Social Security numbers of all students enrolled for fall 2005, regardless of the number of units in which they are enrolled. The Commission must receive all enrollment data no later than September 9, 2005. Schools on the quarter schedule have until September 17, 2005.

If you need further assistance, please contact Lynn Mayhew at (916) 526-8038 or by e-mail at lmayhew@csac.ca.gov.

Thank you for your continued efforts to serve students.

Enclosures

- 1) GPA WebGrants Record Layout for Colleges
- 2) WebGrants Output Record and Data Element Descriptions
- 3) Enrollment Data Electronic Record Layout

**Division
Reorganization/Strategic
Goals**



OPERATIONS MEMO

Update of the California Student Aid Commission

April 14, 2005

GOM 2005-05

TO: Financial Aid Administrators and High School Counselors

FROM: Max Espinoza 
Chief, Program Administration & Services Division

CONTACT: Program Administration & Services Division
Phone: (888) 294-0153
Fax: (916) 526-8002
E-mail: custsvcs@csac.ca.gov

SUBJECT: Grant Services Division Reorganization

The California Student Aid Commission (Commission) is pleased to announce several important changes. Over the past year, the Commission has undergone a number of organizational changes to improve the delivery of financial aid to students and improve the level of service provided to schools.

As part of this effort, Commission Executive Director Diana Fuentes-Michel has authorized several changes to the Commission's Grants Services Division including the following:

Program Administration & Services Division. Effective in March, the name of the Commission's Grant Services Division has been changed to "*Program Administration & Services Division.*" This change is designed to better reflect the work performed by the Division.

In addition, to align the Program Administration & Services Division's mission to the Commission's overall mission, Division staff has replaced the previous Division mission statement and has adopted the following mission statement:

"To facilitate access to the Commission's programs by effectively delivering financial aid and superior service to students and the financial aid community."

Similarly, Division staff has adopted the following *core values* that we will strive to uphold in our daily work and interactions with each other, students and schools: *Accountable, Professional, Resourceful, and Integrity.*

The Division staff has also identified the following five goals to accomplish in 2005:

1. *Improve External Relations & Communication*
2. *Streamline Program Administration (improve efficiency & effectiveness)*
3. *Ensure Maximum Productivity of Staff*
4. *Implement Systems to Ensure Accountability*
5. *Improve Access to and use of Technology*



State of California
Arnold Schwarzenegger
Governor

For more information you may contact us at:
California Student Aid Commission, Program Administration & Services Division
P.O. Box 419027, Rancho Cordova, CA 95741-9027 (916) 526-7590 Fax: (916) 526-8002
website: www.csac.ca.gov email: custsvcs@csac.ca.gov

New “School Support Services” Branch Created. As part of the Commission’s continuing efforts to support schools in administering the Commission’s programs for students, the Training Unit has been reorganized to better respond to the needs of schools. The Commission’s former Training Branch will be renamed “*School Support Services.*” At least six additional personnel will be placed in this unit.

The School Support Services Branch scope of responsibilities include the following:

- plan and staff the Commission’s annual high school and college workshops;
- provide continuous internal training of staff to insure consistency and sensitivity to school concerns and needs;
- provide training to schools on the Commission’s programs, including for schools with new Institutional Participation Agreements;
- develop the Commission’s operations memos, special alerts and policy bulletins;
- coordinate the Commission’s Advisory & Enhancements Work Group;
- interact with state, regional and national financial aid associations;
- develop WebGrants and Website enhancements and ensure its maintenance;
- complete and update the Cal Grant Manual and create a Specialized Programs Manual; and
- review and complete Institutional Participation Agreements with schools.

The School Support Services Branch will continue to provide year-round training throughout the state for schools, but will also take on the additional responsibility for program policy and communications with schools. The Branch will serve as a continuous feedback mechanism within the Program Administration & Services Division for schools and the Commission. In addition, the Branch will be reaching out to schools in order to ensure that program policy and operational issues are reviewed internally with special attention to school concerns.

A new email address for this Branch will soon be created to facilitate the submission of email inquiries from school administrators. Schools will be notified when the email address is available. The phone number for school assistance will not change at this time, so please continue to call (888) 294-0153 for school support.

Revamped “Student Support Services” Branch. In an effort to better support students who contact the Commission for assistance, the Commission’s Customer Service Unit has been renamed to “*Student Support Services.*” This unit is responsible for assisting students who contact the Commission for help in processing their awards or who may have questions regarding the Commission’s programs.

Given that the number of students in the Cal Grant program has doubled since the creation of the Cal Grant Entitlement Program, the work of this unit and its staff has increased significantly. Over the course of the next several months, we will continue to make refinements in this area to ensure that students get the best possible service from the Commission. Some of the current efforts in this area include the following:

- ***GPA Postcard Pilot Project.*** Students under the age of 21, who have completed and submitted the FAFSA, but had not yet submitted their GPA were notified this year prior to the March 2nd Cal Grant deadline that “it takes two” via a GPA postcard reminder. The postcard was sent to 18,000 students in an effort to empower them with the information they need to complete the Cal Grant application process. We will be evaluating the success of this project throughout this year to determine cost effectiveness.

- **WebGrants for Students:** In May, the Commission hopes to launch the long anticipated “WebGrants for Students.” WebGrants for Students will provide students with critical information to ensure successful processing of their grant application and award status. WebGrants for Students will allow students to check their GPA verification status, make address and school changes, and track payment history and eligibility. There will be a number of phases to this project and we hope to continue to add user friendly functionality in each phase to help students access the Commission’s programs more efficiently and effectively.
- **Interactive Voice Response System:** This year, an interactive voice response system will be implemented in the Commission’s Call Center in order to ensure that students will be able to get the basic information they need to complete the Cal Grant application process and to obtain information about their award status. Like WebGrants for Students, this project will streamline the process for students seeking to get information from the Commission.

Grant & Specialized Program Operations Refinements. To more clearly define the important role played by the operations staff of the Commission, the Grant Operations Branch has been renamed “Cal Grant Operations Branch” and the Specialized Programs Branch has been renamed “Specialized Programs Operations Branch.”

Staff of these branches will continue to work to refine our operations in a manner that allows for the efficient and effective delivery of the Commission’s programs. Special attention is being given to quality assurance in the various processes performed within each branch.

An organizational chart is enclosed to illustrate some of the new structural changes as outlined in this Operations Memo. Over the course of the next several months, we will continue to communicate with you new developments, including the addition of new staff.

The Commission remains committed to continuous improvement in an effort to serve students better. We understand that to serve students effectively we must continue to partner with schools in a collaborative relationship that we hope will lead to all eligible students benefiting from higher education.

Please feel free to contact me or Anne Robertson at (916) 526-7976 should you have any questions regarding information contained in this Operations Memo.

As always, thank you for your continued efforts to serve students.

Enclosure: Organizational Chart

**PROGRAM ADMINISTRATION & SERVICES DIVISION
(GRANT SERVICES DIVISION REORGANIZATION)**

EFFECTIVE MARCH 2005



**CALIFORNIA STUDENT AID COMMISSION
EXECUTIVE DIRECTOR**

**PROGRAM ADMINISTRATION &
SERVICES DIVISION
DIVISION CHIEF**

**SCHOOL SUPPORT
SERVICES BRANCH**

**STUDENT SUPPORT
SERVICES BRANCH**

**CAL GRANT
OPERATIONS BRANCH**

**SPECIALIZED
PROGRAMS
OPERATIONS BRANCH**

Responsibilities/Functions:

- Plan and staff Commission's annual high school and college workshops
- Provide continuous external training to schools including new Cal Grant schools
- Develop Operations Memos, Special Alerts and Policy Bulletins
- Coordinate Advisory and Enhancement workgroup
- Interact with state, regional and national financial aid associations
- Develop WebGrants and Website enhancements and ensure its maintenance
- Complete and provide updates to Cal Grant manual
- Develop Specialized Programs Operations manual
- Review and process Cal Grant Institutional Participation Agreements with schools

Responsibilities/Functions:

- Call Center for students
- Update student records
- Respond to student letters of appeal
- Follow-up on student appeal requests
- Respond to student letter or email inquiries
- Respond to Governor's Office Goldenrod letters
- Reroute misdirected requests to proper units
- Mail publication and application requests to students

Responsibilities/Functions:

- Administer the Cal Grant A, B, C, and TCP programs
- Respond to school inquiries and appeals
- Review and process school and student change forms
- Process and upload grade point average information
- Process Cal Grant C Supplemental forms
- Process school payments
- Review reconciliation reports
- Arrange Electronic Funds Transfers with schools
- Update and test annual Grant Delivery System (GDS) changes for production
- Update and publish various publications such as letters, forms, brochures, pamphlets
- Update GDS System with new school information and annual school cost of attendance information

Responsibilities/Functions:

- Administer the Chafee Foster Youth program
- Administer the Robert C. Bryd Scholarship program
- Administer the Child Development Grants program
- Administer the Assumption Program of Loans for Education (APLE) program (Grad APLE and Out-of-State)
- Administer the Law Enforcement Personnel Dependents (LEPD) program
- Administer the Gear-Up program
- Call Center for schools, students and lenders for Specialized Programs

Contact Information:

- Phone: (888) 294-0153
- Fax: (916) 526-8002

Contact Information:

- Phone: (888) 224-7268
- Fax: (916) 526-8004

Contact Information:

- Phone: (888) 294-0153
- Fax: (916) 526-8002

Contact Information:

- Phone: (888) 224-7268
- Fax: (916) 526-7977



SPECIAL ALERT

Update of the California Student Aid Commission

May 13, 2005

GSA 2005-20

TO: Financial Aid Administrators

FROM: Max Espinoza 
Chief, Program Administration & Services Division

CONTACT: Program Administration & Services Division
Phone: (888) 294-0153
Fax: (916) 526-8002
E-mail: schoolsupport@csac.ca.gov

SUBJECT: New Manager for School Support Services Branch

The California Student Aid Commission (Commission) is pleased to announce that Ms. Thea Pot-Van Atta will assume the manager position over the School Support Services Branch in the Program Administration and Services Division beginning June 1, 2005.

As you know, the School Support Services Branch was created as part of the Grant Services Division reorganization (referenced in GOM 2005-05) in an effort to better assist schools in administering the Commission's programs. The new School Support Services Branch is responsible with providing year-round training throughout the state for schools and for program policy and communications with schools. In addition, the School Support Services Branch works to ensure that program policy and operational issues are reviewed internally with special attention to school concerns. Attached is a chart that further illustrates the responsibilities of the new School Support Services Branch.

Ms. Pot-Van Atta comes to the Commission with over 20 years of financial aid experience. She has worked as a financial aid specialist at the University of California, Davis Financial Aid Office since 1983. For much of that time, she has been the campus coordinator for the Cal Grant program. Given her background, she intricately understands the administration of the Commission's programs from a school perspective. Prior to becoming a financial aid professional, Ms. Pot-Van Atta oversaw the management of a crisis shelter. Her extensive experience makes her uniquely qualified for this important position.

We are excited about having Ms. Pot-Van Atta on the team. Please join the Commission in welcoming Ms. Pot-Van Atta in her new position as manager of the School Support Services Branch.

Enclosure: Program Administration & Services Division Organizational Chart;
School Support Services Branch



State of California
Arnold Schwarzenegger
Governor

For more information you may contact us at:
 California Student Aid Commission, Program Administration & Services Division
 P.O. Box 419028, Rancho Cordova, CA 95741-9028 (888) 294-0153 Fax: (916) 526-8002
 Website: www.csac.ca.gov E-mail: schoolsupport@csac.ca.gov

**PROGRAM ADMINISTRATION & SERVICES DIVISION
SCHOOL SUPPORT SERVICES BRANCH**

EFFECTIVE MARCH 2005



**CALIFORNIA STUDENT AID COMMISSION
EXECUTIVE DIRECTOR**

**PROGRAM ADMINISTRATION &
SERVICES DIVISION
DIVISION CHIEF**

**SCHOOL SUPPORT SERVICES BRANCH
FINANCIAL AID MANAGER I**

Responsibilities/Functions:

- Plan and staff Commission's annual high school and college workshops
- Provide continuous external training to schools including new Cal Grant schools
- Develop Operations Memos, Special Alerts and Policy Bulletins
- Coordinate Advisory and Enhancement workgroup
- Interact with state, regional and national financial aid associations
- Develop WebGrants and Website enhancements and ensure its maintenance
- Complete and provide updates to Cal Grant manual
- Develop Specialized Programs Operations manual
- Review and process Cal Grant Institutional Participation Agreements with schools

Contact Information:

- Phone: (888) 294-0153
- Fax: (916) 526-8002

Cal Grant Forums

Cal Grant Forum Update

Commission staff has been visiting the various regions of the state holding "Cal Grant Forums". The purpose of these forums was to gather input from the financial aid community and other interested parties regarding how the Commission is administering the Cal Grant Program.

The forums were also an opportunity for attendees to ask questions and offer suggestions. At each of the forums, we provided an update on the Commission's activities and plans for the future.

The forums began on January 20, 2005 at the University of San Diego and ended on April 8th at Orange Coast College. From the statewide map enclosed, you can see that we covered a great deal of the state in holding these forums.

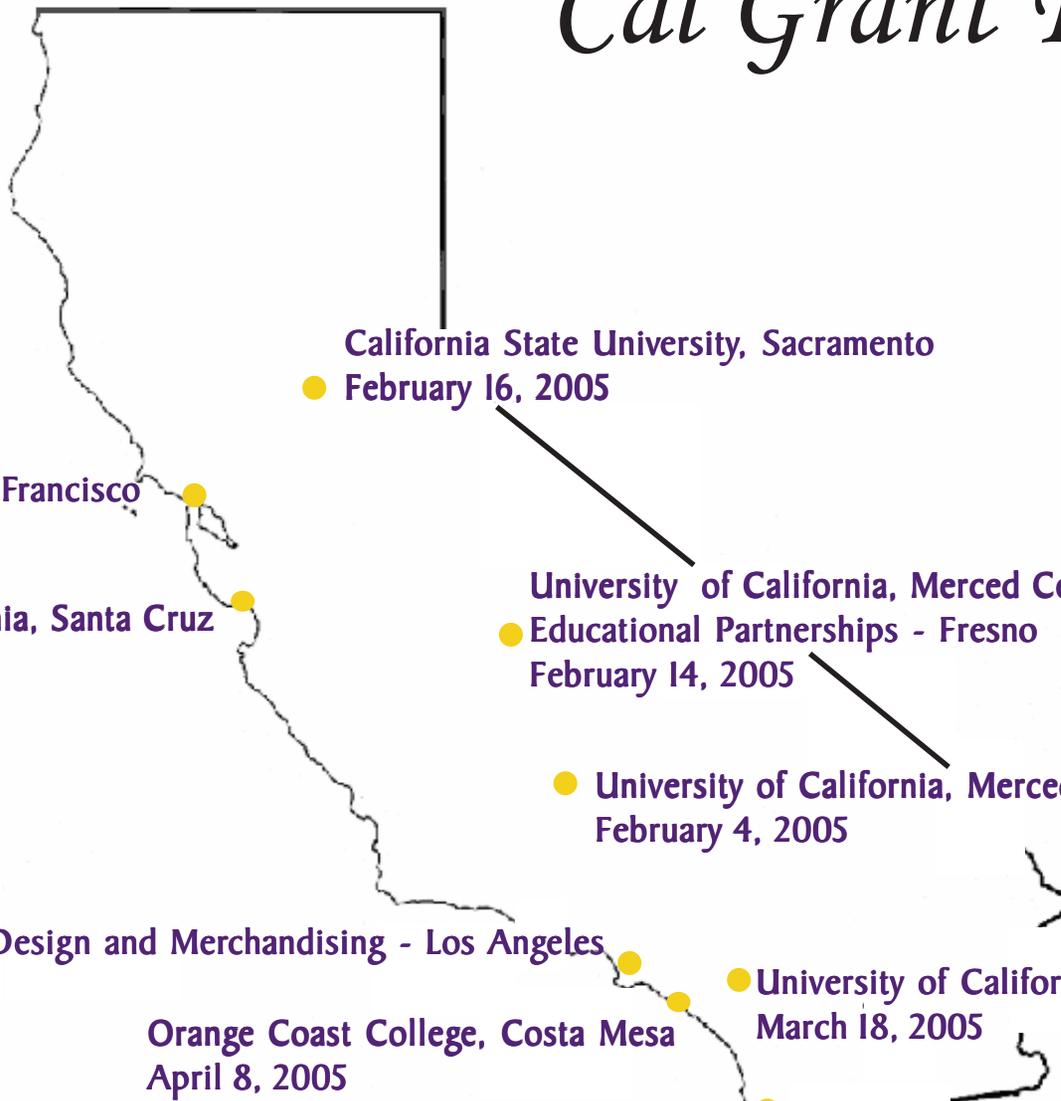
Over 288 individuals representing 146 institutions attended the forums across the state. We are please with the interest from the community. The feedback we have received from the forum participants has been very encouraging. Many have complemented the Commission for engaging the financial aid community in this manner and have applauded many of our recent initiatives. Many of the suggestions for improvements raised at the forums have been extremely instructive to the Commission staff.

While Commission staff is currently working to compile all of the questions, concerns and suggested modifications raised at each of the forums, we have already begun to put some of the suggestions in place.

Two examples are the rewording of the Commission's denial letter in an effort to make the letter clearer and giving schools access to the score breakdown for each student so they determine why the student had a score below the cut-off.

The Commission will be sending out a Special Alert to all schools as a follow-up to the forums. This Alert will inform schools of the outcome of the forums and the Commission plans for implementing the ideas that were shared.

Cal Grant Forums



California State University, Sacramento
● February 16, 2005

City College of San Francisco
February 2, 2005

University of California, Santa Cruz
March 16, 2005

University of California, Merced Center for
● Educational Partnerships - Fresno
February 14, 2005

● University of California, Merced Bakersfield Center
February 4, 2005

Fashion Institute Design and Merchandising - Los Angeles
February 22, 2005

Orange Coast College, Costa Mesa
April 8, 2005

● University of California, Riverside
March 18, 2005

University of San Diego
January 20, 2005



WebGrants for Students

Overview of Web Access for Students



What is it?

- “WebGrants for Students” is a web-based application for students that will:
 - provide a secure, convenient and student friendly method for students to access information regarding their Chafee and Cal Grant award.
 - empower students with critical information to ensure successful processing of grant application & maintenance of their award status.
 - provide links to other related financial aid sites.

Why is it needed?

Among other things, WebGrants for Students will:

- Greatly enhance communication by providing students with the ability to access their Chafee and Cal Grant application data on-line.
 - Currently the only methods available to students is through phone or written communication with the Commission or through their school.
- Help reduce the abandon rate by reducing the number of basic calls received by the Commission Call Center, allowing staff to spend time on more difficult cases.

How will it help Students?

- Determine if their application data has been received by the Commission.
- Checking their award status and viewing their payment history.
- Checking the address on file with the Commission and making changes to their address on-line.
- Making school change decisions, students will be able to access a list of Cal Grant eligible schools, simulate a school change and submit the school change on-line.
- Provide links to other financial aid web sites.

Example: Log On for Students

View of Log On Page

California Student Aid Commission

WebGrants for Students

[Tools](#) [Links](#) [Help](#)

WebGrants for Students!!

Welcome! The California Student Aid Commission has created this website just for you, the student. The goal is to provide you with the tools you need to establish and manage your Cal Grant and/or Chafee Grant. If you need help with this site, please view material available in the Help Center (above right).

Please sign in

Please enter your user name, password.

Authorized Use Only

User Name

Password

[Forgot Your UserID or Password?](#)

[Create an Account](#)

✦ **Browser Versions Supported:**
Internet Explorer 5.5 and higher
Netscape 6.2.3 and higher

✦ **Monitor Screen Area Setting:**
For optimal viewing, please ensure your PC's "Screen area" setting is at least 1024 by 768 pixels, by selecting "Settings" from the "Start" menu on your PC, and choosing "Control Panel," "Display," and finally "Settings."

✦ **Apple/Mac Computers:**
Results may be unpredictable

UNAUTHORIZED ACCESS TO THIS STATE OF CALIFORNIA COMPUTER SYSTEM AND SOFTWARE IS PROHIBITED BY CALIFORNIA PENAL CODE 502 AND PUBLIC LAW 99-474, TITLE 18, UNITED STATES CODE.

This system is to be accessed by authorized users only. If you, or any individual, use this computer system without authority or in excess of your authority, you are subject to disciplinary action. System personnel routinely monitor our computer system and account activities for improper uses. Anyone using this system expressly consents to such monitoring. If it reveals possible criminal activity, system personnel may provide the evidence from such monitoring to law enforcement officials.

Example Application Status

California Student Aid Commission [Home](#) [Tools](#) [Links](#) [Help](#) [Sign Out](#)

WebGrants for Students [Cal Grant](#) [Chafee Grant](#) [User Admin](#)

[Cal Grant Main](#)
 [Address Change](#)
 [Application Status](#)
 [Award Detail](#)
 [CA Aid Report \(CAR\)](#)
 [Payment History](#)
 [School Change](#)

Application Status

- ▶ Select either SSN or Student ID Number and then enter the number and click Go. The status for the Cal Grant Program applicant will be displayed.
- ▶ Missing Cal Grant Program information will be displayed in red.

Search By Acad Year =

<p>JACK SMITH 1234 FIRST STREET ANYTOWN, CA 91111 E-Mail: JSMITH@MSN.COM</p>	<p>SSN: 123456789 CSAC ID: 100000009 DOB: 01-AUG-86 Home Phone: (916) 123-1234 Alternative Phone: (916) 123-9876</p>
--	---

Application Status

- ✓ 2005-2006 FAFSA
- ✓ Grade Point Average (GPA) Verification

Submitted by:
 RIVERSIDE HIGH SCH GPA: 4.00

Application Status: **Application Has Processed**

[Privacy Policy](#) Copyright 2000-2005, California Student Aid Commission [Contact Us](#)

Example Cal Grant Award Detail

California Student Aid Commission (Instance = Ireg)
WebGrants for Students

[Home](#) [Tools](#) [Links](#) [Help](#) [Sign Out](#)
[Cal Grant](#) [Chafee Grant](#) [User Admin](#)
[Cal Grant Main](#) [Address Change](#) [Application Status](#) [Award Detail](#) [CA Aid Report \(CAR\)](#) [Payment History](#) [School Change](#)

Student Award Detail

- Both new and renewal students can be viewed.
- Only award types with data will be displayed.

Search By Acad Year = 2005-2006

JACK SMITH
 1234 FIRST STREET
 ANYTOWN, CA 91111
 SSN: 123-45-6789
 CSAC ID: 100000009
 State of Residence: CA
 Date of Birth: 01/01/1986
 Citizenship:

Registered Domestic Partner:
 Dependency Status: INDEPENDENT Marital Status: UNMARRIED
 Total Income: \$7,200 Net Worth: \$0
Education Level (EL): 1
 Family Size: 3
 Family in College: 1

NEW Cal Grant A **Award Status: QUALIFIED** **Total Award Amount: \$5,684**

School of Attendance: 00131200 UNIV OF CA - BERKELEY

Attendance Status:	Full Time	Housing Code:	OFF CAMPUS
Remaining Program Eligibility:	4.00 year(s)	Grade Point Average (GPA) :	4.00
Unmet Need	\$20,409	Total Award Amount:	\$5,684

NEW Cal Grant B **Award Status: AUTO-ACCEPTED** **Total Award Amount: \$1,551**

School of Attendance: 00111100 00 ALLAN HANCOCK COLLEGE

Attendance Status:	Full Time	Housing Code:	OFF CAMPUS
Remaining Program Eligibility:	4.00 year(s)	Grade Point Average (GPA) :	4.00
Unmet Need	\$13,820	Total Award Amount:	\$1,551
		Tuition/Fees:	\$0
		Access/Books&Supplies:	\$1,551

[Privacy Policy](#) Copyright 2000-2005, California Student Aid Commission [Contact Us](#)

Limitations

- Current project is the first phase of a multiphase phase project.
 - Shares server resources with WebGrants and requires more robust scalability.
 - Not real time, Entitlement awards are weekly and recent school changes and payments will only be posted weekly.
 - More features or refinements will implemented in the next phase.

Phase I Implementation Schedule

- Design and Code Complete: April 19
- Testing Complete: Mid May
- Implementation Date: Mid - Late Spring

Some of the Future Phase Refinements

- Increasing capacity to deal with peak periods.
- Notifying students of changes that have occurred in their award status via email
- Providing students capability to request GPA from high school and obtaining GPA from high school
- Provide more “user-friendly” Web application screens
- Electronic corrections to applications
- Leave of absence requests
- Automate C supplements
- TCP/5th Year request form
- Solicit additional recommended improvements from financial aid community and students

Hopes for the Future – Real Time Database and Web Services

- Provide real time WebGrants status to students.
- Allow students to post real time changes.
- Provide flexible, scalable and secure web services to furnish a composite view of a student's financial aid information in a portal environment. (Pell Grant Eligibility, Loan amounts, Specialized programs)

Call Center Improvement Project

Call Center Improvement Projects

Background

Due to a number of factors including the increased number of students accessing the Cal Grant program, the Commission's successful outreach effort and the staffing shortages in the Commission's Call Center, the Commission had an over twenty (20) percent average abandon rate for student phone calls in 2004.

There are currently several efforts under way to reduce the abandon rate to below five (5) percent. These efforts include the implementation of an Interactive Voice Response (IVR) System, WebGrants for Students, a request to the Department of Finance for additional staff and temporary hiring within the Call Center.

Improvement Projects

Increase Staffing Levels – The Commission is attempting to address the staffing shortage in a number of ways, including the following:

- **Student Employees** – Management has increased student employees from 10 to 15 students in the Call Center through the Hornet Foundation. Students staff the Call Center as their class schedule permits and are an invaluable part of the Commission's staff.
- **Budget Change Proposal (BCP)** – Management has submitted a BCP to the Department of Finance requesting five additional permanent positions.

Staggered Mailings – One reason for increased call volume is the release of notification letters. In an effort to even out the number of calls received due to these mailings, the Commission has begun to release letters on a staggered basis. For instance, over 117,000 denial letters were generated during the March 2nd cycle. Rather than release all of the letters at one time, the letters were released at a rate of approximately 30,000 per week. The Commission began this practice last year with the release of Renewal Letters. This staggered release of letters allows the Commission to manage the call volume and provide better customer service to students.

WebGrants for Students – The Commission is working on a web based application for students which will provide a secure, convenient and student friendly method for students to access information regarding their Chafee and Cal Grant awards.

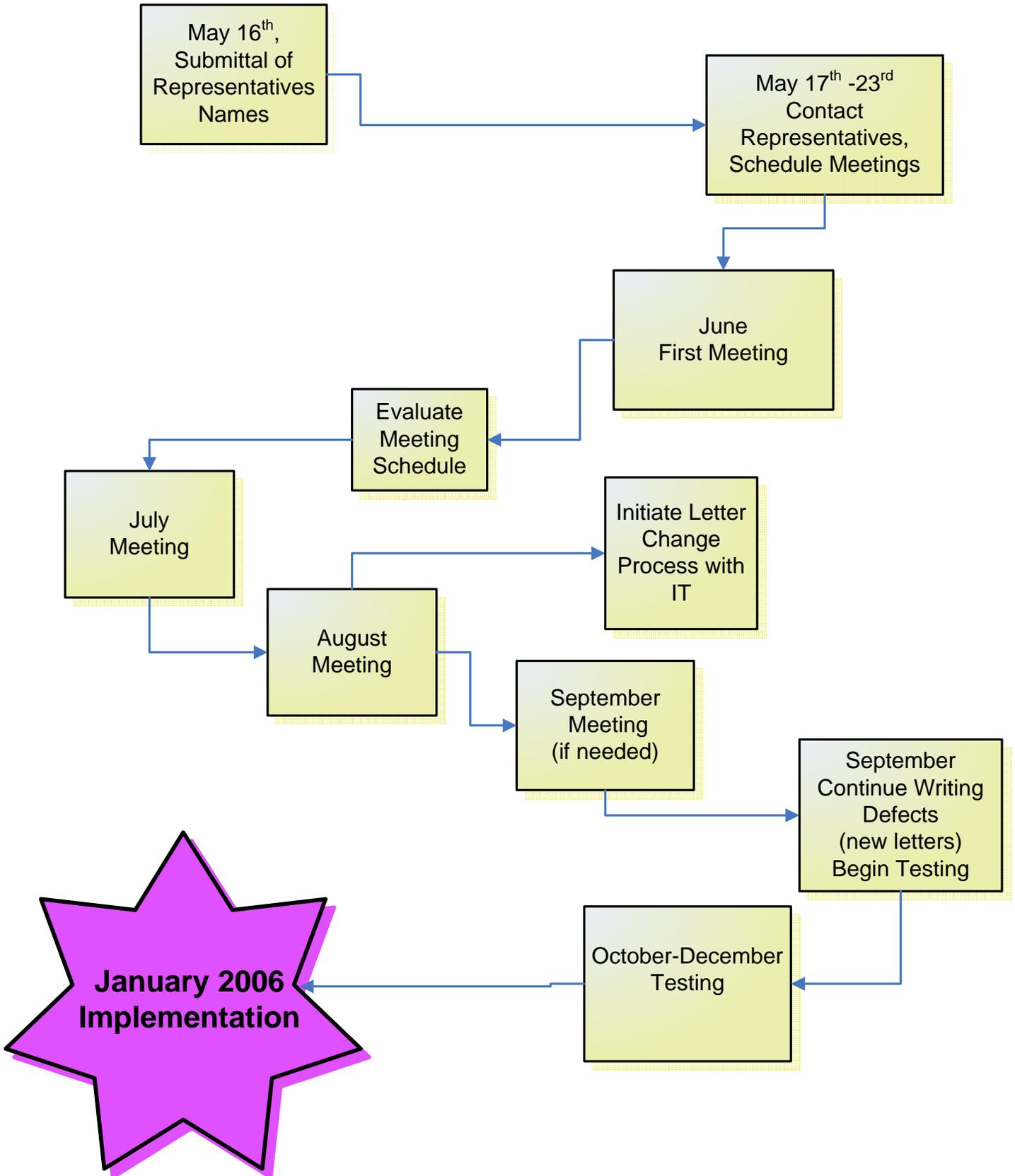
(IVR) System - The Commission is working with **EdFund** to Implement an IVR system to help students access basic information by phone. We hope to launch this project in the summer.

“Real-Time” Database Conversion – The Commission hopes to convert our system to real-time which will compliment all the projects already mentioned to provide students with more up to date information in a manner that is more user friendly.

External Review of Letters – The Commission is convening an external team of segmental and stakeholder representatives to recommend refinements to system generated Cal Grant letters. The goal of this group is to ensure that students are receiving the information on Cal Grants in the most efficient and effective way possible.

**Cal Grant
System Generated Letters
Review**

System Generated Letter Review Timeline



CALIFORNIA STUDENT AID COMMISSION

OFFICE OF THE EXECUTIVE DIRECTOR



May 5, 2005

Dr. Robert C. Dynes, President
 President's Desk
 UC Office of the President
 1111 Franklin St., 12th Floor
 Oakland, CA 94607

Dr. Dynes:

On behalf of the California Student Aid Commission (Commission), I am writing to request that you designate two UC representatives to serve and participate on the Commission's **Special Committee to Review System Generated Cal Grant Letters**. We ask that at least one of these individuals be someone with financial aid program experience directly dealing with students and the Cal Grant program.

The Special Committee to Review System Generated Cal Grant Letters will participate in the most comprehensive review of the Commission's system generated Cal Grant letters ever undertaken in the 50 year history of the Commission, with the goal of ensuring that students are receiving the information on Cal Grants in the most efficient and effective way possible. The Committee will make recommendations to the Commission on specific improvements to the letters to better meet student needs.

We anticipate the Committee will complete its work over the course of several months, with at least one one-day meeting a month, beginning in late May/early June. We intend to make suggested changes to system generated letters in time for next year's awarding cycle. In order to begin the Committee's work as soon as possible, I request that you submit the names of your representatives to Brenda Metzger at (916) 526-8963, or by e-mail at BMetzger@csac.ca.gov **no later than May 16th**.

If you have any questions regarding the Committee and its charge, please feel free to contact Max Espinoza, Chief of the Program Administration & Services Division at (916) 526-7976. Thank you in advance for your consideration of this request. We look forward to hearing from you.

Sincerely,

Diana Fuentes-Michel
 Executive Director

cc: Winston Doby, Vice President, Educational Outreach
 Dennis Galligani, Associate Vice President, Student Academic Services
 Kate Jeffery, Director, Student Financial Support

CALIFORNIA STUDENT AID COMMISSION

OFFICE OF THE EXECUTIVE DIRECTOR



May 5, 2005

Honorable Jack O'Connell
 Superintendent of Public Instruction
 California Department of Education
 1430 N Street
 Sacramento, CA 95814

Dear Superintendent O'Connell:

On behalf of the California Student Aid Commission (Commission), I am writing to request that you designate two high school representatives to serve and participate on the Commission's **Special Committee to Review System Generated Cal Grant Letters**. We ask that these individuals deal directly with students and the Cal Grant program.

The Special Committee to Review System Generated Cal Grant Letters will participate in the most comprehensive review of the Commission's system generated Cal Grant letters ever undertaken in the 50 year history of the Commission, with the goal of ensuring that students are receiving the information on Cal Grants in the most efficient and effective way possible. The Committee will make recommendations to the Commission on specific improvements to the letters to better meet student needs.

We anticipate the Committee will complete its work over the course of several months, with at least one one-day meeting a month, beginning in late May/early June. We intend to make suggested changes to system generated letters in time for next year's awarding cycle. In order to begin the Committee's work as soon as possible, I request that you submit the names of your representatives to Brenda Metzger at (916) 526-8963, or by e-mail at BMetzger@csac.ca.gov **no later than May 16th**.

If you have any questions regarding the Committee and its charge, please feel free to contact Max Espinoza, Chief of the Program Administration & Services Division at (916) 526-7976. Thank you in advance for your consideration of this request. We look forward to hearing from you.

Sincerely,

Diana Fuentes-Michel
 Executive Director

cc: Ron Fox, Manager, Intersegmental Relations, California Department of Education
 David Kopperud, Education Programs Consultant, California Department of Education

CALIFORNIA STUDENT AID COMMISSION

OFFICE OF THE EXECUTIVE DIRECTOR



May 5, 2005

Dr. Mark Drummond, Chancellor
 California Community Colleges
 Chancellor's Office
 1102 Q Street
 Sacramento, CA 95814

Dear Dr. Drummond:

On behalf of the California Student Aid Commission (Commission), I am writing to request that you designate two representatives from the California Community Colleges to serve and participate on the Commission's **Special Committee to Review System Generated Cal Grant Letters**. We ask that at least one of these individuals be someone with financial aid program experience directly dealing with students and the Cal Grant program.

The Special Committee to Review System Generated Cal Grant Letters will participate in the most comprehensive review of the Commission's system generated Cal Grant letters ever undertaken in the 50 year history of the Commission, with the goal of ensuring that students are receiving the information on Cal Grants in the most efficient and effective way possible. The Committee will make recommendations to the Commission on specific improvements to the letters to better meet student needs.

We anticipate the Committee will complete its work over the course of several months, with at least one one-day meeting a month, beginning in late May/early June. We intend to make suggested changes to system generated letters in time for next year's awarding cycle. In order to begin the Committee's work as soon as possible, I request that you submit the names of your representatives to Brenda Metzger at (916) 526-8963, or by e-mail at BMetzger@csac.ca.gov **no later than May 16th**.

If you have any questions regarding the Committee and its charge, please feel free to contact Max Espinoza, Chief of the Program Administration & Services Division at (916) 526-7976. Thank you in advance for your consideration of this request. We look forward to hearing from you.

Sincerely,

Diana Fuentes-Michel
 Executive Director

cc: Linda Michalowski, Interim Vice Chancellor, Student Services, CCC

CALIFORNIA STUDENT AID COMMISSION

OFFICE OF THE EXECUTIVE DIRECTOR



May 5, 2005

Dr. Jonathan A. Brown, President
Association of Independent California Colleges & Universities
1100 Eleventh Street, Suite 10
Sacramento, CA 95814

Dear Dr. Brown:

On behalf of the California Student Aid Commission (Commission), I am writing to request that you designate two student representatives from independent college or university to serve and participate on the Commission's **Special Committee to Review System Generated Cal Grant Letters**. We ask that these individuals be students who receive financial aid.

The Special Committee to Review System Generated Cal Grant Letters will participate in the most comprehensive review of the Commission's system generated Cal Grant letters ever undertaken in the 50 year history of the Commission, with the goal of ensuring that students are getting the information on Cal Grants in the most efficient and effective way possible. The Committee will make recommendations to the Commission on specific improvements to the letters to better meet student needs.

We anticipate the Committee will complete its work over the course of several months, with at least one one-day meeting a month, beginning in late May/early June. We intend to make suggested changes to system generated letters in time for next year's awarding cycle. In order to begin the Committee's work as soon as possible, I request that you submit the names of your representatives to Brenda Metzger at (916) 526-8963, or by e-mail at BMetzger@csac.ca.gov **no later than May 16th**.

If you have any questions regarding the Committee and its charge, please feel free to contact Max Espinoza, Chief of the Program Administration & Services Division at (916) 526-7976. Thank you in advance for your consideration of this request. We look forward to hearing from you.

Sincerely,

Diana Fuentes-Michel
Executive Director

cc: Veronica Villalobos, Vice President, Public Affairs, AICCU

CALIFORNIA STUDENT AID COMMISSION

OFFICE OF THE EXECUTIVE DIRECTOR



May 5, 2005

Mr. Jonathan A. Brown
President

Association of Independent California Colleges & Universities
1100 Eleventh Street, Suite 10
Sacramento, CA 95814

Dear Mr. Brown:

On behalf of the California Student Aid Commission (Commission), I am writing to request that you designate two independent college or university representatives to serve and participate on the Commission's **Special Committee to Review System Generated Cal Grant Letters**. We ask that at least one of these individuals be someone with financial aid program experience directly dealing with students and the Cal Grant Program.

The Special Committee to Review System Generated Cal Grant Letters will participate in the most comprehensive review of the Commission's system generated Cal Grant letters ever undertaken in the 50 year history of the Commission, with the goal of ensuring that students are getting the information on Cal Grants in the most efficient and effective way possible. The Committee will make recommendations to the Commission on specific improvements to the letters to better meet student needs.

We anticipate the Committee will complete its work over the course of several months, with at least one one-day meeting a month, beginning in late May/early June. We intend to make suggested changes to system generated letters in time for next year's awarding cycle. In order to begin the Committee's work as soon as possible, I request that you submit the names of your representatives to Brenda Metzger at (916) 526-8963, or by e-mail at BMetzger@csac.ca.gov **no later than May 16th**.

If you have any questions regarding the Committee and its charge, please feel free to contact Max Espinoza, Chief of the Program Administration & Services Division at (916) 526-7976. Thank you in advance for your consideration of this request. We look forward to hearing from you.

Sincerely,

Diana Fuentes-Michel
Executive Director

cc: Veronica Villalobos, Vice President, Public Affairs, AICCU

CALIFORNIA STUDENT AID COMMISSION

OFFICE OF THE EXECUTIVE DIRECTOR



May 5, 2005

Mr. Robert Johnson
Executive DirectorCalifornia Association of Private Postsecondary Schools
921 11th Street
Sacramento, CA 95814

Dear Mr. Johnson:

On behalf of the California Student Aid Commission (Commission), I am writing to request that you designate two representatives to serve and participate on the Commission's **Special Committee to Review System Generated Cal Grant Letters**. We ask that at least one of these individuals be someone with financial aid program experience directly dealing with students and the Cal Grant program.

The Special Committee to Review System Generated Cal Grant Letters will participate in the most comprehensive review of the Commission's system generated Cal Grant letters ever undertaken in the 50 year history of the Commission, with the goal of ensuring that students are receiving the information on Cal Grants in the most efficient and effective way possible. The Committee will make recommendations to the Commission on specific improvements to the letters to better meet student needs.

We anticipate the Committee will complete its work over the course of several months, with at least one one-day meeting a month, beginning in late May/early June. We intend to make suggested changes to system generated letters in time for next year's awarding cycle. In order to begin the Committee's work as soon as possible, I request that you submit the names of your representatives to Brenda Metzger at (916) 526-8963, or by e-mail at BMetzger@csac.ca.gov **no later than May 16th**.

If you have any questions regarding the Committee and its charge, please feel free to contact Max Espinoza, Chief of the Program Administration & Services Division at (916) 526-7976. Thank you in advance for your consideration of this request. We look forward to hearing from you.

Sincerely,

Diana Fuentes-Michel
Executive Director

cc: Mary Lindsey, Proprietary Institution Representative, Grant Advisory Committee

CALIFORNIA STUDENT AID COMMISSION

OFFICE OF THE EXECUTIVE DIRECTOR



May 5, 2005

Mr. Robert Johnson
Executive Director
California Association of Private Postsecondary Schools
921 11th Street
Sacramento, CA 95814

Dear Mr. Johnson:

On behalf of the California Student Aid Commission (Commission), I am writing to request that you designate two student representatives from the proprietary sector to serve and participate on the Commission's **Special Committee to Review System Generated Cal Grant Letters**. We ask that these individuals be students who receive financial aid.

The Special Committee to Review System Generated Cal Grant Letters will participate in the most comprehensive review of the Commission's system generated Cal Grant letters ever undertaken in the 50 year history of the Commission, with the goal of ensuring that students are receiving the information on Cal Grants in the most efficient and effective way possible. The Committee will make recommendations to the Commission on specific improvements to the letters to better meet student needs.

We anticipate the Committee will complete its work over the course of several months, with at least one one-day meeting a month, beginning in late May/early June. We intend to make suggested changes to system generated letters in time for next year's awarding cycle. In order to begin the Committee's work as soon as possible, I request that you submit the names of your representatives to Brenda Metzger at (916) 526-8963, or by e-mail at BMetzger@csac.ca.gov **no later than May 16th**.

If you have any questions regarding the Committee and its charge, please feel free to contact Max Espinoza, Chief of the Program Administration & Services Division at (916) 526-7976. Thank you in advance for your consideration of this request. We look forward to hearing from you.

Sincerely,

Diana Fuentes-Michel
Executive Director

cc: Mary Lindsey, Proprietary Institution Representative, Grant Advisory Committee

CALIFORNIA STUDENT AID COMMISSION

OFFICE OF THE EXECUTIVE DIRECTOR



May 5, 2005

Dr. Charles B. Reed, Chancellor
California State University
Chancellor's Office
401 Golden Shore
Long Beach, CA 90802

Dear Dr. Reed:

On behalf of the California Student Aid Commission (Commission), I am writing to request that you designate two representatives to serve and participate on the Commission's **Special Committee to Review System Generated Cal Grant Letters**. We ask that at least one of these individuals be someone with financial aid program experience directly dealing with students and the Cal Grant program.

The Special Committee to Review System Generated Cal Grant Letters will participate in the most comprehensive review of the Commission's system generated Cal Grant letters ever undertaken in the 50 year history of the Commission, with the goal of ensuring that students are receiving the information on Cal Grants in the most efficient and effective way possible. The Committee will make recommendations to the Commission on specific improvements to the letters to better meet student needs.

We anticipate the Committee will complete its work over the course of several months, with at least one one-day meeting a month, beginning in late May/early June. We intend to make suggested changes to system generated letters in time for next year's awarding cycle. In order to begin the Committee's work as soon as possible, I request that you submit the names of your representatives to Brenda Metzger at (916) 526-8963, or by e-mail at BMetzger@csac.ca.gov **no later than May 16th**.

If you have any questions regarding the Committee and its charge, please feel free to contact Max Espinoza, Chief of the Program Administration & Services Division at (916) 526-7976. Thank you in advance for your consideration of this request. We look forward to hearing from you.

Sincerely,

Diana Fuentes-Michel
Executive Director

cc: Allison Jones, Assistant Vice Chancellor, CSU, Student Academic Support
Mary Robinson, Associate Director, CSU, Academic Affairs

CALIFORNIA STUDENT AID COMMISSION

OFFICE OF THE EXECUTIVE DIRECTOR



May 5, 2005

Ms. Joanne E. Brennan, President
 California Association of Student Financial Aid Administrators (CASFAA)
 Director of Financial Aid
 Career Colleges Of America
 5612 E. Imperial Highway
 South Gate, CA 90280

Dear Ms. Brennan:

On behalf of the California Student Aid Commission (Commission), I am writing to request that you designate two representatives from CASFAA to serve and participate on the Commission's **Special Committee to Review System Generated Cal Grant Letters**. We ask that at least one of these individuals be someone with financial aid program experience directly dealing with students and the Cal Grant program.

The Special Committee to Review System Generated Cal Grant Letters will participate in the most comprehensive review of the Commission's system generated Cal Grant letters ever undertaken in the 50 year history of the Commission, with the goal of ensuring that students are receiving the information on Cal Grants in the most efficient and effective way possible. The Committee will make recommendations to the Commission on specific improvements to the letters to better meet student needs.

We anticipate the Committee will complete its work over the course of several months, with at least one one-day meeting a month, beginning in late May/early June. We intend to make suggested changes to system generated letters in time for next year's awarding cycle. In order to begin the Committee's work as soon as possible, I request that you submit the names of your representatives to Brenda Metzger at (916) 526-8963, or by e-mail at BMetzger@csac.ca.gov **no later than May 16th**.

If you have any questions regarding the Committee and its charge, please feel free to contact Max Espinoza, Chief of the Program Administration & Services Division at (916) 526-7976. Thank you in advance for your consideration of this request. We look forward to hearing from you.

Sincerely,

Diana Fuentes-Michel
 Executive Director

cc: Louise C. Jones, President-Elect, CASFAA

CALIFORNIA STUDENT AID COMMISSION

OFFICE OF THE EXECUTIVE DIRECTOR



May 5, 2005

Ms. Susan Jones, President
 California Community Colleges Student Financial Aid Association (CCCSFAAA)
 Financial Aid Director
 Mt. San Antonio College
 1100 North Grand Avenue
 Walnut, CA 91789

Dear Ms. Jones:

On behalf of the California Student Aid Commission (Commission), I am writing to request that you designate two CCCSFAAA representatives to serve and participate on the Commission's **Special Committee to Review System Generated Cal Grant Letters**. We ask that at least one of these individuals be someone with financial aid program experience directly dealing with students and the Cal Grant program.

The Special Committee to Review System Generated Cal Grant Letters will participate in the most comprehensive review of the Commission's system generated Cal Grant letters ever undertaken in the 50 year history of the Commission, with the goal of ensuring that students are receiving the information on Cal Grants in the most efficient and effective way possible. The Committee will make recommendations to the Commission on specific improvements to the letters to better meet student needs.

We anticipate the Committee will complete its work over the course of several months, with at least one one-day meeting a month, beginning in late May/early June. We intend to make suggested changes to system generated letters in time for next year's awarding cycle. In order to begin the Committee's work as soon as possible, I request that you submit the names of your representatives to Brenda Metzger at (916) 526-8963, or by e-mail at BMetzger@csac.ca.gov **no later than May 16th**.

If you have any questions regarding the Committee and its charge, please feel free to contact Max Espinoza, Chief of the Program Administration & Services Division at (916) 526-7976. Thank you in advance for your consideration of this request. We look forward to hearing from you.

Sincerely,

Diana Fuentes-Michel
 Executive Director

cc: Karen Micalizio, President-Elect, CCCSFAAA

CALIFORNIA STUDENT AID COMMISSION

OFFICE OF THE EXECUTIVE DIRECTOR



May 5, 2005

Mr. Pirikana Johnson, President
California Student Association of Community Colleges
Compton College
1111 E. Artesia Blvd
Compton CA 90221

Dear Mr. Johnson:

On behalf of the California Student Aid Commission (Commission), I am writing to request that you designate two student representatives to serve and participate on the Commission's **Special Committee to Review System Generated Cal Grant Letters**. We ask that these individuals be students who receive financial aid.

The Special Committee to Review System Generated Cal Grant Letters will participate in the most comprehensive review of the Commission's system generated Cal Grant letters ever undertaken in the 50 year history of the Commission, with the goal of ensuring that students are receiving the information on Cal Grants in the most efficient and effective way possible. The Committee will make recommendations to the Commission on specific improvements to the letters to better meet student needs.

We anticipate the Committee will complete its work over the course of several months, with at least one one-day meeting a month, beginning in late May/early June. We intend to make suggested changes to system generated letters in time for next year's awarding cycle. In order to begin the Committee's work as soon as possible, I request that you submit the names of your representatives to Brenda Metzger at (916) 526-8963, or by e-mail at BMetzger@csac.ca.gov **no later than May 16th**.

If you have any questions regarding the Committee and its charge, please feel free to contact Max Espinoza, Chief of the Program Administration & Services Division at (916) 526-7976. Thank you in advance for your consideration of this request. We look forward to hearing from you.

Sincerely,

Diana Fuentes-Michel
Executive Director

cc: Karen Johnson, Vice President, California Student Association of Community Colleges
Linda Michalowski, Interim Vice Chancellor, Student Services, CCC, Chancellor's Office

CALIFORNIA STUDENT AID COMMISSION

OFFICE OF THE EXECUTIVE DIRECTOR



May 5, 2005

Ms. Jennifer Lilla, President
 University of California Student Association
 385 Grand Ave., Suite 302
 Oakland, CA 94610

Dear Ms. Lilla:

On behalf of the California Student Aid Commission (Commission), I am writing to request that you designate two student representatives to serve and participate on the Commission's **Special Committee to Review System Generated Cal Grant Letters**. We ask that these individuals be students who receive financial aid.

The Special Committee to Review System Generated Cal Grant Letters will participate in the most comprehensive review of the Commission's system generated Cal Grant letters ever undertaken in the 50 year history of the Commission, with the goal of ensuring that students are receiving the information on Cal Grants in the most efficient and effective way possible. The Committee will make recommendations to the Commission on specific improvements to the letters to better meet student needs.

We anticipate the Committee will complete its work over the course of several months, with at least one one-day meeting a month, beginning in late May/early June. We intend to make suggested changes to system generated letters in time for next year's awarding cycle. In order to begin the Committee's work as soon as possible, I request that you submit the names of your representatives to Brenda Metzger at (916) 526-8963, or by e-mail at BMetzger@csac.ca.gov **no later than May 16th**.

If you have any questions regarding the Committee and its charge, please feel free to contact Max Espinoza, Chief of the Program Administration & Services Division at (916) 526-7976. Thank you in advance for your consideration of this request. We look forward to hearing from you.

Sincerely,

Diana Fuentes-Michel
 Executive Director

cc: Liz Geyer, Executive Director, University of California Student Association
 Amalia Chamorro, Legislative Director, University of California Student Association

CALIFORNIA STUDENT AID COMMISSION

OFFICE OF THE EXECUTIVE DIRECTOR



May 5, 2005

Mr. Manolo Platin, Chair
 Office of University Affairs
 California State Student Association
 401 Golden Shore, Suite 135
 Long Beach, CA 90802

Dear Mr. Platin:

On behalf of the California Student Aid Commission (Commission), I am writing to request that you designate two student representatives to serve and participate on the Commission's **Special Committee to Review System Generated Cal Grant Letters**. We ask that these individuals be students who receive financial aid.

The Special Committee to Review System Generated Cal Grant Letters will participate in the most comprehensive review of the Commission's system generated Cal Grant letters ever undertaken in the 50 year history of the Commission, with the goal of ensuring that students are receiving the information on Cal Grants in the most efficient and effective way possible. The Committee will make recommendations to the Commission on specific improvements to the letters to better meet student needs.

We anticipate the Committee will complete its work over the course of several months, with at least one one-day meeting a month, beginning in late May/early June. We intend to make suggested changes to system generated letters in time for next year's awarding cycle. In order to begin the Committee's work as soon as possible, I request that you submit the names of your representatives to Brenda Metzger at (916) 526-8963, or by e-mail at BMetzger@csac.ca.gov **no later than May 16th**.

If you have any questions regarding the Committee and its charge, please feel free to contact Max Espinoza, Chief of the Program Administration & Services Division at (916) 526-7976. Thank you in advance for your consideration of this request. We look forward to hearing from you.

Sincerely,

Diana Fuentes-Michel
 Executive Director

cc: Susana Gonzalez, Executive Director, California State Student Association
 Laura Kerr, Director, Governmental Relations, California State Student Association