



SPECIAL ALERT

STATE OF
CALIFORNIA



Update from the California Student Aid Commission

November 4, 2014

GSA 2014-33

TO: Financial Aid Administrators

FROM: Catalina G. Mistler
Chief, Program Administration & Services Division

SUBJECT: **WebGrants 4 Students Link**

This Special Alert from the California Student Aid Commission (Commission) requests your participation in a new outreach effort to increase successful contact with students. Based on suggestions received from the Cal Grant Competitive Communications Workgroup, we are requesting your partnership with the Commission.

- The Commission currently communicates with students using their email address on file, providing them with important information about their awards.
- On average, only 50% of students open their emails, negatively effecting communication flow.
- Some students do not keep their contact information current which further impacts the ability to effectively communicate with Cal Grant awardees.
- To ensure that all students receiving Cal Grants or Middle Class Scholarships are notified of their award and award updates, we would like to partner with schools **by placing a link to WebGrants for Students on your school's financial aid home portal.**

This partnership is expected to be mutually beneficial for the Commission and campuses by:

1. Reducing the time financial aid staff spends:
 - Researching students' Cal Grant award eligibility
 - Explaining Cal Grant statuses to the students (missing documents, awarded/not awarded, etc.)
 - Posting leave of absences for students
 - Making school changes for students

2. Improving the Commission's access to all qualified students with the following time sensitive information:
 - Status
 - Deadlines
 - Requirements
 - Other important alerts

Additionally, this partnership would help to increase the utilization and paid rates for all Cal Grant programs. To partner with the Commission in this outreach effort, simply follow these steps:

- a. Download the box shown below.
http://www.csac.ca.gov/images/common/wgs_link_box.png



- b. Post it on your financial aid home portal with the assistance of your Information Technology staff.
- c. Make sure it links to the following website:
<https://mygrantinfo.csac.ca.gov/logon.asp>

If you have any questions, please contact Institutional Support at (888) 294-0153 or via email at schoolsupport@csac.ca.gov.

Working together to effectively promote education beyond high school!!