



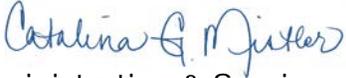
SPECIAL ALERT

Update from the California Student Aid Commission

January 22, 2016

GSA 2016-03

TO: Financial Aid Administrators
High School Counselors

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

SUBJECT: WebGrants System Status and Availability

This Special Alert from the California Student Aid Commission (Commission) reports the WebGrants System (WebGrants) status and availability. Currently, during the Commission's peak application season, WebGrants is experiencing intermittent performance, functionality and login issues.

A high volume of users are accessing WebGrants to upload Grade Point Average data, submit payment requests and to complete CA Dream Act Applications before the March 2, 2016 application deadline. This activity has resulted in WebGrants, which is approaching capacity, to respond slowly.

As a priority, Commission IT staff are working to mitigate the root cause in an effort to have a reliable and stable platform for all users to utilize.

To minimize traffic and load on the WebGrants System, and to allow the Cash for College Workshops to access the CA Dream Act Application, WebGrants will be put in maintenance mode after normal business hours, utilizing the following schedule:

- The WebGrants System will be unavailable daily from 5:30 pm to 4:00 am beginning Friday, January 22, 2016 through Wednesday, March 2, 2016.
- This schedule is intended to result in the least impact to WebGrants users and the Cash for College Workshops, which conclude on March 2, 2016.

The Grant Delivery System Modernization (GDSM) project is a priority for the Commission. As the GDSM project continues to progress, the Commission remains committed to maintaining a WebGrants System that is both functional and reliable.

The Commission appreciates your patience and understanding. Please contact the Commission's Institutional Support if you have any questions or need further assistance.

Need to contact us?

- Institutional Support phone number: (888) 294-0153
- E-mail: schoolsupport@csac.ca.gov

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