



SPECIAL ALERT

STATE OF CALIFORNIA



Update from the California Student Aid Commission

July 26, 2023

GSA 2023-38

TO: High School Counselors
Financial Aid Administrators

FROM: Tae Kang *Tae Kang*
Deputy Director, Program Administration & Services Division

SUBJECT: **New Functionality – Review Flagged Matched GPAs Screen**

The California Student Aid Commission (Commission) is pleased to announce additional functionality for institutions to the Review Flagged Matched GPAs screen in WebGrants for Institutions. The Review Flagged Matched GPAs screen allows institutions to match or un-match any flagged Non-SSN GPAs that are pending for your institution.

Flagged GPAs occur when the information from the Non-SSN GPA record doesn't match the information listed on a potential Cal Grant recipient's financial aid application. The flag will keep the GPA from being matched to the financial aid application and prevent any Cal Grant award processing until verified.

What Is The New Functionality For Schools?

- Flagged GPA records are most often found when attempting to match a student's GPA to their financial aid application on the Match Non-SSN GPA to Fin App screen. These flagged records are highlighted in gold with a message that the record is on hold and to contact CSAC.

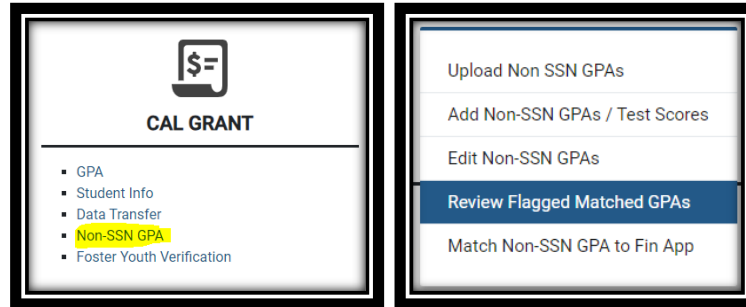
Search Result							
Total Record(s): 1							
NON-SSN to Financial Application							
Name	DOB	Address	School	Std Phone	Par Phone	Std Email	Par Email
DOE, JOHN	01/25/2004	24 ADDRESS RD SAN FRANCISCO 94107		99999900			

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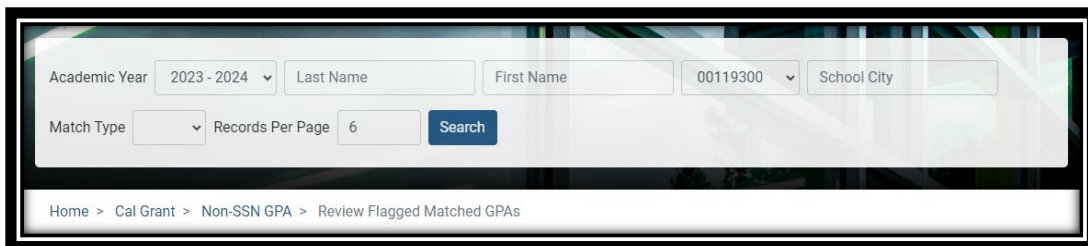
- Institutions will now be able to verify their school's records and clear the hold in real-time, rather than having to contact the Commission.

Steps To Find The Review Flagged Matched GPAs Screen:

- In WebGrants, go to Cal Grant > Non-SSN GPA > Review Flagged Matched GPAs.



- Search using only the school code or with the first three letters of the first and/or last name of a specific student. Searching with only the school code allows users to find all pending students for their institution.



- For each record, there are two different rows of information. The top row information comes from the Non-SSN GPA record submitted by the school. The bottom information comes from the financial aid application submitted by the student that the GPA is trying to match to.

Matched GPAs								
Total number of records: 1								
Verify	Un-Match	Dream Act ID/SSN	Name	DOB	Address	School ID	Std Phone/Par Phone	Std Email/Par Email
<input type="checkbox"/>	<input type="checkbox"/>	****5555	DOE, JOHN	01/25/2004	123 ADDRESS SAN FRANCISCO 94107	99999900		
			DOE, JOHN	01/25/2004	1223 ADDRESS SAN FRANCISCO 94107	99999900	(999) 999-0123	

- Here you can determine if the information matches with your student and match or un-match the record. Just select the box under Verify or Un-Match. Then save changes at the bottom of the page. The screen only allows users to save 6 records at a time. If you have 6+ records, you will need to only select 6 records, save them, then review the others.

Verify	Un-Match	Dream Act ID/SSN	Name	DOB	Address	School ID	Stdt Phone/Par Phone	Std Email/Par Email
<input checked="" type="checkbox"/>	<input type="checkbox"/>	****5555	DOE, JOHN	01/25/2004	123 ADDRESS SAN FRANCISCO 94107	99999900		
<input type="checkbox"/>	<input checked="" type="checkbox"/>		DOE, JOHN	01/25/2004	1223 ADDRESS SAN FRANCISCO 94107	99999900	(999) 999-0123	

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[Submit Changes](#) [Reset](#)

- If a record is un-matched, this opens the GPA record and financial aid application to matching with other available records. If the record was trying to match to a different student at your institution, you can now try to match the GPA record with the correct student.
- Users with multiple school codes would need to search per school code.

Common Issues

- Names – look for different first names. Twins/Triplets are known to often try to match with their sibling’s GPA records. Everything else may be the same, but it is best to un-match the record if there is a different first name, unless you are 100% sure it is the same student.
- Date of Birth (DOB) – should be the same. If there are slight differences in the DOB’s you can play it safe and un-match the record. The student/school will have to update their information, so the record can be matched later.
- Addresses – differing addresses are the most common issue when matching. Select Verify if you know it’s the same student, even if the address is different.

Who Will Have Access To This Screen?

- Users with “write” access will be able to make these changes.
- System Administrators at High Schools and Colleges can grant “write” access to their users.

Need to contact us?

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

Working together to effectively promote education beyond high school!