SPECIAL ALERT

Update from the California Student Aid Commission

September 19, 2023   **GSA 2023-50**

TO: Financial Aid Administrators

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

SUBJECT: **Updating Institution Contacts and Listserv - Colleges**
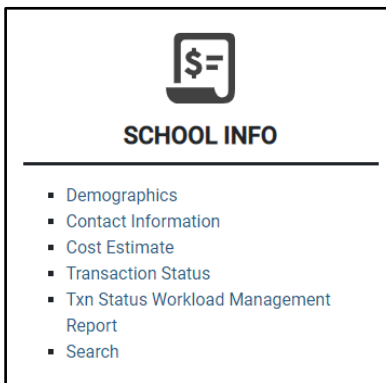
This Special Alert from the California Student Aid Commission (Commission) reminds institutions to update their contacts in WebGrants and to stay informed by signing up for our CSAC Listserv.

The CSAC Listserv is the primary means of communication from the Commission. Sign up for the Listserv to stay up to date on Commission programs, training opportunities, and more.
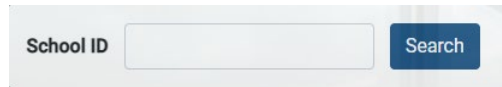
It is critical that institutions update their Institution Contacts in WebGrants to reflect current staffing with direct phone lines and email addresses, especially as many institutions continue to work remotely and alternative contacts may be unavailable. This includes changes to the Financial Aid Director, the Registrar, and coordinators for individual programs such as the Chafee Program for Foster Youth or California Military Department GI Bill Award Program. The Commission uses the information in WebGrants to contact institutions. Providing updated contact information is a requirement as outlined in the Cal Grant Institutional Participation Agreement.
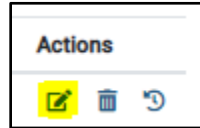
How to Update Institutional Contacts

- In WebGrants, navigate to **School Info** and select **Contact Information**.

SCHOOL INFO

- Demographics
- Contact Information
- Cost Estimate
- Transaction Status
- Txn Status Workload Management Report
- Search

- Your School ID number **should automatically populate here**. Click **Search**.

- To update a contact, use the **Edit** button under the **Actions** heading, and enter the updated information.

Each institution can name one WebGrants Authorized Official (AO) and two WebGrants System Administrators (SA). Institutions determine who their AO and SAs are, and the currently named parties for your Institution can be found in Contact Information on WebGrants. If you need to change your Authorized Official or System Administrator, please fill out the WebGrants Access Request Form and submit it to webgrantsaccess@csac.ca.gov.

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!