



SPECIAL ALERT

STATE OF
CALIFORNIA



Update from the California Student Aid Commission

April 26, 2016

GSA 2016-14

TO: Financial Aid Administrators
High School Counselors

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

SUBJECT: **2016-17 California Community College Transfer Entitlement Award Processing Delay**

This Special Alert from the California Student Aid Commission (Commission) reports a delay in the processing of the 2016-17 California Community College (CCC) Transfer Entitlement preliminary awarding.

- As previously announced in [GSA 2016-13](#) released on April 21, 2016, the Commission initiated the processing of the 2016-17 CCC Transfer Entitlement preliminary awards on Friday, April 22, 2016.
- The WebGrants System experienced a system error, which prevented the award processing.
- Commission staff is evaluating the WebGrants System in an effort to identify the reason for the system error.
- A communication will be released once the Commission is able to reinstate the 2016-17 California Community College (CCC) Transfer Entitlement preliminary awarding.

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

Working together to effectively promote education beyond high school!