



SPECIAL ALERT

STATE OF
CALIFORNIA



Update from the California Student Aid Commission

March 17, 2020

GSA 2020-10

TO: Financial Aid Administrators
High School Counselors

FROM: Catalina G. Mistler *Catalina G. Mistler*
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SUBJECT: COVID-19 Impact on Services, Training, and Outreach

This Special Alert from the California Student Aid Commission (Commission) provides information about COVID-19 and its impact on services, training, and outreach.

The Commission has been working closely with the Governor's Office and other state agencies to ensure the health and safety of all staff. Contingency plans, such as Telework, are being developed in the event of a partial or full reduction of staff at our offices.

As of today, business continues as normal. Institutional Support phone hours are 8:30 AM until 4:00 PM. Emails can be sent to schoolsupport@csac.ca.gov. Payments and rosters continue to be updated weekly. Institutions will be notified if there are any changes.

We know institutions are facing rapidly changing conditions and want to remind institutions that they should follow their policies when it comes to the administration of financial aid for their students. If there are unique and specific scenarios, please reach out to Institutional Support.

Institution staff working remotely should be able to access WebGrants if they meet the security requirements in their Institutional Participation Agreement.

The Institution will establish and enforce policies to ensure that Commission data and GDS or WebGrants access are conducted from secured systems on-site within the Institution, or via secure networks from offsite locations. Offsite locations shall have encrypted hard drives and storage devices and shall not provide a bridging capability from unsecured networks into Commission networks. Offsite access to GDS or WebGrants must be accessed through equipment authorized, owned, and managed by the Institution.

The next two **Cal Grant Regional Trainings**, scheduled for Palo Alto University on March 27th and Cypress College on April 24th, respectively, have been **postponed** for a date later in the year. We will continue to assess all other future Cal Grant Regional Training events as we get closer to those dates.

We appreciate your service and dedication to the students of California as we navigate through these challenging circumstances.

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!