



# SPECIAL ALERT

STATE OF  
CALIFORNIA



## Update from the California Student Aid Commission

September 26, 2023

GSA 2023-51

TO: Financial Aid Administrators

FROM: Tae Kang *Tae Kang*  
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### **SUBJECT: Grant Record Changes and WebGrants Functionality**

This Special Alert from the California Student Aid Commission (Commission) reminds institutions of functionality available through the Grant Application – MG21, Grant Record Change, and Transaction Status screens in WebGrants.

**IMPORTANT!** In an effort to reduce the turnaround time for processing Grant Record Changes and to encourage schools to utilize this additional MG-21 functionality, the Commission will no longer process any requests that can otherwise be completed by the institution. Schools are advised to review any of their “Pending” G-21 requests, cancel any that can be completed by the school and proceed with processing them as described in this communication.

#### **Grant Application–MG21 Screen**

Allows institutions to view student information used in Cal Grant awarding and make some standard changes in real-time, bypassing the need to submit a Grant Record Change/G-21 to the Commission. To navigate to the new screen, under the Cal Grant menu, select Student Info, and then select Grant Application – MG21. Search for a student using the SSN/Dream Act ID or CSAC ID. Institutions should process standard changes using this new screen to reduce processing time.

Institutions can edit the following:

- Domestic Partnership Status
- Parent and Student State of Residence
- Family Size
- Number in College
- Total Income
- Net Worth
- Total Family Contribution (EFC)
- SWD Recertification.

Changes should be consistent with information on valid ISIR transactions in the school’s possession. Submitted information will be used to reprocess students for Cal Grant awarding purposes.

- Institutions will be required to input a comment once changes are made to the previously mentioned allowable fields. A brief comment is acceptable.
- Once a comment is provided the Submit button becomes active.
- When the transaction is submitted and the page is refreshed, a History of Changes will become visible at the bottom of the screen.

### **Students With Dependent Children (SWD)**

SWD recertification on the Grant Application – MG21 screen will only be available for student records that were initially flagged as eligible for the SWD increased access award. If a student had to make updates to their financial aid application to indicate they have dependents after being awarded a Cal Grant and are now requesting the SWD amount be added, institutions will still need to ensure a subsequent ISIR transaction has been processed by submitting a Grant Record change to CSAC. These students will have the 'SWD Status' section greyed out on the MG-21 screen.

### **Grant Record Change Screen**

For those requests that cannot be completed on the Grant Application – MG21 screen, institutions should still submit Grant Record Changes in WebGrants (Cal Grant>Student Info>Grant Record Changes). Manual forms can be sent to [schoolsupport@csac.ca.gov](mailto:schoolsupport@csac.ca.gov). Grant Record Changes can be submitted for the following reasons:

- Change to unmet need
- Request to add SWD increased access award amount (if the student was not initially flagged as SWD eligible and needs a new ISIR processed)
- Program Change Request
- Dependency Status Change
- Non-CA Resident Withdrawal request
- School Changes for students who were disqualified due to unmet need at the wrong campus
- Other miscellaneous reason that cannot be completed on the Grant Application – MG21 screen.

### **Transaction Status Screen**

- Allows institutions to see the status of Grant Record Change requests submitted through WebGrants by academic year and by status.
- Schools can access this function by going to the School Info section of WebGrants and clicking on Transaction Status. All System Administrators and Users with "Read" or "Write" access for Grant Record Changes will be able to view this screen.
- A drop-down menu will allow institutions to sort their submitted Grant Record Change requests and view the status of each submission. Clicking

on the view button in the lefthand column (shown as an eye icon), will bring up specific information about an individual request.

Refer to this guide to understand the different statuses on the Transaction Status screen.

- **Pending** – The Commission has received the G-21 request. System Administrators and Users with “Write” access have the option to cancel these requests while they are marked as a pending transaction. Cancelling a request completely deletes it from the queue and the form will not be processed.
- **Rejected** – The Commission is still processing the G-21 request but is unable to process it using WebGrants. The rejected status means rejected from automatic processing and does not mean that the G-21 request was rejected. These requests require additional staff analysis and/or manual processing. **If the G-21 request cannot be processed, the Commission notifies the submitter via email.** Otherwise, if you have not received an email saying the G-21 request could not be completed, the G-21 request is still being processed.
- **Complete** – The Commission has processed this G-21 request and changes are reflected on student records in WebGrants. Completed forms are read only and are available for reference.

If “unable to process” appears in the comments section of the G-21 request, this means the request cannot be processed via WebGrants and requires manual processing. It does not mean the G-21 request has been rejected or needs to be resubmitted. WebGrants automatically generates this message when G-21 requests are processed manually.

### **Who has access to these screens?**

- Users with “write” access will be able to make these changes. Users with ‘read’ access will be able to view the information but cannot make changes.
- System Administrators at each institution can grant “write” access to their users.

### **Need to contact us?**

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

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