

California Foster Youth FAFSA Challenge

WebGrants User Guide



2019/2020 Academic Year

Introduction

The California Foster Youth FAFSA Challenge is a statewide campaign launched by John Burton Advocates for Youth in partnership with the California Department of Education and the California Community College Chancellor's Office. In 2017/2018, 49% of high school seniors in participating counties completed a FAFSA or California Dream Act Application (CADAA), as compared to 58% of the general student population. In 2018/2019, 52 counties participated in the Ca Foster Youth FAFSA Challenge; 57% of high school seniors in participating counties completed a FAFSA or CADAA. The goal for 2019/2020 is that at least 65% of California's high school seniors in foster care complete the FAFSA or CADAA. Local efforts are led by the County Office of Education (COE) Foster Youth Services Coordinating Programs (FYSCP) in collaboration with local partners.

FYSCPs participating in the California Foster Youth FAFSA Challenge must use the WebGrants system to track completed FAFSAs and CADAA's for high school seniors in foster care attending school in their counties. WebGrants is an online portal available on the California Student Aid Commission (CSAC) [website](#). The system provides a variety of reports that indicate which students have successfully completed a FAFSA or CADAA.

This system also provides information regarding whether a student's high school has uploaded a GPA verification and whether this information has been matched to a financial aid application. The GPA verification is required for a student to qualify for a Cal Grant and in most cases is required by law to be uploaded by a student's high school no later than March 2.

Accessing the WebGrants System

This section will outline how to create and maintain your county's WebGrants account.

WebGrants is a web-based database managed by the California Student Aid Commission (CSAC). Traditionally, WebGrants is used by school administration and counselors to submit and verify electronic GPA uploads. However, for the purposes of the California Foster Youth FAFSA Challenge, WebGrants will be used to verify FAFSA Completion. The system can also be used to verify if the FAFSA was submitted without errors and if a GPA was uploaded by a student's high school.

Determining Your County System Administrator

Each County Office of Education is entitled to create *three (3)* WebGrants "System Administrator" accounts.

If you are unable to determine if your COE already has a System Administrator in place you can call CSAC Institutional Support at (888) 294-0153 to request this information.

Creating a WebGrants account

Step 1: **DESIGNATE** a System Administrator.

Each county is entitled to designate up to 3 Administrators.

Step 2: **COMPLETE** the "WebGrants County Systems Administrators Access Request Form"

Access the form here → https://www.csac.ca.gov/sites/main/files/file-attachments/county_webgrantsaccessagreement.pdf.

Detailed steps to complete the form can be found on [Page 5](#).

Step 3: Obtain a **SIGNATURE** from your COE's "authorized individual"

The "authorized individual" is typically the Superintendent.

Step 4: **MAIL** the form to the address indicated on the form

Pro Tip:

During peak FAFSA season, it can take 2-4 weeks for new Administrators to be approved.

New WebGrants Users

As a new user, you will be required to do the following:

Step 1: **CREATE** a User ID and Password.

The initial password created will allow you to access the system a single time, at which point you will be prompted to change the password.

Step 2: **COMPLETE** the “contact information” section.

Step 3: **COMPLETE** security training.

WebGrants System Administrators are responsible for completing and documenting security training once a new WebGrants account has been created for a new System Administrator.

WebGrants System Administrators can satisfy this requirement by in one of two ways:

Option 1: Reviewing CSAC’s security training material which can be found [HERE](#). You can also access the training by clicking the “help” menu link in WebGrants.

Option 2: Your county’s institutional WebGrants security training material. It is recommended you contact your county office’s IT office.

The System Administrator must enter the date of the security training in the last field of the contact information section.

If you are having issues gaining access to the security training material, the CSAC Institutional Support line at (888) 294-0153.

Renewing WebGrants Access

All system administrators must renew their access every two years. Follow these steps to renew WebGrants access:

Step 1: **COMPLETE** a new “WebGrants County Systems Administrators Access Request” form for each System Administrator.

Access the form here → csac.ca.gov/sites/main/files/file-attachments/county_webgrantsaccessagreement.pdf

Step 2: Obtain a new **SIGNATURE** from your COE’s “authorized individual”

Step 3: **E-MAIL** signed and completed form to: CSACITServiceDesk@csac.ca.gov

Pro Tip:

WebGrants will NOT notify you when your account expires. CSAC recommends that you submit your renewal request at least 2-4 weeks prior to the expiration date.

Unsure when your WebGrants account expires?
Call the CSAC Institutional Support Line at: (888) 294-0153

How-to complete the WebGrants access form

To successfully complete the “WebGrants County Systems Administrators Access Request” form all three sections must be completed.

Section I: “County Section” (Page 1)

Section II: “Personal Information Section” (Page 1)

Section III: “Access Request...” (Page 2)

Step 1: **LIST** all public high schools in your county. Include the following types of schools on the form:

- Traditional high schools
- Public charter high schools
- Non-public schools
- Juvenile court schools
- Continuation high schools

List of Public High Schools in your County
Attach additional pages, if necessary.

High School Name	College Board code	CDS Code	ASC Accreditation Code (or other eligible regional accreditation code)	Accreditation Association Contact (if other than WASC)
Balboa High School				

Step 2: **LIST** COLLEGE BOARD school codes for each listed public high school in your county.

Code search can be found at:
collegereadiness.collegeboard.org/k-12-school-code-search

List of Public High Schools in your County
Attach additional pages, if necessary.

High School Name	College Board code	CDS Code	ASC Accreditation Code (or other eligible regional accreditation code)	Accreditation Association Contact (if other than WASC)
Balboa High School	052916			

Step 3: **LIST** CDS codes for each listed public high school in your county.

- Code search can be found at: cde.ca.gov/schooldirectory

Code Search Tips

- Enter a few letters of a school’s name and pause to view the suggestions in the drop-down list.
- Avoid adding the word “district” or “school” to your search criteria.
- Use the Search Help page at cde.ca.gov/SchoolDirectory/Topic?id=5

List of Public High Schools in your County
Attach additional pages, if necessary.

High School Name	College Board code	CDS Code	ASC Accreditation Code (or other eligible regional accreditation code)	Accreditation Association Contact (if other than WASC)
Balboa High School	052916	38 68478 3830288		

Step 4: **LIST** ASC Accreditation Code codes for each listed public high school in your county.

- Code search can be found at: directory.acswasc.org/
You can also find a complete PDF list of all schools at: acswasc.org/wp-content/uploads/Directory/ACS-WASC_Directory.pdf

Search Tips

- Search by either school name, category of school (public, charter, etc.) county/region, or city.
- The ACS Accreditation Code will be the 10-digit number listed immediately below the grade span.

List of Public High Schools in your County
Attach additional pages, if necessary.

High School Name	College Board code	CDS Code	ASC Accreditation Code (or other eligible regional accreditation code)	Accreditation Association Contact (if other than WASC)
Balboa High School	052916	38 68478 3830288	38 68478 288	

Step 5: Continue to this step if the Accrediting Association is an organization other than WASC.

- Contact the high school for the Accrediting Association Contact

Adding Schools

In order to add additional schools to your account, **you must submit a NEW County System Administrators Access Request Form.**

In **Section III** on the form **indicate that you are changing or adding schools.** The form will allow you to add multiple schools at one time

A *NEW* Superintendent's signature is required for any changes.

Glossary of Terms

Below are some of the terms that are used in this manual as well as within the WebGrants system.

Commission	California Student Aid Commission
FAFSA	Free Application for Federal Student Aid. This form must be completed to qualify for any form of federal or State aid (other than Dream Act).
Dream Act / CADAA	The California Dream Act Application (CADAA) should be completed by undocumented students or students who otherwise do not qualify to complete a FAFSA due to immigration status. The Dream Act application is used to apply for State aid only.
Financial Aid Application	A FAFSA or Dream Act application
Authorized Official	A person within a Local Education Agency who has been designated by CSAC to approve WebGrants System Administrators within their agency. The Authorized Official may not also function as a System Administrator.
System Administrator	A person within a Local Education Agency who has been designated by CSAC to have a WebGrants account.
Fin App Stat	On the Student Summary Report, this column stands for Financial Application Status. “Yes” indicates an application has been submitted and processed, “Late” indicates the application was received after the March 2 CalGrant deadline.
No EFC	When Financial Application Status is listed as “No EFC” an application has been received but the Expected Family Contribution (EFC) cannot be determined due to application errors that must be corrected.
GPA upload	The process of uploading high school GPA information into WebGrants. There are two types of uploads –NON-SSN GPA and SSN GPA.
NON-SSN GPA	A method of uploading GPA information for students that does not rely on social security numbers to match the GPA to a FAFSA application. This method relies on matching the first name, last name, address and date of birth to match the GPA to a FAFSA or CADAA.
SSN GPA	A method of uploading GPA information for students that uses social security numbers to match the GPA to a FAFSA application. (note that this method will no longer be available beginning in the 2020-21 award year.
Matched Non-SSN GPA	GPA records that have been matched to a FAFSA/CADAA using the Non-SSN GPA method.
Unmatched Non-SSN GPA	GPA records that have not been matched to a FAFSA/CADAA using the Non-SSN GPA method.

How to Use WebGrants Reports to Track FAFSA Completion

Once you have a WebGrants User Account, you will be able to *download various reports with student level FAFSA* completion information. Because the WebGrants system is used primarily by high schools to determine if GPA information has been properly submitted, the report types are based on the status of the GPA submission.

There are two reports that must be used in combination with one another to determine the complete list of students who have completed a FAFSA/CADAA.

The **first report**, known as the **Student Summary Report** provides a list of students with **both** a completed FAFSA and a matched GPA from their high school.

The **second report**, known as **Financial Aid Application (no GPA) Report** provides a list of students with a completed FAFSA for whom a GPA has **not** been matched.



Student Summary Report	List of students with both a completed FAFSA and a matched GPA from their high school.
Financial Aid Application (no GPA) Report	List of students who completed a FAFSA but no GPA has been uploaded for them.

In addition, the **Non-SSN Unmatched Report** may also be helpful, however, this report is not required to determine which students have submitted a financial aid application. This report lists students for whom GPA data has been submitted that is **not** matching with a FAFSA or CADAA. Note that the previously available **GPA Summary Report** is no longer available on WebGrants.

Additional details about these reports and how to read them is provided later in this manual.

Downloading Reports

Follow the steps below to download reports. CSAC also offers recorded trainings for how to use the system which can be viewed at and reports at: <https://www.csac.ca.gov/post/recorded-webinars>.

- 1) Click “WebGrants” in the Portal Menu

California Student Aid Commission (SAPRD) [Tools](#) [Help](#) [Sign Out](#)

WebGrants System

 **Welcome!**
To the **CSAC Portal** Menu

The last time you logged on to this system was: 01/21/2015 01:10:27 pm
Number of failed attempts since your last login: 1

Please contact your School's System Administrator if you need access to additional screens.

Portal Menu	Account Information
WebGrants User Administration	View Your Account Details Help With Your Account

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Revision: 9 Date: 12/14/2009 11:43:03 AM

 powered by Symantec

- 2) Click “Data Transfer” in the WebGrants Menu

California Student Aid Commission (SAPRD) [Portal Menu](#) [WebGrants](#) [Tools](#) [Help](#) [Sign Out](#)

WebGrants System

 **Welcome!**
To the **WebGrants** Menu

The last time you logged on to this system was: 01/21/2015 01:10:27 pm
Number of failed attempts since your last login: 1

Please contact your School's System Administrator if you need access to additional screens.

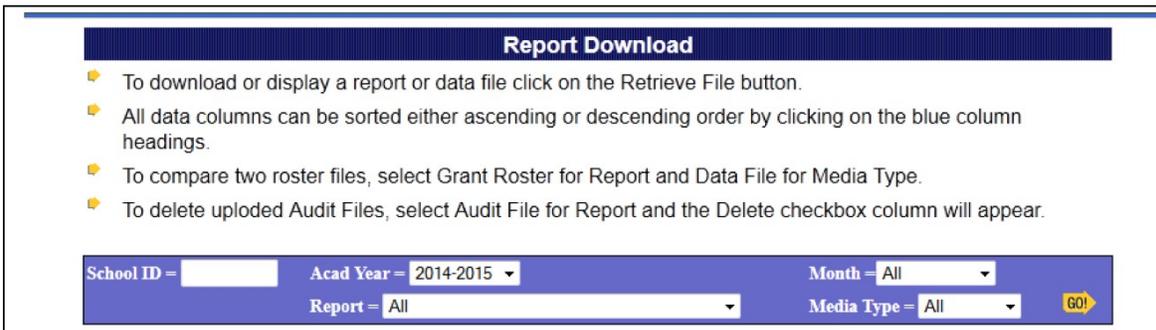
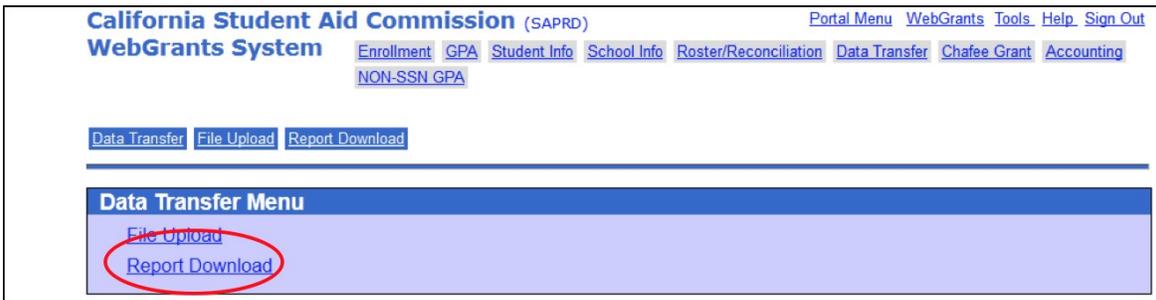
WebGrants Menu	Account Information
GPA Student Info School Info Data Transfer NON-SSN GPA	View Your Account Details Help With Your Account

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Revision: 9 Date: 12/14/2009 11:43:03 AM

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3) Click “Report Download” from the Data Transfer Menu.

- You will then see the Report Download Screen. It will list all the high schools that were included on your WebGrants System Administrator request form.
- **Is a high school missing?** Complete a new “WebGrants County Systems Administrators Access Request” form. Refer to “[Adding Schools](#)” above for detailed steps.



4) **SELECT** a school code.

Note: Reports can be generated only for a single school and so counties with multiple high schools must generate separate reports for each high school.

- **Select** from the drop-down menu, the *current academic year, report type, and month*
- **Click** the gold “Go” button

All the reports fitting your search criteria will appear. If you leave all fields at their default selection as “all,” the system will bring up all available reports for that academic year.

Report Download				
<ul style="list-style-type: none"> To download or display a report or data file click on the Retrieve File button. All data columns can be sorted either ascending or descending order by clicking on the blue column headings. To compare two roster files, select Grant Roster for Report and Data File for Media Type. To delete uploaded Audit Files, select Audit File for Report and the Delete checkbox column will appear. 				
School ID =	<input type="text"/>	Acad Year =	2016-2017 ▼	Month =
		Report =	All ▼	Media Type =
				All ▼ GO!

Report Date ▼	Description	Media Type	Month	
24-FEB-16	NON-SSN GPA School Unmatched Report	Report	FEB	<input type="button" value="Retrieve File"/>
24-FEB-16	Non-SSN GPA Status Report	Data File	FEB	<input type="button" value="Retrieve File"/>
24-FEB-16	NON-SSN GPA Roster Report	Report	FEB	<input type="button" value="Retrieve File"/>
24-FEB-16	Non-SSN GPA Status Report	Report	FEB	<input type="button" value="Retrieve File"/>
24-FEB-16	GPA Summary	Report	FEB	<input type="button" value="Retrieve File"/>
20-FEB-16	Student Summary Report	Report	FEB	<input type="button" value="Retrieve File"/>
20-FEB-16	Student Summary Report	Data File	FEB	<input type="button" value="Retrieve File"/>
19-FEB-16	Your Cal Grant Awardees	Report	FEB	<input type="button" value="Retrieve File"/>

Depending on the web browser you are using, you may find that the media type listed as “report” is easier to read than the “data file,” although both contain the same information. The “data file” does not have some of the column names or explanatory information that you will see on the “report.”

TIP: One FYSCP Coordinator downloads and searches the reports using the steps outlined below. She recommends having a colleague read student names for you to enter into the search field so you don’t have to shuffle between screens.

- 1) Create an Excel workbook for each school.
- 2) Download the **Student Summary Report** into a worksheet within the Excel workbook.
- 3) Download the **Financial Aid Application (no GPA) Report** into another worksheet in the same Excel workbook. (Save each of these worksheets under the name of the school and the month of the report.)
- 4) Search for any student in that high school by entering the student’s name in the Excel search box. Make sure the settings are set to search the entire workbook rather than a single worksheet. This allows you to search both of the WebGrants reports (Student Summary and Financial Aid Application (no GPA)) that list students who have completed a FAFSA or CADAA.

Types of Reports

1. STUDENT SUMMARY REPORT

The **Student Summary Report**, shown below, includes both SSN GPAs and Matched Non-SSN GPAs. However, this report will only list students with GPAs matched, not the Unmatched NON-SSN GPAs. The Statewide Student Identifier (SSID) is listed along with the student's name, date of birth, GPA, and graduation date. If the SSID was not provided during GPA upload, the field will be blank. Also reported is the method that was used to submit the GPA to CSAC. This information is listed on the report the morning after the GPA upload. The right side of the report will display the financial aid application status and award status. There is a key at the bottom of the screen to help you interpret the information displayed in the "Method key" and "Fin App Stat key" columns.

Note that a "Fin App Stat" of LATE indicates that an application was submitted but the student did not submit the FAFSA and GPA verification by the March 2 Cal Grant deadline. A "Fin App Stat" of NO EFC indicates that there was an error in the application, and it was therefore not processed and must be corrected.

SABRHSR		CALIFORNIA STUDENT AID COMMISSION						PAGE: 1	
BATCH DATE: 04/25/2014		STUDENT SUMMARY REPORT (05000000 - YOUR HIGH SCHOOL NAME)						RUN DATE: 04/26/2014	
		ACADEMIC YEAR 2014						RUN TIME: 01:51:46	
SSN	LAST NAME	FIRST NAME	GPA	GRAD DATE	GPA TYPE	METHOD	CYCLE DATE	FIN APP STAT	AWARDED
0000	TORRES	VANESSA	3.20		HIGH SCHOOL	UPLOAD		YES	
0000	ALBA	CRYSTAL	NONE					LATE	
0000	MORALES	ANDREW	2.46	06/2001	HIGH SCHOOL	UPLOAD		YES	
0000	LOPEZ	MARIO	3.33	06/2013	HIGH SCHOOL	KEY/PAPER		YES	
0000	WONG	LING	3.92	06/2014	HIGH SCHOOL	NON-SSN	02/14/2014	YES	X
0000	SINGH	BRYAN	3.77	06/2014	HIGH SCHOOL	NON-SSN	02/14/2014	YES	X
0000	HENRY	JULIE	3.19	06/2014	HIGH SCHOOL	NON-SSN	03/04/2014	YES	
0000	CRUZ MARTINEZ	SOPHIA	1.63	06/2014	HIGH SCHOOL	NON-SSN		NO EFC	
0000	YU	NICOLE	3.27	06/2007	HIGH SCHOOL	UPLOAD		LATE	
0000	JACKSON	KESHAWN	3.00	06/2014	HIGH SCHOOL	NS-REVIEW	03/21/2014	YES	X
0000	SOTO	AARON	2.59	06/2011	HIGH SCHOOL	UPLOAD		LATE	
0000	APPLEGATE	GISELLE	NONE					NO EFC	
0000	GARCIA	YVONNE	NONE					YES	
Total Students:		13							
Total Matched:		10							
Total Awarded:		3							
Late Applications:		3							
		Cal Grant A	Cal Grant B	Cal Grant C					
		-----	-----	-----					
CCC	Reserve	\$1,648	\$547						
CSU	\$5,472	\$1,648*							
UC	\$12,192	\$1,648*							
PRV	\$8,056	\$1,648*	\$547 plus up to \$2,462 more.						
* Students receive the Cal Grant A tuition amount after the first year.									
METHOD KEY:									
APPEAL	- GPA added through the late GPA appeal process				SPECIAL	- GPA added as part of batch update or delete			
CSAC	- GPA added by CSAC staff				UPLOAD	- GPA added through file upload			
KEY/PAPER	- GPA added through WebGrants screen or Paper form				FIN APP STAT KEY:				
NON-SSN	- GPA Matched through matching process				YES	- Application received on time with an EFC			
NS-MANUAL	- Non-SSN GPA added after manually matching				LATE	- Date Application received is after the priority date			
Non-SSN GPA to ISIR record					NO EFC	- Application received but EFC is blank due to App issues			
NS-REVIEW	- Non-SSN GPA added after flagged record was reviewed				NONE	- No Application found			

2. FINANCIAL APPLICATION (NO GPA)

The **Financial Application No GPA Report**, shown below, is also referred to as the Fin App report. It displays those students who have listed one of your high schools on their completed FAFSA or CADAA but for whom CSAC has not received a GPA verification.

In addition to providing information about FAFSA/CADAA submission, this report can be used to confirm that all GPAs have been submitted for your students. This report will also show you if there are errors on the FAFSA that have prevented processing by indicating “NO EFC” in the EFC FLAG column.

SABRFNOG		CALIFORNIA STUDENT AID COMMISSION		PAGE:	1
BATCH DATE: 04/29/2014		Financial Application (No GPA) Report		RUN DATE:	04/29/2014
ACADEMIC YEAR 2014				RUN TIME:	08:54:37
YOUR HIGH SCHOOL NAME (College Board Code - 05000000; NCES Code - 000000000000)					
DOB	First Name	Last Name	Application Processed Date	EFC FLAG	
01/03/1994	BETSY	JAMES	04/16/2014		
06/18/1989	MARCUS	HUNTER	02/14/2014		
08/21/1992	JOSE	RODRIGUEZ	03/06/2014		
07/05/1990	MARY	JEFFERIES	01/08/2014		
11/13/1991	KEISHA	JACKSON	02/27/2014		
04/05/1989	TOMMY	KLEIN	01/02/2014		
03/06/1992	EDGAR	ESPINOZA	01/02/2014	NO EFC	
10/23/1992	ETHAN	WONG	03/01/2014		
12/04/1993	MARISSA	DE LA CRUZ	02/26/2014		
12/16/1993	TAM	NGUYEN	01/04/2014		
08/09/1994	HUMA	SINGH	02/12/2014		
01/07/1994	STEVEN	MILLER	02/21/2014	NO EFC	
04/15/1995	DAISY	JOHNSON	03/31/2014		
03/22/1995	MAX	RIVERA	03/02/2014		
02/21/1995	BRIANNE	FORD	03/01/2014		
04/09/1995	DEMARCUS	WILLIAMS	03/01/2014		
03/26/1994	JOSE	MEDINA	03/01/2014		
11/02/1995	ALEXIS	DIMAS	02/27/2014	NO EFC	
01/31/1987	STEPHANIE	SOTO	02/21/2014		
12/13/1990	ROSARIO	MENDEZ	02/28/2014	NO EFC	
03/19/1995	MARIA	ROJAS	01/15/2014	NO EFC	
05/26/1995	REX	TORRES	01/07/2014	NO EFC	

3. NON-SSN GPA UNMATCHED REPORT

The **NON-SSN GPA School Unmatched Report**, shown below, is a report that identifies students for whom GPA data has been submitted without a social security number, whose GPA is not matching with a FAFSA or CADAA. This is either because the student provided different information (commonly, a different last name or address) on the financial aid application or the student did not complete a FAFSA or CADAA. This report also shows when there has been a partial match between the GPA submission with a name, DOB and/or address from a FAFSA or CADAA.

SABRNSUM	CALIFORNIA STUDENT AID COMMISSION		PAGE:	1
ACADEMIC YEAR 2014	NON-SSN GPA UNMATCHED REPORT		DATE:	04/29/2014
	05000000 YOUR HIGH SCHOOL NAME		TIME:	0710
STUDENT NAME	DOB	GPA	MATCHED FIELDS / INFORMATION	
ARCEO, VICTOR A	1995/01/14	2.70	NO FAFSA MATCHED	
CASTRO, ERIKA T	1996/03/17	0.50	NO FAFSA MATCHED	
DIAZ, JANET M	1996/09/04	2.67	NO FAFSA MATCHED	
DOMINGUEZ, NANCY B	1995/07/29	2.75	NO FAFSA MATCHED	
FONG, BRYAN S	1994/11/30	1.52 40%	LNAME, FNAME, INIT	
HUANG, ERIC D	1995/06/13	0.96	NO FAFSA MATCHED	
PACHECO, CYNTHIA	1996/05/24	2.35	NO FAFSA MATCHED	
SIMPSON, ANTHONY C	1996/03/21	1.80	NO FAFSA MATCHED	
TRAN, LU LU	1995/04/07	1.49	NO FAFSA MATCHED	
TRAN, STACEY H	1995/10/18	3.00	NO FAFSA MATCHED	
TROUNG, MICHAEL J	1993/12/18	1.88 40%	FNAME, DOB, CITY	
URBINA, LUCAS M	1995/12/26	1.31	NO FAFSA MATCHED	
VALENCIA, CYNTHIA M	1996/11/20	0.71 50%	LNAME, FNAME, INIT, CITY	
VALERIO, ROSEMARY	1995/12/08	2.88 60%	FNAME, DOB, ADDR, CITY, ZIP	
VU, VERONICA J	1996/08/21	0.62 40%	LNAME, FNAME, CITY	
VASQUEZ, CINDY	1996/06/15	1.95	NO FAFSA MATCHED	
VEGA RAMOS, SABRINA J	1996/04/10	2.17	NO FAFSA MATCHED	
WILLIAMS, SASHA M	1995/03/08	2.57	NO FAFSA MATCHED	
WONG, TONY J	1996/08/06	1.25 50%	LNAME, FNAME, INIT, CITY	
TOTAL UNMATCHED COUNT:	135			
TOTAL MATCHED COUNT:	232			
TOTAL NON-SSN COUNT:	366			
DESCRIPTION OF REPORT:				
This report displays NON-SSN GPA records against students that have completed a current academic year FAFSA. Students that have not submitted a FAFSA will appear on this report, but will be marked as NO FAFSA MATCHED under the MATCHED FIELDS / INFORMATION column.				

Student Examples

Student 1: Bryan Fong

- WebGrants found a partial 40% match.
- There is a financial aid application on file with the student's same last name, first name, and middle initial.
- But the date of birth, address, and all other information does not match.
- ✓ It is likely that this Bryan Fong may have not completed a financial aid application. More follow-up is needed with the student or liaison to successful complete their FAFSA application.

Student 2: Elijah Vang

- WebGrants found a partial 60% match.
- Most of the data matches, except for the last name.
- ✓ In this case, it may be that Elijah has an additional last name that was not provided with the GPA but that he used on his financial aid application, preventing the auto-match.

GPA Submission and Matching

Only public and public charter schools are required by law to submit GPAs for their students. Schools that are not considered a public or public charter school may not be uploading GPAs in which case students must contact their school to ask them to upload the necessary information or the student must submit a certified GPA verification form prior to the March 2 CalGrant deadline. Current year's forms can be found at www.csac.ca.gov/pod/cal-grant-gpa-information.

In addition, the GPA information submitted by the school must be matched to the FAFSA. The information used to match data includes the following:

1. First Name, Last Name (full legal name)
2. Address
3. DOB

If a student moves to a new address, the address their high school provided with the GPA may not match the address on their FAFSA. The student, the school, or the WebGrants System Admin or User can update the student's address in WebGrants. Similarly, if there is an error on how the name is reported either by the school or by the student when completing the FAFSA, the information will not match properly.

Summary Checklist: Catching Errors and Omissions

- ✓ Unmatched Records
 - May be due to misspelling or omission of name, error in social security number, different addresses used for high school records and the FAFSA or CADAA application
- ✓ No GPA Verification
 - May be due to errors above, or the school has not submitted the verification
- ✓ No EFC
 - Indicates omission or error in the FAFSA/CADAA that must be corrected in order to complete the application and award financial aid.

Tip: Make sure that students use the drop-down menu on the FAFSA/CADAA to enter the name of their high school so that it matches exactly with the information used by CSAC.

Report Timing

FAFSA submissions will normally appear in WebGrants reports within 3-5 days. If there is any issue with the student's record, however, it could take longer. If the submission verification does not appear within a week, it is recommended that you call CSAC to troubleshoot why the record is not included on the report.

High school GPA matches occur in WebGrants nightly and school GPA matches should appear within 1-2 days after the high school submits the GPA. California law requires that by October 1, 2018, all public and public charter high schools electronically upload GPAs for current enrolled seniors that do not opt-out, however not all schools comply with this requirement. Typically, CSAC works from March 2 – April 15 to follow up on unmatched GPAs. FYSCP follow-up can play a crucial role to ensure that student matches are accomplished early in order for all students who submit a FAFSA and otherwise qualify to receive the CalGrant. CSAC provides recordings of webinars describing the protocol for uploading GPA data at csac.ca.gov/trainings or on YouTube at youtube.com/watch?v=fIW1IO9oLq0

Special Considerations

Some counties may experience challenges obtaining information for students who are attending charter, non-public or non-accredited high schools. The Financial Application No GPA report for the indicated school should include the student's information if the student correctly identified the school on their FAFSA or CADAA. Some counties, however, have experienced challenges with obtaining accurate information for these students. It is recommended that you reach out to CSAC directly or to the JBAY support team for assistance in these case

-Frequently Asked Questions-

Below are five commonly asked questions. Click on the question you'd like more information on. If you need further clarification and support, please contact tia@jbay.org or CSAC institutional support at (888) 294-0153).

QUESTIONS

Q1: *What happens when a student attends more than one high school?*

Q2: *What should I do if a student's name was reported differently on their FAFSA from what their high school submitted into WebGrants?*

Q3: *I have students who are showing up as completing a FAFSA on the "Financial Application No GPA" Report. Why does it matter that their GPA was not successfully matched?*

Q4: *One or more of my students is missing from WebGrants, but I know they completed a FAFSA, what should I do?"*

Q5: *If a student's GPA is not submitted by March 2nd, is there an appeal process?*

ANSWERS

Q1: What happens when a student attends more than one high school?

If CSAC has a student submission record with an EFC and a school GPA with the same student identifiers, they will match. If CSAC later receives another GPA from a different school it will not match due to the student already having a matched GPA. The "second" school's GPA submission will always be unmatched on their report.

If the student is awarded a Cal Grant, the high school that first submitted the GPA will be required to verify the student's high school graduation date. If the school that submitted the GPA is different from the school from which the student graduated, it may require advocacy to ensure that the high school graduation verification is properly submitted.

Q2: What should I do if a student's name was reported differently on their FAFSA from what their high school submitted into WebGrants?

The student's name on both WebGrants and the FAFSA should match the student's Social Security Card and the school's official student record.

Errors on FAFSA

The student must correct their name in their FSA ID **and** the FAFSA.

Errors on WebGrants

If the correction is minor (such as a dash or space removed/added), a representative from the school or district can call CSAC directly at (888) 294-0153.

If the correction is major the student must complete the CSAC form G-10 csac.ca.gov/sites/main/files/file-attachments/g-10_0.pdf

NOTE: CSAC will verify the student's name from the school record. If the student's name

on the FAFSA does not match the official student record, the student must correct the school record name first and then submit the [G-10](#) form to CSAC.

Need assistance or have questions? Contact CSAC Institutional Support at (888) 294-0153/
schoolsupport@csac.ca.gov

Q3: I have students who are showing up as completing a FAFSA on the “Financial Application No GPA” Report. Why does it matter that their GPA was not successfully matched?

Having a GPA match is crucial as this is required for students to receive a CalGrant. The CalGrant will cover all tuition costs at a CSU or UC campus and can provide up to \$1672 for non-tuition costs at a community college. Students with dependent children can qualify for an additional \$6000. Troubleshooting issues with the GPA match can be challenging and students will need adult support to successfully remedy any errors.

Q4: One or more of my students is missing from WebGrants, but I know they completed a FAFSA, what should I do?

First: Confirm you have checked all three reports including the Student Summary Report, The Financial Application No GPA Report, and Non-SSN GPA Unmatched Report

Second: Confirm the student did not complete the previous academic year FAFSA. This is a common error. If the student completed the previous year’s FAFSA, the student must complete a new FAFSA in the correct academic year.

Third: Confirm the student is not showing up under a previous school they attended ([see question #1](#)).

Fourth: Call CSAC IT Service Desk at (888) 294-0148.

Q5: If a student’s GPA is not submitted by March 2nd, is there an appeal process?

Yes, state law and CSAC regulations allow a student to file an appeal (typically with a deadline in mid-May) if they were not able to submit their GPA on-time due to circumstances beyond their control. Students can submit a Late GPA Appeal Form for the Cal Grant.

Students in foster care who complete this form should mention their foster care status as well as any of the following factors that apply:

- School did not submit the GPA in a timely manner
- School submitted weighted GPA instead of unweighted GPA
- Student was not aware of Cal Grant eligibility or thought themselves ineligible
- Thought that the school would take care of it, but didn't realize they had to do it because of less than 24 credits
- Filed the form on-time, but it was lost in the mail
- Typos on the form, such as the wrong SSN
- Form was not signed

A CSAC memo sent to counselors further explains the GPA Appeal Form process:
http://www.csac.ca.gov/sites/main/files/file-attachments/gom_2018-12.pdf

Additional Information

Contact

How can they help?

CSAC Institutional Support
(888) 294-0153
schoolsupport@csac.ca.gov

- GPA Upload (*Press 1*)
 - High school verification (*Press 1*)
 - IT Technical Assistance (*Press 2*)
 - Chafee Grant (*Press 3*)
 - Missing students from WebGrants report
-

CSAC Student Support
(888) 224-7268
studentsupport@csac.ca.gov

- CalGrant/Chafee Grants status
 - Student's college not listed on Chaffee Grant Application
 - Foster Care Status Verification
 - CalGrant appeal status
 - GPA Verification Missing
 - WebGrants for Students login issues
-

CSAC IT Services Desk
(for System Administrators only)
CSACITServiceDesk@csac.ca.gov
(888) 294-0148

- System Administrator access issues
 - Missing schools from WebGrants system administrator account
 - WebGrants for Students login issues
 - E-mail System Administrator request forms
-

CSAC Training Webinars
csac.ca.gov/trainings

- Detailed recorded step-by-step webinars conducted by CSAC.
-

JBAY Technical Assistance
(415) 693-1325
Tia@jbay.org

- System Administrator WebGrants assistance
- WebGrants reports questions
- GPA verification troubleshooting
- All other FAFSA Challenge questions