[For Students](https://www.csac.ca.gov/post/students%22%20%5Co%20%22For%20Students)

[**Frequently Asked Questions (FAQ)**](https://www.csac.ca.gov/covid19)

**Frequently Asked Questions**

1. **Will CSAC be extending the Late GPA Appeal deadline for competitive students due to school closures during this time?** *As of right now, the state is working to address several options that will be designed to assist students and California residents.  Currently, we have not made any specific changes to the programs we administer.  We encourage you to contact your financial aid office at your college to see if there are any programs or additional assistance, they are aware of that you may be able to apply for.  If there are any changes to our programs, we will communicate them to your institution and post the information on our CSAC website.*
2. **Will I still be able to receive my Cal Grant award if my classes were transitioned to online courses due to Covid-19?** *Since the school is responsible for Cal Grant payments, please work with your financial aid office to resolve questions and issues concerning your eligibility to receive payments.  Schools disburse the funds to their students based on their disbursement schedules. If the school determines that a student is not eligible, they have the authority to withdraw the award.*
3. **If I am not able to complete my courses due to Covid-19, what steps do I need to take to keep my Cal Grant?** *We have not made any specific changes to the programs we administer. For any semester/term you will not be receiving a Cal Grant payment, you will need to place a leave of absence to put a hold on your account for that time.  Leave of Absences can be used for up to two years during the time of the Cal Grant award for each participant.  You can place a leave of absence by creating and logging into your account at* [***https://mygrantinfo.csac.ca.gov***](https://mygrantinfo.csac.ca.gov/) *.  If you are unable to access your account, you may also complete the* [***Grant Record Change Form (G-10)***](https://www.csac.ca.gov/post/grant-record-change-students) *to request the Leave of Absence.*
4. **How will I receive my Cal Grant payment since my school’s financial aid office is closed?** *Since the school is responsible for disbursing Cal Grant payments, please work with your financial aid office to resolve questions and issues concerning your ability to receive payments.  Schools disburse the funds to their students based on their disbursement schedules. If the school determines that a student is not eligible, they have the authority to withdraw the award. If you find it difficult to receive assistance from your school, please contact our Student Support Call Center at (888) 224-7268.*
5. **I missed the March 2nd filing deadline due to Covid-19. May I still be considered for a Cal Grant?** *Students who are attending a California Community college in the Fall 2020 term and have completed a* [***FAFSA***](https://studentaid.gov/h/apply-for-aid/fafsa) *or* [***California Dream Act Application (CADAA)***](https://dream.csac.ca.gov/) *have a second chance to compete for a Cal Grant award.  To be considered,  CSAC must have both a completed FAFSA/CADAA on file and a* [***GPA Verification Form***](https://www.csac.ca.gov/post/cal-grant-gpa-verification-form) *postmarked by September 2nd, 2020.*
6. *If you will not be attending a California Community College, and feel you have circumstances outside of your control that caused a late submission of your application, you may file a* [***Cal Grant Appeal Form (G-18)***](https://www.csac.ca.gov/post/cal-grant-appeals-g-18-form) *to have your case reviewed. Please note, our appeals may take 6-8 weeks processing time for you to receive a response.*
7. **My high school graduation has been delayed due to Covid-19. How does this affect my eligibility for the Cal Grant award?** *Currently, we have not made any specific changes to the programs we administer.  If you will still be graduating high school in the 2020 academic year, and have submitted your* [***FAFSA***](https://studentaid.gov/h/apply-for-aid/fafsa) *or* [***California Dream Act Application (CADAA)***](https://dream.csac.ca.gov/) *and* [***GPA Verification Form***](https://www.csac.ca.gov/post/cal-grant-gpa-verification-form) *by the March 2nd deadline, you will still be eligible to be considered for our* [***High School Entitlement Cal Grant Award***](https://www.csac.ca.gov/post/cal-grant-high-school-entitlement-award)*.*
8. **What date do I use to confirm my high school graduation for my to-do list on WebGrants 4 Students?** *When confirming your High School Graduation date for* [***High School Entitlement Cal Grant Award***](https://www.csac.ca.gov/post/cal-grant-high-school-entitlement-award)*, you should use the date that is listed on your High School Diploma, High School Transcripts, or the completion date of your high school graduation equivalency document (such as HiSet, TASC, GED, CHSPE).  Please note, you must wait until the month of your graduation to complete this requirement.  You may complete the certification by creating and logging into your account at* [***https://mygrantinfo.csac.ca.gov*.**](https://mygrantinfo.csac.ca.gov/)
9. **My household has suffered a loss of income due to Covid-19.  How does this affect my eligibility for the Cal Grant award?** *Currently, we have not made any specific changes to the programs we administer. To see the Cal Grant Income and Asset ceilings please visit* [***https://www.csac.ca.gov/post/cal-grant-income-and-asset-ceilings***](https://www.csac.ca.gov/post/cal-grant-income-and-asset-ceilings)*.  To make a change to your income information, please contact the financial aid office at your college and inquire about filing a loss of income appeal through the school. At the conclusion of the process, your school’s financial aid office will work with the Institution Support Unit at CSAC so we can make any necessary corrections in our system.  These changes may impact your Cal Grant eligibility.*
10. **Will the Cal Grant award amounts be increased to help students who have lost their jobs due to Covid-19?** *As of right now, the state is working to address several options that will be designed to assist students and California residents.  Currently, we have not made any specific changes to the programs we administer. We encourage you to contact your financial aid office at your college to see if there are any programs or additional assistance, they are aware of that you may be able to apply for.  If there are any changes to our programs, we will communicate them to your institution and post the information on our CSAC website.*