



CALIFORNIA
STUDENT AID
COMMISSION



Grant Delivery System Modernization (GDSM) February Newsletter 2021

Purpose

The purpose of this GDSM Newsletter is to keep institutions, and the student support community abreast of our monthly progress through the final transition to the new system, and quarterly for improvements deployed throughout 2021.

GDSM Sponsor Message

Catalina Mistler, GDSM Project Executive Sponsor

GDSM Champion Meeting Resumes through May

As the gap narrows toward implementation of WebGrants 4 Institutions and the CADAA, it is more important than ever to keep you informed on available schedules and resources. We have reinstated the Monthly GDSM Champion meeting and will continue to add content from the training team. We look forward to providing you with information for a smooth transition to the new platform and improved look and feel. If your institution does not have a representative in the Champion meeting, send your request and email to terry.artica@csac.ca.gov



New! Training

Jose Quiaoit and Victoria Viksne

An eLearning library will be available with course modules such as the Cal Grant Overview, Uploading High School GPAs and more. These modules include interactive features to ensure understanding of the material. They are available on-demand, so you will not have to wait for an upcoming webinar to learn more about the specific topic. These trainings will include updated screenshots of the new system. As new enhancements are released, additional trainings will be added to ensure understanding of the improved processes. In addition to the eLearning library, CSAC will continue to offer live webinars and eventually, per health and safety guidelines, in person trainings.

Video! View the narrated video, *New Look and Feel Grant Delivery System Modernization (GDSM)*.

Project Management

George Polisner, State GDSM Project Manager

Our engineering staff is working on the transformation of the last set of web forms for the GDSM version of Web Grants and we will soon be entering several rounds of quality assurance, integration, and performance testing.

Added Functionality Updates: Migrated Programs

The GDSM development continues once programs are moved to the new unified platform. Below are some of the enhancements added to Programs that have been migrated to the new GDSM platform.

Program	Improvement Implemented
December 2020 IVR Chatbot (New)	The features below are systems implemented in addition to GDSM to enhance customer service. See descriptions under 'Project Management' <ul style="list-style-type: none">• Interactive Voice Recognition (IVR) voice response system• Chatbot messaging system
November 2020 Web Grants for Students	<ul style="list-style-type: none">• Chafee program related message is updated informing students to contact their school's Financial Aid Office in case they have not received their check.• Removed outdated messages from the home page.• When the student is dependent, the Marital Status label in the Show More Details section under the Cal Grant Panel Award Status Card, displays "Parents' Marital Status".
October 2020 Chafee Application	<ul style="list-style-type: none">• The Home link on the Foster Youth Application (https://mygrantinfo.csac.ca.gov/fosteryouthapplication) now redirects to correct Chafee home page on the CSAC website.
September 2020 WebGrants for Students	<ul style="list-style-type: none">• Award Status Card now displays the link to Cal Grant Appeals G-18 Form that shows how to submit an appeal. Many of the students need a little additional information about submitting an appeal. This link navigates students to the G-18 form page on the CSAC website.
July-August 2020 WebGrants for Students	<ul style="list-style-type: none">• School of Attendance Card now displays the amounts for students who are in a pending status based on the school.• A Link was added to the Cal Grant Award Amount FAQs Sheet for students to get more information about the award amounts at specific campuses.

Coming Soon

The training materials, schedules and on-demand learning availability projections will be published soon. As we get closer to the final release, we will cover the first-time login instructions for institutions. This will be the most important part of getting started.

What to Expect

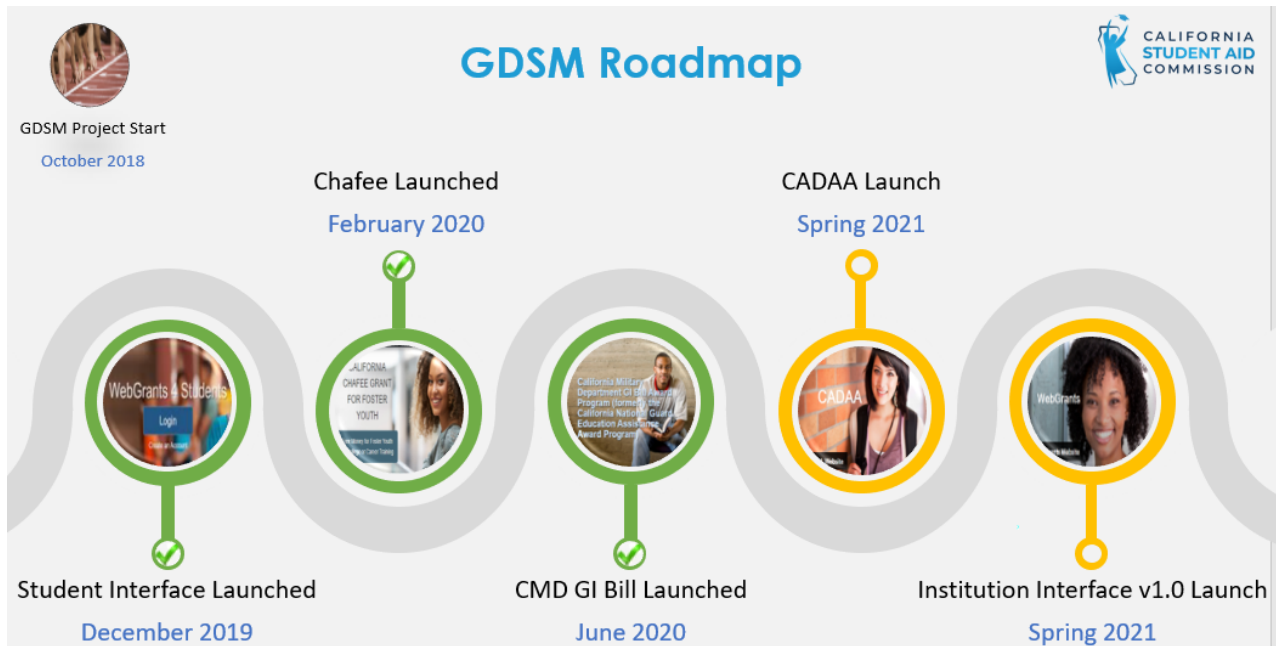
Program Developments	What to Expect
CADAA	CADAA will have the same easy to use look and feel as the Student Landing Page, including increased visibility throughout the approval and award process. The CADAA will also be scalable for use on tablets and cell phones.
WebGrants for Institutions	Institutions will have a new and improved look and feel on the WebGrants for Institutions page. The current functionality is preserved with some improvements in the presentation.
Added Functionality	Continuous program improvements will be the priority and focus through and beyond 2021 made possible by the transition to modern technology.
Training	CSAC is in the process of updating our e-learning capabilities for high school counselors, administrators, financial aid administrators, and students. Using one of the leading eLearning authoring tools and best practices in eLearning design, this platform will transform projects into a responsive and rapid eLearning alternative for internal and external stakeholders. Some of the key features include: <ul style="list-style-type: none">• On demand learning• Converts existing training materials into eLearning courses• Creates a new look and feel to the training modules• Offers interactive features for your training modules

GDSM Key Benefits

The Grant Delivery System Modernization (GDSM) Project provides an easily accessible, one-stop shop for applying and managing the grant application and funding process. Through the GDSM Project, CSAC is completing development of a system that:

- ◆ Improves processes
- ◆ Reduces manual effort
- ◆ Increases staff productivity and efficiency
- ◆ Makes allocation of grant funds more efficient
- ◆ Improves internal and external satisfaction

Project Timeline



Contact Us

Please direct questions and inquiries to:

California Student Aid Commission

Terry L. Artica

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