



OPERATIONS MEMO

Update from the California Student Aid Commission

STATE OF
CALIFORNIA



April 24, 2017

GOM 2017-12

TO: Financial Aid Administrators
High School Counselors

FROM: Catalina G. Mistler *Catalina G. Mistler*
Deputy Director, Program Administration & Services Division

SUBJECT: **Extended Customer Support Hours**

This Operations Memo from the California Student Aid Commission (Commission) announces extended telephone support hours effective immediately for both applicants and institutions.

Student Support Unit

Student Support staff are available to provide phone support to applicants through the lunch hour:

Monday – Friday from 8:00 AM to 4:45 PM

- The Student Support phone number is (888) 224-7268.
- Applicants may also continue to email Student Support staff at studentsupport@csac.ca.gov for assistance.
- For students who have created a WebGrants for students account, they may check their Cal Grant status at www.webgrants4students.org.

Institutional Support Unit

Institutional Support staff are available to provide phone support through the lunch hour:

Monday – Thursday from 9:00 AM to 4:45 PM

Friday from 10:00 AM to 4:45 PM

- The Institutional Support phone number is (888) 294-0153.
- Institutions may also continue to email at: schoolsupport@csac.ca.gov to have their questions answered.

Working together to effectively promote education beyond high school!