



OPERATIONS MEMO

Update from the California Student Aid Commission

STATE OF
CALIFORNIA



August 1, 2022

GOM 2022-26

TO: Financial Aid Administrators

FROM: Tae Kang *Tae Kang*
Deputy Director, Program Administration & Services Division

SUBJECT: **Changes to Menu Options for Institutional Support**

This Operations Memo from the California Student Aid Commission (Commission) announces changes to the menu options when calling the Institutional Support phone line. Institutions who need assistance should contact Institutional Support Monday through Friday from 9am-12pm, and Monday through Thursday from 1pm-4pm at **(888) 294-0153**. Students who need assistance should contact Student Support Monday through Friday 8am-4pm at **(888) 224-7268**.

New Phone Options

As of **August 1, 2022**, institutions will now be able to select different options based on the nature of their call and questions. In addition to Institutional Support, Student Support, and Service Desk options, the Commission is adding options for the California Chafee Grant for Foster Youth, the Golden State Teacher Grant Program, and Other Specialized Programs. Institutions can select the option that best meets the reason for their call.

New Menu Options

- Option 1 - Institutional Support, for WebGrants for Institutions password resets and application issues, and for general school inquiries on GPA uploads, Cal Grant, Middle Class Scholarship, Learning-Aligned Employment Program or California Dream Act Service Incentive Grant Program.
- Option 2 (*new*) - California Chafee Grant for Foster Youth.
- Option 3 (*new*) - Golden State Teacher Grant Program.
- Option 4 (*new*) - California Military Department GI Bill Award Program, Law Enforcement Personnel Dependents Grant Program, or Gaining Early Awareness and Readiness for Undergraduate Programs.
- Option 5 (*previously option 2*) - IT Service Desk, for accounts that have been locked.
- Option 9 - for students to reach Student Support. Students can also contact Student Support directly by calling (888) 224-7268.
- Option 0 - repeats the menu options.

Need to contact us?

- Institutional Support phone number: (888) 294-0153
- E-mail: schoolsupport@csac.ca.gov

Working together to effectively promote education beyond high school!