



OPERATIONS MEMO

Update from the California Student Aid Commission

STATE OF
CALIFORNIA



December 5, 2014

GOM 2014-36

TO: Financial Aid Administrators
High School Counselors

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

SUBJECT: **Institutional Support Toll Free Telephone Menu**

This Operations Memo from the California Student Aid Commission (Commission) announces recent changes to the Institutional Support toll free telephone menu.

- Institutions will be prompted to choose from the following menu options to direct their phone calls to the appropriate staff when they call the Commission's Institutional Support line at **(888) 294-0153**:
 - Press 1 for Cal Grant or Middle Class Scholarship
 - Press 2 for Chafee Grant, Gear Up, or SNAPLE
 - Press 3 for Assumption Program of Loans for Education (APLE)
 - Press 4 for Child Development Grant, John R. Justice, or Grad APLE
 - Press 5 for Cal Grant T or LEPD
 - Press 6 for CSAC Help Desk
- The Commission asks that all inquiries be made by calling the Institutional Support toll free number rather than contacting individual staff directly.
- Institutional Support email: schoolsupport@csac.ca.gov.
- Please do not share the Institutional Support phone number with students; students should call (888) 224-7268 to reach Student Support staff.

The Institutional Support line is open Monday through Thursday from 9 a.m. to 11:45 a.m. and from 1 p.m. to 4:45 p.m.; on Friday it is open from 10 a.m. to 11:45 a.m. and from 1 p.m. to 4:45 p.m.

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!