



SPECIAL ALERT

Update of the California Student Aid Commission

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GSA 2013-28

TO: Financial Aid Administrators
High School Counselors

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SUBJECT: Modified Customer Support Phone Hours

This Special Alert from the California Student Aid Commission (Commission) announces a reduction in our Customer Relations and School Support Services phone hours. Effective **October 1, 2013**, Commission staff will answer phone calls from students, parents and schools only between **10:00 a.m. and 4:45 p.m.**

The new hours will permit Commission staff to balance our telephone response workload while continuing e-mail responses, forms processing, and other operational workload.

This change is necessary as the School Support Services Branch begins shifting its priorities over the next few months to focus more on school training, improving Cal Grant program efficiency, implementing new programs, and enhancing various processes within the WebGrants system.

Students and parents can also have their questions answered by contacting the Commission via e-mail at studentsupport@csac.ca.gov. Those students who have already opened a WebGrants for Students account can check their Cal Grant or Chafee status at www.webgrants4students.org.

If you have any questions regarding this Special Alert, please contact the Commission's School Support Services staff at (888) 294-0153 or by e-mail at schoolsupport@csac.ca.gov.

Working together to effectively promote education beyond high school!



State of California
Edmund G. Brown Jr.
Governor

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