



# OPERATIONS MEMO

## Update from the California Student Aid Commission


STATE OF  
CALIFORNIA



**June 5, 2015**

**GOM 2015-20**

TO: Financial Aid Administrators  
High School Counselors

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

SUBJECT: **Customer Relations Phone Lines Closure**

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This Operations Memo from the California Student Aid Commission (Commission) announces an upcoming one day closure of the customer relations phone lines due to an all-day staff training.

The Commission is committed to the continued development of its staff and to providing excellent customer service to the students and institutions it serves. In order to continue to provide staff with opportunities to expand their skills, an employee training session has been scheduled.

- The Commission's customer relations phone lines will be closed on **Monday, June 15**, for staff training purposes.
- The customer relations phone greeting will notify schools and students of the closure.
- Students will be directed to visit [Web Grants for Students](#).
- For school support, please send emails to [schoolsupport@csac.ca.gov](mailto:schoolsupport@csac.ca.gov).
- The customer relations phone lines will resume regular operations on Tuesday, June 16 at 9:00 a.m.

### **Need to contact us?**

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

***Working together to effectively promote education beyond high school!***