



OPERATIONS MEMO

Update from the California Student Aid Commission

STATE OF
CALIFORNIA



February 17, 2017

GOM 2017-07

TO: Financial Aid Administrators
High School Counselors

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

SUBJECT: **Extended Customer Service Hours for Student Support**

This Operations Memo from the California Student Aid Commission (Commission) announces extended telephone support hours from February 21, 2017 to March 2, 2017. Students may contact the Student Support line at (888) 224-7268. The temporary extended hours for the student support line will be:

- **Tuesday, February 21, 2017 to Tuesday, February 28, 2017**
 - Monday thru Friday from 8:00 AM to 6:00 PM
 - Open during lunch hours

- **Wednesday, March 1, 2017 and Thursday, March 2, 2017**
 - 8:00 AM to 7:00 PM
 - Open during lunch hours

Normal business hours will resume on **Friday, March 3, 2017 from 8:00 AM to 11:45 AM and 1:00 PM to 4:45 PM.**

The Commission strives to provide extra assistance as the March 2nd deadline approaches. Students may continue to email studentsupport@csac.ca.gov to have their questions answered. For students who have created a WebGrants for students account, they may check their Cal Grant status at www.webgrants4students.org.

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!