



OPERATIONS MEMO

Update from the California Student Aid Commission

STATE OF
CALIFORNIA



February 8, 2018

GOM 2018-03

TO: Financial Aid Administrators
High School Counselors

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

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

This Operations Memo from the California Student Aid Commission (Commission) announces that the Commission is extending its Student Support telephone line hours. The extended hours begin on Saturday, February 10, 2018 and end Friday, March 2, 2018. Students may contact the Student Support line at (888) 224-7268.

The extended hours for the student support line will be:

- **Monday, February 12, 2018 to Friday, March 2, 2018**
 - Monday thru Friday from 8:00 AM to 7:30 PM
- **Saturday, February 10/17/24, 2018**
 - 8:00 AM to 1:00 PM

Normal business hours will resume on:

- **Monday, March 5, 2018 from 8:00 AM to 4:45 PM.**

The Commission strives to provide extra assistance as the March 2nd Cal Grant 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.

Working together to effectively promote education beyond high school!