



OPERATIONS MEMO

Update from the California Student Aid Commission

STATE OF
CALIFORNIA



January 31, 2019

GOM 2019-02

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 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 Monday, February 11, 2019 and end Monday, March 4, 2019. Students may contact the Student Support line at (888) 224-7268.

The extended hours for the student support line will be:

- **Monday, February 11, 2019 to Friday, March 1, 2019**
 - Monday thru Friday from 8:00 AM to 7:30 PM
- **Saturday, February 23, 2019**
 - 8:00 AM to 1:00 PM
- **Saturday, March 2, 2019**
 - 8:00 AM to 5:00 PM
- **Monday, March 4, 2019**
 - 8:00 AM to 7:30 PM

Normal business hours will resume on:

- **Tuesday, March 5, 2019 from 8:00 AM to 4:45 PM.**

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

Working together to effectively promote education beyond high school!