



OPERATIONS MEMO

Update from the California Student Aid Commission

STATE OF
CALIFORNIA



April 12, 2019

GOM 2019-12

TO: Financial Aid Administrators
High School Counselors

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

SUBJECT: **Customer Support Hours for Institutions**

This Operations Memo from the California Student Aid Commission announces the telephone support hours for institutions effective Monday, April 15, 2019.

Institutional Support Unit

Institutional Support staff are available to provide phone support:

Monday – Friday from 8:30 AM to 4:00 PM

- The Institutional Support phone number is (888) 294-0153.
- Institutions may also continue to email at: schoolsupport@csac.ca.gov to have their questions answered.

Student Support Unit

Student Support staff hours remain the same:

Monday – Friday from 8:00 AM to 4:45 PM

- The Student Support phone number is (888) 224-7268.

Working together to effectively promote education beyond high school!