



OPERATIONS MEMO

Update from the California Student Aid Commission

STATE OF CALIFORNIA



April 13, 2022

GOM 2022-10

TO: Financial Aid Administrators
High School Counselors

FROM: Tae Kang *Tae Kang*
Deputy Director, Program Administration & Services Division

SUBJECT: **Customer Support Phone Hours for Institutions**

This Operations Memo from the California Student Aid Commission (Commission) announces an update to the telephone support hours for institutions (high schools, colleges, and universities) effective **Monday, April 18, 2022.**

The phone support schedule for institutions will continue to provide customer support during the core business hours to both internal and external customers, including responding to emails.

Phone support coverage for institutions:

Monday – Thursday: 9:00 AM to 12:00 PM
1:00 PM to 4:00 PM

Friday: 9:00 AM to 12:00 PM

The Commission may offer extended phone hours during peak periods to provide additional support to institutions. A communication will be provided with any updates and changes to the Institutional Support call hours.

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

Working together to effectively promote education beyond high school!