



OPERATIONS MEMO

STATE OF
CALIFORNIA



Update from the California Student Aid Commission

April 4, 2023

GOM 2023-08

TO: High School Counselors
Financial Aid Administrators

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

SUBJECT: Customer Support Phone Hours for Students

This Operations Memo from the California Student Aid Commission (Commission) announces an update to the telephone support hours for students, effective **Monday, April 3, 2023**.

Phone support hours for students:

Monday – Thursday: 8:30 AM to 4:00 PM

Friday: 8:30 AM to 3:00 PM

Student Support Phone Number: 1-888-224-7268

The Commission may offer extended phone hours during peak periods to provide additional support to students. A communication will be provided with any updates and changes to these hours if needed.

School Support phone hours for institutions (high schools, colleges and universities), remains unchanged as announced on [GOM 2022-10](#).

Need to contact us?

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

Working together to effectively promote education beyond high school!