



# SPECIAL ALERT

STATE OF  
CALIFORNIA




## Update from the California Student Aid Commission

January 30, 2015

GSA 2015-04

TO: Financial Aid Administrators  
High School Counselors

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

SUBJECT: **Customer Service Support**

This Special Alert from the California Student Aid Commission (Commission) announces extended telephone support hours beginning February 2, 2015.

- In order to better serve both, institutions and students, the Commission Customer Service Center hours will be expanded as follows through the month of March, 2015:

**Monday – Thursday: 8:00 AM to 11:45 AM and 1:00 PM to 4:45 PM**

**Friday: 10:00 AM to 11:45 AM and 1:00 PM to 4:45 PM**

- To maximize productivity and improve the level of service to institutions and students, the Commission has created two tiers of telephone support. While telephone numbers are not changing, this adjustment will allow the Commission to operate more efficiently.
- Students may continue to email the Commission at [studentsupport@csac.ca.gov](mailto:studentsupport@csac.ca.gov) to have their questions answered. Those students who have already created a WebGrants for Students account may easily check their Cal Grant status at [www.webgrants4students.org](http://www.webgrants4students.org).

Please direct any questions regarding the information in this Special Alert to the Commission's Institutional Support at (888) 294-0153 or at [schoolsupport@csac.ca.gov](mailto:schoolsupport@csac.ca.gov).

### Need to contact us?

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

***Working together to effectively promote education beyond high school!***