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 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.

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.

**Need to contact us?**

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

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