



SPECIAL ALERT

STATE OF
CALIFORNIA



Update from the California Student Aid Commission

March 27, 2015

GSA 2015-17

TO: Financial Aid Administrators
High School Counselors

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

SUBJECT: **Customer Service Support Phone Hours**

This Special Alert from the California Student Aid Commission (Commission) announces the end period of extended telephone support hours.

- As announced on [GSA 2015-04](#), the Commission extended its telephone support hours during the months of February and March in order to better serve institutions and students around the March 2 deadline.
- Beginning **April 1, 2015**, the Commission Customer Service Center phone hours will return to their normal schedule:

Monday – Thursday: 9:00 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

- This schedule allows Commission staff to balance our telephone response capacity while continuing e-mail responses, forms processing, and other operational workload.
- Students may continue to email the Commission at studentsupport@csac.ca.gov to have their questions answered. 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!