



SPECIAL ALERT

STATE OF
CALIFORNIA




Update from the California Student Aid Commission

July 29, 2015

GSA 2015-27

TO: Financial Aid Administrators
High School Counselors

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

SUBJECT: Customer Relations Phone Support Hours – Upcoming Changes

This Special Alert from the California Student Aid Commission (Commission) announces a change in the customer relations phone support hours beginning Monday, August 3, 2015:

Monday – Friday: 9:00 AM to 12:00 PM and 1:00 PM to 4:00 PM

Starting Monday, school representatives will have access to a dedicated school support team at **1-888-294-0153** from 9:00 AM to 12:00 PM. The customer relations staff will continue handling calls during the afternoon support hours.

The Commission also offers two additional support lines:

- 1-888-224-7268: Student Questions and Inquiries
- 1-888-294-0148: CSAC Helpdesk
 - This is intended for password reset; problems creating account in WebGrants for Students; or System Administrator forms. To avoid transfers, please do not use this number for other issues.

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!