



SPECIAL ALERT

STATE OF
CALIFORNIA



Update from the California Student Aid Commission

February 26, 2016

GSA 2016-06

TO: Financial Aid Administrators
High School Counselors

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

SUBJECT: **Customer Service Support & Institutional Support**

This Special Alert from the California Student Aid Commission (Commission) announces extended telephone support hours effective immediately and through **March 4, 2016** to support increased volume due to the March 2, 2016 application deadline.

- The extended phone hours are **Monday – Friday: 8:00 AM to 6:00 PM**
- The Student Support phone number is (888) 224-7268. Students may also 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.
- The Institutional Support phone number is (888) 294- 0153. Institutions may continue to email the Commission at schoolsupport@csac.ca.gov to have their questions answered.

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!