



OPERATIONS MEMO

STATE OF
CALIFORNIA



Update from the California Student Aid Commission

December 19, 2023

GOM 2023-41

TO: Financial Aid Administrators
High School Counselors

FROM: Tae Kang *Tae Kang*
Deputy Director, Program Administration & Services Division

SUBJECT: **Call Center Hours and WebGrants System Maintenance**

This Operations Memo from the California Student Aid Commission (Commission) announces adjusted call center hours for **Friday, December 22, 2023**, and an important system process taking place on **Thursday, December 28, 2023**.

Student Support Call Center – Closed on December 22, 2023

Due to staff training and development, the Student Support call center will be closed on December 22.

Call Center hours will return to normal operating hours on Tuesday, December 26.

WebGrants System Maintenance

- WebGrants and all associated systems (WebGrants for Students, Dream Act Application, Chafee Application, etc.) will be placed in maintenance mode, starting at 5:00 p.m. on **Thursday, December 28**.
- All web systems will be unavailable during this process and no updates can be made during this time.
- Commission staff anticipates all systems to be back online by **Sunday, December 31**. An update will be provided should the status change.

The Commission appreciates your patience and understanding while our system is unavailable, as we prepare the various activities needed to launch the 2024-25 award year.

Need to contact us?

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

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