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Student Aid Commission

Call Center Support

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- Governor and Senate.** No proposal.
- Assembly.** Provided \$386,000 and 7 three-year limited-term positions.
- LAO Compromise.** Provide \$157,000 and 3 two-year limited-term positions. Require a report from the California Student Aid Commission (CSAC) with detailed customer support statistics by October 30, 2014. This would reduce CSAC response time and provide the Legislature with additional information to assess ongoing need for permanent call center staffing.



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LAO Compromise Budget Bill Language

Add Provision:

X. Of the funds appropriated in Schedule (1), \$157,000 is available for the support of three two-year limited-term positions for the purpose of improving customer service response times. On or before October 30, 2014, the commission shall submit a workload report to the Department of Finance and the Joint Legislative Budget Committee. The report shall include detailed information on workload, response times, and other outcomes for customer-support activities.