



LOSFA LOOP

July 2012 Edition

Volume 5-7

From the Desk of the Executive Director

We've known since January that, as of July 2012, we would be losing approximately one third of our LOSFA family. Despite being aware of the impending loss for six months prior, you can never be fully prepared to walk through the doors of your agency and receive that harsh "reality check" when you first see so many empty desks. Only then do you fully realize that they're no longer a part of this agency. As I mentioned in the April edition of this newsletter, my first concern is the well being of those employees. So I am happy to report that the overwhelming majority of those we lost were able to successfully transition into other employment opportunities and many of them will remain with the state. I also mentioned in the April edition that I was also concerned about making a smooth transition regarding the services that we provide to colleges and borrowers. Thanks to several of those employees who knew they were on their way out, we have been able to make that transition. They could have mentally "checked out", but they remained steadfast in their dedication to our mission of being Louisiana's First Choice for College Access. For that I am eternally grateful and wish them all well. There's an emotional void within the agency, but no void in reference to our services.

--Melanie

TOPS Initial Eligibility for 2012 Graduates

TOPS Initial Eligibility (IE) for the 2012 graduates for academic year 2012-2013 began on Thursday, June 7, 2012. Initial eligibility runs every Monday and Thursday. Although the Student Roster changes are only updated on Friday, the Louisiana Award System (LAS) provides students round-the-clock access to their individual data and schools have immediate access to the data for their student population.

As records for the 2012 high school graduates are processed, those who are determined eligible will appear on the Academic Year (AY) Student Roster as disposition 000 New Eligible. When postsecondary schools submit end of term grades, TOPS continuing student eligibility processes and the updated student status is reflected on the TOPS Student Roster as disposition 001 Approved Renewal. The initial 2013 AY Student Roster was made available to the schools in May.

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LOSFA Outreach

On the Road

Monday, June 11

Louisiana Tech – Ruston – 1pm – Gear Up Camp – Wyly Tower Auditorium

Monday, June 18

Louisiana Tech – Ruston – 1pm – Gear Up Camp – Wyly Tower Auditorium

Monday, July 9

Louisiana Tech – Ruston – 1pm – Gear Up Camp – Wyly Tower Auditorium,
Grambling State University – Grambling – 2pm – Gear Up Camp – Adams Hall Room 200

Sunday, July 15

Northwestern State University – Natchitoches – Trailblazer Camp

Monday, July 16

Northwestern State University – Natchitoches – Trailblazer Camp
Louisiana Tech – Ruston – 1pm – Gear Up Camp – Wyly Tower Auditorium,
followed by Grambling State University – Grambling – 2pm – Gear Up Camp –
Adams Hall Room 200

Tuesday, July 17

Northwestern State University – Natchitoches – Trailblazer Camp

Sunday, July 22

Nicholls State University – Thibodaux – Trailblazer Camp

Monday, July 23

Nicholls State University – Thibodaux – Trailblazer Camp
Louisiana Tech – Ruston – 1pm – Gear Up Camp – Wyly Tower Auditorium
McNeese – Lake Charles – 1pm – Gear Up Camp – Old Ranch, Beauregard Drive

Tuesday, July 24

Nicholls State University – Thibodaux – Trailblazer Camp

Monday, July 30

McNeese – Lake Charles – 1pm – Gear Up Camp – Old Ranch, Beauregard Drive

Online START deposits now available

Online payment for START account deposits is now available on the START Saving Web site, www.startsaving.la.gov.

Account owners must log into their START account, select the "Deposit Forms" option from the menu and then select "Electronic Online Deposit". From here account owners can select the account(s) into which they want to make a deposit and indicate the amount they wish to deposit.

One deposit can be distributed among a maximum of five accounts. If an account owner has more than five accounts, he or she will have to log back into his or her START account and select the additional accounts in a second transaction.

When online payment is selected, the account owner will be transferred to a secure Web site operated by First Data Corporation, PayPoint. This organization was contracted by the state to support online payments.

On the PayPoint site, the account owner will see the LOSFA logo, the START title, a listing of a maximum of 5 accounts with the amount selected for deposit, and two payment options. The account owner can select to pay by electronic check or by credit card. The credit cards accepted are Mastercard and Discover. Visa will not be accepted at this time due to company restrictions on charging convenience fees that make recouplement of the transaction costs difficult to achieve.

The account owner will enter his or her financial data on the PayPoint secure Web site to complete the deposit transaction. LOSFA will not receive any credit card or checking account financial information from First Data.

A convenience fee will be charged to use the online payment process to cover the transaction costs and thus keep the START Savings Program free of administrative fees. The fee will be in addition to the amount of the deposit(s). The fee will be displayed prior to the account holder's final authorization of the payment.



Louisiana Connect Update

As of June 20, 2012, more than 20,000 people have signed onto Louisiana Connect and activated their accounts. Over 1,200 of those accounts belong to Professional School Counselors.

New loan servicer information

LOSFA has entered into a contract with Student Assistance Corporation (SAC) for the servicing of all their Default Prevention Activities. With the exception of the filing of new manual Lender Requests for Assistance (LRA), the effective date of this contract will be July 1, 2012. As of July 1, 2012, all inquiries and questions must be sent to SAC using the contact information listed below.

Student Assistance Corporation
4501 North Superior
Muncie, IN 47303

Resource Box: SAC-Support@studentassistcorp.com
Phone Number: (317) 348-9025
Fax Number: 1-866-627-8480

Lenders/Servicers - All tape filings will continue to be forwarded directly to Sallie Mae using the same contact information you are currently using. However, effective June 25th all manual LRA requests must be sent directly to SAC using the contact information listed above.

Schools – The monthly delinquency report, AVPBR08, will still be generated and mailed to you monthly by SAC. Any questions regarding the accounts listed on this report, or changes to the method for generating this report, must be directed to SAC using the contact information listed above.

Effective July 1, 2012 all inquiries from your students/borrowers must be directed to:

Student Assistance Corporation
4501 North Superior
Muncie, IN 47303

E-Mail Address: LOSFA@studentassistcorp.com
Phone Number: 1-800-635-3743
Fax Number: 1-800-220-2008
Web Address: www.studentassistcorp.com

LOSFA has also entered into a contract with Sallie Mae to handle all LOSFA's claims activities.

Effective immediately, all claims and supporting documentation must be sent to one of the addresses listed below:

Claims Review Processing
PO 6028
Indianapolis IN 46206

Or

Claims Review Processing
11100 USA Parkway
Fishers, IN 46038

Effective immediately, you must contact Sallie Mae Claims Department at (317) 578-6937 for all questions regarding your claim(s). There will be no longer be staff located at LOSFA to answer your questions.

Failure to send your claims to one of the addresses listed above will result in delays in processing your claims.

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Initial eligibility (IE) determination for TOPS applicants begin when LOSFA receives the following: final grades and graduation certification from the high schools through the Louisiana Department of Education (LDE) Student Transcript System (STS); a Free Application for Federal Student Aid (FAFSA) or the TOPS Online Application; and official scores from ACT and/or SAT.

Special populations, such as home study, out-of-state, out-of-country, military, non-graduate, and returning student applicants also process on Monday and Thursday. Because these students process with alternate eligibility requirements, the student is responsible for ensuring that certain required documents, such as ACT and/or SAT scores, out-of-state and out-of-country final high school transcripts with graduation date, and completed TOPS Affidavit of Residency, are received timely by LOSFA. The TOPS IE requirements for special populations, along with the other initial and continuing eligibility requirements can be found on our Website, www.osfa.la.gov.

Students are encouraged to monitor their TOPS status via the LAS at www.osfa.la.gov. Additionally, students with an active account on the Louisiana Connect Portal are able to receive notifications once their TOPS status has been determined. TOPS award notification letters are mailed to newly eligible, reinstated, and ineligible students after the Monday and Thursday IE processing. TOPS and related questions can be answered by contacting a Public Information and Communication Representative at 1-800-259-5626 or via email at custserv@osfa.la.gov.

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<http://www.facebook.com/LOSFA>



<http://www.twitter.com/LOSFA>



<http://www.youtube.com/LOSFA1000>



www.Flickr.com/LOSFA

Wednesday,
September 12, 2012
Baton Rouge, LA

OR

Friday,
September 14, 2012
Alexandria, LA

**REGISTER
NOW**

ATTENTION: YOU ARE TO REPORT FOR DUTY FOR THE **2012 FINANCIAL EDUCATION BOOT CAMP**

Do your students know how to create a family budget, set personal financial goals, choose the right credit products? Do they know the importance of building credit and the importance of a high credit score?

Open to all educators and community organizations, this Boot Camp is designed to deliver turnkey curriculum and resources to help educators and youth development professionals draft a plan of action to teach money management life skills to youth.

Who should attend:

- ★ Middle & High School Teachers (Special duty orders for Civics and Financial Math teachers). **Teachers can earn up to 5.5 CLUs!**
- ★ Faith-based and Youth Development Professionals and Volunteers
- ★ Family and Community Development Groups
- ★ Home School Parents
- ★ Corrections Professionals
- ★ Credit Union and Bank Financial Education Professionals

What we'll cover:

- ★ Creating a family budget
- ★ The benefits and risks of using credit, scores and reports
- ★ Comparing and evaluating types of credit, savings, investment and insurance services
- ★ The relationship between education, training and career options to future earning potential

You and your platoon will experience real life simulations that will provide you with additional strategies for your student action plan.

Registration fee is \$75.

Presented By:



See program agenda,
register and pay online at
www.louisianajumpstart.org



GO Grant Allocations for 2012-2013

Board of Regents approves the following for the GO Grant for the 2012-2013 academic year:

1. With the exception of the change made to the eligibility requirement for students 25 years old or older (Student Financial Aid Bulletin S2012-03, dated March 20, 2012), the eligibility framework will remain the same as outlined in Student Financial Aid Bulletin S2010-04, dated July 6, 2010.
2. Annual award amounts for 2012-2013: \$1,000 full-time, \$500 half-time, \$250 less than half-time.
3. Institutions were given an annual allocation amount based on the same methodology used for 2010-2011 and 2011-2012.
4. The annual allocation will be used for fall, winter, and spring semesters/terms, with no plans to fund summer awards.
5. Due to legislative reporting requirements, it is necessary to continue the fall billing deadline of November 1, 2012 (fall billing corrections deadline, November 16) and a winter billing deadline of January 17, 2013 (winter billing corrections deadline, February 1). The fall and winter deadlines will also allow LOSFA and Board of Regents to better estimate funding availability for subsequent semesters/terms.
6. Late billings for fall, winter and spring semesters/terms will not be allowed. In the event of a reallocation of unused funds, the school(s) receiving the reallocated funding will be provided with a deadline to expend the reallocated dollars.
7. After the spring billing deadline, March 24, 2013, (spring billing corrections deadline, April 11), unused funds will be reallocated. Reallocations will be made to institutions to award to students enrolled in the fall and continued to spring or enrolled in the spring who were eligible for but did not receive a Go Grant because the institution used its full annual allocation.
8. Institutions should continue to make awards according to their defined priority process. As previously issued, it is the general philosophy of the Board of Regents that the grant is awarded to those students with the most need.

Should you have questions regarding this correspondence, direct them to Bonnie Lavergne, blavergne@osfa.la.gov or 225-219-7714.

2012-13 Go Grant Allocation

School	Allocation \$	School	Allocation \$
LSU-BR	2,022,396	LTC-Northeast	9,565
LSU-A	311,634	LTC-Ruston	-
LSUMC-NO	100,941	L E Fletcher CC	83,698
LSUMC-S	-	Northshore Tech CC	-
LSU-E	289,008	LTC-Florida Parishes	4,782
LSU-S	889,887	LTC-Slidell	-
LSU SYSTEM SUB-TOTAL	3,593,866	LTC-Sullivan	22,908
Southern-BR	1,179,321	LTC-Hammond	6,922
Southern-NO	205,910	Northwest Louisiana TC	
Southern-S	215,727	LTC-Mansfield	10,068
SU SYSTEM SUB-TOTAL	1,600,958	LTC-Natchitoches	4,531
Nicholls	1,070,139	LTC-Northwest	31,843
Grambling	978,477	LTC-Sabine Valley	3,020
La. Tech	1,066,136	LTC-Shreveport-Bossier	42,163
McNeese	1,400,593	Nunez CC	57,770
ULM	1,608,706	River Parishes CC	56,134
NW	1,517,981	LTC-Ascension	-
SE	2,816,290	South Central Louisiana TC	
ULL	2,332,491	LTC-Lafourche	11,831
UNO	1,162,462	LTC-River Parishes	13,089
UL SYSTEM SUB-TOTAL	13,953,275	LTC-Young Memorial	18,753
BR Community C.	616,472	South La. C C	189,800
Bossier Parish CC	251,975	LTC-Acadian Campus	14,800
Capital Area TC		LTC-Charles B. Coreil	8,558
LTC-Baton Rouge	-	LTC-Evangeline	1,762
LTC-Folkes	2,013	LTC-Gulf Area	20,893
LTC-Jumonville	1,887	LTC-Lafayette	87,600
LTC-West Side	-	LTC-Teche	28,193
Central Louisiana TCC		LTC-T H Harris	38,765
LTC-Alexandria	15,355	Sowela Tech CC	219,000
LTC-Avoyelles	10,068	LTC-Morgan Smith	-
LTC-Huey P Long	10,572	LCTC SYSTEM SUB-TOTAL	4,636,410
LTC-Lamar Salter	11,075	Centenary	134,232
LTC-Oakdale	4,531	Dillard	314,403
LTC-Shelby Jackson	9,891	La College	212,958
Delgado (Act 521 Transfers)	2,470,970	Loyola	291,498
LTC-Jefferson Campus	-	NO Bapt. Seminary	-
LTC-West Jefferson	-	Our Lady Holy Cross	55,882
LTC- Sidney Collier	-	Our Lady Of Lake	307,481
Delta CC	207,672	St. Joseph Seminary	-
LTC-Tallulah	-	Tulane	315,007
LTC-Bastrop	5,789	Xavier	748,753
LTC-Delta -Ouachita	32,094	INDEPENDENTS' SUB-TOTAL	2,380,212
LTC-North Central	-	Total	26,164,721

3 ways to receive notification of your TOPS status:

Processing for 2012 high school graduates awaiting their initial TOPS award begins the first week of June. Processing will continue weekly until all eligible students are awarded.

Three ways to receive notification of your TOPS Status!



For more information, please contact the Louisiana Office of Student Financial Assistance (LOSFA) at 1-800-259-5626 or e-mail custserv@osfa.la.gov.

1

Create an account on the Louisiana Connect Portal: <http://www.osfa.la.gov/louisianaconnect>
Once you have an account on the Louisiana Connect portal you can provide a mobile telephone number in order to receive a text message once your TOPS status has been determined.

2

Create an account on the Louisiana Award System: <https://www.osfa.la.gov/AwardSystem>
Once you have an account on the Louisiana Award System you can check your account at anytime for your TOPS status.

3

Wait to receive notification via United States mail.

Important TOPS info

Effective immediately beginning with the 2011-12 academic year, the academic year includes summer sessions and intersessions for the TOPS 24 hour requirement only. Hours earned at any time from the fall semester/quarter until the beginning of the next fall semester/quarter may be used to meet the 24 hour TOPS renewal requirement. However, your renewal GPA, including TOPS Performance and Honors stipend continuation, is determined by your TOPS Cumulative GPA after the Spring Semester/Quarter.



For more information, contact the
Louisiana Office of Student Financial Assistance:

By Phone: 800-259-5626

By E-mail: custserv@osfa.la.gov

By Mail: P.O. Box 91202, Baton Rouge, LA 70821-9202

Web Address: www.osfa.la.gov



For submissions, opinions or comments for LOSFA LOOP, please
contact David Roberts at droberts@osfa.la.gov.