



# LOSFA LOOP

March 2010 Edition

Volume 3-3

## From the Desk of the Executive Director

I want to thank, as well as congratulate, every member of the College Goal Sunday task force, site coordinators and volunteers for making Louisiana's 3rd annual College Goal Sunday event an overwhelming success. We're still in the process of gathering and calculating our official numbers, but initial reports indicate that this was our most well-attended College Goal Sunday event ever. I was especially pleased to hear about the tremendous contributions made by our Trailblazer students. I also want to thank our governor, Bobby Jindal, for officially proclaiming Sunday, February 21, 2010 as College Goal Sunday in Louisiana.

Last month when the owner of the New Orleans Saints, Tom Benson, was awarded the Lombardi trophy following the Saints thrilling Super bowl victory, he remarked that it was for the entire state of Louisiana. College Goal Sunday may not get as much media coverage as Super Bowl Sunday, but I also feel that our successful College Goal Sunday event is for the entire state of Louisiana. The coordination of the event is a testament to the hard work and dedication of our financial aid professionals. The attendance of the event is a testament to the parents and students of Louisiana; the dedication of the parents, the desire

of the students to pursue post secondary education and the willingness of both to seek out the necessary information to make their dreams a reality.

I am especially pleased that on the heels of such a successful statewide effort, I will soon have the opportunity to interact at the Spring LASFAA Conference with many of my colleagues who made this event a success. Once again, thank you for another successful event, thank you for continuing to read the LOSFA LOOP and I will see many of you in Marksville, LA on March 11th.

--Melanie

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## LOSFA Outreach

### EIGHTH ANNUAL CALL-IN NIGHT A SUCCESS



*PIC representative Kate Herke was one of the financial aid specialists who manned the phones at Call-In Night.*

Families from across the state took advantage of LOSFA's eighth annual "Financial Aid Call-In Night" on Monday, February 1, 2010, utilizing special night-time hours to get answers to their higher education financial aid questions.

LOSFA staffers stayed late, answering questions about all forms of state and federal student financial assistance, including the Taylor Opportunity Program for Students (TOPS), need based grants, student loans, and the Student Tuition Assistance and Revenue Trust (START) program – Louisiana's 529 college savings plan.

They also provided on-the-spot advice and assistance for completing the Free Application for Federal Student Aid – also known as the FAFSA – which is the convenient single application for most state and federal student aid programs.

LOSFA's normal call-in hours for student financial assistance information are 8 a.m. until 4:30 p.m., Monday through Friday. The annual "Financial Aid Call-In Night" is designed to assist callers who are unable to call during regular business hours. The event is always held during the month of February, as part of National Financial Aid Awareness Month.

A small group of professional school counselors gathered at the LOSFA office to undergo Student Transcript System training in February. The training, conducted by Public Information and Communications Supervisor Michelle Darling, updated the counselors on changes to the system.



# College Goal Sunday 2010

College Goal Sunday 2010 was held at 17 sites across the state, extending to high school students and their families the chance to file FAFSAs, acquire information and get help on all their higher education financial aid needs.

“So many people throughout the state working together helped to make this College Goal Sunday event the very best event since we started in 2008. We added three new locations this year and they were all well-attended, LOSFA’s David Roberts, Statewide Coordinator of Louisiana’s College Goal Sunday, said.

In its third year in Louisiana, College Goal Sunday is funded by a grant from the Lumina Foundation for Education. In addition to LOSFA staff, an array of financial aid professionals, who are members of the Louisiana Association of Financial Aid Administrators (LASFAA), Trailblazers and High School Guidance Counselors volunteer to make the event a success.

A more detailed, special edition LOSFA Loop will be published shortly, featuring extensive photographs and comments from College Goal Sunday participants.



*LOSFA Public Information and Communications representative Kendra Woods takes part in College Goal Sunday 2010 at Southern University at New Orleans.*



*Above: Trailblazers, LOSFA representative Jessica Warner (blue shirt) and Tiffany Magee, Site Coordinator for St. James High School, take part in College Goal Sunday 2010.*

*Below: Parents and students gather at L.E. Fletcher Technical Community College in Houma for College Goal Sunday 2010.*



## **Q&A with Maria Milligan**

### **LOSFA's new IT Tech Support Supervisor**

#### **How long have you worked for LOSFA? How long have you worked for the state?**

Nine years with LOSFA and 28 years with state government.

#### **What do you hope to accomplish in your new position?**

I hope to improve communications between the end-users (the agency outside of IT) and the technical staff. I want to assure the end-users that Tech Support is here to assist them by working together to achieve the most effective method in getting their job done in an efficient manner and, hopefully, to make it less stressful for them.

#### **Are there specific things the (IT) staff should be expecting to come down the road?**

They should expect to be trained to take my job one day. I intend to provide them with the knowledge and authority to manage all Network and Helpdesk requests, whether I am in or out of the office. Additionally, they need to continue to respond as quickly as possible to Helpdesk work orders, upgrade software applications as needed, upgrade workstation OS to Windows 7, maintain a secure network -- basically, business as usual.

#### **Are there any changes you plan to implement that will be noticeable to those of us not in IT?**

As mentioned before, Windows 7 upgrade, plus software application upgrades and my staff having the authority to manage all Network and Helpdesk requests.

#### **Is there anything else you'd like to add? Anything you want to tell people?**

Yes, Tech Support is here to assist you. If you have questions or concerns, please do not hesitate to let us know. If problems are not reported, we assume all is well.

At times, I know it seems Tech Support is hindering you in getting your job done, but that is not our intent. Let me assure you, implemented limitations are set to protect LOSFA's Network and to prevent data loss. If at any time, you are under the impression we are not providing you with a suitable way to perform your job efficiently, call me and we will work on finding a better solution.

Now that I have informed you of my goals, please bear with us during the transition of getting cross-trained.

My staff and I look forward to working with you and for you!



## Black and Gold to the Superbowl Agencywide Tailgate Party





For more information, contact the  
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