



From the Desk of the Executive Director



Dr. Sujuan Boutté

"We make a living by what we get, but we make a life by what we give."

Winston Churchill

I suspect that most of us have seen or heard this quote before, but have you ever really thought about how you would sum up in one sentence what you give through the living that you make? We asked our team to do just that. Most often we say LOSFA and you say TOPS... although TOPS is the largest state program we administer our team members give of themselves each day by providing assistance to students, parents and families in many other ways as well.

As we celebrate State Employee Appreciation (week/month) we've taken the time to reflect upon what we give, the services we provide and your reactions to the life we make.

We asked each of our employees to finish the following sentence. Here's how they responded:

Working here at LOSFA allows me to give...

equity of access: A voice to students and families who might otherwise not be heard.

back to my community and my home state by aiding the progression of people's lives through furthering their education.

the children of our state a real opportunity at a better life which translates into a better state for everyone!

financial support to my church, my favorite charities and my family. It also allows me to give (to) my fellow employees

work support, and on occasion, emotional support.

(START) Account owners 150% of my abilities to help them provide an avenue for their children and grandchildren to attain their educational goals.

back to the parents and students of the state of Louisiana by providing programming support to the various programs administered by LOSFA that provide a path for students to further education endeavors.

knowledge to students that empowers them to make good decisions so that they can not only be happy in their chosen careers but also be as close to debt-free when embarking on their futures as possible.

Knowledge. Students have questions and we have the right answers.

the support needed to provide services, tools and access to the students and parents of this state.

my best professional self; collaborating with other like-minded coworkers to provide the best solutions to all of our customers.

a helping hand to the next generation of students so they can embrace the future with the knowledge and skills needed to succeed.

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LOSFA Employee Photo

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What We Do Graphic
LOSFA Stars Shine

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From the Desk of the Executive Director *(continued)*

an opportunity to build bridges; To allow students the chance to follow a path to successful financial assistance.

more meaning and purpose to my life because I have always enjoyed giving to my family and friends and now I have the opportunity to extend that to my LOSFA family.

assistance to postsecondary schools so they are able to efficiently administer award programs which, in turn, benefits their students.

assist the citizens of Louisiana in preparing for the postsecondary education of their children with a START Saving Program account in order for them to have a better life in the future.

assurance to students and families to have a greater chance at College Access for a better future.

what I hope is a small contribution in return for my only child having received the benefit of TOPS – without which college might not have been possible to provide for this single mom. Thank you, LOSFA!

Louisiana's young people the tools and support they need to make their dreams come true.

abstract concepts tangible form, which in turn our children can use to give their hopes.

empowerment to students to reach for their dreams and forever change their lives.

hope, opportunity and access to students that need financial aid to help pay for their college education.

help to people seeking financial aid to further their education and make better lives for themselves and/or their children.

an objective assurance that the programs administered are adequate and the satisfaction of seeing the results through students seeking to further their education.

my complete time and effort to assist students and families with an opportunity to meet one of their most important financial challenges – paying for a college education. By working with all clients (including schools and peers), I feel that we learn from each other and benefit by our knowledge.

Louisianans a unique opportunity at a better life by providing them a pathway to self-improvement by attaining an education.

college access to everyone who wants it bad enough by providing the tools required and computer support to the LOSFA team members.

students financial assistance to pursue a college education which hopefully equates to a better future.

financial help to students to ease their stress and anxiety and allow them to concentrate on their classes rather than how they are going to pay for them.

families the help and support they need to be able to successfully send their children to College in order to better their futures through the START Savings Program by providing them with the best customer service, care, and assistance that I am able to provide by going more than the extra mile and giving more than 100%.

college access: Provide help and services to inform students and parents that they can transition to post-secondary and become successful.

students many resources to help them obtain their college goals and a future for a successful career.

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From the Desk of the Executive Director *(continued)*

honest, friendly advice to all employees, even in the most difficult, sometimes awkward situations.

Knowledge, Wisdom and Patience.

assurance that we care about the college and career access and success of all whom we serve.

additional options to assist students in fulfilling their educational success.

students and their families the support, knowledge and tools that they need to evaluate their options and to help them confidently succeed in their postsecondary endeavors and beyond.

guidance and help to employees whether the need is large or small. It is a joy to help serve and support our agency through a diverse group of people. The work that I do is important and meaningful, no day is ever the same and each day I hope I am providing someone with a positive result.

hope that inspires aspiration.

assistance to students and families, empowering them with the importance of addressing key elements they need to pursue their post-secondary opportunities and goals.

grow as an individual ... During the fun times and stressful times ... Friendships gained ... But most of all, getting that feeling of accomplishment when you receive a heartfelt THANK YOU from a student or parent that warms your heart.

students and parents help with their START Saving accounts and prepared them for the college life.

back and assist on LOSFA's TOPS & START programs. TOPS & START made it possible for my daughter to obtain her college degree.

hope by letting students know that I was once in their shoes, as well as knowledge and resources so that they can better their future.

kids a second chance with exceptions.

because we all know that there are bumps in the road of life, and most of these kids deserve a second chance getting their TOPS back.

families the help and support needed for a better tomorrow and brighter future.

knowledge and options to those seeking opportunities for a better life.

my time and talents back to the higher education community that was a support for me when I returned to school as a non-traditional student.

an opportunity to help students to prepare for college and to build their self-confidence, to fulfill their dreams.

account owners the best possible customer service and a better understanding of the excellence of LOSFA.

underprivileged students a chance to overcome systematic oppression by providing them with opportunities to continue their education.

my time and resources to support students and educational stakeholders across the state by ensuring they receive adequate college and career readiness!

to pass on the help that others have accorded me.

WOW: How blessed am I to have the privilege of leading such an exceptional family of talented people. This issue is dedicated to the tremendous group of individuals that make up the LOSFA Team.

Best-
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Who We Are



LOSFA appreciates all the hard work our employees do everyday. First Row: Eileen Dautat, Shenell Livous, Ida Minor, Sabrina Johnson, Lizzy Reyes, Juterh Nmah, Claire Callier and Gayle Daigle. Second Row; Deborah Paul, Joanna Brumfield, Andrea Early, Sujuan Boutté, Ebony Holmes, Kendra Woods, Bonnie Ghassemi and Rosemary Moses. Third Row: Rhonda Bridevaux, Alice Brown, Gus Wales, Marc Ellender, David Vitteri, Terri Jameyson, Nathan Brown, Kate Herke, Ronette Granger, Scott Burke, Rhonda Noble and Cassandra Watson. Fourth Row: Mona Kraushaar, Galasia Jones, Steven LeBlanc and Terri Finley. Fifth Row: Shannon Harris, Paula Smith, Caleshia Clark, Jack Hart, Linda Gooch, Britt Kelly, Kyleigh Quiroga, Brandi Morrison, Tyana Daquano and Andrew Granger. Sixth Row: Lorrie Powers, Belinda Tate, Linda Roquemore, Stacy Oubre and Susan Michelli. Seventh Row: Ron Landaiche, Amber Martin, Robyn Lively, Sharon Chandler, Kelvin Deloch and John Bell. Back Row: Richard Omdal, John Litell, Jerry Oubre and Jason Whitworth. Not pictured: Landon Beaulieu, Valerie Boston, Tireka Cobb, Wendy Dalawari, Shanna Estay, Carol Fulco, Khristopher Hobbs, Liz Jones, Bonnie Lavergne, Charlie Lewis, Jarrel Livous, Tammy Loupe, Cynthia Marsellus, Dynisha Miller, Jeanette Patterson, Tia Scott, Timenee Thomas, and Kendra Williams.

How Well We Do

A sense of pride is felt when I receive letters, emails & phone calls complimenting staff for extraordinary services. It's our team members that make us great!

THANKS FOR ALL YOU DO!
 Sujuan W. Boutté, Ed. D.
 Executive Director

 **Valerie Boston**
 Recognized by out-of-state parents & students for pleasing and helpful attitude & knowledgeable assistance with problems.

 **Rhonda Bridevaux**
 Recognized by both a high school Counselor & the father of a 2016 graduate for extremely valuable information & advice in an unusual set of circumstances.

 **Scott Burke**
 Recognized by customer who praised attention to detail, expert assistance, prompt communication & admirable state worker efficiency.



 **Claire Caillier**
 Recognized by staff at Southern University Shreveport for awesome team commitment & outstanding job well done.

 **Dr. Tireka Cobb**
 Recognized by the Department of Education for always being prompt, courteous and a team player.

Recognized by staff at Southern University Shreveport for awesome team commitment & outstanding job well done.

 **Gayle Daigle**
 Recognized for her part in expediting processing of \$41.8 million in partial payment of a 45 page invoice for EVERY TOPS spring term award

 **Wendy Dalawari**
 Recognized for her part in expediting processing of \$41.8 million in partial payment of a 45 page invoice for EVERY TOPS spring term award

 **Tyana Daquano**
 Recognized by legislators for advising them of LOSFA's efforts to keep schools informed & by KALB for her part in LSU-A's Leadership Conference 2016.

 **Andrew Granger**
 Recognized by LOSFA staff for his skills in web design, graphic display choices, photographic abilities & many other jobs well done.

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How Well We Do (continued)



Kate Herke

Recognized by Board President of Scholarship Applications Clearinghouse for numerous questions capably answered about LOSFA's various programs



Liz Jones

Recognized for her part in expediting processing of \$41.8 million in partial payment of a 45 page invoice for EVERY TOPS spring term award.



Khristopher Hobbs

Recognized for his outstanding performance as a mentor, in particular assisting one of his mentees in earning a FULL college scholarship.



Mona Kraushaar

Recognized by a most grateful parent of her student who was experiencing difficulty with LSU Spring 2016 payment eligibility.

Recognized by staff at Southern University Shreveport for awesome team commitment & outstanding job well done.



Charlie Lewis

Recognized by staff at Southern University Shreveport for awesome team commitment & outstanding job well done.



Ebony Holmes

Recognized for her accommodating, informative, supportive & professional advice regarding completion of the FAFSA/FSA-ID for TOPS applications.



Shenell Livous

Recognized for her part in expediting processing of \$41.8 million in partial payment of a 45 page invoice for EVERY TOPS spring term award.



Tammy Loupe

Recognized for her part in expediting processing of \$41.8 million in partial payment of a 45 page invoice for EVERY TOPS spring term award.

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How Well We Do (continued)



Amber Martin

Recognized repeatedly for her excellent customer service skills, kindness, professionalism, care and patience.



Richard Omdal

Recognized for his part in expediting processing of \$41.8 million in partial payment of a 45 page invoice for EVERY TOPS spring term award.



Brandi Morrison

Recognized by staff at Southern University Shreveport for awesome team commitment & outstanding job well done.



Timenee Thomas

Recognized by staff at Southern University Shreveport for awesome team commitment & outstanding job well done.

Recognized by LA PTA Convention/ Lafayette Chair for great PowerPoint presentation & expert conversations at TOPS Financial Aid Workshop



Gus Wales

Recognized by the Department of Education for always being prompt, courteous and a team player.



Juterh Nmah

Recognized by staff at Southern University Shreveport for awesome team commitment & outstanding job well done.



Kendra Woods

Recognized by staff at Xavier University of Louisiana for overall excellent rating from student & parent participants in 4th Annual Financial Aid Awareness Night Workshop.



LOSFA Employee Appreciation Luncheon



LOSFA's Social Media Sites



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



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



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



<http://instagram.com/LOSFA001>



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

By Phone: 800-259-5626

By E-mail: custserv@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 the LOSFA LOOP,
please contact Gus Wales at Gus.Wales@la.gov.