

From the Desk of the Executive Director



Dr. Sujuan Boutté

Have you ever heard the expression, “If you want something done, give it to a busy person”? I would agree with that adage with the following caveat: If you want something **done well**, give it to the **right** busy person! In my tenure as the newest Executive Director of LOSFA, we are putting great emphasis on providing you with the greatest team of talented individuals dedicated to serving our state and the communities within it. We are accomplishing that by not only examining **what** we do, but most importantly, **who** does it and how we **show** our stakeholders that it has been done well.

The philosophy we are using comes from Jim Collins’ number one bestseller: *Good to Great: Why Some Companies Make the Leap...and Others Don’t*. Collins has a mantra that has become a new theme for our LOSFA team.

“First Who...Then What. We expected that good-to-great leaders would begin by setting a new vision and a strategy. We found instead that they *first* got the right people on the bus, the wrong people off the bus, and the right people in the right seats—and *then* they figured out where to drive it. The old adage ‘People are your most important asset’ turns out to be wrong. People are not your most important asset. The *right* people are.”

Does it work, you might ask...Absolutely. You can see evidence of this in everything from sports teams to huge organizations to Little League. Putting people in positions that provide the biggest opportunities matched to their greatest strengths wins games and produces successful teams-both on and off the field.

The most recent example is this year’s United Way Campaign. Our own Deborah Paul revealed during a conversation a while back that she was the former United Way Chairperson for LOSFA, back in the days when our offices were located at the Teacher Retirement Building. She reminisced fondly about how she enjoyed overseeing the campaign. I remembered that conversation and asked Deborah to chair this year’s campaign and to put together a team of people **(the who)** with the natural desire and talent to deliver **(the what)** the best campaign ever, ie going from Good To Great.

That’s exactly what Deborah did. Meet the **WHO**: **Terri Jameyson**-an extremely creative team member who really can turn a sow’s ear into a silk purse on a shoestring budget. **Nyetta Meaux**- an energetic, upbeat, can-do-with-style-and-flair team member who I truly believe has never met an obstacle she couldn’t

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overcome. **Kristen O'Neil**- a team member with an uncanny ability to listen intuitively who can get to the heart of the issue in a nanosecond on one hand while handling the logistics to solve the problem on the other. **Deborah Paul**- a team member who is quick-witted and highly competitive who states that she is unable to beg for herself but totally able to beg for a worthy cause. You should see the raffle prizes. **Devlin Richard**- a team member who is hip, stylish, no-nonsense and so organized that by the time you think you need to ask her about it, you learn that she completed it a day earlier.

Now for the **WHAT**: This group of extraordinary individuals not only pulled together a creative, high energy, show-stopping campaign but they also used the bus theme and enlisted the help of organizations and other phenomenal LOSFA employees to donate door prizes (Wendy Dalawari, Michelle Darling-

former employee, Shanna Estay, Jerri Mack and Terri Jameyson) to move the LOSFA needle towards the greatest campaign ever. The current **RESULTS**: LOSFA reached 68.4% of our *increased* goal on day 2 of the campaign!!

Collins sums it up best in this quote:

"...if you have the right people on the bus, the problem of how to motivate and manage people largely goes away. The right people don't need to be tightly managed or fired up; they will be self-motivated by the inner drive to produce the best results and to be part of creating something great...if you have the wrong people, it doesn't matter whether you discover the right direction; you *still* won't have a great company. Great vision without great people is irrelevant."

Best-
S.

Boutté named LOSFA's Executive Director

The Louisiana Student Financial Assistance Commission (LASFAC) has named Dr. Sujuan Boutté as Executive Director of the Louisiana Office of Student Financial Assistance (LOSFA).

Boutté assumed her new role on September 18, following a three-month period as Interim Executive Director.

"I consider being entrusted with this leadership role a great honor," said Boutté. "I have the privilege of guiding a team of hard working individuals who are truly dedicated to providing college access services to Louisiana students and families. I am also committed to continued collaboration with our network of partner agencies and organizations to provide equity of access to the individuals we proudly serve."

Before assuming her role as LOSFA's Interim Executive Director, Boutté served the agency as Deputy Executive

Director and Chief Operations Officer. In this capacity she oversaw the agency's Scholarship and Grants, START, GEAR UP, and Information Technology divisions.

Boutté came to LOSFA from the Louisiana Department of Environmental Quality (LDEQ) where she served as a Workforce Planning Executive Consultant for two years.

Prior to her stint with LDEQ, Boutté was LOSFA's Chief Research and Planning Officer. During her tenure, she was instrumental in conforming the agency's strategic plan to statutory and regulatory standards. Subsequently she established procedures to ensure that the agency's strategic plan, operating plan and performance standards remained aligned and that the agency's performance indicators were properly and timely reported.

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LOSFA's United Way Committee pictured from left to right are Terri Jameyson, Deborah Paul, Nyetta Meaux and Devlin Richard. Not pictured is Kristen O'Neil. Back row are Quentin Anderson, Capital Area United Way and Lisa Wilridge, Port City Enterprises (PCE) Incorporated. PCE provides services for adults with developmental disabilities.

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Boutté named LOSFA' s Executive Director *continued*

Boutté also served as Assistant Secretary of Workforce Development at the former Louisiana Department of Labor (LDOL) for more than seven years, receiving recognition from Regional USDOL for her contributions to the field of employment and training. While with LDOL she provided oversight of the federal job-training program (The Workforce Investment Act), in addition to managing the Employment Services Program (Job Service Offices), the Community Service Block Grant Program (Community Action Agency Offices) and the Incumbent Worker Training Program.

A former educator with a bachelor's degree in Early Childhood Education, master's degree in Elementary School Administration and a specialist's and doctorate degree in Education Technology from Northwestern State University (NSU), Boutté has over 31 years experience in education and high level management positions.

Prior to her LDOL work, Boutté served for more than two years as Director of Public Service for NSU and for one year as coordinator of IBM's Teacher Training in Technology Program – where she forged partnerships with cable, phone and emerging technology companies to aid in teacher training. She has earned numerous awards and recognition over the past 31 years in the field of training and development: Teacher of the Year, Outstanding Young Educator, Turner Broadcasting National Faculty Member, and IBM Education Specialist due to her demonstration of innovative instructional methods.

Boutté started her career as a teacher. She taught for 13 years, spending the majority of her teaching career at NSU's Lab School, where she formed partnerships with BellSouth, McDonalds, Winn Dixie and other private industries to provide hands-on learning materials and experiences for her students in the classroom.

Shanna Estay Joins LOSFA Executive Staff



She may be the newest member of the LOSFA executive staff, but Shanna Estay is certainly no stranger to our agency. Prior to leaving her position at

the Division of Administration, Shanna served for four years as LOSFA's Budget Analyst. During that time, she annually sat in on LOSFA's Executive Strategic Planning sessions, thus becoming familiar with all agency programs, functions and divisions. "I already knew the agency. I knew Sujuan and Melanie (former Executive Director Melanie Amrhein). The atmosphere at LOSFA was different...everyone seemed happy," she said. "It

seemed like a place I'd like to come and stay for a long time," she continued.

After earning her Bachelor's degree at LSU, Shanna attended Oklahoma City University before returning to LSU to earn her Master's. She later completed her PhD work at Southern University.

Shanna said that one of the major reasons she was eager to join the LOSFA team was for the opportunity to "make a difference in students' lives." Having worked directly with student government while attending Southern University, Shanna learned that "most students need someone encouraging them, telling them there are ways to be successful." Shanna's advice to students is "do something with your life, because it's the only one you have."

Shanna is a season ticket holder for LSU football and baseball. When she is not spending time with her two daughters, she likes to swim, read and cook.

LOSFA to Begin Processing STEP Program Payments for DCFS

The Louisiana Office of Student Financial Assistance (LOSFA) today announced that it will begin processing payments for Adult Education and Vocational Education for the Strategies to Empower People (STEP) Program on behalf of the Department of Children and Family Services (DCFS).

Beginning this month, LOSFA will process Adult Education payments and will assume the responsibility of processing Vocational Education payments beginning with the Spring 2014 semester/term.

Specific procedures for requesting Adult Education and Vocational Education payments will be provided at a later date.

Questions regarding the STEP Adult Education or Vocational Education payments should be directed to Bonnie Lavergne, 225-219-7714, Bonnie.Lavergne@la.gov, or Erica Hughes, 225-2197707, Erica.Hughes@la.gov.

The goal of the Strategies to Empower People (STEP) Program is to provide opportunities for work-eligible families of FITAP to receive job training, employment and supportive services to enable them to become self-sufficient. STEP is the result of the Personal Responsibility and Universal Engagement Act of 2003 passed by the Louisiana Legislature.

Advisory Commitee Outgoing Members

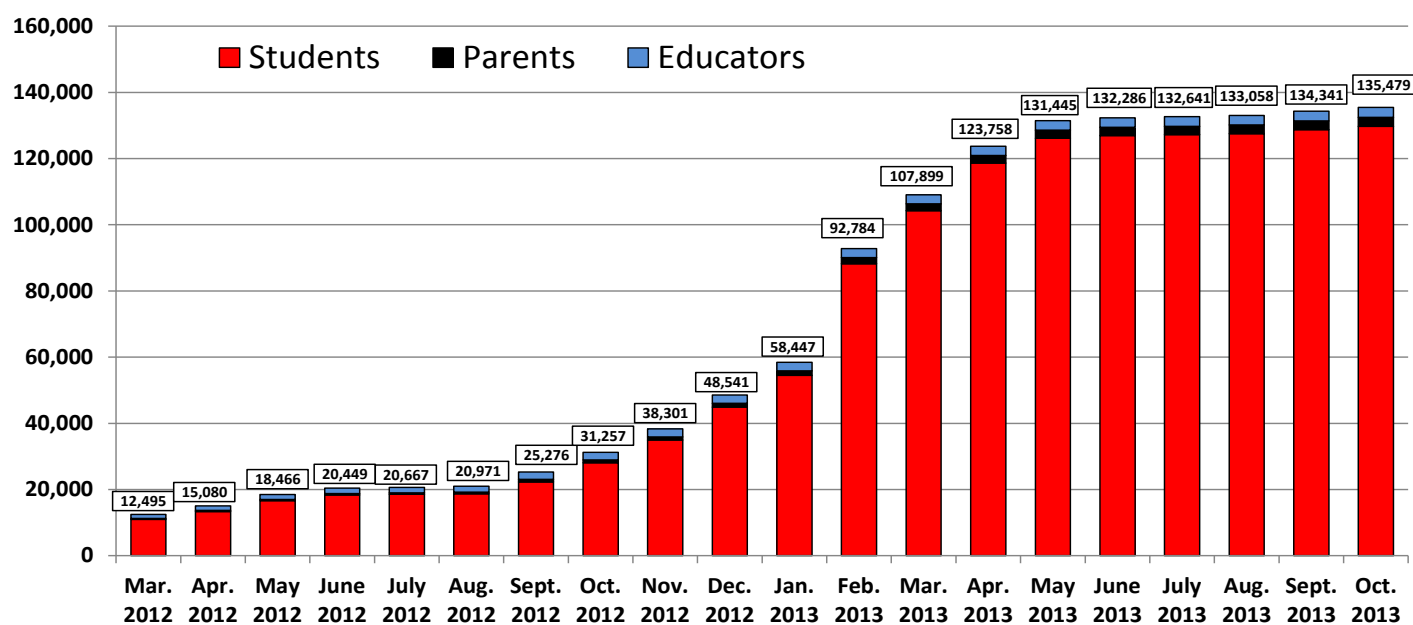


LOSFA recongized outgoing members of the Advisory Committee to the Louisiana Student Financial Assistance Commission at a meeting held on September 20, 2013.

Members from left to right are Georgia Whiddon, Owen Nease, Sarah Schillage and Betty McCrary.



Active Users



The October 2013 data is as of 10/9/2013.

The current total of 135,479 Louisiana Connect users is comprised of 129,772 Students, 2,718 Parents, 1,550 Community Administrators, 549 Professional School Counselors, 873 Teachers, and 17 Scholarship Managers.

LOSFA's Social Media Sites



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



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



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



www.Flickr.com/LOSFA



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.