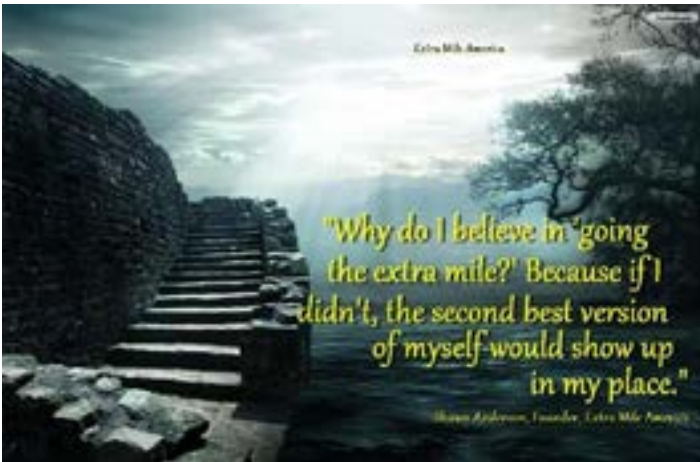




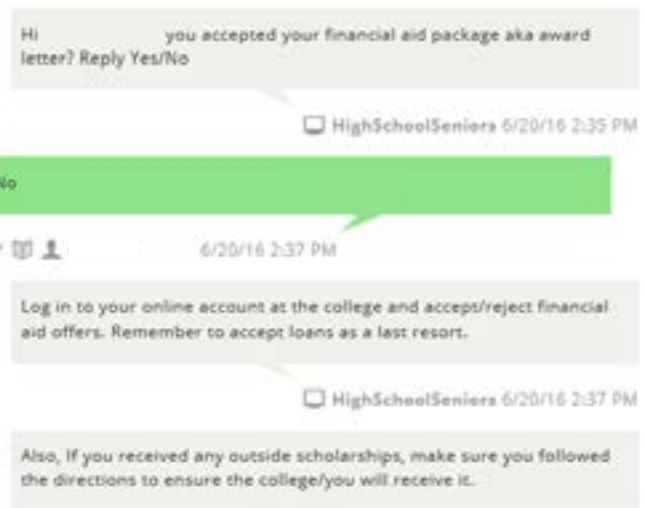
## From the Desk of the Executive Director



This summer LOSFA is sending out text messages to remind students of important steps they need to take to ensure enrollment at post-secondary institutions. We understand that applying to a college and being accepted isn't the last step towards securing a seat in the classroom, however, some students do not. To combat this issue, milers Juterh along with members of the Field Outreach Services team developed a series of text messages to remind students that it didn't stop once they were accepted.

Responding to the replies has been a team effort. Some students/parents request someone to call them for further information. When this is requested, our Field Outreach Coordinator milers reach out in response.

Here's a few examples:



Dr. Sujuan Boutté

I am truly fortunate to work with a dedicated team of individuals here at LOSFA who espouse Shawn Anderson's philosophy regarding going where it's never crowded: the EXTRA MILE.

As you know, summer is never slow at LOSFA. We are busy going the extra mile and guiding the parents/students we serve, who are also going the extra mile needed, to enroll in college and maintain their awards once they are arrive. To that end we are highlighting recent efforts aimed at making the extra mile easier to traverse.

### Summer Melt Text Messaging Campaign

**Milers: Co-Team Leads-Claire Caillier, Kyleigh Quiroga, Juterh Nmah along with Khristopher Hobbs, Charlie Lewis and Timenee Thomas**

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

HighSchoolSeniors 5/23/16 4:40 PM

Hey Have you sent the college you'll be attending your immunization records? Reply yes/no

HighSchoolSeniors 6/15/16 1:40 PM

Yes!!



6/15/16 1:51 PM

Great! Follow up with them to make sure they've received your immunization records, final transcript, & highest ACT score.

HighSchoolSeniors 6/16/16 12:53 PM

I met all the requirements for it !!



6/16/16 12:54 PM

Awesome! Congrats! Let us know if you have any questions. Have a good day,

Claire Caillier 6/16/16 12:54 PM

Thanks and thank you for all the help that you have giving me. And yes im going to let you know if I have anymore questions!!



6/16/16 12:57 PM

*continued on page 3*

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

Hi \_\_\_\_\_ To fast track access to your TOPS status create an account here: [https://www.osfa.la.gov/AwardSystem/faces/jsf/student/new\\_student.jspx](https://www.osfa.la.gov/AwardSystem/faces/jsf/student/new_student.jspx)

 HighSchoolSeniors 6/22/16 2:39 PM

None of my academic information is on my TOPS account.



6/22/16 2:46 PM

Why? Was that supposed to be done by the school?



6/22/16 2:48 PM

I checked and we have all of your academic info in our system, sometimes it gets delayed because of processing. Check your account every Friday.

 Claire Caillier 6/22/16 3:01 PM

It should be resolved soon.

 Claire Caillier 6/22/16 3:01 PM

Ok thanks so much.

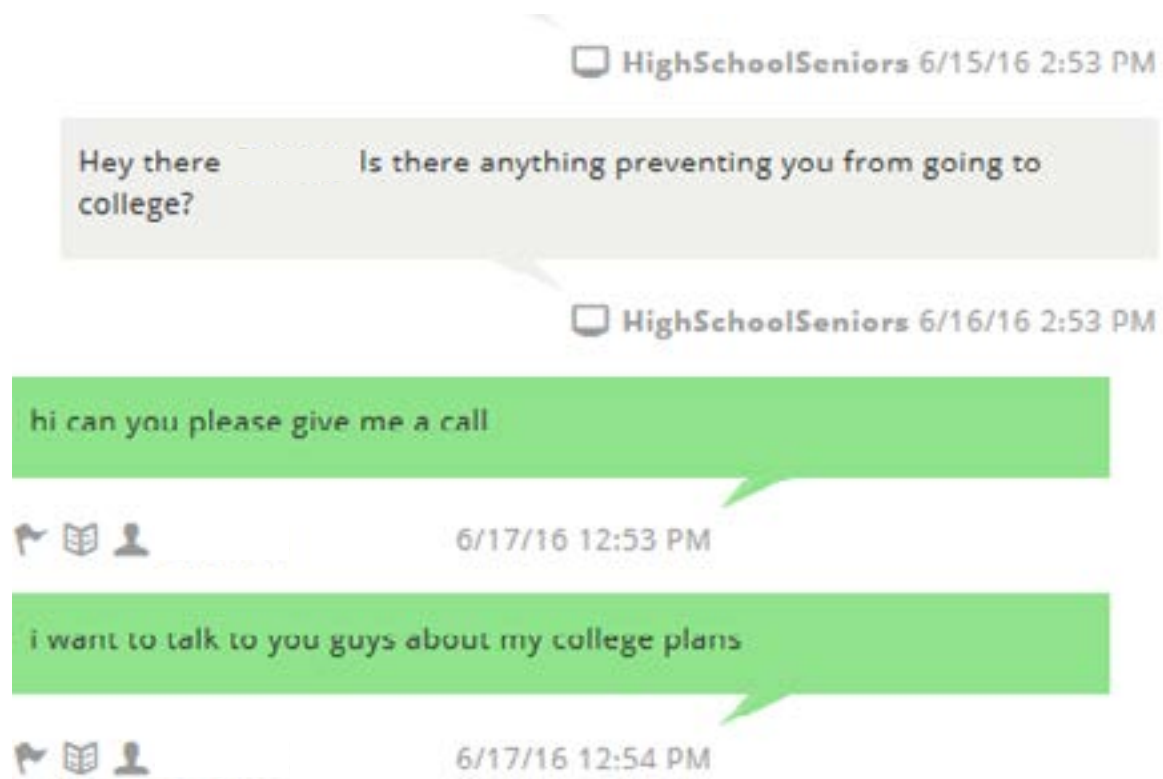


6/22/16 3:01 PM

You're welcome! Let us know if you have other questions.

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



### TOP Tips for TOPS Eligibility Processing

**Milers: Team Lead-Ebony Holmes along with Alice Brown, Sharon Chandler, Marc Ellender, Robyn Lively, Deborah Paul, Paula Smith, Gus Wales, Jason Whitworth**

TOPS Eligibility Processing keeps everyone in LOSFA IT, SG/TOPS and Public Information in track shoes starting in June. I challenged our team to go the extra mile to find a way to:

- Update parents and students regarding the high schools set to process each week;
- Provide information regarding the fastest way to check eligibility status, and
- Provide tips for correcting errors that delay processing.

Parents and students can now find detailed information on our website regarding the processing schedule <http://www.osfa.la.gov/message.htm> and tips for handling the most common TOPS Processing Errors [http://www.osfa.la.gov/how\\_to\\_correct\\_TOPS\\_processing\\_errors.htm](http://www.osfa.la.gov/how_to_correct_TOPS_processing_errors.htm).

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

The most common processing errors include:

### Incomplete FAFSA

- Missing student and/or parent signature
- Incorrect first or last name
- Cannot confirm citizenship status
- Student SSN cannot be verified

### Transcript-related issues

- No parental consent form on file with the high school (public schools only)
- Missing graduation date on the student transcript in the Student Transcript System (STS)
- Uncertified site in the Student Transcript System (public schools only)

### Incorrect demographic information

- Incorrect date of birth on ACT, FAFSA or high school transcript records
- Varied/incorrect spellings of the student name on ACT, FAFSA or high school transcript records

### Missing ACT scores

- Incorrect name
- Incorrect date of birth

### User error

- Not using the correct Date of Birth format when registering for an Award System account (MM/DD/YYYY - e.g. 2/28/1992)

I'm proud to work with a team that earns the right to say:



Best,  
S.

## White House Convening – Preparing Students with Work-ready Skills

LOSFA joined forces with leaders in education and the workforce across the state to form the Louisiana State Team during the Reach Higher Convening: Preparing Students with Work-ready Skills held at the University of Colorado-Colorado Springs, CO.

The convening allowed state teams to discover connections between education and business.

“Many innovative ideas were presented during the convening,” said Liz Smith, Baton Rouge Area Chamber Director of Policy and Research.

“It’s important because it supports all of the work that’s being done to engage both educators and students in more workplace experiences,” Smith said.



**Members of the Louisiana State Team for the White House Convening are (left to right): Liz Smith, Ashley Aleman, Lisa French, Bryan Moore, Martha Sealy, Sundy Barjon, Mary Cobb-Marshall, and Dr. Tireka Cobb. Dr. Lisa Vosper and Deidra Jackson are not pictured.**

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## White House Convening – Preparing Students with Work-ready Skills *(continued)*

The Louisiana team agreed to place an emphasis on training counselors about what is happening in the industry. Furthermore, one of their goals is to look deeper at the possibility of developing internships/pre-apprenticeships for high school students.

LOSFA's collaborations with others throughout the state are crucial in continuing to provide and promote college access to Louisiana's youth.

White House Convening team:

“I think that if we're really going to make a lift in terms of getting kids, parents and educators engaged in the workforce, we have to have as many capable agencies at the table as we can,” Smith said. “Having a team of folks from all over Louisiana working on these different realms is just going to make it so much better for us to be able to do the work well.”

First Name	Last Name	Title	Employer
Bryan	Moore	Director of Workforce Development	Louisiana Workforce Commission
Mary	Cobb-Marshall	School Counselor	East Baton Rouge Parish-Glen Oaks High School
Loretta	Jaggers	Professor of Education	Grambling State University
Tireka	Cobb, PhD	Director, LOSFA Field Outreach Services	Louisiana Office of Student Financial Assistance
Ashley	Aleman	K-12 Industry Liaison	GNO, Inc.
Lisa	Vosper, PhD	Associate Commissioner for Workforce Education and Training	LA State Board of Regents/Higher Education
Charles “Sundy”	Barjon, PhD	Professional School Counselor	Edna Karr High School
Martha	Sealy	Jump Start Supervisor	East Baton Rouge Parish Schools
Lisa T.	French	Executive Director, Career and Technical Education	Louisiana Department of Education
Deidra	Jackson	Managing Partner	Opus Capitol Strategies
Liz	Smith	Director of Policy and Research	Baton Rouge Area Chamber

## 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](mailto:custserv@la.gov)

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

Web Address: [www.osfa.la.gov](http://www.osfa.la.gov)

For submissions, opinions, or comments for the LOSFA LOOP,  
please contact Gus Wales at [Gus.Wales@la.gov](mailto:Gus.Wales@la.gov).