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LOSFA LOOP

May 2008 Edition

Volume I-I

A Message From the Executive Director



Melanie Amrhein

Are you in the LOOP with LOSFA? We certainly hope you are. You are all deemed "Colleagues in College Access" as we set out to ensure that all Louisiana students and potential students are aware of the opportunities for financial assistance for any post secondary education they want to pursue. It is an

opportunity not to be missed and it will be a great ride!

I can't believe that a year ago I was named Interim Executive Director for LOSFA. It has been a whirlwind year and storms are still on the horizon. We have been there before and we will weather them again. It

is LOSFA's commitment to stay the course in the student loan industry and to offer the best services to students and schools. Many of you may be concerned about the ability of all our students to secure student loans for the upcoming academic year. If this is a concern for your school, please contact your School/Lender Representative about our Lender of Last Resort role. We have secured lenders that will serve in that role for LOSFA to ensure that our students have the resources they need to attend the schools of their choice. Procedures will be in place as we begin the new academic year and you can rest assured that our process will be as seamless as possible.

Many of you have requested information, classes, seminars, on topics that concern your students and your staff on

debt management, default prevention, identity theft, etc. We have worked with outside vendors to develop a customized set of materials that are very exciting. Our Financial Literacy campaign is current, productive and meaningful. We would love for you to take advantage of it. Your School/Lender Services Representative has the entire scoop.

This year we launched two new programs in conjunction with the Louisiana Board of Regents: the Louisiana Go Grant and the Dual Enrollment Program. Both have brought access and opportunity to over 15,000 Louisiana students. You should all be proud of your work and involvement in making these two programs work in the short amount of time we had to get them up and going. Kudos to all of you!

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START is #1 in the Country!

The START Saving Program is Louisiana's 529 College Savings Plan administered by LOSFA. START was recently ranked as the #1 529 plan in 1 year and 3 year performance in the entire country.

LOSFA LOOP caught up to Carol Fulco, LOSFA's Director of START, to find out why START is #1.



Carol Fulco

LOSFA LOOP: For those who may not know, what exactly is START?

Carol Fulco: The Student Tuition Assistance and Revenue Trust Program, commonly referred to as the "START Saving Program," is a "Qualified Tuition Plan" under Section 529 of the Internal Revenue Code. The Louisiana program is designed to help families contend with the growing costs of educating their children after high school. The program was established by the Louisiana Legislature (LSA-R.S. 17:3091 et seq) in 1997.

LL: Wouldn't it be easier to just open a savings account at a bank?

CF: A bank savings account does not have the advantages of the START Saving Program. The

earnings on START are deferred until disbursed from the account. Then if the funds are used for Qualified Higher Education Expenses, the earnings are exempt from both state and federal income taxes.

Other advantages of the START Saving Program are (1) deposits are deductible from income reported on the account owner's Louisiana tax return, and (2) the state will match a portion of deposits (2%-14%) based on the relationship of the beneficiary to the account owner and the account owner's federal adjusted gross income.

LL: Can someone actually end up losing money?

CF: Depending on the choice of investment made

by the account owner. The Louisiana Principal Protection investment option is guaranteed (principal & interest) by the Louisiana Tuition Trust Authority (LATTA). However, as with all market investments, funds invested in mutual funds may cause a loss of principal.

LL: Can having a START account have a negative impact on other financial aid?

CF: If a START account is owned by the parent, the START account is reported on the FAFSA as a parental assets like any bank savings account. In the EFC calculation, parental assets are assessed a maximum of 5.64%.

Distributions to pay this year's QHEE is not considered to be part of the "base-year income" that reduces next year's financial aid eligibility.

Federal financial aid rules are complicated. Each school can have its own rules for school-specific need-based scholarships, and can adjust these awards if the student has a 529 account.

LL: Can anyone open a START account for any student?

CF: Yes. Family members may open an account for a relative as long as either the account owner or the beneficiary is a resident of Louisiana. A START account can also be opened for an unrelated person and receive the state match if the beneficiary is a resident of Louisiana. If the unrelated beneficiary is not a Louisiana resident but the account owner is, the account does not receive the state match.

LL: Can you explain the tax benefits?

CF: Deposits to the START Saving Program are deductible from income reported on the

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START is #1 in the Country! (Continued from page 2)

account owner's Louisiana tax return up to \$2,400 per beneficiary, or, if he/she files a joint return, \$4,800 per beneficiary. In addition, if the funds are used for Qualified Higher Education Expenses, the earnings on the account are exempt from both federal and state income taxes.

LL: *What is this carry over feature that I've heard about?*

CF: If an account owner does not deposit and deduct the maximum deduction from Louisiana income, the balance may be carried forward to subsequent tax years if the funds are deposited in the START account.

LL: *Louisiana always ranks last in most categories. Is it true that START is ranked #1 in the country?*

CF: The Louisiana State Treasurer is responsible for choosing the investment options offered by the START Saving Program. For the period ended December 31, 2007, Joe Hurley at www.savingforcollege.com reported that Louisiana investments were the top performer in the country for both one-year and three-year investments. Louisiana is

consistently rated as a top performer.

LL: *How can someone open a START account?*

CF: A START account can be opened online or the forms may be downloaded from our Web site at www.startsaving.la.gov and mailed to the START Saving Program at Post Office Box 91271, Baton Rouge, LA 70821. All forms may be requested from the START Saving Program office.

LL: *What are the fees to open and maintain a START Saving Program?*

CF: Again, the START Saving Program is ranked as the lowest cost program in the country. There are no fees charged by the program except the small fee (6 to 32 basis points per year) incurred when an account owner chooses an investment option that includes Vanguard investments.

LL: *How much money is needed to open an account?*

CF: The minimum deposit is \$10.

LL: *How can an account owner make deposits into the account once it is opened?*

CF: Account owners may send a check for deposit at

any time they wish. They can also elect to have the program debit his/her bank account monthly or go online to elect a one-time debit from his/her bank account. The START program also has a Payroll Deduction Program for those employers who elect to participate.

LL: *Is there anything else you want to say to the Louisiana residents about START?*

CF: We consider the START Saving Program to be the best 529 plan in the country for Louisiana citizens. For the period ended 12/31/07, the performance of START's investments was rated Number 1 for both the one-year and three-year performance. The state matching program is unique to 529 plans. Other state's have a match but the maximum is minimal when compared to the START Saving Program.

A short time after this interview, the START Saving program received a 5-cap rating from Savingforcollege.com, that organization's highest ranking. Pictured is the cake that the START staff received as a token of congratulations

and appreciation for this tremendous accomplishment.



Boutte Named Deputy Executive Director of LOSFA

On April 28, 2008 the Louisiana Financial Assistance Commission confirmed the promotion of Dr. Sujuan Boutte' to Deputy Executive Director of LOSFA.

Dr. Boutte' will continue her duties as Chief Operations Officer, but will now be the designated second in command. She will act in the absence of the Executive Director and work closely with the Executive Director to move the agency forward to increase and enhance services.



Louisiana's 1st College Goal Sunday Event



College Goal Sunday is a statewide volunteer program that provides free information and assistance to students and families who are applying for financial aid for post secondary education. College Goal Sunday brings together financial aid professionals from colleges and universities along with other volunteers to help college-bound students and their families complete the Free Application for Federal Student Aid (FAFSA) form. This form is required for any student seeking federal and state financial aid such as TOPS, LEAP and the GO Grant.



College Goal Sunday began in 1989 in the state of Indiana. Generous financial support from various philanthropic sources made it possible for the program to be replicated in Arizona in 1997, Kansas in 1999, Kentucky in 2001 and in the Washington D.C./Baltimore area and California in 2002. Since 2001, the Lumina Foundation has provided funds and the model to help establish College Goal Sunday in other states.



On Sunday, February 10, 2008 the State of Louisiana held its very first College Goal Sunday Event under the statewide coordination of Melanie Amrhein, Executive Director of LOSFA. Louisiana's College Goal Sunday Event was held at 12 sites throughout the state. Over 800 people from 442 families attended the event.



What They Said:

“College Goal Sunday was a lot of work, but it was fun to me. The hands on experience, I think, made the ones that we helped feel more comfortable because it was a closeness. It was not a large group. That one-on-one is really personal and I think they really enjoyed that.”

Linda Leonard
Louisiana Tech

“College Goal Sunday was just a wonderful experience for our parents and our students. We received so much thanks and so many opinions from the different parents and students who came and said they were thrilled that Northeast Louisiana had a program of this magnitude and they asked that we do have College Goal Sunday again next year. The volunteers were great. We had faculty members to help us as well from the college and I think it was just an overall family oriented experience for faculty, staff, students and parents”

Alvina Thomas
Louisiana Delta

“There was a great turnout at BRCC, Baton Rouge Community College, for the College Goal Sunday event. It gave students a

chance to get personal assistance with completing their FAFSA and answers to questions they may have on completing their application. Very good event”

Calaundra Brown
Baton Rouge
Community College

“I was at the East St. John’s site and it was such a pleasure to see so many parents and students out and it is one of our GEAR UP schools and we had some of our students that volunteered from the Explorer’s Club so it was just a wonderful experience and I did get a chance to help some parents and students. I even got some phone numbers to talk to them later if they had more questions.”

Dianna Frank
GEAR UP

“I volunteered at the East St. John’s site, however I was not able to attend. I brought some information over, but I understand it was a great event. There were a record number of students considering the fact that we only had nine that registered. They had a huge crowd. I know that they got some valuable information that would help them with the

financial aid process for the new year”

Ursula Shorty
Southern University
– Baton Rouge
LASFAA President

“I was the site coordinator for East St. John High School. We had a great turnout. We had a lot of students. Parents asked questions that we provided answers for. We also provided scholarship information which I am an advocate for to decrease their loan debt.”

Tiffany McGhee
Our Lady of the Lake
College

“I attended the College Goal Sunday at Baton Rouge Community College. In my opinion it was one of the most successful turnouts. We had better than 60 plus participants. I would strongly recommend that College Goal Sunday be held again next year. In addition to having it at the higher educational institutions I would strongly recommend that we have it at high schools as well”

Leo Turner
Louisiana Department
of Labor

“I think College Goal Sunday is a phenomenal opportunity for state

agencies, financial aid organizations, the high schools, and the GEAR UP organizations to partner together to benefit parents and students”

Dr. Sujuan Boutte
Louisiana Office of
Student Financial
Assistance (LOSFA)

“I attended the Northwestern State University site. Our inaugural College Goal Sunday event helped students get their foot in the door to a successful post secondary education. It’s exciting to know that College Goal Sunday has opened another door in assisting Louisiana citizens in obtaining a productive and satisfying life”

Sigmund Morel
LOSFA

“I attended the College Goal Sunday event in Alexandria at LSU-A. We had great participation. Over 50 students and their parents attended. The presentation was made by Ken Posey, the Financial Aid Director. He and his staff provided tremendous assistance to all the participants. I think everyone was very appreciative of it and are anxious to do the event again.”

Gus Wales
LOSFA

LOSFA Represents Well at LASFAA Conference

The Louisiana Association of Student Financial Aid Administrators (LASFAA) held its 2008 Spring Conference on Thursday, March 20th in Alexandria, LA. The theme of the conference was “Hunting for Success”, but you didn’t have to hunt very hard to find staff members from the Louisiana Office of Student Financial Assistance (LOSFA) because LOSFA’s presence at the conference was hard to miss.

April Matessino and Jennifer Guhman, Marketing Representatives in LOSFA’s School and Lender Services Division, exhibited for LOSFA. Their table personified the conference theme by creatively making use of a large golden egg filled with information about LOSFA’s loan guaranty services, highlighting the fact that LOSFA pays 100% of a student borrower’s default fee. They also delighted conference attendees with their ability to create “luggage tags” on the spot that displayed LOSFA’s contact information on one side and the conference attendees contact information on the other side. In addition,



April Matessino and Bonnie Lavergne at the LOSFA table.

some attendees were able to see LOSFA’s fairly new financial literacy materials for the first time.

Sujan Boutte, Deputy Executive Director and Chief Operating Officer for LOSFA, conducted a LOSFA update presentation. Her presentation highlighted LOSFA’s new direction of striving to become the first choice for College Access. This goal is to be accomplished by passing the T.E.S.T. through **Teamwork, Excellence, Service and Transparency.**

David E. Roberts, Assistant Executive Director of Marketing and Outreach for LOSFA, conducted a power point presentation to display pictorial

highlights of Louisiana’s very first and very successful College Goal Sunday event which took place on February 10th. It seems that a presentation about College Goal Sunday wasn’t even necessary because when everyone who participated in College Goal Sunday was asked

to stand, it appeared that over half the attendees at the conference stood up!

The omni-present Sigmund Morel, Marketing Representative Supervisor for LOSFA’s School and Lender Services collaborated with Bonnie Lavergne, Student Financial Aid Administrator over the Special Programs Section of LOSFA’s Scholarship and Grant Division, to conduct an Interest Session about the GO Grant. They both also participated in the panel discussion to close out the conference. Don Wiley and Andrea Early of LOSFA’s Audit Division as well as Jennifer Oufnac, Student Financial Aid Specialist in LOSFA’s Special Programs Section, also participated in the

Executive Director Message Continued

Finally, (I know you have better things to do than read my article) LOSFA has adopted a core set of values by which we will operate. We pass the T-E-S-T every day, in every way:

- Teamwork** – Internal and External
- Excellence** – In every endeavor
- Service** – Customer Service is our #1 priority
- Transparency** – No hidden agendas, full disclosure

Please join us in this exciting adventure!

LOSFA Raises \$3,376 for March of Dimes!

On Saturday, April 26th a few LOSFA employees and some of their family members participated in the March of Dimes' March for Babies on the campus of Louisiana State University to raise money to prevent premature births and birth defects. Right now premature birth affects half a million babies and their families every year. Babies born too soon are more likely to die or have lifelong disabilities. 120,000 babies are born with serious birth defects every year. For these reasons LOSFA employees Mathilde Rivera and Kimberly Smith decided to rally the troops at LOSFA. The campaign may have culminated in the March for Babies on April 26th, but it began over 6 weeks before-hand.

On March 6th Mathilde Rivera addressed the entire staff at LOSFA about the importance of raising money for this worthy cause and jump started LOSFA's March of Dimes Campaign. Mathilde and Kimberly were able to use creativity and guile to implement some activities designed to foster camaraderie, fun, friendly competition

and most importantly, raise money for the babies. Fortunately, the LOSFA staff responded to these activities with an exuberance and fervor befitting an agency whose vision and mission are based on service.

The first activity was Blue Jean Mondays. LOSFA employees were given the opportunity to pay for the privilege of wearing blue jeans to work on Mondays for the next 7 Mondays leading up to the actual March for Babies. The options were to either pay \$2 for every Monday you wanted the privilege or a one-time fee of \$10 would cover all 7 Mondays.

LOSFA held a series of raffles to raise money for the campaign. The Executive Staff and Division Directors contributed items for two Easter baskets that were raffled off to LOSFA employees. The Executive Staff and Division Directors weren't the only ones who contributed for the series of raffles as several LOSFA employees contributed something more valuable than items for a basket; they contributed their time and effort. Several LOSFA employees actually took

the time to create items to be raffled off. Steven LeBlanc built a birdhouse, Michelle Darling created some exquisite sterling silver jewelry and Christy Marchand created a beautiful piece of stain glass. All three of them donated these items for free and the LOSFA employees responded with an overwhelming participation in each raffle. The raffles not only raised money for the March of Dimes, but we were able to learn about some of the amazing talent that LOSFA employees have.

Finally, the fund-raising activity that generated the most excitement was floor wars. Every floor in LOSFA competed to see which floor could purchase the most "Footprint Cards".

The Footprint Cards are small cards provided by the March of Dimes that can be purchased for \$1. The purchaser's name goes on the card to indicate that they've contributed \$1 to the March of Dimes Campaign. The 3rd floor, home to Loan Administration, Default Recoveries, Human Resources and Public Information and Communication, blew the other floors away by accumulating 646 Footprint Cards! The Floor Wars alone generated \$1,746, which actually accounted for over 1/2 of the total money raised by LOSFA for the March of Dimes.

Finally, this would not have appeared to be an actual

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Kimberly Smith, Gus Wales, Sujuan Boutte, April Matessino, Don Wiley, Mathilde Rivera and David Roberts participate in the March of Dimes walk for babies event.

She Was a Trailblazer Ten Years Ago, Now She Helps Others Blaze a Trail!

The Trailblazer Program is a unique approach to training high school students about the availability of financial aid as a means of access to postsecondary education. The program includes a comprehensive three-day training workshop, presented on a college campus by LOSFA personnel and other financial aid professionals for the purpose of educating selected high school juniors about the college admissions process and how to obtain financial assistance for college. One student is nominated by each public and non-public high school in the state. Under the direct supervision of the high school guidance counselor, each Trailblazer is expected to use every opportunity to share knowledge of financial aid procedures with peers throughout their senior year of high school. Each Trailblazer is given a manual outlining all aspects of the federal and state financial aid programs available. The following article is an interview with a current professional in the education field who participated in the Trailblazer program ten years ago.

LOSFA LOOP: When and where did you participate in the Trailblazers Program?
Joy Holden: In the summer of 1998 at Southeastern.

LL: What high school did you attend?

JH: I went to Parkview Baptist..

LL: How did you get selected for Trailblazers?

JH: I was involved in the Beta Club. I was involved in several organizations. They knew that I enjoyed public speaking. I had gone to Washington D.C. for DEMCO, winning an essay contest. My grades, I was probably top five or top ten in my class. They knew that I would love to come back and tell everyone about what was going on. I was close to the counselors. There were several students they could have chosen. I think she knew that I wouldn't have trouble getting in



Joy Holden attended Trailblazer Camp in 1998.

front of everyone and talking about it. I definitely would qualify for some of the awards. I think that's why they chose me.

LL: Did you know anything about the financial aid application process before the Trailblazers Camp?

JH: I knew about the FAFSA, but that was about it. I had researched colleges and I knew that I wanted to get a scholarship, but I didn't know too much. TOPS was brand new so it was really to learn all about it.

LL: Tell me what you can remember about your Trailblazers experience?

JH: I remember meeting some nice people that we hung out with. I remember sitting in a room a lot

and listening to lectures, power points and taking notes; just really learning. It was kind of more like class. I remember eating sandwiches, hanging out with people and being awkward at a dance. I remember just being at Southeastern, being on a college campus. It's always fun as a teenager to be on a college campus.

LL: When you returned from Trailblazers. I guess you were going into your senior year of high school. What did you do from that point on to use what you had learned at Trailblazers?

JH: I had gone to my counselor and we talked about everything that I had learned. We confirmed and

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Helping Others Blaze the Trail (Continued from page 8)

made sure she had everything she needed. Then I did a presentation for the student body about TOPS. I told everyone about the award and what they had to do.

LL: *So you basically did that one presentation?*

JH: Yes, but also if anyone had questions, they came to me.

LL: *In a way Trailblazers turned you into a teacher of your classmates and you're a professional teacher now. Did Trailblazers have any affect on your decision to become a teacher?*

JH: Probably not. Throughout college I did not want to be a teacher. I wanted to do about fifteen different things. Even after I graduated, I spent a year in New York and I still didn't want to teach. Then I came back to Baton Rouge. God just kind of opened a door for me and I've really enjoyed it. I love teaching. I don't know if it's what I want to do for my entire career, but as of right now I know that I'm supposed to be in the classroom. It's great. It's really life giving for me because I get to relearn everything as I'm teaching it. The greatest moment for me with the kids is for

me to see that spark, for them to get it, for them to have a connection, just like this electric 'Yeah, okay, I know' or to have a very heated discussion in class and to watch kids grow in their world view to watch kids grow in their critical thinking skills to be creative. That's why

that would involve speaking and teaching in some capacity. Whether it was teaching people about a company that I was working for or teaching somebody about sports management or something. I knew that I would be in front of people talking to them

first seniors next year. Would you enthusiastically choose a student to participate in Trailblazers?

JH: Yes! In fact, I already have. I faxed her information last week. She's excited about it and she has previously participated in the HOBA Program, the Hugh O' Bryan Award, and she went to Washington D.C. last summer. I think she'll be an excellent candidate. She's a very sharp girl. I'm really excited for her to experience it. So many of our students are virtually clueless about financial aid and think because they're not this, this or this they can't go to college and I really want someone, a peer, that they look up to to be able to relay that information to them. I'm really excited about her having the opportunity.



Joy Holden researches information on the computer.

I love the classroom. So I don't think Trailblazers had anything to do with my becoming an educator because at that time I wanted to be a sports commentator or a public relations person so it just kind of evolved into education.

LL: *Basically, you knew that you would do something that involved public interaction.*

JH: I knew that I would be something that would interact with the public,

somehow.

LL: *Is that why you were so willing to go to Trailblazers Camp?*

JH: Yes. I didn't have any hesitation about being the liaison to my other students.

LL: *What was your major in college?*

JH: History and minored in English.

LL: *Your school is fairly new so you will have your*

LL: *Any final comments?*

JH: This information (financial aid) is out there for the public. I think Trailblazers is an excellent way to educate students. Hopefully they'll go home and educate their parents, but the Louisiana Office of Student Financial Assistance is an incredible entity that our state has and I really hope that more people will be aware of it.

LOSFA to Hold Loan Workshops

LOSFA will hold 2 student loan workshops in May to discuss current issues facing the financial aid community. The workshops are from 8 AM to 2 PM, Tuesday, May 13, 2008, at Northwestern State University and Wednesday, May 14, 2008 at the University of Louisiana – Lafayette. Breakfast and lunch will be provided and attendance is free.

Agenda topics include a Federal Update providing a summary of the College Cost Reduction and Access Act with emphasis on the various loan provisions, Veterans'

Education Benefits to assist aid administrators in understanding the educational benefits available to U.S. veterans and Common Audit Findings to help your school identify potential problem areas.

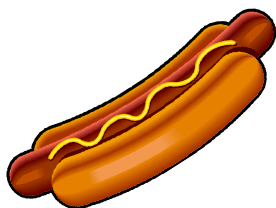
LOSFA's School and Lender Services division will give a LOSFA Programs Update including information about the Go Grant and Legislative Issues to Watch.

Please contact Jennifer Guhman (jguhman@osfa.la.gov) or April Matessino (amatessino@osfa.la.gov) by Friday, May 9, 2008 to register.

March of Dimes Continued from page 7

Louisiana-based campaign if there weren't some activities that revolved around food. The Default Recoveries Division sponsored a jambalaya lunch. Every lunch purchased by a LOSFA employee generated \$2 for the campaign. The entire 3rd floor held a hotdog sale affectionately entitled

the "March of Dogs" with proceeds going to the March of Dimes campaign. LOSFA looks forward to participating in the March of Dimes next year and raising even more money for this worthy cause.



LOSFA Student Worker Graduates With Honors!

Leon Randolph White has been a student worker in LOSFA's Information Technology Division for almost a year. This dynamic young man is set to graduate in May 2008 from Southern University and A&M College with honors, earning the distinction of cum laude with an overall grade point average of 3.5. He won't have much time to relax after graduation as he is all set to embark on an exciting career as a Systems Engineer Associate for Lockheed Martin in Houston, TX. When asked about his experience as a student worker at LOSFA Leon remarked, "I would like to thank Ms. Alice Thibodeaux and the rest of the Information Technology Department for giving me the opportunity to experience working in a real IT environment. The skills that I have learned here have helped me along my final year in college and I believe these skills will continue to help me succeed in my life after college."



TOPS Application deadline for the 2008-09 Academic Year is quickly approaching.

All applications have to be received by July 1st!

Meet the Staff



Executive Director

Melanie Amrhein

Deputy Executive Director
and Chief Operations
Officer

Sujuan Boutte'



Assistant Executive
Director for Outreach
and Marketing

David Roberts



Meet the Staff



Assistant Executive
Director and Chief
Financial Officer

Jack Hart

General Counsel

George Eldredge



Executive Staff Officer

Christy Marchand



Meet the Staff



Administrative Assistant

Staci Morel

Public Information
Director

Gus Wales



Public Information Division

Annette Chelette, Kate Herke, Jerri Mack, Michelle Darling and Student Worker: Haley Plauche
Not pictured: Charnia Cheatwood, Mona Kraushaar, Miracle Davis, Kristen O'Neil, Scott Burke.

Meet the Staff



Publications

Suzan Manuel and Rhonda
Bridevaux

School and Lender Services

Sigmund Morel,
Jennifer Guhman and
April Matessino



Information Technology Director

Alice Thibodeaux



Meet the Staff



Web Support

Chris Cavell and Jason Whitworth



Technical Support

David Vitteri, Maria Milligan, Nathan Brown, Steve LeBlanc and Mathilde Rivera



Applications/Programming

Dianne Collins, Cynthia Marsellus, Marc Ellender, Ted Anderson, Sharon Chandler, Terri Jameyson and Ida Minor. Not pictured: Linda Lambert.

Meet the Staff



Student Financial Aid
Director - Loans

Lynda Whittington

Loan Administration

Rhonda Noble, Linda Williams, Pam Abbott, Student Worker: Claiborne Crockett, Wanda Shaffer, Nell Rivet and Evelyn Moreland.



Default Prevention

Wayne Vidrine, Robert Pollage, Sheila Cador, Maria Calhoun, Jodie Goodwin, Joanna Brumfield, Lynda Robinson, Linda Magee, Gerald Hughes, Tiffany Enos, EJ Bruce, Lisa Baumer, Charles Ellis, and Kimberly Smith.

Meet the Staff



Claims

Student Worker Keaira Harton,
Paula Smith, Dorothy Dogan,
Lenora Young,
Tisha Mitchell, Gwen Johnson



Default Recoveries

First Row: Linda Brittingham, Angela Campbell, William Collins, Janet Whitehead, Sarah Duet, Ebony Holmes, Michael Carrone, Neda Parandian.

Second Row: Bill Nugent, Student Worker: Shanae Chapman, James Lawson, Janice Watson, Stacy Touro, Linda Martinez, Karl Gleichman, Byron Henderson, Jessica Chatman, David Mitchell, Amy Manabat, Charles Hatcher, Morgan Kelly, Michael Smith, Cindy Forbes, Ron Vincent, Suzanne Erwin, and Barbara Carter. Not Pictured: Lenora Shelton and Joyce Scallan.



Student Financial Aid Director - Scholarships/ Grants

Juanita Rougeau

Meet the Staff



Initial Eligibility

Ron Landaiche and Susan Bohall.
Not pictured: Leslie St. Angelo

Renewals

Sarah Davis, Cynthia Hathaway and
Belinda Tate.
Not pictured: John Bell



Special Programs

Caliesha Clark and
Bonnie Lavergne.



Meet the Staff



Student Financial Aid
Director - START

Carol Fulco

START

Student Worker: Audrey
James, Cynthia Carral,
Terri Finley,
Devlin Clark and Linda
Gooch.



Policy

Richard Omdal

Meet the Staff



Finance and Accounting
Administrator

Mary Jane Lange

Finance & Accounting

Liz Navailhon, Tammy Loupe,
Uduak Edemeka,
Wendy Dalawari, and
Mary Jane Lange. Not pictured:
Colleen Villemarette



Administrative Services

Kenyetta West, Jamela Forman,
Sharie Robinson, Ronette Granger.
Not Pictured: Galasia Jones,
John Litell and Linda Roquemore.



Meet the Staff



Human Resources
Director

Agnes Bickham

Human Resources

Agnes Bickham, Eileen Dausat,
Jason McCann, Stacy Oubre,
Student Worker: Tyler Branch,
Debbie Landry



Audit Manager

Kelvin Deloch

Meet the Staff



Audit

Lynette Pierre,
Kelvin Deloch,
Don Wiley,
Jerry Oubre
and Andrea Early.

Legal Division

Kyra Fontenot,
Amber Bourke, Brock
Avery, Lorrie Powers
and Student Worker:
Nicole Manno.
Not pictured: Robyn
Lively



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

By Phone: 800-259-5626, Ext. 1012

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.