STATE OF LOUISIANA
Operational Plan Form
Department Goals

DEPARTMENT NUMBER AND NAME: BOR - BOR

DEPARTMENT MISSION

The Louisiana Board of Regents serves as the state's leading force for talent development through quality, affordable postsecondary education for all.

DEPARTMENT GOAL(S):

I. Goal: Expand access to and success in completing postsecondary education
II. Goal: Eliminate persistent and damaging equity gaps
III. Goal: Significantly increase the education level of adults

STATE OF LOUISIANA
Operational Plan Form
Agency Goals

AGENCY NUMBER AND NAME: 671 - Board of Regents

AGENCY MISSION:

The Louisiana Board of Regents serves as the state's leading force for talent development through quality, affordable postsecondary education for all.

AGENCY GOAL(S):

I. Goal: Expand access to and success in completing postsecondary education
II. Goal: Eliminate persistent and damaging equity gaps
III. Goal: Significantly increase the education level of adults

STATEMENT OF AGENCY STRATEGIES FOR DEVELOPMENT AND IMPLEMENTATION OF HUMAN RESOURCE POLICIES THAT ARE HELPFUL AND BENEFICIAL TO WOMEN AND FAMILIES:

Not applicable

STATE OF LOUISIANA
Operational Plan Form
Program Goals

PROGRAM NUMBER AND NAME: 6712

PROGRAM AUTHORIZATION:

R.S. 17:3021 et seq.

PROGRAM MISSION:

The mission of the Office of Student Financial Assistance Program (OSFA) is to provide direction and administrative support services for internal and external clients.

PROGRAM GOAL(S):

The goals of OSFA are to:

I. Achieve and maintain the highest level of customer satisfaction.
II. Serve as the primary source for student financial assistance programs and services.
III. Partner with the Board of Elementary and Secondary Education to increase access to postsecondary education through state student financial assistance policies and programs.
IV. Augment student services and programs by maximizing federal revenues.
V. Administer the Federal Family Education Loan (FFEL) program assigned to the Louisiana Student Financial Assistance Commission.
VI. Administer state and federal scholarships, and grant and tuition savings programs, to develop greater opportunities for Louisiana students in pursuing their postsecondary educational goals.
VII. Financially assist any student by efficiently administering the Taylor Opportunity Program for Students (TOPS) to help expand access to postsecondary education programs.

PROGRAM ACTIVITY:

Louisiana Office of Student Financial Assistance (LOSFA) Management/Administration/Support Services Activity - Implement and maintain controls sufficient to ensure compliance with applicable statutes, rules, guidance, directives, industry standards and ethical standards and control program costs. Provide support services for all LOSFA programs and support services for assigned Board of Regents programs/activities.

This activity is performed by:

(1) LOSFA Executive Management

(2) Fiscal and Administrative Services Division

(3) Information Technology (IT) Division

(4) Human Resources Division

(5) LOSFA Legal Division

(6) Research and Planning

Field Outreach Services (LFOS) Division, Student Engagement Division and College Access, Success and Communications Division - This LOSFA activity is critical to LOSFA's primary mission of promoting, preparing, and providing equity of college access. This activity provides the expert source of information on financial assistance programs that promote college access. This activity includes outreach services and marketing through the Field Outreach Services Division, Student Engagement Division and the College Access, Success and Communications Division that disseminates college financing information through various media to the public, including to educational institutions, legislators, stakeholders, and students and parents who participate in LOSFA administered programs. This activity also includes outreach services that help Louisiana students and families navigate the path to postsecondary education and maintain federal and state aid during their postsecondary education. The Field Outreach Services Division, Student Engagement Division and the College Access, Success and Communications Division responds to incoming

STATE OF LOUISIANA
Operational Plan Form
Program Goals

PROGRAM NUMBER AND NAME: 6712

communications (including phone calls and email/text/social media inquiries); provides and presents LOSFA program information to students, parents, professional school counselors, college access organizations and faith-based organizations; formats and/or prepares and distributes LOSFA media releases, feature articles, press clippings, program bulletins and program promotional materials; helps students and families navigate the path to postsecondary education and federal and state aid for postsecondary education through statewide, intensive and concentrated outreach services.

Scholarship & Grant Program - This activity includes functions that are directly related to the administration of state and federal scholarship/grant programs and awards, grants and loans to students who qualify for state and/or federal scholarship and/or grant programs assigned to the Louisiana Board of Regents (BOR) and the Louisiana Office of Student Financial Assistance (LOSFA). This activity includes the Scholarship and Grant Division that is comprised of the TOPS Initial Eligibility and Renewal Section and Special Programs Section. The Initial Eligibility and Renewal Section screens high school student records to determine their initial eligibility for a TOPS award, screens the records of college students to determine continuing eligibility for a TOPS award and reviews and processes TOPS billings from colleges and universities checking for validity and accuracy. The Special Programs Section administers the Louisiana Go Grant, M. J. Foster Promise Award, Geaux Teach, TOPS-Tech Early Start, federal/state grant programs (TOPS Teacher Repayment Tracking, BESE Tuition Program for Teachers, Louisiana Grant Opportunity for Youth ChalleNGe Skills Training Program (Go-Youth ChalleNGe), Rockefeller Wildlife Scholarship, Chafee ETV, Strategies to Empower People (STEP), John R. Justice, Regional Contract Program (RCP), and Paul Douglas) and other aid programs as assigned.

This activity also includes awards to students who qualify for the state's Taylor Opportunity Program for Students (TOPS) merit-based scholarship program. This activity includes expenditures for the following awards: 1) TOPS Honors Award; 2) TOPS Performance Award; 3) TOPS Opportunity Award; 4) TOPS Tech Award; 5) TOPS-Tech Early Start Award; and 6) Louisiana National Guard member education benefits.

Saving Programs - This activity includes functions that are directly related to the administration of the state's Student Tuition Assistance and Revenue Trust Program, commonly referred to as the START Saving Program, the Achieving a Better Life Experience (LA ABLE) Saving Program, and the START K-12 Program. These programs are assigned to the Louisiana Tuition Trust Authority (LATTA) and the Louisiana Office of Student Financial Assistance (LOSFA). This activity primarily involves LOSFA's START Division that performs essential customer service duties to service and maintain START, LA ABLE and START K-12 accounts. This activity does not include any of the money invested by account owners.

The Student Tuition Assistance and Revenue Trust Program, commonly referred to as the START Saving Program, is an innovative college saving plan designed to help families contend with the growing costs of educating their children after high school. The START Saving Program is a Qualified Tuition Plan under Section 529 of the Internal Revenue Code that maximizes the opportunities for an increased number of students to pursue their postsecondary educational goals and helps families contend with the growing costs of a college education.

The Louisiana Achieving a Better Life Experience (LA ABLE Saving) Program is a program which allows families to save for disability related expenses of their loved ones. The advantage of this program is that it allows the family to save without worrying about whether the assets in an account will be counted as an asset for purposes of determining eligibility for federal and state benefits programs such as Medicaid and Social Security. The LA ABLE Saving Program is assigned to the Louisiana Tuition Trust Authority (LATTA) and the Louisiana Office of Student Financial Assistance (LOSFA) with an LA ABLE Account Advisory Council which advises and consults with LATTA relative to the authority's administration of and adoption of rules pertaining to the LA ABLE program in accordance with R. S. 17:3089.

The START K-12 saving plan allows families to save for tuition expenses related to attendance at any Louisiana school that provides kindergarten through twelfth grade instruction. START K-12 is a Qualified Tuition Plan under Section 529 of the Internal Revenue Code.

This activity also includes the funding for the payment of Earnings Enhancements. Under the state's START Saving Program, a saving account for college, called an Education Saving Account (ESA), may be opened on behalf of a named beneficiary by anyone, including legal entities, provided that the account owner or beneficiary is a resident of Louisiana. Account owners invest with the state their personal funds with the benefit of having their money professionally managed. In addition, as an incentive to save, the state of Louisiana annually matches a percentage of the deposits made to an account during the calendar year, depending upon the category into which the account has been classified and the federal adjusted gross income reported by the account owner for the

STATE OF LOUISIANA
Operational Plan Form
Program Goals

PROGRAM NUMBER AND NAME: 6712

previous year. This match is called an Earnings Enhancement and this activity includes funding to pay the Earnings Enhancement match.

STATE OF LOUISIANA
Operational Plan Form
Activities/Objectives - Performance Indicators

DEPARTMENT ID: 19 - Higher Education

AGENCY ID: 671 - Board of Regents

PROGRAM ID: 6712 - Office of Student Financial Assistance

PM OBJECTIVE: 6712-01 - To plan and perform audits to achieve at least an 90% compliance rate with statutes, regulations and directives.

Children's Budget Link:

Human Resource Policies Beneficial to Women and Families Link:

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other:

Explanatory Notes:

Performance Indicator	Level	Performance Indicator Name	Unit of Measure	Performance Indicator Values						
				Year End Performance Standard 2022 - 2023	Actual Year End Performance 2022 - 2023	Performance Standard as Initially Appropriated	Existing Performance Standard 2023 - 2024	Performance at Continuation Budget Level	Performance at Executive Budget Level 2024 - 2025	Performance Standard as Initially Appropriated
11333	K	Number of audits performed	N	42	42	42	42	42	To Be Established	0
20371	K	Compliance level determined by audits	P	95	96.4	90	90	90	To Be Established	0

STATE OF LOUISIANA
Operational Plan Form
Activities/Objectives - Performance Indicators

DEPARTMENT ID: 19 - Higher Education

AGENCY ID: 671 - Board of Regents

PROGRAM ID: 6712 - Office of Student Financial Assistance

PM OBJECTIVE: 6712-02 - To maintain administrative costs at less than 4% of the agency's total annual expenditures.

Children's Budget Link:

Human Resource Policies Beneficial to Women and Families Link:

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other:

Explanatory Notes:

Performance Indicator	Level	Performance Indicator Name	Unit of Measure	Performance Indicator Values						
				Year End Performance Standard 2022 - 2023	Actual Year End Performance 2022 - 2023	Performance Standard as Initially Appropriated	Existing Performance Standard 2023 - 2024	Performance at Continuation Budget Level	Performance at Executive Budget Level 2024 - 2025	Performance Standard as Initially Appropriated
25967	S	Agency administrative costs of less than 4%	P	4	1.85	4	4	4	To Be Established	0

STATE OF LOUISIANA
Operational Plan Form
Activities/Objectives - Performance Indicators

DEPARTMENT ID: 19 - Higher Education

AGENCY ID: 671 - Board of Regents

PROGRAM ID: 6712 - Office of Student Financial Assistance

PM OBJECTIVE: 6712-04 - To achieve or exceed the projected Student Tuition and Revenue Trust (START) Savings Program participation of 85,000 active accounts and principal deposits of $1.5 billion by the end of the 2024 - 2025 State Fiscal Year.

Children's Budget Link:

Human Resource Policies Beneficial to Women and Families Link:

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other:

Explanatory Notes:

Performance Indicator	Level	Performance Indicator Name	Unit of Measure	Performance Indicator Values						
				Year End Performance Standard 2022 - 2023	Actual Year End Performance 2022 - 2023	Performance Standard as Initially Appropriated	Existing Performance Standard 2023 - 2024	Performance at Continuation Budget Level	Performance at Executive Budget Level 2024 - 2025	Performance Standard as Initially Appropriated
4776	K	Number of account owners	N	76,438	76,725	78,900	78,900	78,900	To Be Established	0
4778	K	Principal deposits	D	1,355,000,000	1,392,650,234	1,230,000,000	1,230,000,000	1,300,000,000	To Be Established	0

STATE OF LOUISIANA
Operational Plan Form
Activities/Objectives - Performance Indicators

DEPARTMENT ID: 19 - Higher Education

AGENCY ID: 671 - Board of Regents

PROGRAM ID: 6712 - Office of Student Financial Assistance

PM OBJECTIVE: 6712-05 - To achieve the lowest possible ratio of administrative expenses to dollars awarded as scholarship and grants, not to exceed 4% per annum.

Children's Budget Link:

Human Resource Policies Beneficial to Women and Families Link:

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other:

Explanatory Notes:

Performance Indicator	Level	Performance Indicator Name	Unit of Measure	Performance Indicator Values						
				Year End Performance Standard 2022 - 2023	Actual Year End Performance 2022 - 2023	Performance Standard as Initially Appropriated	Existing Performance Standard 2023 - 2024	Performance at Continuation Budget Level	Performance at Executive Budget Level 2024 - 2025	Performance Standard as Initially Appropriated
20961	S	Ratio of administrative costs to dollar value of scholarship and grants programs less than 4%	P	4	0.49	4	4	4	To Be Established	0

STATE OF LOUISIANA
Operational Plan Form
Activities/Objectives - Performance Indicators

DEPARTMENT ID: 19 - Higher Education

AGENCY ID: 671 - Board of Regents

PROGRAM ID: 6712 - Office of Student Financial Assistance

Performance Indicator	Level	Performance Indicator Name	Unit of Measure	General Performance Information				
				Performance Indicator Values				
				Prior Year Actual FY 2018 - 2019	Prior Year Actual FY 2019 - 2020	Prior Year Actual FY 2020 - 2021	Prior Year Actual FY 2021 - 2022	Prior Year Actual FY 2022 - 2023
11386	G	Number of Recipients: Rockefeller	N	26	31	32	31	0
11393	G	Average Amount Awarded: Rockefeller	D	2,307	1,935	1,875	1,935	0
11424	G	Total Awarded: Rockefeller	N	60,000	60,000	60,000	60,000	0
20970	G	Total Appropriated: Rockefeller	D	60,000	60,000	60,000	60,000	0
22245	G	Louisiana Go Grant Recipients	N	25,597	23,443	24,645	29,871	0
22246	G	Total Appropriated: Louisiana Go Grants	D	28,429,108	28,429,108	29,429,108	40,480,715	0
22247	G	Total Awarded: Louisiana Go Grants	D	28,423,258	28,424,058	29,346,508	40,413,215	0
22248	G	Louisiana Go Grant average award	D	1,110	1,205	1,180	1,353	0
24860	G	START Savings Fund Disbursements	D	59,890,201	61,847,572	70,854,813	86,980,562	0

STATE OF LOUISIANA
Operational Plan Form
Activities/Objectives - Performance Indicators

DEPARTMENT ID: 19 - Higher Education

AGENCY ID: 671 - Board of Regents

PROGRAM ID: 6712 - Office of Student Financial Assistance

PM OBJECTIVE: 6712-06 - To determine the TOPS eligibility of 97% of all applicants by September 1st of each application year.

Children's Budget Link:

Human Resource Policies Beneficial to Women and Families Link:

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other:

Explanatory Notes: There were fewer TOPS eligible students due to smaller-than-expected high school graduating classes.

Performance Indicator	Level	Performance Indicator Name	Unit of Measure	Performance Indicator Values						
				Year End Performance Standard 2022 - 2023	Actual Year End Performance 2022 - 2023	Performance Standard as Initially Appropriated	Existing Performance Standard 2023 - 2024	Performance at Continuation Budget Level	Performance at Executive Budget Level 2024 - 2025	Performance Standard as Initially Appropriated
20378	K	Percentage of applicants whose eligibility was determined by Sept 1	P	97	98.7	97	97	97	To Be Established	0
20379	S	Number of (high school) graduates who applied for TOPS	N	41,195	36,978	38,200	38,200	38,200	To Be Established	0
20380	S	Number of applicants whose eligibility was determined by Sept 1	N	39,959	36,502	36,672	36,672	36,672	To Be Established	0

STATE OF LOUISIANA
Operational Plan Form
Activities/Objectives - Performance Indicators

DEPARTMENT ID: 19 - Higher Education

AGENCY ID: 671 - Board of Regents

PROGRAM ID: 6712 - Office of Student Financial Assistance

PM OBJECTIVE: 6712-07 - To process 100% of all TOPS billing requests within 10 days of receiving accurate billing data from postsecondary institutions, subject to timely receipt of appropriations.

Children's Budget Link:

Human Resource Policies Beneficial to Women and Families Link:

Other Links (TANF, Tobacco Settlement, Workforce Development Commission, or Other:

Explanatory Notes:

Performance Indicator	Level	Performance Indicator Name	Unit of Measure	Performance Indicator Values						
				Year End Performance Standard 2022 - 2023	Actual Year End Performance 2022 - 2023	Performance Standard as Initially Appropriated	Existing Performance Standard 2023 - 2024	Performance at Continuation Budget Level	Performance at Executive Budget Level 2024 - 2025	Performance Standard as Initially Appropriated
11437	S	Total number of accurate billing requests received	N	105,087	0	106,267	106,267	0	To Be Established	0
11438	S	Total number of billing requests processed within 10 days of receipt of accurate information	N	104,036	0	105,736	105,736	0	To Be Established	0
13865	S	Percent billing requests processed within 10 days of receipt of accurate information	P	100	0	100	100	0	To Be Established	0