LOUISIANA OFFICE OF STUDENT FINANCIAL ASSISTANCE

Accessibility Notice

Archived Document — Alternative Format Available Upon Request

Filename: WhoIsLOSFA_Report-04_2025.pdf

About This Document

This document is part of an archived public record library. We are committed to making all information accessible to everyone, including people with disabilities. Some archived documents may not fully conform to current Web Content Accessibility Guidelines (WCAG 2.1 Level AA) or applicable ADA Title II requirements.

We are actively reviewing and remediating our document library. If you encounter any barriers accessing this content, please contact us using the information below and we will provide the information in an alternative accessible format as promptly as possible.

Request an Accessible Format

Contact:	Louisiana Board of Regents Communications
Email:	communications@laregents.edu
Phone:	(225) 342-4253
Mailing Address:	P.O. Box 3677, Baton Rouge, LA 70821-3677
Online Request:	https://www.laregents.edu/web-accessibility-statement/
TTY / TDD:	Please use your preferred relay service

This accessibility notice was added automatically. The original archived document begins on the following page.

WHO IS LOSFA?

APRIL 2025

LOUISIANA OFFICE OF STUDENT FINANCIAL ASSISTANCE

LOSFA

The Louisiana Office of Student Financial Assistance (LOSFA) is a Program of the Louisiana Board of Regents, that strives to be Louisiana's first choice for college access by promoting, preparing for, and providing college access support to any student, any age, anywhere in Louisiana. LOSFA administers the state's scholarship and grant programs and the state's Internal Revenue Code Section 529 college saving program, the educational saving plan for K-12 tuition, and the 529A savings plan for eligible individuals with disabilities.

PROMOTE

We promote college access through educational programs, FAFSA and college application completion support, college access browses, integrated business and industry visits, postsecondary campus visits, comprehensive communications and outreach, and more, as the state's expert source of information on financial assistance.

PREPARE

We prepare students for college success by providing intensive comprehensive college and career advising, connections to support services, mentoring, student network groups, opportunities to connect with employers for job shadowing and internships, partnerships with community organizations and postsecondary institutions, college access educational programs, financial literacy resources, and more.

PROVIDE

We provide college financial assistance and related support services by administering Louisiana's merit-based Taylor Opportunity Program for Students (TOPS) scholarship, need-based Louisiana GO Grant scholarship, M.J. Foster Promise Program, Louisiana Geaux Teach, Louisiana National Guard Patriot Scholarship Program, Louisiana's 529 START Saving Plan, K12 Saving Plan, LA ABLE, and more.

CONNECT WITH **LOSFA**

@losfa @losfa @losfa1000 @losfa001

WHO LOSFA SERVES

- High school students and parents
- Traditional postsecondary students
- Non-traditional postsecondary students
- Home study students
- Working parents in need of training or retraining
- Adults in rural communities
- Returning veterans
- Individuals with disabilities
- Aged-out foster youth
- Students experiencing homelessness
- Justice-impacted (incarcerated and formerly incarcerated individuals)

Any Student. Any Age. Anywhere in Louisiana.

AREAS OF SERVICE

To meet the demands of increased program administration and a five-fold increase in its outreach audience, LOSFA has reframed its approach to statewide college access support using evidence-based best practices. LOSFA's approach focuses on three key elements that have been deemed crucial to improving educational outcomes for the students the agency serves:

Comprehensive Advising for Students Statewide

Ensuring that students statewide, no matter where they are in their postsecondary journey, have access to the information and support needed through intensive advising.

Career Exploration Connected to Postsecondary Pathways with the Best Value Proposition

Helping students find their passion, identify careers, and match with the program and school that best fits their needs and is the best value proposition for them.

Connecting Students to Holistic Support Services

Addressing anticipated barriers to completion and connecting students and families to vital support and resources to help them through the college preparation process and completion of their credential while maintaining access to basic needs.

SCAN **HERE**
FOR SUPPORTING RESEARCH AND RESOURCES

LOSFA

TIERS OF SERVICE



A tiered system places customers on different levels based on their needs, allowing us to provide tailored customer support. This acts as a filter so that recurring issues and inquiries that can be quickly solved can be dealt with by our virtual assistant LEX (Tier 1) or by our Intake and Assistance Officers (Tier 2). The less frequent but more complex inquiries are passed on to the Outreach Coordinators (Tier 3). Students requiring longer-term assistance or connections with wrap-around services or other resources are referred to our Comprehensive Advising Officers (Tier 4). Issues that cannot be quickly or easily resolved by our student support team are escalated to the Program Administrator or Division Director (Tier 5).

OUTREACH *and Support*

Outreach and support are at the heart of our mission to ensure that every Louisiana student has the tools, resources, and guidance needed to pursue and complete postsecondary education. From hosting financial aid workshops and college access events to offering mentorship opportunities, job shadowing, and career exploration programs, LOSFA's team works hand-in-hand with students, families, counselors, schools, stakeholders, and partners. Whether navigating scholarships, exploring 529 savings plans, or planning for life after graduation, LOSFA is here every step of the way.

DIRECT ASSISTANCE

Providing direct one-on-one assistance to students and families concerning financial aid awards, college access, and additional support.

OUTREACH EVENTS

Hosting and participating in events across the state, both in-person and virtual, to provide information about LOSFA's programs, resources, and services

TRAINING

Conducting annual trainings with school counselors, financial aid administrators, and college access professionals on LOSFA's programs and FAFSA assistance.







IN FOCUS: *Virtual Apprenticeship Expo*

- Hosted during National Apprenticeship Week to promote apprenticeship opportunities in Louisiana
- Participants included high school students, two-year postsecondary students, and adult learners

1,850
REGISTRANTS

1,927
ATTENDEES

30
HIGH SCHOOL DISTRICTS

5
COLLEGES REPRESENTED



FEATURED PRESENTERS

BASF We create chemistry

THE 1881 INSTITUTE Booker T Washington George Washington Carver

electrical training ALLIANCE IBEW - NECA

APPRENTi Change the way you build talent.

TDS TRUCKING · TRAINING & TECHNOLOGY

Ochsner Health

COMPREHENSIVE COLLEGE ACCESS

ADVISING SERVICES

No matter where students might be on the college access journey, LOSFA's Comprehensive Advising Officers can help. Students are assigned their own personal college access coach and mentor who will work with them for as long as their services and support are needed. Comprehensive Advising Officers can assist with:

- Saving and preparing for college
- Identifying resources to pay for college
- Completing the Free Application for Federal Student Aid (FAFSA)®

- Matching your interests, skills, and passions with a career
- Facilitating networking opportunities with peers, near peers, and individuals who are successful in your field of study
- Connecting you to employers through career exploration, job shadowing, internships and job placement opportunities

- Discovering pathways to earn your credential or degree
- Finding the school and program that's the best fit for you
- Applying to the postsecondary option that is the best fit for you
- Connecting you with available support services



... AND SO MUCH MORE!

SCAN **HERE**
for additional information

CASE STUDIES

CASE STUDY #1

SINGLE PARENT

- Legislator referred 2022 high school grad, single-parent home
- Business administration major
- Attended out-of-state school Fall 2022 and sat out Spring 2023
- TOPS Tech recipient enrolled in a 4-year state institution Fall 2023
- Assigned a comprehensive advising officer (CAO) to maximize financial aid
- CAO explained the limitations of TOPS award and how best to use it
- Explored technical college program to utilize TOPS award
- Student connected with Pell, state grants, and other scholarships for future semesters
- CAO to monitor progress with periodic check-ins

CASE STUDY #2

STUDENT EXPERIENCING HOMELESSNESS

- An NLTCC financial aid officer referred a student "in need of dire assistance" to LOSFA for comprehensive advising services.
- The student was found sleeping outside on the campus.
- A tree had fallen through their house, and they were homeless.
- The student needed housing, food, and transportation.
- Two of LOSFA's student support team members, a Comprehensive Advising Officer and a Student Engagement Specialist, teamed up to connect the campus and student to community resources using the 211 database., specifically the BRCC Cavalier Care Center.
- The two institutions collaborated to meet the needs of the student.

CASE STUDY #3

JUSTICE-IMPACTED STUDENT

- 49 year-old formerly incarcerated male, visited the LOSFA office after attending a job fair
- Earned associate's degree in IT over 15 years ago, prior to incarceration
- Expressed interest in CDL license to gain new skills and change career path
- Assigned a comprehensive advising officer (CAO) for follow-up support
- Received FAFSA® assistance and connected to American Job Center, Employ BR
- CAO secured funding through Employ BR and provided a letter of character for TWIC license
- Faced funding delay due to need for pre-hire letter
- CAO assisted in outreach to companies using Employ BR referral list
- Obtained pre-hire letter in November 2024; enrolled in Coastal Truck Driving School
- CDL program selected based on funding availability and class schedule
- Completed CDL in December 2024
- Offered airport shuttle job but declined due to halfway house restrictions
- Employed full-time as a tree trimmer; CDL expanded job responsibilities and opportunities

IN FOCUS: *Partnerships*

LHC GROUP
Lafayette, Louisiana

LHC Group, Inc. is a national provider of in-home healthcare services and innovations for communities around the nation, offering quality, value-based healthcare to patients primarily within the comfort and privacy of their home or place of residence. The company's 29,000 employees deliver home health, hospice, home- and community-based services, and facility-based care in 38 states and the District of Columbia – reaching 68 percent of the U.S. population aged 65 and older.

PARTNERSHIP OVERVIEW

ESTABLISHED JULY 2021

Student Network Groups

LHC Group leadership and staff provide continuous mentoring to participants in LOSFA's Student Networking Groups (SNGs).

High School Outreach Program

LOSFA and LHC Group partnered with school districts to provide high school students early exposure to and exploration of healthcare professions.

Student Internship Program

Students participate in internship opportunities in the Home Office in the areas of Accounting, HR, Finance, Marketing, and IT.

LHC Group also provides job shadowing opportunities to students with leadership staff.

Employee Engagement

LOSFA attended the LHC Group Employee Healthcare Symposium to promote programs and services.

Participation in Louisiana's 529 Saving Programs (START, START K12, and LA ABLE) is now promoted to LHC Group employees.

Student Placement Program

Full-time and part-time job placement opportunities are available to students in the LHC Group Home Office and through Long Term Acute Care Hospital Clinical opportunities such as: CNA, LPN, RN-Applicant, and RN.

Sponsorship

LHC Group serves as a sponsor of the Student Network Group Virtual Completion Celebration and provides participants with company swag and branded SNG Alumni polo shirts.

STUDENT NETWORK GROUPS

PROVIDING LOUISIANA'S STUDENTS THE OPPORTUNITY TO:

1. Network with other students throughout Louisiana
2. Discover resources and opportunities for successful degree completion, internships, and job placement
3. Connect with professionals and/or employers from their respective fields

GROUPS:

- Nursing
- Accounting/Finance
- Engineering
- Information Technology/ Computer Information Systems
- Behavioral Health Profession
- Education
- Postsecondary Transition



SCAN **HERE**
for additional information

2·1·1
Louisiana Statewide Network



In 2023, LOSFA partnered with the Louisiana Association of United Ways and procured a license to launch the Louisiana 211 Resource Database on the LOSFA website and help connect students to statewide support services.

6,744	12,386	15,113	6,717	14,231
TOTAL SITE VISITS	KEYWORD SEARCHES	CATEGORY SEARCHES	SUB-CATEGORY SEARCHES	RESOURCE CLICKS

SEARCH REQUESTS BY KEYWORD

Assistance	180
Healthcare	139
Education	134
Housing	123
Scholarships	106

TOTAL SITE VISITS BY LOCATION



Data Range: June 2023-December 2024

LOSFA *by the Numbers*

2024

98,944 STUDENTS AWARDED

$364,105,875.36* DOLLARS AWARDED

*Data does not include Louisiana's 529 Saving Programs disbursements and deposits.

16 SCHOLARSHIP & GRANT PROGRAMS



93.7% BUDGET SPENT ON PROGRAM AWARDS

*Based on 2024-2025 fiscal year budget

2.1% BUDGET SPENT ON ADMINISTRATIVE COSTS

*Based on 2024-2025 fiscal year budget

327 VIRTUAL OFFICE HOURS

895 TOTAL EVENTS

799 FACE-TO-FACE

96 VIRTUAL

COMMUNICATIONS

11,739 INCOMING EMAILS FOR ASSISTANCE
16,218 INCOMING CALLS FOR ASSISTANCE
944 LIVE AGENT CHAT ASSISTANCE
8,702 TOTAL CHATBOT INQUIRIES
506,623 TEXTS SENT TO STUDENTS
921,250 SOCIAL MEDIA REACH

WEBSITE

1,360,252 SITE VIEWS

TOP 5 MOST POPULAR PAGES
STUDENT HUB
TOPS
M.J. FOSTER PROMISE
SCHOLARSHIPS AND GRANTS
GO GRANT

LOUISIANA WAS

#5

IN FAFSA® COMPLETION

63.4%

OF SENIORS
SUBMITTED A FAFSA®

*Data as of 12/27/24

529 SAVING PROGRAMS

6,673 529 ACCOUNTS OPENED
86,277 TOTAL ACCOUNTS
$1,692,136,797.92 TOTAL ACCOUNT BALANCE
+$12,738,612.98 INCREASE IN DEPOSITS
+$14,715,264.14 INCREASE IN DISBURSEMENTS

LOSFA by Fiscal Year

SCAN HERE FOR CURRENT PROGRAM HIGHLIGHTS

PROGRAMS CURRENTLY FUNDED	PROGRAM OVERVIEW	PRIOR YEAR STATISTICS (FY 2023-24)			FUNDING TYPE	CURRENT YEAR APPROPRIATION (FY 2024-25)
		PARTICIPANT TYPE	# SERVED	DOLLARS		
TOPS – Taylor Opportunity Program for Students	Merit Based Aid – Scholarship program (Includes Opportunity, Performance, Honors, Tech and TOPS Tech Early Start awards)	Undergraduate	49,906	$278,849,558	SGF	$173,386,710
					SD	$123,719,565
					TOTAL	$297,106,275
Louisiana GO Grant	Need Based Aid – Grant program	Undergraduate	35,838	$70,475,646	SGF	$70,480,716
M.J. Foster Promise Program	Grant to adult students for degrees/credentials for high demand jobs	Undergraduate	3,026	$9,967,079	SD	$9,975,000
GEAUX Teach	Students in teacher preparation programs	Undergraduate	428	$966,632	SD	$1,690,509
		Alternative Cert.	112	$197,053		
Patriot Scholarship	Payment of mandatory fees for recipients of National Guard tuition waiver	Undergraduate	2,252	$3,329,935	SGF	$3,700,000
Rockefeller State Wildlife Scholarship	Grant -La. Scholarship for forestry, wildlife and fisheries majors	Undergraduate	18	$29,000	SD	$60,000
		Graduate	10	$30,000		
Strategies to Empower People (STEP) Program –– Administered for DCFS	Special Purpose–Vocational Education and Adult Education training for TANF/FITAP recipients	Adult Ed	0	$0	IAT	$382,625
		Voc Ed	4	$6,932		
Chafee Education and Training Voucher – Administered for DCFS	Special Purpose - Provides assistance to students who have aged out of foster care	Aged-Out Foster Youth	73	$270,417	IAT	$391,117
John R. Justice Loan Repayment Program	Loan Repayment - Assists prosecutors and public defenders with student loan debt	Prosecutors	9	$50,000	Fed	$100,000
		Public Defenders	5	$50,000		
GO Youth Challenge Grant	Merit Based Aid – Scholarship program	Undergraduate	7	$200,000	SGF	$50,000
BESE Tuition Program for Teachers	Grant - Assists current teachers to enroll in courses at Louisiana colleges and universities at the state's expense	Teachers	19	$23,634	SGF	$22,500
Regional Contract Program (RCP)	Loan Forgiveness – Assists La residents to study Optometry or Podiatry at select out-of-state institutions.	Optometry	34	$672,384	SGF	$160,000
		Podiatry	0	$0		
Paul Douglas – Teacher Loan Forgiveness Program	Loan Repayment Collections – to be remitted to the Fed. DOE	This appropriation is budget authority to collect repayments and remit those payments to US DOE. Program has been inactive since 1994-95.			Fed	$60,000
(Data as of 8-2024)						

PROGRAMS CURRENTLY FUNDED	PROGRAM OVERVIEW	PRIOR YEAR STATISTICS (FY 2023-24)			FUNDING TYPE	CURRENT YEAR APPROPRIATION (FY 2024-25)
		PARTICIPANT TYPE	# SERVED	DOLLARS		
Student Engagement/ Student Network Groups	Connect with professional practitioners to encourage persistence and growth. Connect students and professionals majoring or employed within a related field of study	Nursing Group		$1,674,023	SGF	$2,279,697
		Accounting/Finance Group				
		Engineering Group				
		IT/CIS Group				
		Education				
		MJ Foster Group				
		Postsecondary Transition Group				
		Student Orientations				
		Events Held				
		Total Served at Events				
LOSFA College Access, Success, and Communications (CASC)	College Access Services – Statewide Provision of Information on College Access and Financial Assistance Programs	F2F Contacts*	57,110	$2,639,456	SGF	$3,290,964
		Electronic Contacts – SignalVine	50,917			
		Electronic Contacts – Emails	11,685			
		Electronic Contacts – LEX	5,978			
		Electronic Contacts – VOH	383			
		Electronic Contacts – Phones	39,851			
		Electronic Contacts – Constant Contact				
		Electronic Contacts – Virtual Outreach Events	3,124			
START Saving Program	Earning Enhancements – Louisiana's 529 Qualified College Saving Program	Account Owners	79,061	$1,580,204,259	SGF	$2,900,000
LA ABLE Program	Savings Plan - Disabled Individuals - Louisiana's 529(a) Qualified ABLE (Achieving a Better Life Experience) Program	Account Owners	1,376	$8,920,383	N/A	N/A
START K12 Program	Savings Plan - Louisiana's 529 Qualified Elementary/Secondary school Saving Program	Account Owners	3,881	$31,654,960	N/A	N/A
(Data as of 8-2024)						

**Face to Face (F2F) contacts include in-person outreach events and in-office visitors.*





LOSFA

LOUISIANA OFFICE OF STUDENT FINANCIAL ASSISTANCE

A PROGRAM OF THE BOARD OF REGENTS

mylosfa.la.gov