

Louisiana Office Of Student Financial Assistance
A Program of the Board of Regents

Programs



PART 2

Preparing Your Seniors for TOPS Processing

Louisiana Office of Student Financial Assistance
Facilitated by: Ebony Holmes, Program Administrator



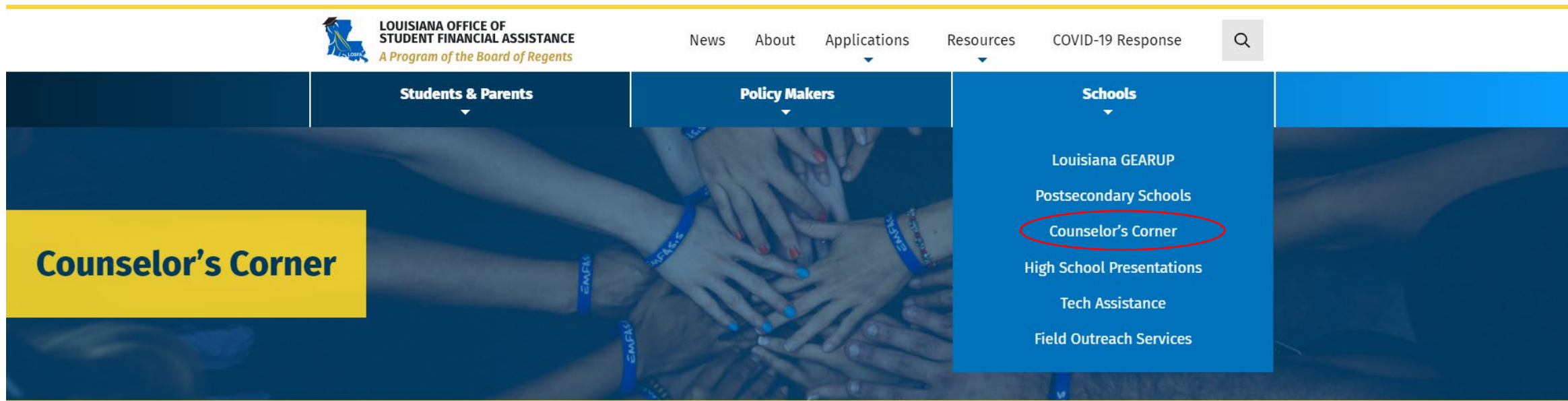
BOARD of REGENTS
STATE OF LOUISIANA

Blast E-mail List

- E-mails are now sent through Constant Contact from the Louisiana Office of Student Financial Assistance. Please make sure to check your junk/spam folder for e-mails and make sure Rhonda.Bridevaux@la.gov is not blocked by your school and/or district.
- In order to make sure you are receiving LOSFA updates, please send an e-mail to Rhonda.Bridevaux@la.gov to be added to our list.
- If your e-mail address has changed or if you have moved to a different school/district, please send the new e-mail address as well.



Counselor & Administrator Virtual Office Hours



High school counselors can find all training materials and useful links from LOSFA here!

Click the button below to schedule one-on-one counselor and administrator assistance session.

High School Counselor and Administrator Assistance ▶



www.mylosfa.la.gov/schools/counselors-corner

Louisiana Counselor FAFSA Line-by-Line Workshop



PROUD SPONSOR of
the AMERICAN MIND®

March 2021

Louisiana 2021 - 2022 FAFSA® Completion

Covid-19 has impacted efforts to complete the FAFSA® form nationwide. The state of Louisiana is being proactive in closing the gap to assist students and families.

24,254

As of March 5, 2021, an additional 3,179 FAFSA applications were completed for a total of 24,254 completed applications for the state of Louisiana.

Louisiana Counselor FAFSA Line by Line Workshop

Do you have students with special circumstances? Are you getting questions about the FAFSA that you need tips on how to advise? Join me for a FAFSA Line by Line Workshop.

March 24, 2021 | 4:00PM CST

March 24, 2021
FSA Webinar

How to Tackle
Verification in
the FAFSA®
process

Click Here
to Register

FSA Partner Email

Sign-up to receive tips for students, professional development and more.
outreach.fsapartners.ed.gov

Tanika Mangum
Outreach Specialist, FSA
tanika.mangum@ed.gov



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mylosfa.la.gov

Student Hub

- **LOSFA's Student Hub allows students and/or parents to track a student's progress for a TOPS Award while in high school and throughout postsecondary education.**
 - Once a student turns 18 years of age, or is attending a post secondary institution as a first-time, full-time freshman, parental consent must be given in the Student Hub for LOSFA to release information to the parent.
- **Features in the Student Hub:**
 - TOPS Tracker (High School Courses and GPA)
 - ACT/SAT Scores
 - TOPS Award Tracker (College Courses and GPA)
 - Request for Exceptions to Full-Time Enrollment (College)
 - TOPS Award Payment to institution student is attending

Student Hub: TOPS Tracker

TOPS TRACKER

Student: Jane Doe

Grade 9 Entry Year: 2016 Anticipated Graduation Year: 2020

District: 502 School: Who Dat High School Overall GPA: 3.93

3. Earn an ACT or SAT equivalent score of :

- At least 20 for the TOPS Opportunity Award
- At least 23 for the TOPS Performance Award
- At least 27 for the TOPS Honors Award

The highest ACT or SAT equivalent score is 28

Note: The highest score may be changed if we later determine that the score was earned on an unacceptable test type or the test was taken after the deadline or if ACT withdraws the score. If you have achieved an ACT score that is not shown above or need to receive further information, contact a LOSFA Public Information Representative via email at custserv@la.gov

TOPS OPPORTUNITY PERFORMANCE AND HONORS :

The academic requirements for the TOPS Opportunity, Performance & Honors Awards for students attending Louisiana public and private high schools are

1. Earn 19.0 units of TOPS Opportunity, Performance & Honors Awards courses (only the TOPS Core Curriculum courses you have completed and were reported by your school are included)

1 units are needed to meet the TOPS Opportunity, Performance & Honors Awards requirement

2. Earn a GPA on the TOPS Opportunity, Performance & Honors Awards courses of

- For graduates before 2021, at least a 2.5 for the Opportunity Award and at least a 3.0 for the Performance and Honors Awards
- For 2021 graduates and beyond, at least a 2.5 for the TOPS Opportunity Award
- For 2021 graduates and beyond, at least a 3.25 for the TOPS Performance Award
- For 2021 graduates and beyond, at least a 3.5 for the TOPS Honors Award

The current GPA on TOPS Opportunity, Performance & Honors Awards courses is 4.03

Category Credit Requirements Progress :

Category	Units Required	Requirement Met	Course or Courses	Year or Semester	Grade
01 - ENGLISH I	1.00	Y	ENGLISH I	S1	B
		Y	ENGLISH I	S2	A
02 - ENGLISH II	1.00	Y	ENGLISH II	S1	A
		Y	ENGLISH II	S2	A
03 - ENGLISH III	1.00	Y	ENGLISH III	S1	A
		Y	ENGLISH III	S2	A
04 - ENGLISH IV	1.00	N	ENGLISH IV	S1	A
05 - ALGEBRA I	1.00	Y	ALGEBRA I	Y1	P
06 - GEOMETRY	1.00	Y	GEOMETRY	S1	A
		Y	GEOMETRY	S2	A
07 - ALGEBRA II	1.00	Y	ALGEBRA II HONORS	S1	B



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Submitting Documents to LOSFA

- **ACT scores**

- All test scores **MUST** come directly from ACT. **No exceptions!**

- **Workkeys**

- STS: Counselors can do batch upload records or add manually in Student Transcript System (STS).
 - If Workkeys are entered into IBC (Industry Based Credentials), you **DO NOT** have to send a Workkeys Skill Report to LOSFA
- LOSFA's WorkKeys Test Result Form

- **Transcripts**

- Student Transcript System

To manually add an IBC, in the student's record right above the transcripts is the Add IBC Record button.

Print & Export	Add Transcript	Edit Student Record	Add IBC Record				
Course BSSY	Course	Part Number	Letter Grade	Grade Pnt Max	Qual Pts Award	Credit Earned	Award Usage

IBC (Industry Based Credentials)

IBC:	[(100) ACT National Career Readiness - (Silver, Gold and Pla	Pass/Fail	P
Test Vendor (Optional):	[(000)	Semest IBC Earned:	2 - Spr
Sponsor IBC Earned:	Select One	Year IBC Earned:	2018
Site IBC Earned:	Select One		
Add New IBC Record		Cancel	

Processing Issues - WorkKeys

- **LOSFA receives Workkeys Skill Reports through STS using the IBC report**
 - All LEAs have access to eScholar and have a credentials folder where they upload the electronic copy of scores and certificates
 - Contact your STS data manager if you do not have access to complete this in STS
- LOSFA encourages all LEAs and schools to submit through STS, but if you do opt to send a Skills Report to LOSFA, the date of birth must be included with all WorkKeys score submissions
 - Cannot accept WorkKeys NCR Certificate

Submitting Documents to LOSFA

- **Residency Check Process**

- TOPS Residence Review chart and supporting documentation can be submitted:
 - Email
 - Mail

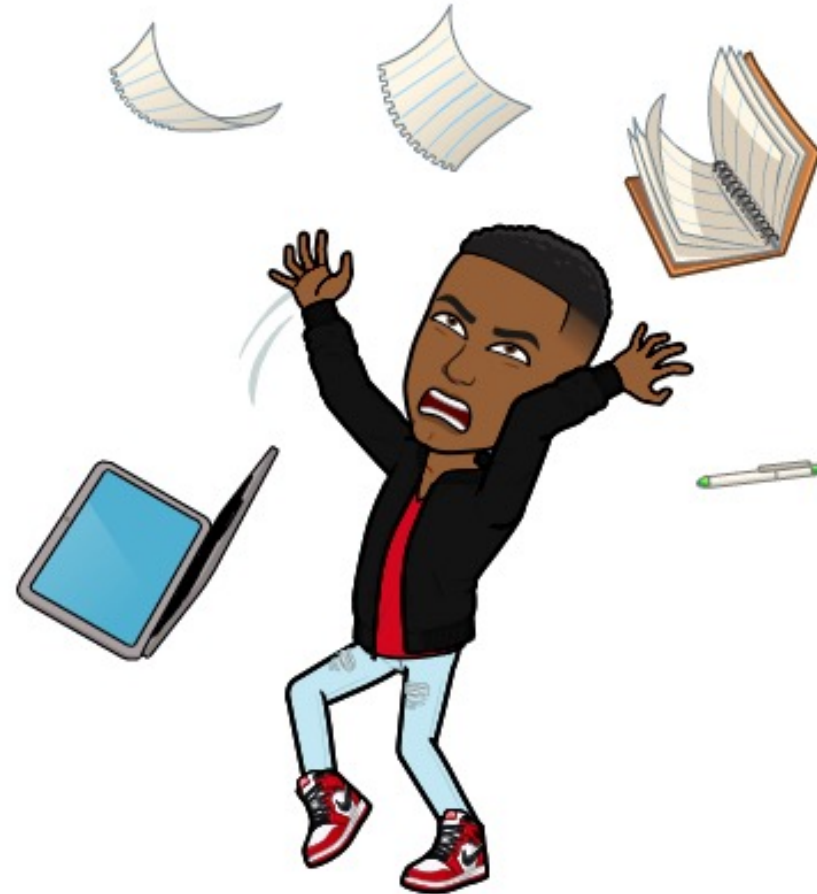
- **Home Study Certification Letters**

- Email
- Fax
- Mail

- **Official SAT Score Reports**

- Email
- Fax

- **Consent forms ARE NOT to be submitted to LOSFA.**



Home Study Certification Letters

- For students that attended a public and/or private high school for any part of their 9th and/or 10th grade year, LOSFA requires a letter from the high school stating:
 - the dates of attendance
 - whether or not the student was in good standing at the time they left.
- Certification must be on the school's letterhead and signed by the principal, headmaster, or appropriate personnel at the high school previously attended.

(SCHOOL LETTERHEAD)

LOSFA
S/G Division
P.O. Box 91202
Baton Rouge, LA 70821-9201

Attention: Home Study Administrator

(Student Name) was a student at (school name) during the (school term). (Student Name) withdrew on (date withdrew) as a student in good standing. He/She and his/her parents felt it was in his/her best interest to finish his/her high school career in another program.

Sincerely,

Principal, headmaster, or
Appropriate personnel

TOPS Residency Requirements



- An independent student or a parent or court ordered custodian of a dependent student must have been a resident of the state of Louisiana and reside or live in Louisiana for the 24 months prior to high school graduation
 - For 2021 graduates, residency must have been established beginning April 2019.

Residency Check Process

- The Louisiana Office of Student Financial Assistance (LOSFA) will review the Student Transcript System (STS) to ensure the student earned credit for the last four semesters of high school immediately before graduation and graduated from an approved Louisiana high school.
- A student must have lived in Louisiana for the last two full years of high school.
- LOSFA also checks that the Free Application for Federal Student Aid (FAFSA) indicates Louisiana residency for 24 months before the high school graduation date.
- If residency is listed as Louisiana for the student, but listed as out-of-state for the parent, a letter with the student's name and high school's name will be sent to the school's district to verify enrollment, as stated above, and that the student lived in Louisiana.

Residency Check Process

- If residency **other than Louisiana** is listed for the student and/or parent, a letter with the student's name and high school's name will be sent to the school's district to verify enrollment, and that the student lived in Louisiana.
- If LOSFA determines the student earned credit the last four semesters and resided in Louisiana from the information provided by the district, LOSFA will send the **Affidavit of Residency - Student** if the FAFSA application shows a state other than Louisiana for the parent.
- If the information from STS and the FAFSA confirm the student resided in a state other than Louisiana, the student is automatically denied the Taylor Opportunity Program for Students (TOPS) Award due to residency. A student and/or parent can submit a Residency Affidavit to LOSFA to prove Louisiana Residency.
- If the student is independent, LOSFA will only check the student's residency.

Residency Check Process

Louisiana Office of Student Financial Assistance
TOPS RESIDENCE REVIEW
September 2020

(School District Name)

Complete the columns below. Please confirm the residency of the students listed on the following chart. If the LA residency is correct, please attach the rationale for allowing the student to attend school in your school district.*

				TO BE COMPLETED BY SCHOOL/SCHOOL DISTRICT*	
Last Name	First Name	LOSFA ID	HS NAME	Louisiana Resident - (Please attach documentation)	Other state Resident (Please attach documentation)
				✓	✓

Completed By: _____

Title: _____

Contact Number: _____



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Hurricane Laura

On September 18, 2020, Governor John Bel Edwards signed Proclamation 124 JBE 2020. This Proclamation suspends certain provisions of law related to TOPS for students who were living in a parish or attending a post-secondary institution in a parish in which an emergency declaration was issued due to Hurricane Laura.



Hurricane Laura

There is now an Affidavit of Residency for Hurricane “Displaced Students” who were enrolled in one of the parishes impacted by hurricanes on the designated dates, but who were not enrolled in an eligible Louisiana high school during ALL of the 2020-21 high school year.

- **Displaced Students are:**
 - students enrolled in an eligible Louisiana high school in a designated parish on the designated dates, but who were not enrolled in an eligible Louisiana high school during all of the 2020-2021 high school year, or
 - students who were residing in one of the designated parishes on the designated dates and enrolled in a home study program approved by the State Board of Elementary and Secondary Education (BESE).
- The appropriate storm and date for displaced students is listed on the affidavit.

Break

Graduation Recognition

- **It is inappropriate for the high school to state that a student is eligible for or has been awarded TOPS.**
 - LOSFA does not officially determine eligibility until after graduation.
 - In addition to a qualifying ACT score and TOPS Core GPA, eligibility is also based on official ACT/SAT scores, timely receipt of application, compliance with the requirement to apply for federal grant aid and information relating to the student's citizenship, residency and criminal record.
- If the high school elects to notify students of their tentative TOPS eligibility based upon data available to the school, the high school must make a disclaimer.



Graduation Recognition

“Although it appears that you have satisfied the academic requirements for a Taylor Opportunity Program for Students (TOPS) Award based on this school’s review of the TOPS core curriculum courses you have completed and calculation of your TOPS Core GPA, you must meet all of the following conditions to redeem a scholarship under this program:

1. The Louisiana Board of Regents (the Board) must determine that you have in fact completed the TOPS core curriculum courses;
2. The Board must determine that your TOPS Core GPA based on the TOPS core curriculum meets the statutory requirements;
3. You must be a Louisiana resident as defined by the Board;
4. You must be accepted for enrollment by an eligible Louisiana postsecondary institution and be registered as a full-time undergraduate student no later than the next semester following the first anniversary of your graduation from high school;
5. You must apply for federal grant aid, if you are eligible for such aid, by the deadline required for consideration for state aid; and
6. You must have met all academic and nonacademic requirements and be officially notified of your award by the Board.”

Early Graduation

- **Students who graduate early at mid-year will be eligible for a TOPS Award in the Spring semester following graduation.**
 - Certification for mid-year graduates will be completed in conjunction with certification of May graduates
 - Awards for mid-year graduates who attend college in the Spring and who are determined eligible will be paid retroactively
- **Students who graduate early in the Spring will be eligible for a TOPS award in the Fall semester following graduation.**
- **Students who graduate early must comply with the same FAFSA and ACT deadlines applicable to the class that graduates in the Spring of that high school academic year.**

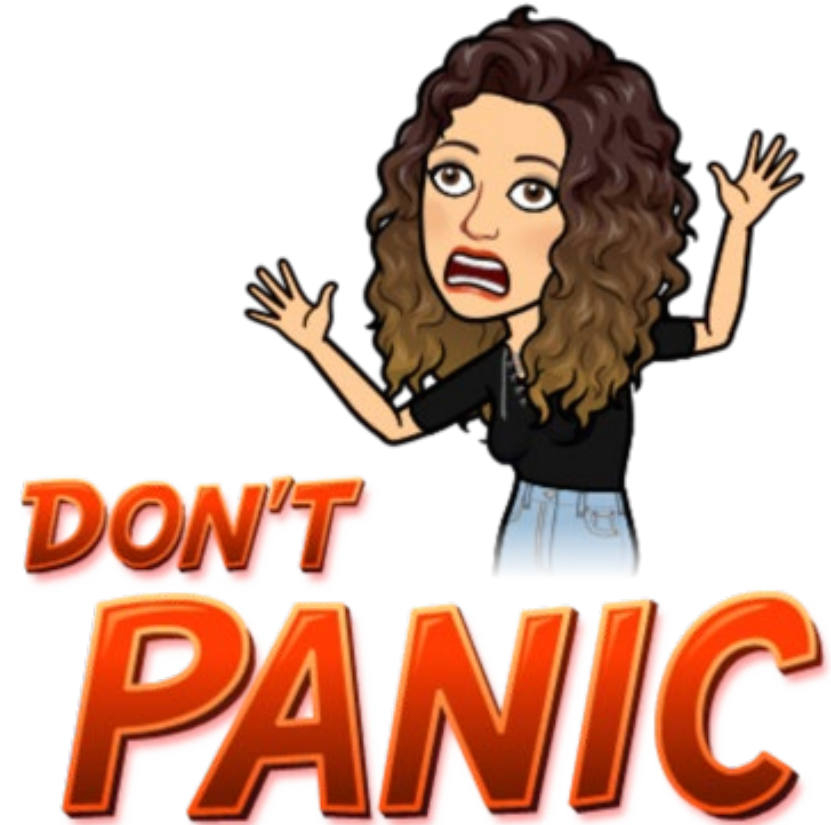
Summer Graduates

- **All TOPS core curriculum courses must be completed by the date of high school graduation.**
 - These classes must be listed on the official high school transcript at the time of graduation to be considered for TOPS.
 - Students will not be allowed to complete TOPS Core Curriculum courses after high school graduation to qualify for TOPS.
- **For TOPS purposes, the annual academic year for high school begins on September 1 and ends on the following August 31.**
- **TOPS processing for summer graduates will be delayed until we receive final transcript information through STS.**



Wide-spread Errors

- Don't panic!
- Contact LOSFA for next steps
- Contact your STS Data Manager or LDOE, if necessary
- Direct your students and parents to monitor their Student Hub accounts.



Your Student Has TOPS. Now What?

- Award notifications are e-mailed to the e-mail address the student has in the Student Hub at www.mylosfa.la.gov.
- A Master Roster of TOPS eligible students is available for Louisiana institutions to download from LOSFA each Monday.
- Institutions electronically bill LOSFA for the TOPS Awards of eligible students who are enrolled full-time through the 15th class day of the semester or 9th day of the quarter.



Breakout Sessions

Trivia Time

Student Data

Name:	
State ID #:	
Sponsor:	
Site:	
Local ID #:	
Birth Day:	
Gender	
Ethnicity	
Parental Consent:	Yes
Last Update:	6/4/2020

Graduation and GPA

Diploma Path:	(TU) TOPS University Diploma
Career Option:	
Grade	12
Grad Date:	
Grade 9 Entry BSSY:	2015
Anticipated Grad BSSY:	2018
Overall GPA:	3.89
Local GPA:	3.9610
Local Rank:	1 9
STS FAFSA	1. FAFSA
LOSFA FAFSA	--

WHAT'S
WRONG
WITH
THIS
PICTURE?



What's the problem?

Jane Smith reached out to one of our Field Outreach Regional Coordinators because Bossier Parish Community College didn't have her TOPS information. These are the records LOSFA has on file for the student. What is the problem?

ACT Records:

DOE SMITH, JANE C	2/11/2002	201902	17	2020		777931	PE
DOE SMITH, JANE C	2/11/2002	201903	19	2020	S	777931	PE

FAFSA Record:

JANE	SMITH	2/11/2002	2021	Pending Person/ACT Check	1	PE
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STS Record:

012346789	SMITH, JANE MARIE DOE	2/11/2002	5/7/2020	190530	043001	AP
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What's the problem - #1

Jane Smith reached out to one of our Field Outreach Regional Coordinators because Bossier Parish Community College didn't have her TOPS information. These are the records LOSFA has on file for the student. What is the problem?

ACT Records:

DOE SMITH, JANE C	2/11/2002	201902	17	2020		777931	PE
DOE SMITH, JANE C	2/11/2002	201903	19	2020	S	777931	PE

FAFSA Record:


JANE	SMITH	2/11/2002	2021	Pending Person/ACT Check	1	PE
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STS Record:

012346789	SMITH, JANE MARIE DOE	2/11/2002	5/7/2020	190530	043001	AP
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What's the problem? - #2

The student e-mailed LOSFA after her financial aid advisor at Baton Rouge Community College instructed her to contact us. She sent a screen shot of her printed transcript from the public high school she graduated from, not understanding why she had not been awarded TOPS. What is the problem?

**Student Transcript System**
Transcript List (Inquiry Mode)


[Home](#) [Student Data](#) [Reports](#) [Help](#)

User: losfa02

Student Data		Graduation and GPA		More	
Name:		Diploma Path:	(TU) TOPS University Diploma	BSSY:	2019 ▼
State ID #:		Career Option:		Met GEE/EOC:	Y
Sponsor:		Grade	12	Bi-literacy Endorsement	D3- DOE-approved equivalent summative test
Site:		Grad Date:	5/21/2020	Current OTS Rejection Reasons	
Local ID #:		Grade 9 Entry BSSY:	2016	(50) The Site must be Graduate Certified	
Birth Day:	19	Anticipated Grad BSSY:	2019		
Gender	FEMALE	Overall GPA:	3.42		
Ethnicity	Black, White	Local GPA:	3.7656		
Parental Consent:	No	Local Rank:	32 251		
Last Update:	5/19/2020	STS FAFSA	4. Hardship Waiver		
		LOSFA FAFSA	--		

What's the problem? - #2

The student e-mailed LOSFA after her financial aid advisor at Baton Rouge Community College instructed her to contact us. She sent a screen shot of her printed transcript from the public high school she graduated from, not understanding why she had not been awarded TOPS. What is the problem?

**Student Transcript System**
Transcript List (Inquiry Mode)

[Home](#) [Student Data](#) [Reports](#) [Help](#)

Search Student by State ID:

User: losfa02

Student Data		Graduation and GPA		More	
Name:		Diploma Path:	(TU) TOPS University Diploma	BSSY:	2019 ▼
State ID #:		Career Option:		Met GEE/EOC:	Y
Sponsor:		Grade	12	Bi-literacy Endorsement	D3- DOE-approved equivalent summative test
Site:		Grad Date:	5/21/2020	Current OTS Rejection Reasons	
Local ID #:		Grade 9 Entry BSSY:	2016	(50) The Site must be Graduate Certified	
Birth Day:	19	Anticipated Grad BSSY:	2019		
Gender	FEMALE	Overall GPA:	3.42		
Ethnicity	Black, White	Local GPA:	3.7656		
Parental Consent:	No	Local Rank:	32 251		
Last Update:	5/19/2020	STS FAFSA	4. Hardship Waiver		
		LOSFA FAFSA	--		

What's the problem? - #3

The counselor from Who Dat High School contacted LOSFA because we did not have transcript information for the student, nor had he been awarded TOPS. The following was present in STS. What is the issue with this transcript? If there is no issue, what is the mostly likely reason LOSFA does not have the student's transcript?

[Home](#) [Student Data](#) [Reports](#) [Help](#)

Search Student by State ID:

User: losfa02

Student Data		Graduation and GPA		More	
Name:		Diploma Path:	(TU) TOPS University Diploma	BSSY:	2019 ▼
State ID #:		Career Option:		Met	
Sponsor:		Grade	12	GEE/EOC:	Y
Site:		Grad Date:	5/29/2020		
Local ID #:		Grade 9 Entry BSSY:	2015		
Birth Day:	14	Anticipated Grad BSSY:	2019		
Gender	MALE	Overall GPA:	3.63		
Ethnicity	Asian	Local GPA:			
Parental Consent:	Yes	Local Rank:			
Last Update:	6/1/2020	STS FAFSA	1. FAFSA		
		LOSFA FAFSA			

What's the problem? - #3


Missing PII Report

StudIdNum	LocalIdNum	GradePlace	SSN	FirstName	MiddleName	LastName	SuffixName	BirthDt
123456789	222150	12	?	?	?	?		?
123456789	1225	12	?	?	?	?		?
123456789	1750	12	?	✓ o	?	✓ may		✓
123456789	224282	12	?	?	?	?		?
123456789	547	12	?	✓ e	?	✓ rzu		✓
123456789	460	12	?	?	?	?		?
123456789	224125	12	?	?	?	?		?
123456789	1795	12	?	✓ e	?	✓ ant		✓
123456789	161979	12	?	?	?	?		?



What's the problem? - #4

A parent contacted LOSFA because they were given her daughter's LASECID to set up a Student Hub account and check her TOPS Core GPA in the TOPS Tracker. She tried to register her multiple times with no luck. The student is trying to review her progress towards TOPS before starting her senior year this fall. What is the problem?

**Student Transcript System**
Transcript List (Inquiry Mode)

[Home](#) | [Student Data](#) | [Reports](#) | [Help](#)


Search Student by State ID:

User: losfa02

Student Data		Graduation and GPA		More	
Name:		Diploma Path:	(TU) TOPS University Diploma	BSSY:	2020 ▾
State ID #:		Career Option:		Met GEE/EOC:	Y
Sponsor:		Grade	11	Current OTS Rejection Reasons	
Site:		Grad Date:			
Local ID #:	8129996	Grade 9 Entry BSSY:	2018	(50) The Site must be Graduate Certified	
Birth Day:	08	Anticipated Grad BSSY:	2021		
Gender	FEMALE	Overall GPA:	3.89		
Ethnicity	White	Local GPA:	3.9333		
Parental Consent:	No	Local Rank:			
Last Update:	2/8/2021	STS FAFSA	--		
		LOSFA FAFSA	--		

What's the problem? - #4

A parent contacted LOSFA because they were given her daughter's LASECID to set up a Student Hub account and check her TOPS Core GPA in the TOPS Tracker. She tried to register her multiple times with no luck. The student is trying to review her progress towards TOPS before starting her senior year this fall. What is the problem?

**Student Transcript System**
Transcript List (Inquiry Mode)

[Home](#) [Student Data](#) [Reports](#) [Help](#)

Search Student by State ID:

User: losfa02

Student Data		Graduation and GPA		More	
Name:		Diploma Path:	(TU) TOPS University Diploma	BSSY:	2020 ▾
State ID #:		Career Option:		Met GEE/EOC:	Y
Sponsor:		Grade	11	Current OTS Rejection Reasons	
Site:		Grad Date:		(10) The Graduation Date must be set	
Local ID #:	8129996	Grade 9 Entry BSSY:	2018	(50) The Site must be Graduate Certified	
Birth Day:	08	Anticipated Grad BSSY:	2021		
Gender	FEMALE	Overall GPA:	3.89		
Ethnicity	White	Local GPA:	3.9333		
Parental Consent:	No	Local Rank:			
Last Update:	2/8/2021	STS FAFSA	--		
		LOSFA FAFSA	--		

What's the problem? - #5

A student contact LOSFA over the summer because her TOPS had not processed. She stated Nicholls had all of her information and that her FAFSA has processed and wanted to know why her TOPS eligibility had not been determined. Her STS record is below. What is the problem?

User: LOSFA02

Student Data		Graduation and GPA		More	
Name:		Diploma Path:	(TU) TOPS University Diploma	BSSY:	2018 ▼
State ID #:		Career Option:		Met GEE/EOC:	Y
Sponsor:		Grade	12	Current OTS Rejection Reasons	
Site:		Grad Date:			
Local ID #:	938	Grade 9 Entry BSSY:	2015		
Birth Day:	8/21/2000	Anticipated Grad BSSY:	2018		
Gender	FEMALE	Overall GPA:	3.44		
Ethnicity	Hispanic	Local GPA:	3.44		
Parental Consent:	No	Local Rank:	5 36		
Last Update:	3/6/2019	STS FAFSA	--		
		LOSFA FAFSA	--		

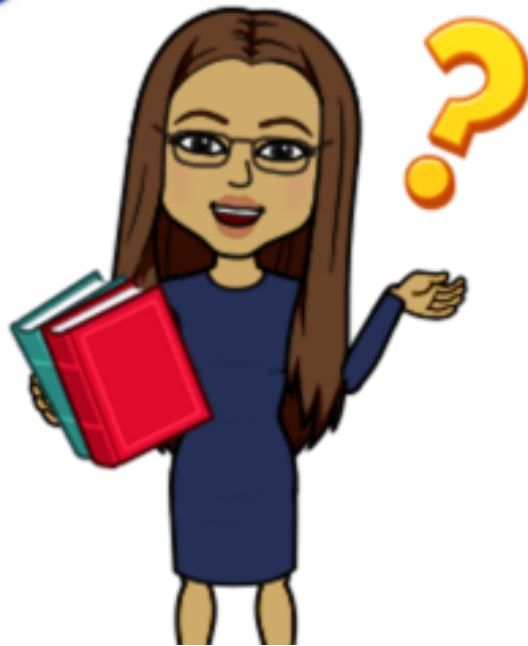
What's the problem? - #5

A student contact LOSFA over the summer because her TOPS had not processed. She stated Nicholls had all of her information and that her FAFSA has processed and wanted to know why her TOPS eligibility had not been determined. Her STS record is below. What is the problem?

User: LOSFA02

Student Data		Graduation and GPA		More	
Name:		Diploma Path:	(TU) TOPS University Diploma	BSSY:	2018 ▼
State ID #:		Career Option:		Met GEE/EOC:	Y
Sponsor:		Grade	12	Current OTS Rejection Reasons	
Site:		Grad Date:		(10) The Graduation Date must be set	
Local ID #:	938	Grade 9 Entry BSSY:	2015		
Birth Day:	8/21/2000	Anticipated Grad BSSY:	2018		
Gender	FEMALE	Overall GPA:	3.44		
Ethnicity	Hispanic	Local GPA:	3.44		
Parental Consent:	No	Local Rank:	5 36		
Last Update:	3/6/2019	STS FAFSA	--		
		LOSFA FAFSA	--		

Any Questions??



Raise your hand

-OR-

Type your question in
the chat box

Contact LOSFA

www.mylosfa.la.gov

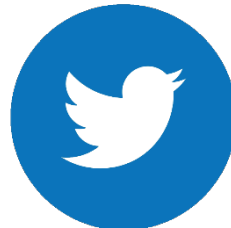
custserv@la.gov
GeauxFAFSA@la.gov

Virtual Office Hours
9:00 a.m. – 3:00 p.m.
Monday – Friday

@LOSFA



@LOSFA



@LOSFA001

