



LOSFA

LOUISIANA OFFICE OF STUDENT FINANCIAL ASSISTANCE

— A PROGRAM OF THE BOARD OF REGENTS —

LOSFA ADVISORY BOARD MEETING

October 8, 2026



ROLL CALL

INTRODUCTIONS AND ANNOUNCEMENTS

WELCOME, DR. GRANT



Dr. Queena Grant

New Member LOSFA Advisory Board

- Shreveport native with more than 20 years of experience in higher education leadership.
- Executive Director of Strategic Enrollment Management for LCTC, supporting Louisiana's 12 community and technical colleges.
- Advances college access, student enrollment, education-to-workforce pathways, and statewide partnerships.
- Holds a doctorate in Higher Education Leadership from Nova Southeastern University.
- Dedicated to service and mentorship, longtime member of Zeta Phi Beta Sorority, Inc., and proud mom to Kingston.

CONGRATULATIONS, DEVYNN



- Congratulations to Devynn Alexander and her husband, Marcus on the arrival of their newborn baby boy, Micah, born on September 30, 2026.



APPROVAL OF MINUTES

September 2, 2026



PUBLIC COMMENT



PROGRAM **UPDATES**



LOSFA

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LOUISIANA'S 529 SAVING PROGRAMS

Porsche Harris

*Director of Louisiana's 529
Saving Programs*

LOUISIANA'S 529 SAVING PROGRAMS

Account Type	Active Accounts	Account Balances
START SAVING	81,686	\$1,987,958,811.62
START K12	5,485	\$52,242,571.49
LA ABLE	1,735	\$14,342,038.06
TOTAL 529 PLANS	88,906	\$2,054,543,421.17

As of 07/31/2026



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COLLEGE ACCESS, SUCCESS AND COMMUNICATIONS

Ebony Holmes

*Director of Public Information
and Advising*

Shayne Creppel, Ph.D.

*Director of Collegiate
and Community Outreach*

AGENCY EVENTS AND ASSISTANCE

EVENTS (SINCE JULY 1, 2026)

TOTAL EVENTS: 116

Data as of 9/15/26

ASSISTANCE (SINCE JULY 1, 2026)

TOTAL VIRTUAL OFFICE HOURS: 56

TOPS INITIAL ELIGIBILITY: **14**

TOPS RETENTION: **14**

STUDENT HUB: **8**

FAFSA ASSISTANCE: **3**

M.J. FOSTER PROMISE: **16**

COUNSELOR: **1**

Data as of 9/15/26

EMAILS (SINCE JULY 1, 2026)

TOTAL EMAILS RECEIVED: 3,204

CUSTSERV: **5,891**

COUNSELOR: **198**

GEAUX FAFSA: **39**

HOMESTUDY: **395**

ADVISING: **16**

Data as of 9/15/26

CALLS (SINCE JULY 1, 2025)

TOTAL CALL ANSWERED: 8,192

ANSWER RATE: **89%**

Data as of 9/15/26

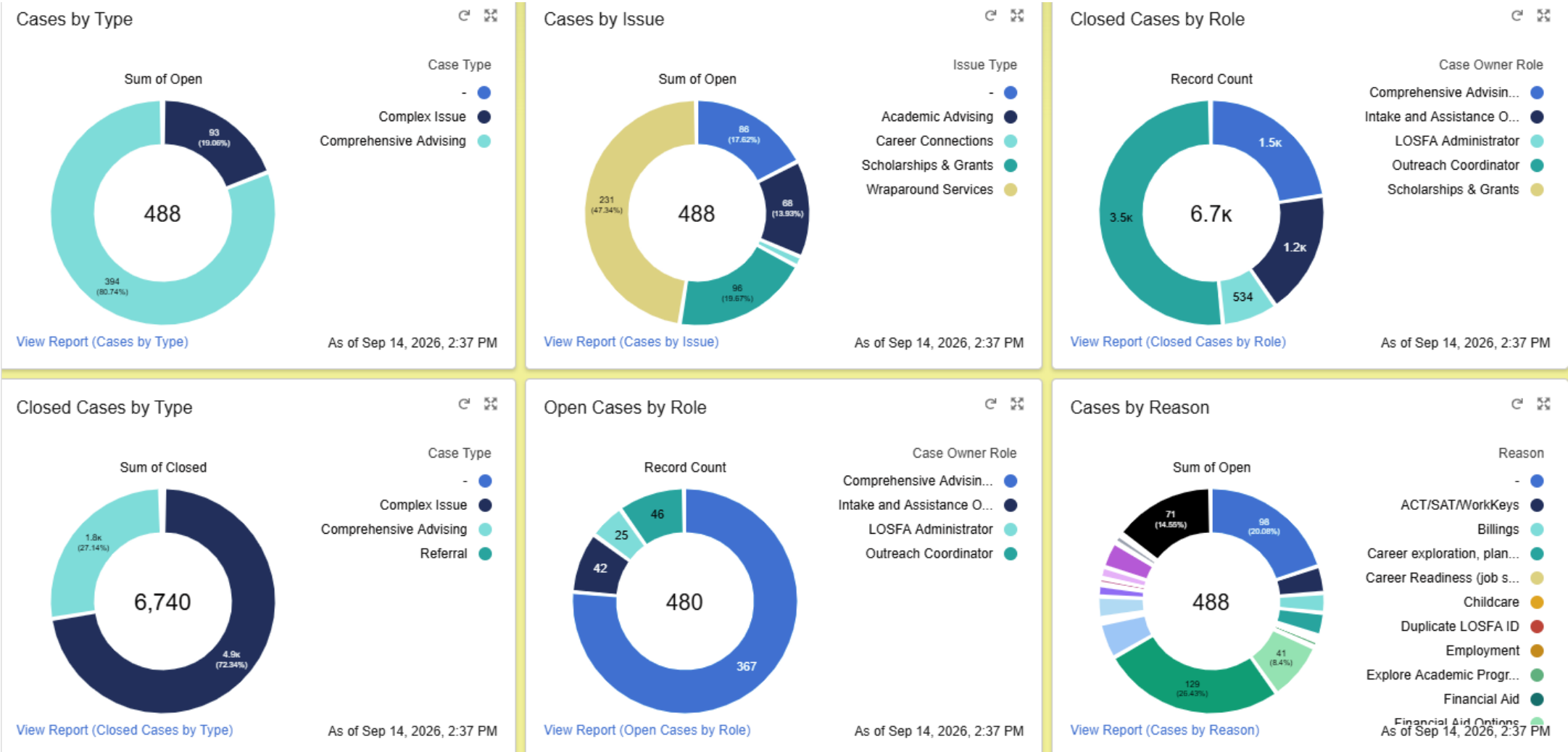
SALESFORCE CASE ACTIVITY



Salesforce Case Activity

Over 6,700 cases that resolve complex issues or provide comprehensive advising have been closed as of September 14, 2026. The bulk of those were more urgent or complex issues handled by the Outreach Coordinators and Intake and Assistance Officers to ensure students had access to their awards. The remaining cases were handled by the Comprehensive Advising Officers, who focus on providing long-term wraparound support to students in need of assistance.

SALESFORCE CASE ACTIVITY

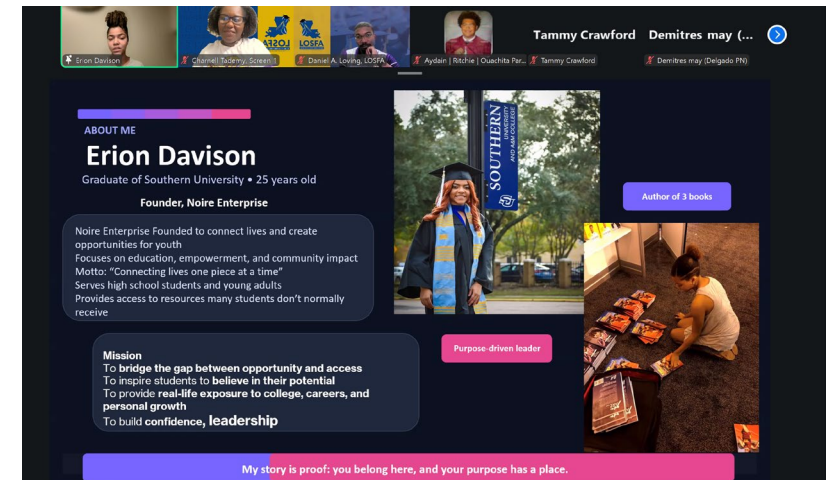


OUTREACH

Fall 2026 Virtual Student Network Group (SNG) Kickoff

On August 17, 2026, LOSFA hosted its Fall 2026 Virtual Student Network Group (SNG) Kickoff, welcoming 16 students for an engaging evening centered around this year's theme, "Ready. Set. Thrive." Facilitators Charnell Tademy and Daniel Loving welcomed students back for the new academic year and kicked off the evening with a fun and interactive icebreaker, "The Price Is Right: School Edition." Students put their knowledge to the test by guessing the prices of popular school and college essentials while connecting and engaging with their peers in a relaxed virtual environment.

The evening also featured guest speaker Erion P. Davison, who delivered an empowering segment titled "You Belong Here. Period." Her message encouraged students to recognize their value, embrace their place in educational and professional spaces, and move confidently into the new school year.



OUTREACH

Project Excel Up College and University Session

On Saturday, September 12, 2026, Comprehensive Advising Officer Daniel Loving facilitated a FAFSA® seminar during the 100 Black Men of Metro Baton Rouge, Ltd. Project Excel Up College and University Session. The event brought together Project Excel Up protégés and their parents for an informative session focused on college access, postsecondary planning, and financial aid awareness.

In addition to the FAFSA® seminar, participants heard presentations from Southern University and Louisiana State University that offered insights into college admissions, campus opportunities, and the student experience. The session concluded with a panel discussion featuring all presenters, giving students and families the opportunity to ask questions and gain additional guidance as they prepare for future academic and career opportunities.



OUTREACH

August SNG Fall Kickoff: Guest Speaker Gives Back!

On Tuesday, September 1, 2026, SNG facilitators Daniel Loving and Charnell Tademy received a generous donation of three backpacks from Erion Davison, our August Student Network Group (SNG) guest speaker and founder of the nonprofit organization Noire Enterprise, established in 2018.

Erion served as our guest speaker during the August SNG Fall Kickoff Meeting, held Monday, August 17, 2026. As an extension of her support for our students, she donated backpacks to be awarded to three SNG students who won the “Price Is Right” icebreaker game during the Fall Kickoff. This thoughtful contribution helped extend the excitement of our Fall Kickoff beyond the virtual meeting and provided an additional opportunity to celebrate and reward student participation.

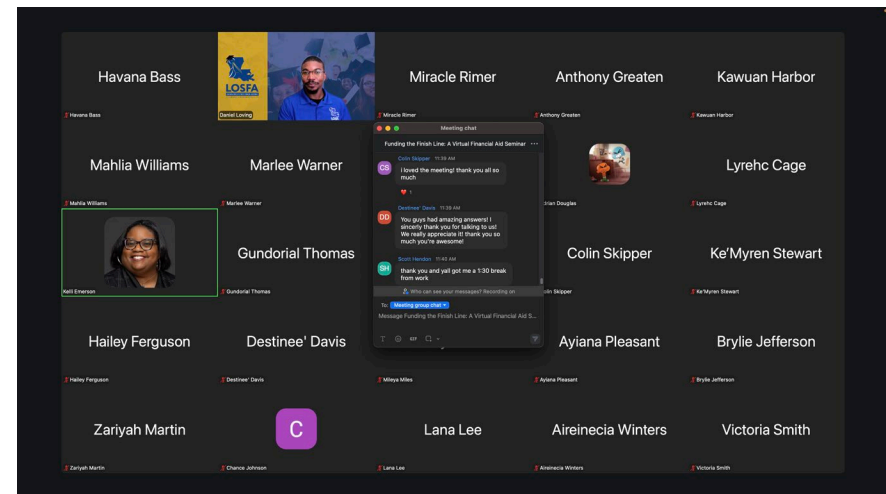
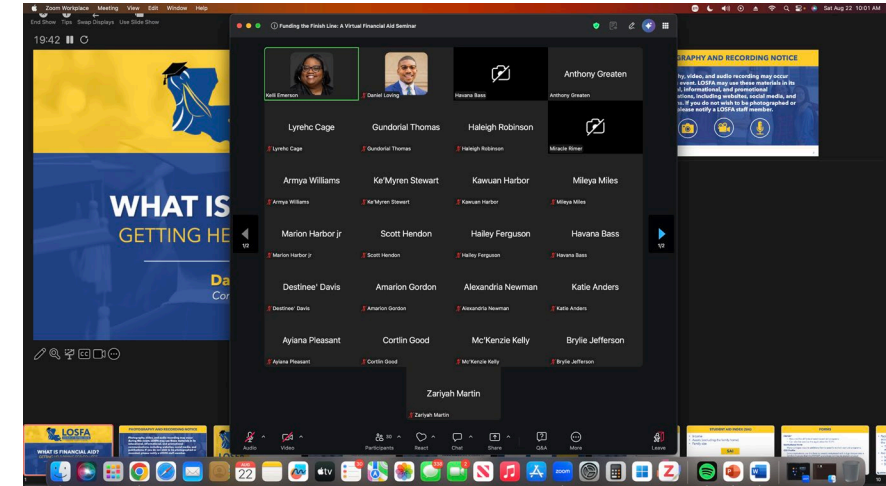


OUTREACH

Southern University and A&M College TRIO Upward Bound

On Saturday, August 22, 2026, Comprehensive Advising Officer Daniel Loving facilitated a virtual seminar for students participating in the Southern University and A&M College TRIO Upward Bound program. The seminar, titled "Funding the Finish Line: A Virtual Financial Aid Seminar," provided students with important information and resources to help them better understand the financial aid process and prepare for future postsecondary opportunities.

Students in grades 8–12 participated in the session and were highly engaged throughout the presentation. They asked thoughtful questions about financial aid, college planning, and the steps needed to prepare for life after high school. Their participation helped create an interactive and meaningful discussion focused on building awareness, confidence, and readiness as they continue working toward their academic and career goals.

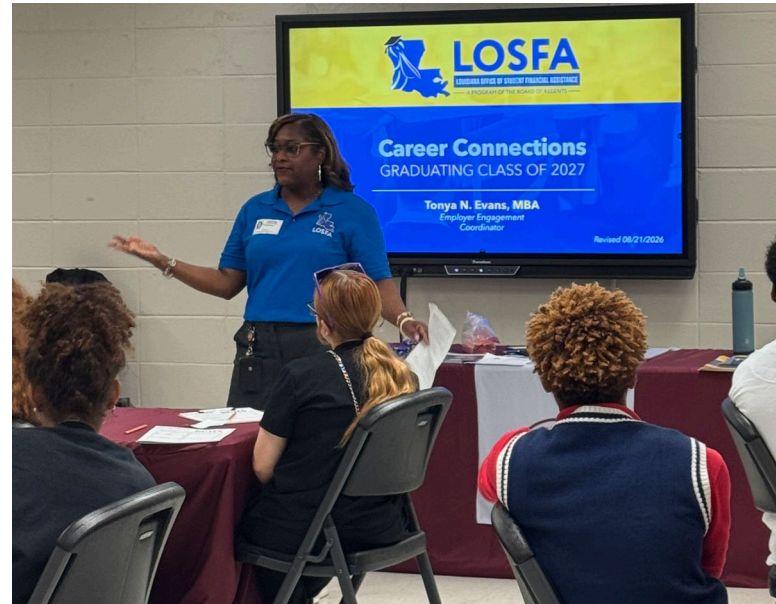
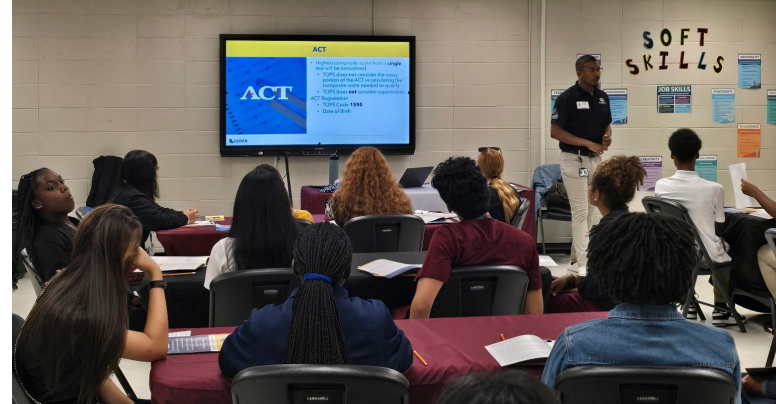


OUTREACH

Joseph Cuillier Career Center

On Thursday, September 10, 2026, Comprehensive Advising Officer Daniel Loving facilitated two TOPS and FAFSA seminar sessions for students at the Joseph Cuillier Career Center. The sessions also included a career and apprenticeship component led by Employer Engagement Coordinator Tonya Evans, providing students with valuable information to support both their postsecondary and workforce planning.

Throughout the seminars, students learned about TOPS eligibility, the FAFSA® process, financial aid resources, and opportunities connected to career pathways and apprenticeships. The sessions helped students better understand the steps needed to prepare for education and training after high school while also exploring options that align with their academic, financial aid, and career goals.



OUTREACH

Zachary High School

On Wednesday, September 16, 2026, Comprehensive Advising Officer Daniel Loving attended a college and career fair to share information about LOSFA programs, financial aid resources, and postsecondary planning opportunities with students.

During the event, Daniel connected with students and school staff about the importance of preparing early for college, career, and financial aid next steps. Senior Counselor Chandra Brown, also pictured, expressed excitement about welcoming LOSFA back several times throughout the school year for additional support, including an upcoming TOPS seminar and FAFSA completion workshop. These continued partnerships help ensure students have access to the information and guidance needed to make informed decisions about their academic, financial aid, and career goals.



OUTREACH

LACRAO Articulation Workshops

During the latter part of August, Hailey Pellegrin and Scott Burke presented on behalf of LOSFA at all six LACRAO Articulation Workshops. The workshops were hosted by a local postsecondary institution in each zone and featured presenters from LOSFA, BOR, and ACT. Geared toward high school counselors and administrators, the workshops allowed LOSFA to share legislative updates that impact LOSFA programs, TOPS updates and reminders, FAFSA updates, and upcoming LOSFA events. Counselors were also provided with ample resources (both virtual and printed) and a bag of LOSFA promotional items. There was also time for a question-and-answer portion following each presentation.



2026 Articulation Workshops

SAVE THE DATES

Zone I – Northeast Louisiana – 8/26/2026
Louisiana Tech University
Ruston, LA

Zone II – Southwest Louisiana – 8/21/2026
McNeese State University
Lake Charles, LA

Zone III – Baton Rouge Metro – 8/20/2026
Southern University and A&M College
Baton Rouge, LA

Zone IV – New Orleans Metro – 8/19/2026
Nunez Community College
Chalmette, LA

Zone V – Northwest Louisiana – 8/27/2026
Louisiana State University Shreveport
Shreveport, LA

Zone VI – Central Louisiana – 8/28/2026
Northwestern State University
Natchitoches, LA



OUTREACH

EBRPSS Department of Counseling

On September 10, 2026, Hailey Pellegrin (CASC) facilitated a TOPS & FAFSA® seminar at the EBRPSS Department of Counseling's beginning-of-the-year meeting. This in-person event was designed for high school counselors and administrators and featured multiple presenters. Some topics discussed by LOSFA staff included Spring 2026 legislative updates, TOPS reminders, FAFSA® updates, upcoming LOSFA events, scheduling a LOSFA event, and contacting our office. Counselors were also provided with handouts. There was time for a question-and-answer portion following the presentation.

OUTREACH



University Laboratory School

Ebony Holmes facilitated a virtual TOPS/FAFSA presentation for U High's 12th-grade students and their parents, which also covered TOPS initial eligibility requirements and the application process. This was Ebony's ninth year facilitating this event at U-High and working with their counselor, Mrs. Gremillion, demonstrating how LOSFA outreach also creates long-term, working relationships with counselors and high schools.

OUTREACH

JCFA Career and Financial Literacy Simulation

On Thursday, September 10, 2026, CAA Charnell Tademy facilitated an interactive Career and Financial Literacy Simulation with students at JCFA, giving students a fun opportunity to experience what it takes to earn, budget, and manage money in the “real world.” CAO Kathleen Dean also attended to shadow the event and quickly jumped in to assist students, answer questions, and provide support throughout the activity.

To kick off the simulation, each student received a unique Life ID Card that assigned them a career/job, education level, monthly income, and personal circumstances. Students had to step into their assigned identity and determine how to make their income work while managing the responsibilities that came along with their new “life.”

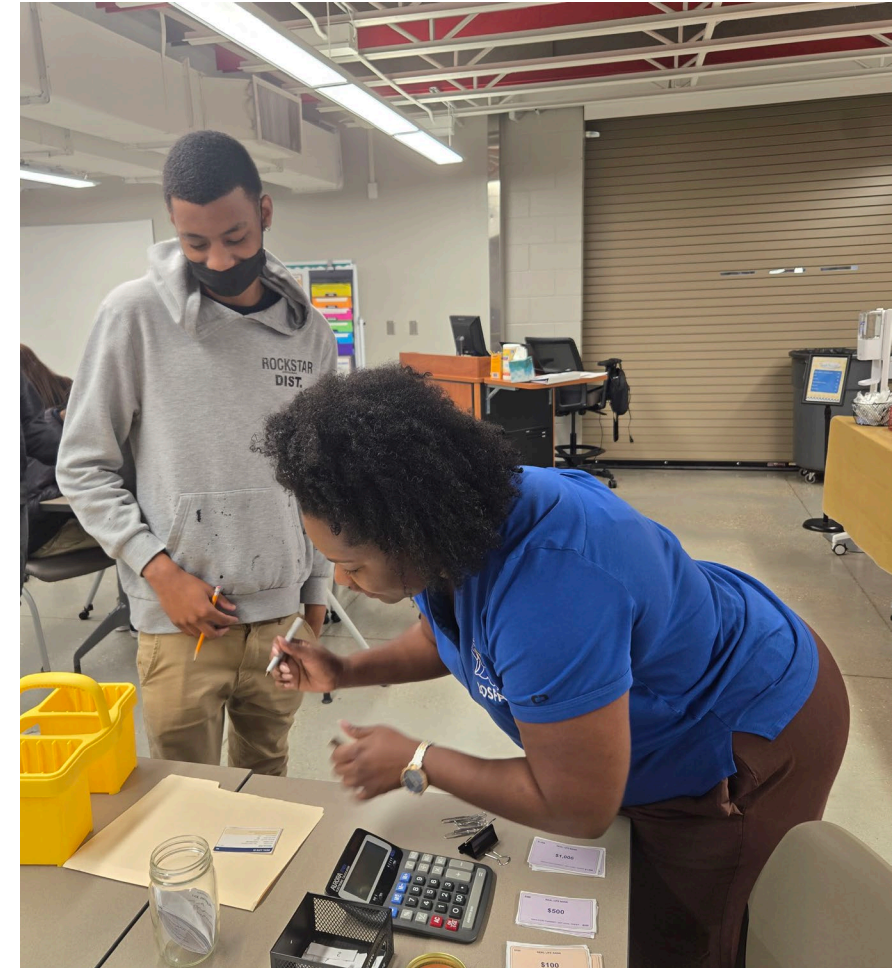


OUTREACH

JCFA Career and Financial Literacy Simulation

But there was a catch—before payday, they had to go to work! Students completed crossword puzzles and coloring sheets to simulate reporting to work and completing job responsibilities before receiving their monthly pay. This added a fun, hands-on element while reinforcing an important message: income must first be earned before it can be spent.

Once payday arrived, the real challenge began. Students used their assigned income to create a monthly budget and make decisions about housing, transportation, food, utilities, savings, and other everyday expenses. They quickly discovered that having a paycheck does not necessarily mean having enough money for everything they want. Students had to prioritize needs versus wants, make adjustments, and determine how to stretch their money throughout the month.





COMMUNICATIONS & PARTNERSHIPS

REVISED PUBLICATIONS



START SAVING FOR COLLEGE TODAY

START is Louisiana's 529 college saving program. It helps families save for qualified education and training expenses after high school.

Save now to help cover costs such as:



- College or university tuition and fees
- Books, supplies, and required equipment
- Certain computers and technology
- Eligible room and board expenses
- Vocational and technical education
- Registered apprenticeship expenses
- Dual enrollment courses
- And more!



Benefits of Opening a START Account:



- Earnings are tax-free when used for qualified education expenses.
- Choose from investment options for stability or long-term growth.
- Louisiana taxpayers may deduct up to \$2,400 per beneficiary, or \$4,800 when filing jointly.
- Eligible accounts receive Earnings Enhancements to boost savings.
- Funds may be used at eligible institutions nationwide.
- Family and friends can contribute.



PLAN AHEAD FOR K-12 EXPENSES

START K-12 helps Louisiana families save for tuition and other qualified expenses at eligible public or approved nonpublic Louisiana schools serving students in kindergarten through 12th grade.

Save now to help cover costs such as:



- Tuition
- Curriculum materials
- Books and instructional materials
- Online education materials
- Tutoring
- Testing fees
- Dual enrollment courses
- Educational therapy for students with disabilities



Benefits of Opening a START K-12 account:



- Choose from a range of investment options designed to match your savings goals, timeline, and preferred level of risk.
- Earnings are free from state and federal income taxes when used for qualified expenses.
- Louisiana taxpayers may qualify for state income tax deductions of up to \$1,200 per beneficiary or \$2,400 for married couples filing jointly.
- Keep Saving After High School. Roll remaining funds into a START account.



SAVE WITHOUT LOSING BENEFITS

LA ABL is Louisiana's 529A saving program for eligible individuals with disabilities. ABL (Achieving a Better Life Experience) accounts are special savings accounts that provide a tax-advantaged way to save for disability-related needs while protecting eligibility for certain public benefits.

Save now to help cover costs such as:



- Education
- Housing
- Transportation
- Healthcare, prevention, and wellness
- Employment training and support
- Assistive technology
- Personal support services
- And other qualified disability expenses



Benefits of Opening an LA ABL Account:



- Up to \$100,000 is excluded when determining SSI eligibility.
- Savings generally do not affect Medicaid or other public benefits.
- Earnings are tax-free when used for qualified disability expenses.
- Up to \$20,000 may be contributed annually from all contributors combined.
- Eligible working account owners may contribute additional funds through ABL to Work.
- Can complement a Special Needs Trust by providing greater flexibility for saving and spending.
- No program fees are charged directly to participants.

CAMPAIGNS & MESSAGING



**WORKFORCE
DEVELOPMENT
MONTH**

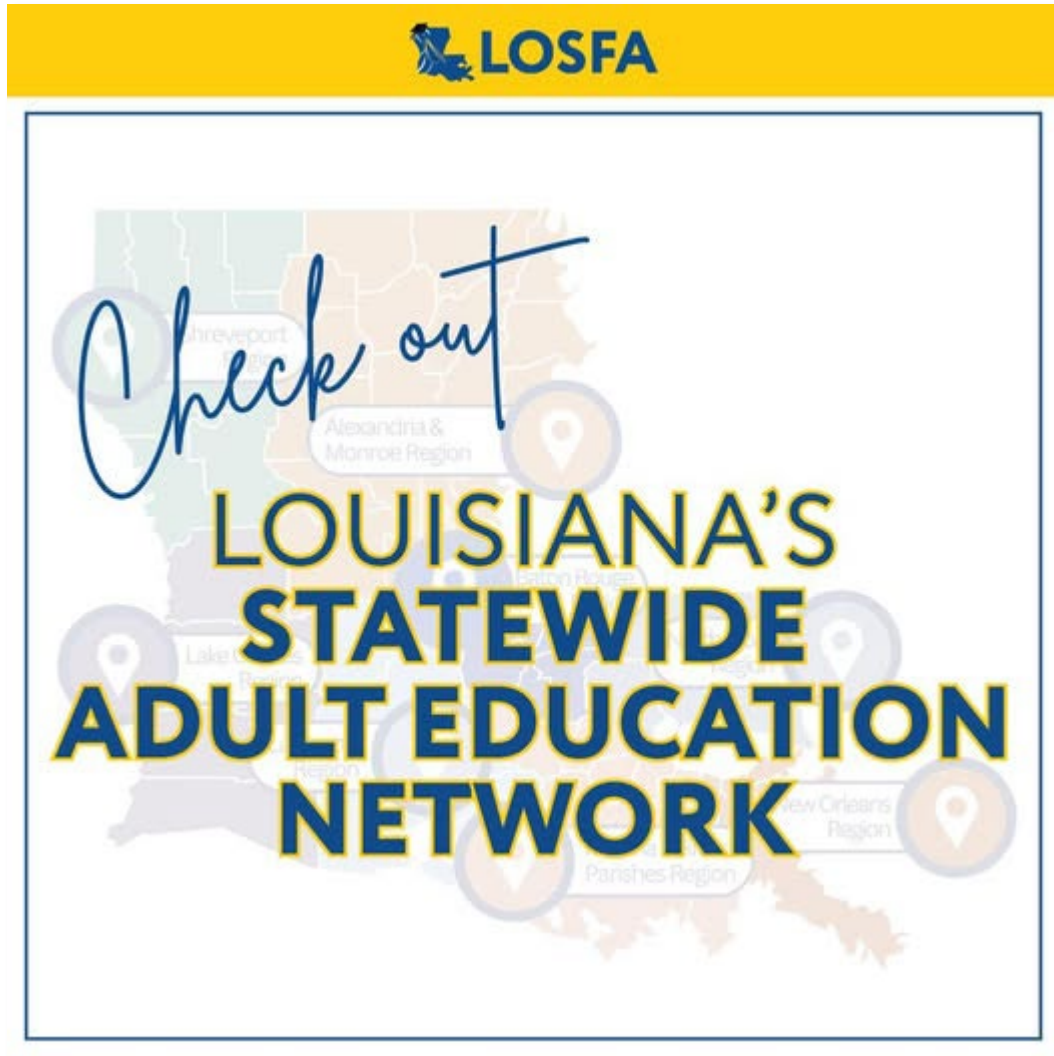
LEARN ABOUT THE
**M.J. FOSTER
PROMISE
PROGRAM**



**WORKFORCE
DEVELOPMENT
MONTH**

LEARN ABOUT
**TOPS
TECH**

CAMPAIGNS & MESSAGING



CAMPAIGNS & MESSAGING



 **LOSFA**

Meet
TRUDY



OUTREACH COORDINATOR
ADULT EDUCATION

**ADULT EDUCATION AND
FAMILY LITERACY WEEK**

SEPTEMBER 14-19, 2026

CAMPAIGNS & MESSAGING



DID YOU KNOW?

The Value of a College Education

Start saving for your child's education today!

COLLEGE SAVINGS MONTH

Earnings

Over a full-time working life, the earnings of a college graduate are **65%** higher than those of a non-graduate.

Employment

The unemployment rate for college graduates is usually about **half** that of non-graduates.

Retirement

College-educated workers are **more likely** than others to be offered **pension plans** by their employers.

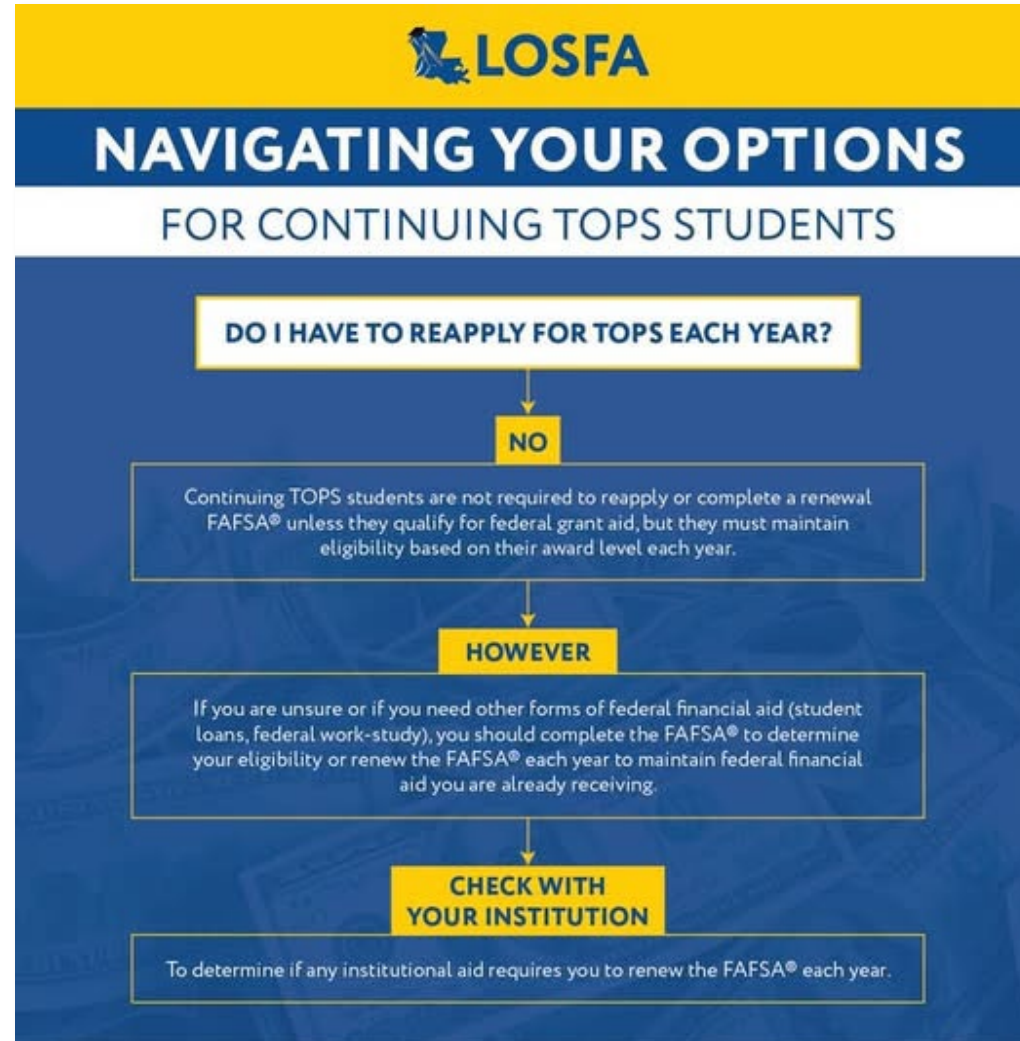
Benefits

Those with higher levels of education are **more likely** to be covered by **employer-provided health insurance**.

Financial Stability

The poverty rate for college graduates is usually about **one-third** the rate of non-graduates.

CAMPAIGNS & MESSAGING



SOCIAL MEDIA METRICS



**TOTAL
VIEWS**

Number of times content is displayed

88,147



**TOTAL
REACH**

Number of individuals who saw content

29,605



Data from 8/16/26 – 9/15/26



**TOTAL
ENGAGEMENT**

Number of interactions

381



TOP-PERFORMING POSTS

 **LOSFA**

Quick Guide to

CHAFEE
EDUCATIONAL AND TRAINING
VOUCHER PROGRAM (ETV)
IN LOUISIANA

Chafee ETV Program

LOSFA shared eligibility and requirements information about the Chafee ETV Program.

 15  10  2,503

 **ABLE**



To advance financial empowerment
for people with disabilities.
#ABLESavingsDay

Learn how to open an account today.

ABLE Savings Day

On ABLE Savings Day, LOSFA shared information about the Louisiana ABLE 529A Savings Plan and how it can be beneficial for individuals and families with disabilities.

 1  1  522

 **LOSFA**

TOPS NOTICE!

ACT Test Date: October 17, 2026

Registration Deadline: September 11, 2026
Late Registration: September 29, 2026
Standby Deadline: October 12, 2026

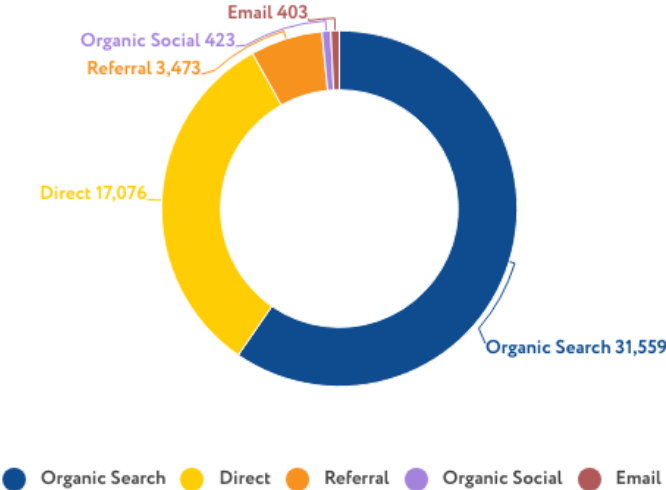
ACT Reminder

LOSFA shared a TOPS Notice regarding the ACT registration deadlines, encouraging students to register now before its too late.

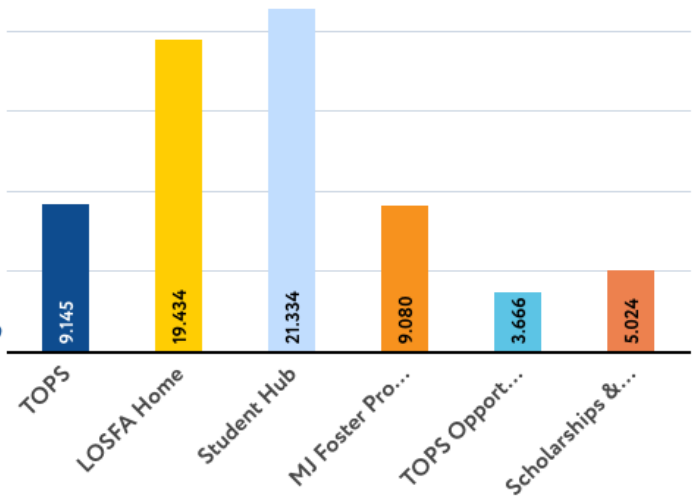
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WEBSITE TRAFFIC

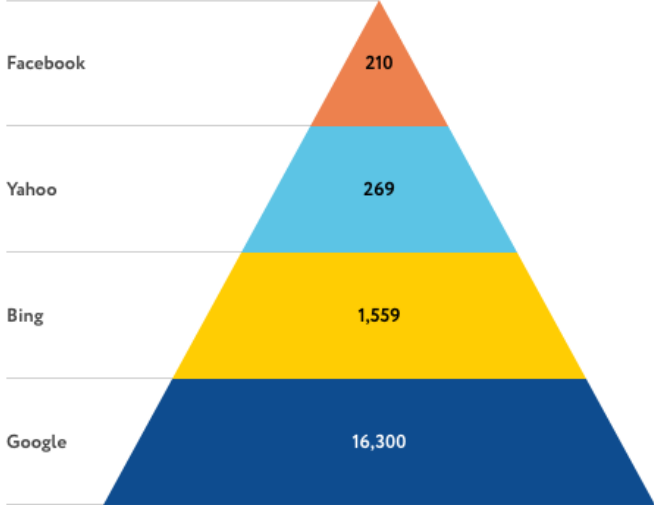
Top Traffic Channels



Top Page Traffic



Top Referrals





Total Pageviews

110,001

Total Sessions

53,187

Total Users

312,501

Data from 8/16/26 – 9/15/26

COMMUNICATIONS HIGHLIGHTS



In Progress and Upcoming

- Louisiana College Application and Access Month (LCAAM) (October)
- Financial Planning Month (October)
- Financial Aid Day (October 26)
- FAFSA Tracker website launch

PARTNERSHIP & ENGAGEMENT HIGHLIGHTS



- LED FastStart Email Campaign – Part II
- College Beyond-Potential Partnership
- LCTC Adult Career Pathways Course

Upcoming & Ongoing

- Virtual Apprenticeship Expo – November 4
- Untapped Talent
 - Steering Committee-Price Leblanc
 - First comprehensive advising case with justice-involved licensure review: Louisiana Real Estate Commission
 - College Access Re-entry simulation for Justice-Involved students



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SCHOLARSHIPS AND GRANTS

Deborah Paul

Director of Scholarships and Grants

SCHOLARSHIPS AND GRANTS



GO Grant 2026-2027 Academic Year (As of 10/07/2026)

- 2026-27 Total Allocation: \$70,480,716.00
- Total Billed: \$15,406,475.00
- Remaining Balance: \$55,074,241.00

John R. Justice Update (As of 06/30/2026)

- 2025-26 Total Allocation: \$66,000.00
- Applications Received:
 - Public Defenders: 5
 - Prosecutors: 23
- Service Agreements Completed:
 - Public Defenders: 5
 - Prosecutors: 9

SCHOLARSHIPS AND GRANTS



GO Youth ChalleNGe Program

- 2025-26 Total Allocation: \$50,000.00
- Fall 2025 Recipients: 12
 - Award Amounts: \$24,481.84
- Spring 2026 Recipients: 6
 - Award Amounts: \$13,811.82
- Summer 2026 Recipients: 2
 - Award Amounts: \$6,090.38

M.J. Foster Promise Program Update

- 2026-27 Initial Allocation: \$23,750,000.00
 - Total Invoiced: \$3,521,289.43
 - Remaining Funds Available: \$20,228,710.57

TOPS UPDATE

FY 2026-27 TOPS PAYMENTS BY SYSTEM - September 24, 2026

School System	AY 2025-2026	AY 2026-2027	Variance	% Change
LAICU	\$3,186,592	\$4,031,053	\$844,461	26.50%
LCTCS	\$2,397,953	\$3,086,269	\$688,316	28.70%
LSU System	\$5,068,509	\$42,511,066	\$37,442,557	738.73%
Out of State	\$192,419	\$171,126	-\$21,293	-11.07%
Proprietary	\$40,572,539	\$21,667,075	-\$18,905,465	-46.60%
Southern System	\$67,997		-\$67,997	-100.00%
UL System	\$51,486,008	\$71,466,588	\$19,980,580	38.81%
TOTAL AWARDS	\$277,331,177	\$284,551,722	\$7,220,545	2.60%



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INTERIM EXECUTIVE DIRECTOR UPDATE

Dr. Susannah Craig

LOSFA Interim Executive Director



OLD BUSINESS

OLD BUSINESS

START Saving Program Final Rulemaking

- Consider recommending publication of final rule to amend Section 315 of the START Saving Program rules to add the applicable interest rates for calendar year ending December 31, 2025.
- Motion to approve



NEW BUSINESS

NEW BUSINESS

TOPS HOME STUDY EXCEPTIONS

- Consider the requests for exception to the TOPS statutory provision that requires a student to begin a home study program no later than the conclusion of the tenth grade.
- Motion to approve

NEW BUSINESS

TOPS EXCEPTIONS

- Consider the requests for exception to the TOPS regulatory provisions that require students to remain continuously enrolled and to earn the annual credit hours required during the academic year.
- Motion to approve



NEXT MEETING DATE

TUESDAY, NOVEMBER 10, 2026



OTHER BUSINESS



ADJOURNMENT