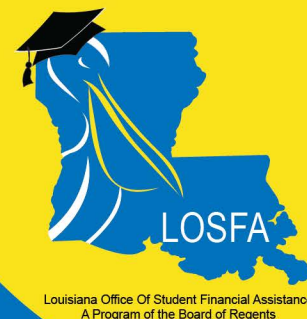


LOSFA Outreach Efforts to Address the DIGITAL DIVIDE DURING COVID-19



Virtual Assistance

FAFSA, TOPS RETENTION, TOPS ELIGIBILITY, LFOS VIRTUAL SESSIONS

VIRTUAL SESSIONS AND EVENTS

LOSFA has offered one-on-one and small and large group sessions and events via ZOOM. Sessions can be scheduled online, where constituents can select the type of assistance they need and select a convenient time. A total of 69 Virtual Office Hour sessions have been conducted since the office transitioned to teleworking.

- 17 TOPS Initial Eligibility
- 7 TOPS Retention
- 2 Student Hub
- 43 FAFSA Assistance
(as of 6/30/2020)

**CLICK
HERE**
TO SCHEDULE
A SESSION

Virtual
OFFICE HOURS
9:00 AM - 4:00 PM

VIRTUAL OFFICE HOURS FEEDBACK:

"It's just like getting face-to-face assistance."
— Parent who received assistance from Ebony Holmes, on TOPS Eligibility

"It was a good experience and I liked that I could see someone's face while getting my questions answered."
— Parent who received assistance from Kayla Gros, on TOPS Eligibility

LIVE AND INFORMATIONAL VIDEOS

LOSFA participated in the following live and informational videos:

- TOPS and FAFSA Now Informational Video
- Stand for Children Live Video
- Southeastern Louisiana University's discussion on equitable changes to the Louisiana State Assessment System
- Keeping the Promise Town Hall, Part II: Facts, Figures, & Finances: Transitioning Students During COVID-19



EMAIL STATS

4,300

incoming e-mails related to TOPS retention, TOPS eligibility, ACT, TOPS relief updates/changes due to Governor's Proclamation #41, FAFSA assistance, and START
(as of 6/30/2020)

313

emails distributed to inform foster youth of LOSFA's Chafee Educational and Training Voucher

TEXT STATS

HIGH SCHOOL

58,908

Texts Sent

12,475

Texts Received

(as of
6/30/2020)

POSTSECONDARY

2018-2019 **2019-2020**
COHORT: **COHORT:**

74,170

Texts Sent

(as of
6/30/2020)

132,913

Texts Sent

(as of
6/30/2020)

TOPS PROCESSING YEAR-BY-YEAR COMPARISON

June 28, 2019

Identified 38,066
Eligible 25,282
Ineligible 11,985

June 26, 2020

Identified 32,924
Eligible 22,427
Ineligible 9,983

FAFSA

Now Campaign Results

Louisiana's FAFSA completion rates are steadily increasing each week. Currently, Louisiana ranks number two, with 73.5% of seniors completing the financial aid form. That translates to 35,021 students completing their FAFSA. This time last year, we were ranked number one with 78.7% of students completing the form.

Louisiana has a total of 47,669 seniors in the state. This means there are still 12,648 students we are trying to reach to complete the FAFSA.

Data as of:	2020 Completion	Week to week change
4/3/2020	30,535	+ 409
4/10/2020	30,914	+ 379
4/17/2020	31,447	+ 533
4/24/2020	31,944	+ 497
5/1/2020	32,513	+ 569
5/8/2020	32,975	+462
5/15/2020	33, 447	+472
5/22/2020	33,816	+369
5/29/2020	34,073	+257
6/5/2020	34,338	+265
6/12/2020	34,570	+232
6/19/2020	34,807	+237
6/26/2020	35,021	+214

Virtual Campaigns & Programs

FAFSA NOW CAMPAIGN

TARGET: 2020 graduates who either have a submission error or have not completed their FAFSA

INITIATIVE:

- **1,464** FAFSA errors were identified, and LOSFA reached out to the students through email, social media, and phone calls to aid in the correction of these errors.
- LOSFA's FAFSA Now Campaign reaches out to students, parents, and families of Louisiana to encourage them to complete or renew their FAFSA.

TOPS TECH CAMPAIGN

TARGET: 2019 graduates who will lose their award Fall 2020, if not accepted

INITIATIVE: LOSFA's TOPS Tech Campaign ensures 2019 graduates know they must accept their award by Fall 2020 to avoid losing it. TOPS Tech can be used for an associate's degree or other short term training and education programs.

FOSTER YOUTH CAMPAIGN

TARGET: 2020 graduates who indicated they were in foster care or aged out of foster care

INITIATIVE: LOSFA's Foster Youth Campaign ensures 2020 graduates know about Chafee and other financial aid

ASPIRE TO INSPIRE COMPREHENSIVE MENTORING PROGRAM

TARGET: 2019-20 mentoring students

INITIATIVE: LOSFA's Aspire to Inspire Comprehensive Mentoring Program provides intensive mentoring support to students who are most at-risk.

MENTORING FOR NURSING, ENGINEERING AND/OR ACCOUNTING MAJORS PROGRAM

TARGET: Students who are currently enrolled or interested in enrolling in one of these majors

INITIATIVE: LOSFA is currently developing an online mentoring/support group.

7TH YEAR SERVICE PROGRAM

TARGET: 2019 Louisiana GEAR UP graduates currently enrolled in postsecondary institutions

INITIATIVE: LOSFA provides support to 2019 Louisiana GEAR UP graduates who are currently enrolled in postsecondary institutions.

LOUISIANA GEAR UP/LOSFA FIELD OUTREACH PROGRAMS

TARGET: 75 middle and high schools in 24 districts

INITIATIVE: LOSFA provides college and career readiness support.

GEAR UP ALUM CAMPAIGN

TARGET: Former GEAR UP students

INITIATIVE: LOSFA created a volunteer network to support current GEAR UP students; inform alumni of any unused scholarship funds; and connect them with programs like Complete LA, administered by the University of Louisiana System.

CONNECT2SUCCESS CAMPAIGN/SUMMER PROGRAMS

TARGET: Louisiana GEAR UP students and other middle and high school students

INITIATIVE: LOSFA provides experiential learning opportunities in the following fields:

- Makerbots/3D Design Imaging
- Cybersecurity
- STEAM for Middle School
- STEAM for High School
- Robotics
- VISTA Scientific Illustration
- Education/Leadership
- Engineering
- Physics
- STILE Future Fest
- ACT (Virtual ACT Prep)

CONNECT2SUCCESS TECHNOLOGY SURVEY

TARGET: Schools throughout the state of Louisiana

INITIATIVE: LOSFA surveyed 75 schools throughout the state of Louisiana to determine the best way to reach the students, parents, and families.

TOPS CORONAVIRUS Q & A

TARGET: Louisiana students and families

INITIATIVE: LOSFA put together a list of questions and answers to keep students and families informed of any changes to the rules or requirements for TOPS, to reach students and families via email, social media, text messaging, and mylosfa.la.gov.

VIRTUAL TUTORING

TARGET: Louisiana GEAR UP students

INITIATIVE:

- Tutor.com is provided to Louisiana GEAR UP AP Students and facilitated at www.tutor.com/lagearup.
- Virtual tutors are provided by LOSFA/Louisiana GEAR UP using Google Classroom and Zoom in the following subjects:

- Algebra I
- English I, II
- Biology
- Civics
- Geometry

Student VOICE



"Through the support of LOFSA, my high school was able to create opportunities for students to explore colleges outside of our area. In conversations with my classmates, I can see how their passion for attending college has grown as a result of the college campus experience. Resources such as computers, classroom supplies and test prep materials have helped both me and my peers to realize and achieve our post-high school goals. There are more students who can see themselves as college students."

Anastasia Bryan

*St. Helena College and Career Academy
12th Grade Senior*

CONNECT2SUCCESS Partner Solutions

GRAMBLING STATE UNIVERSITY

- **30** Hotspots to provide internet access to students wishing to participate in summer activities.
- **30** MS Surface Go Devices*
- MS Teams** will be used to reach students.

SOUTHEASTERN LOUISIANA UNIVERSITY

- **30** Chromebooks for summer programming and other activities.

NORTHWESTERN STATE UNIVERSITY

- **92** MS Surface Go Devices*
- MS Teams** will be used to reach students.

*The MS Surface Go Devices and the MS Teams online platform are both Microsoft (MS) products to simplify and enhance usability. Teachers will use the same devices to further prevent issues and help with trouble shooting.

**MS Teams is similar to Zoom, Google Meet, and Webex. However, it also allows for synchronous chats and the permanent posting of PDFs Microsoft word docs, PowerPoint slide shows, and Videos (live and recorded) all in one place. The lessons and material will be recorded and posted on MS Teams* for reference by students unable to log in synchronously.

Other Virtual Services

- School and District Support
 - Technology
 - Electronic Academic/College Access Resources
- Phone Outreach (e.g. financial aid assistance, summer programs, mentoring, college & career advising, etc.)