

**AGENCY PERFORMANCE PLAN  
FY 2008**

<b>Name of Agency:</b> Iowa College Student Aid Commission
Agency Mission: We advocate for, and provide a continuum of services to support, Iowa students and families as they explore and finance educational opportunities beyond high school.

Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
<b>Desired Outcome(s):</b>			
<b>CF: Education</b>			
Families will have access to student financial aid	Applications for student financial aid and Students Served Applications expected Students Served	175,000 24,000	Advocacy Goal 2: The Commission will promote the availability of sufficient family, state, and federal financial resources for Iowa students without obligating students to assume unreasonable levels of debt.
Families will have access to student financial aid	Average total aid per student including scholarship, grant, employment and loan sources	\$8,500	Advocacy Goal 2: The Commission will promote the availability of sufficient family, state, and federal financial resources for Iowa students without obligating students to assume unreasonable levels of debt.
Families will not have to assume unreasonably high student loan debt.	Average scholarship, grant and work-study assistance per student  Average debt upon graduation	\$3,900  \$27,400	Advocacy Goal 2: The Commission will promote the availability of sufficient family, state, and federal financial resources for Iowa students without obligating students to assume unreasonable levels of debt.

Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
<b>Core Function: Education</b>			
Byrd Scholarship	Number of awards Average award	245 awards \$1,500 Average	Partner with the Iowa Dept. of Education to maintain federal scholarship funding and continue to evaluate Byrd program eligibility criteria that rewards students for academic excellence and pursue electronic application initiatives.
PRIMECARRE	Number of awards Average award	20 awards \$15,000 awards	Partner with Dept. of Public Health to maintain federal funding for awards.
Stafford Loan Program (GSL)	Number of borrowers Average loan	55,000 borrowers \$6,819 Average	Promote the availability of loans for those needing assistance. Promote responsible borrowing. Maintain adequate reserves to pay default fees for borrowers.
Iowa Teacher Loan Forgiveness Program	Number of awards Average award	100 borrowers \$5,000 Average	Continue to seek additional federal grant funding to supplement state support and increase the number of student awards annually. Continue to use and pursue electronic initiatives.
Leveraging Ed Assist Partnership	Number of awards Average award	2,150 awards \$160 average	Maintain Iowa's share of federal funding by advocating for sufficient Iowa matching funds to meet the Federal requirement.
National Guard Benefits Program	Number of awards Average award	1,220 awards \$3,250 average	Work closely with the Iowa National Guard to ensure that soldiers returning from active duty are provided funding to allow them to continue their college educations. Ensure that new Iowa National Guard recruits also receive funding for their college educations.

Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
All Iowa Opportunity Scholarship Program	Number of awards	225 awards \$4,800 average	Provide All Iowa Opportunity Grants to students who maintain a 2.5 GPA during high school and meet the criteria of the program.
All Iowa Opportunity Foster Care Grant Program	Number of awards Average awards	100 awards \$5,000	Provide All Iowa Opportunity Foster Care Grants to students who were in the state foster care program.
Physician Recruitment	Number of awards Average award	6 awards \$50,000 average	Partner with officials from Des Moines University to increase the number of loan repayment contracts and reduce scholarship utilization which will accelerate physician placement.
Iowa Grants	Number of awards Average award	2,150 awards \$625 average including LEAP	Continue to educate the legislature about the funding requirements for the program, especially as funding relates to the matching dollars available through the federal Leveraging Educational Assistance Program.
Iowa Foster Child Grant Program	Number of awards Average award	10 awards \$4,655 Average	Partner with the Iowa Dept. of Human Services to utilize federal grant resources that will continue to provide educational grant assistance to Iowa youth formerly in foster care.
Education Training Voucher Program	Number of awards Average award	110 awards \$4,000 Average	Partner with the Iowa Dept. of Human Services to utilize federal grant resources that will continue to provide educational and training assistance to Iowa youth in foster care.
Tuition Grant Program Standing	Number of awards Statutory maximum award	17,400 \$4,000 Maximum.	Seek funding of the standing limited appropriations. Strive to provide the maximum annual award while ensuring that the number of recipients is maintained. Work with financial aid directors to understand the ramifications of Expected Family Contribution changes.

Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
<b>Core Function: Education</b>			
Voc Tech Grant Standing	Number of awards Average award	3,225 awards \$900 average	Continue to work with financial aid directors at Iowa community colleges to ensure that the greatest number of Iowans possible receive non-repayable aid in the forms of federal Pell Grants and Iowa Vocational-Technical Tuition Grants. Partner with the Iowa Department of Education to more clearly identify vocational-technical and career option students.
College Work-Study Program	Number of awards Average award	400 awards \$700 average	Work with financial aid professionals to develop and administer a college work-study program distinct from the federal program which will allow students to work to help pay for their college educations.
Osteopathic Loan Revolving	Number of awards Average award	90 awards \$5,945 average	Partner with Des Moines University to provide matching funds from the University.
Registered Nurse and Nursing Educator Loan Forgiveness Program	Number of awards Average award	20 awards \$5,000 Average	Provide loan forgiveness to graduates who meet the program criteria.
Career Information Delivery System (CHOICES)	Number of k-12 schools participating	750	Work in partnership with Iowa high schools and the Iowa Department of Education and the college Planning Center to ensure that students and families have the tools they need to explore careers and gain knowledge about educational opportunities and financing.
TEB State Fair Scholarship	Number of awards Average award Fund balance Annual income for new awards	Two scholarships \$1,000 average \$67,000 Fund Balance. \$2,000 annual income	Partner with State Fair Board Staff to fund Fair Queen award, and seek opportunities to increase fund balance to an amount adequate to maintain the number of awards and award amounts.

Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
<b>Desired Outcome(s):</b>			
<b>CF: Resource Management</b>			
Effectively administer funds to avoid second semester award cuts.	Reserve fund ratio Commitment less attrition Second semester award adjustment	.01 0 0	The Commission will effectively administer its scholarship and grant operation to fulfill its student-oriented mission.
Maintain sound student loan operation that provides sufficient resources to sustain agency operations and minimize student charges.	Federal Student Loan Program Fund Ratio  Student loan fees  Number of Iowa colleges and universities using the program	1%  0  38	The Commission will effectively administer its student loan operation in order to build adequate agency and federal funds to fulfill its student-oriented mission.
Students, parents, financial aid administrators, and lenders have access to a wide array of quality services made possible by utilizing technology to its fullest potential.	Number and scope of new and expanded web-based products and services.	One new product/service.  Two expanded products/services.	The Commission will operate scholarship, grant and loan programs superior to its competitors so that Iowa colleges and universities will opt to partner with the Commission to deliver the best products to Iowa students and their families.

Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
<b>Core Function:</b> Resource Management			
Federal Fund	Default Fund Reserve Ratio (Fund Balance / Total Outstanding Portfolio)  Student Loan Default Fees Paid by Commission	0.75% at FY-End  \$4.8 million	Maintain Federal requirements without charging borrowers an insurance premium.  Reduce loan defaults to maintain Fund balance.
Stafford Loan Program Administration	Operating Fund Reserve Ratio (Fund Balance / Total Outstanding Portfolio)  New Loan Volume (Net)  Total Defaulted Loan Collections  Loan Rehabilitations	1.0% at FY-End  \$480 million  \$30 million  \$8.0 million	Continually improve loan delivery system and related products and services to increase market share and new loan volume.  Maximize collection of defaulted student loans by placing new loan defaults with the agency's internal collection division before placing with third-party vendors.  Promote loan rehabilitation as a first-option to defaulted student loan borrowers.
Scholarship and Grant Reserve	Reserve percent	1%	Maintain a reserve sufficient to meet unanticipated requirements
Default Reduction Account	Default Prevention Activities  Default Aversion Cures	Reduce student loan delinquencies by 5%  90%	Promote the Commission's Default Prevention Program to Iowa families and colleges and universities.  Provide default aversion vendor information necessary to minimize default rates.
Scholarship and Grant Admin	Scholarship and grant expenditures		Maintain current strategy. Seek no additional funds for administration.

Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
<b>Desired Outcome(s):</b>			
<b>CF: Research Analysis and Information Management</b>			
Higher education policy-makers will have access to information that helps guide decisions-making.	Data and research availability	Publish a timely summary of higher education trends and data.	Commission Advocacy Goals:  1. The Commission will inform public policy decision makers of the return derived from the investment in education.  2. The Commission will advocate for Iowa to be among the top states in the nation in its per capita investment in higher education scholarship and grant programs  3. The Commission will become a primary source of data to support its advocacy role.
		Prepare and publish pertinent studies	

Services, Products, Activities	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
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<b>Core Function:</b> Research Analysis and Information Management			
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Higher education database	Availability and publication of higher education data collection and storage infrastructure	Have continuing on-line data entry system enhancements in place by September, 2007	Utilize available Commission resources.
Information Digest	Publication of annual digest	Publication by July 2008	Publish current year Digest
Research Report(s) supporting advocacy role.	Publish pertinent analyses or studies as needed	Publish an analysis or study that addresses current or emerging student aid and higher education issues.	Partner with higher education officials and state policy-makers as needed, to identify priority issues.