AGENCY PERFORMANCE PLAN

**FY 2004**

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| **Name of Agency:**  Iowa College Student Aid Commission |
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| **Agency Mission:** The Iowa College Student Aid Commission advocates for Iowa students and administers scholarship, grant, loan and other related programs to help students finance education expenses at colleges and universities of their choice. |
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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **Desired Outcome(s):** |  |  |  |
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| **CF:** Education |  |  |  |
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| Families will have access to student financial aid | Average aid per student | Scholarship, grant, employment and loan sources of $6,750 per student. | 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 | Scholarship and grant sources of $2,700 per student.  Average debt upon graduation of $20,000 | 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. |
| Students who excel in high school will receive meaningful recognition. | Number of students attaining established scholastic standards  Average scholarship  Number of scholars attending recognition event | Scholarship award of $400.  One percent increase in the number of scholars (12 scholars)  Have scholars attend annual recognition ceremony. | Advocacy Goal 1: The Commission will become a leading voice advocating for Iowa students. Strategy 1: The Commission will articulate a vision of how best to encourage academic preparation, and meet the education and finance needs of Iowa students |
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| **Services, Products, Activities** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
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| **Core Function:** Education | |  |  |
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| Byrd Scholarship | Number and value of awards | 273 awards  Average award $1,500 | 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 and value of awards | 20 awards  Average award $15,000 | Partner with Dept. of Public Health to maintain federal funding for awards. |
| Stafford Loan Program (GSL) | Number and value of new loans | 55,000 borrowers  Average loan $6,819 | Promote the availability of loans for those needing assistance. Promote responsible borrowing. Maintain adequate reserves to maintain origination fees are not charged. |
| Paul Douglas Teaching Scholarship | Number and value of awards |  | Federal funding for this program was eliminated in 1993. Commission staff continue to work with students who have defaulted on their teaching obligations and are repaying their scholarships. |
| Teacher Shortage Forgivable Loan | Number and value of awards | 500 awards  Average award $2,828 | 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. |
| Teacher Shortage Repayment |  | Included with Teacher Shortage Forgivable Loans |  |
| FIE Teacher Grant |  | Included with Teacher Shortage Forgivable Loans |  |
| Leveraging Ed Assist Partnership | Number and value of awards | 2,615 awards  Average awards $510 | Maintain Iowa’s share of federal funding by working with the U.S. Department of Education to clarify the match with the Iowa Grant Program. Work with Iowa’s Congressional delegation to ensure that Iowa students continue to receive LEAP funds. |
| National Guard Benefits Program | Number and value of awards | 950 awards  Average award $1,340 | 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. |

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| ACE Opportunity Grant | Number and value of awards | 125 awards  Average award $1,700 | Partner with Iowa community college financial aid directors to align the program to better serve students training in critical need areas. Work to better understand attrition of the students in the program and more realistically identify the proper number of initial recipients. |
| Physician Recruitment | Number and value of awards | 8 awards  Average award $39,542 | 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 and value of awards | 2,615 awards  Average award $510 | 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. |
| Chiropractic Forgivable Loans | Number and value of awards | Not Applicable | State support was eliminated in 2002. Staff will continue to work with students and graduates working in the state and with these borrowers who have left the state and are repaying their forgivable loans. |
| Foster Care Grant Program | Number and value of awards | 27 awards  Average award $3,074 | Partner with the Iowa Dept. of Human Services to utilize federal grant resources that will continue to provide educational grant assistance to Iowa youth in foster care. |
| Tuition Grant Program Standing | Number and value of awards | Statutory maximum award of $4,000 for 15,000 students. | 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. |
| Scholarship Program Standing | Number and value of awards | 1,200 awards  Average award $395 | Partner with high school guidance counselors to ensure that all eligible students know about the program and have an opportunity to apply for State of Iowa Scholarships. Continue to encourage State of Iowa Scholars to continue their educations at Iowa colleges and universities. Seek to increase the amount of the monetary award. |

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| **Services, Products, Activities** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **Core Function:** Education | |  |  |
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| Voc Tech Grant Standing | Number and value of awards | 2,770 awards  Average award $860 | 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 and value of awards | Not Applicable | Seek reinstatement of standing limited appropriation.  Work with financial aid professionals to develop 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 and value of awards | 124 awards  Average award $2,000 | Continue administration in the manner presently used.  Partner with officials from Des Moines University to pursue state/private support to increase student awards. |
| Public/Private Partnership  (Farm Bureau) | Number and value of awards | 88 awards  Average award of $1,000 | Continue to partner with outside organizations that provide education benefits to Iowa students |
| TEB State Fair  Scholarship | Number and value of awards  Fund balance  Annual income for new awards | Five scholarships averaging $930.  Fund balance of at least $67,538.  Annual income of $4,650 | 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. |

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| **Core Function** | **Outcome Measure(s)** | **Outcome Target** | **Link to Strategic Plan Goal(s)** |
| **Desired Outcome(s):** |  |  |  |
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| **CF:** Resource Management |  |  |  |
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| Effectively administer funds to avoid second semester award cuts. | Reserve fund balance of 1%  Commitment and attrition net of 0%  Second semester award adjustment of 0% | Reserve fund balance of 1%  Commitment and attrition net of 0%  Second semester award adjustment of 0% | The Commission will effectively administer its scholarship and grant operation to fulfill its student-oriented mission. |
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| Maintain sound student loan operation that provides sufficient resources to sustain agency operations and minimize student charges. | Federal Student Loan Program Fund Balances  Student Charges  Market Share | Reserve of 2% of total outstanding portfolio at FY-End  Zero Student Loan Fees  Increase from 35 to 37 (out of 51) Iowa colleges and universities participating in the Commission’s loan program. | The Commission will effectively administer its student loan operation in order to build adequate agency and federal funds to fulfill its student-oriented mission. |
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| 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** |
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| **Core Function:** Resource Management |  |  |

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| Federal Fund | Default Fund Reserve Ratio (Fund Balance / Total Outstanding Portfolio)  Student Charges | 1.0% at FY-End  Zero Student Loan Fees | 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  $310 million  $35.5 million  $5.5 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 balance-sensitive loan rehabilitation initiative to high-balance defaulted student loan borrowers. |
| Scholarship and Grant Reserve | Reserve percent | 1% | Maintain a reserve sufficient to meet unanticipated requirements |
| Default Reduction Account | Default Claims Paid  Default Aversion Cures | Reduce claim dollars paid by 5%  Increase Common Cure Rate from 88% to 90% | Transition default aversion activities to agency’s internal collection division.  Promote Default Reduction and Student Assistantship Grants to Iowa colleges and universities.  Promote Student Loan Outfitters program and develop effective web-site to inform student loan borrowers of successful repayment options. |
| Scholarship and Grant Admin | Scholarship and grant expenditures |  | Maintain current strategy. Seek no additional funds for administration. |
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| **Desired Outcome(s):** |  |  |  |
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| **CF:** Research Analysis and Information Management |  |  |  |
| 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. |
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|  |  | Prepare and publish pertinent studies |
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| **Services, Products, Activities** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
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| **Core Function:** Research Analysis and Information Management |  |  |

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| Higher education database | Availability and publication of higher education data collection and storage infrastructure | Five on-line forms | Utilize Commission resources and external prt-time assistance as needed. |
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| Information Digest | Publication of annual digest | One publication | Publish current year and recent editions of the Digest |
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| Research Report(s) supporting advocacy role. | Publication of longitudinal study report. | One study published. | Partner with higher education officials snd state policy-makers to identify priority issues. |

Notes:

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| October, 2002 Regents Financial Aid Report | | | | |  |
| Average indebtedness for seniors graduating with debt | | | | |  |
| – all sources | |  |  |  |  |
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| SUI | $19,715 |  |  |  |  |
| ISU | $22,943 |  |  |  |  |
| UNI | $18,017 |  |  |  |  |
| Average | $20,225 |  |  |  |  |
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http://www2.state.ia.us/regents/Meetings/DocketMemos/02Memos/oct02/octgd02.pdf