

**AGENCY PERFORMANCE PLAN
FY 2006 - 2007**

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| Name of Agency: 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) |
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| Desired Outcome(s): | | | |
| CF: Education | | | |
| 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 | \$8,000 | 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 not have to assume unreasonably high student loan debt. | Average scholarship, grant and work-study assistance per student Average debt upon graduation | \$2,900 \$25,000 | 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. |
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| Services, Products, Activities | Performance Measures | Performance Target(s) | Strategies/Recommended Actions |
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| Core Function: Education | | | |
| Byrd Scholarship | Number of awards Average award | 154 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 maintain origination fees are not charged. |
| Teacher Shortage Forgivable Loan | Number of awards Average award | 535 awards \$2,800 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. Obtain matching funds from Iowa supporters of K-12 education. |
| Leveraging Ed Assist Partnership | Number of awards Average award | 2,074 awards \$635 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 | 1,100 awards \$3,100 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 |
|------------------------------------|---|-------------------------------|--|
| Physician Recruitment | Number of awards Average award | 8 awards \$35,091 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 | 2,615 awards \$510 average | 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 | 17,000 \$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 |
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| Core Function: Education | | | |
| Voc Tech Grant Standing | Number of awards Average award | 2,900 awards \$860 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 | 200 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 | 95 awards \$4,100 average | Partner with Des Moines University to provide matching funds from the University. |
| Nursing Educator Forgivable Loan Program | Number of awards Average award | 25 awards \$4,000 Average | Obtain funds from non-state sources that are interested in increasing support for Iowa Nurses. |
| 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) |
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| Desired Outcome(s): | | | |
| CF: Resource Management | | | |
| 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 |
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| Core Function: Resource Management | | | |
| Federal Fund | Default Fund Reserve Ratio (Fund Balance / Total Outstanding Portfolio) | 0.75% at FY-End | Maintain Federal requirements without charging borrowers an insurance premium. |
| | Student Loan Default Fees Paid by Commission | \$4.5 million | Reduce loan defaults to maintain Fund balance. |
| Stafford Loan Program Administration | Operating Fund Reserve Ratio (Fund Balance / Total Outstanding Portfolio) | 1.0% at FY-End | Continually improve loan delivery system and related products and services to increase market share and new loan volume. |
| | New Loan Volume (Net) | \$450 million | Maximize collection of defaulted student loans by placing new loan defaults with the agency's internal collection division before placing with third-party vendors. |
| | Total Defaulted Loan Collections | \$30 million | Promote balance-sensitive loan rehabilitation initiative to high-balance defaulted student loan borrowers. |
| | Loan Rehabilitations | \$7.0 million | |
| Scholarship and Grant Reserve | Reserve percent | 1% | Maintain a reserve sufficient to meet unanticipated requirements |
| Default Reduction Account | Default Claims Paid | Reduce claim dollars paid by 5% | Promote Default Reduction and Student Assistantship Grants to Iowa colleges and universities. |
| | Default Aversion Cures | 90% | 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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| Core Function | Outcome Measure(s) | Outcome Target | Link to Strategic Plan Goal(s) |
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| Desired Outcome(s): | | | |
| 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. |
| | | Prepare and publish pertinent studies | |
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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 | Have continuing on-line data entry system enhancements in place by September, 2006 | Utilize available Commission resources. |
| Information Digest | Publication of annual digest | Publication by July 2007 | 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. |