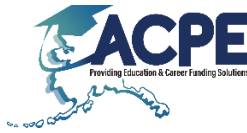


**Alaska Commission on
Postsecondary Education**

PROVIDING EDUCATION & CAREER FUNDING SOLUTIONS

**Fall Quarter Commission Work
Session**

October 23, 2024



ALASKA COMMISSION ON POSTSECONDARY EDUCATION

[Zoom Link](#)

Meeting #: 853 3413 6899

Password: 479209

Teleconference: 1 (888) 788-0099; Code: 853 3413 6899 #

Alaska Pacific University

Carr Gottstein Academic Center

4205 University Drive, Anchorage, AK 99508

WORK SESSION AGENDA

October 23, 2024

1. **10:00 A.M.** Convene/Roll Call
- 2.* Adoption of Agenda
 - *Suggested motion: Move to adopt the October 23, 2024 ACPE Work Session Agenda.*
3. **10:15 A.M.** PSEP Presentation – WICHE: Raymonda Burgman Gallegos, Vice President for Programs and Services; Craig Vaske, Manager, Health Sciences Advising; and Margo Colalancia, Director of Student Access Programs
4. **11:15 A.M.** APS Updates – Kerry Thomas, Acting Executive Director and Kate Hillenbrand, Director of Communications and Outreach
5. **Noon** Break
6. **1:00 P.M.** Strategic Plan Updates – Jamie Oliphant, Director of Information Support Services and Dannielle Erickson, Executive Secretary
 - Strategic Plan Timeline
 - Completed Projects Overview
 - Future Projects Review
 - KPI Dashboard
7. **2:10 P.M.** 2025 Legislative Session Prep and Priorities Discussion – Kerry Thomas, Acting Executive Director
8. **2:40 P.M.** Commission Meeting Scheduling Review – Kerry Thomas, Acting Executive Director
- 9.* **3:00 P.M.** Adjournment
 - *Suggested Motion: Move the Commission adjourn the October 23, 2024 ACPE Work Session.*

*Action Required

ACPE Strategic Plan Updates



Strategic Plan Timeline

- **2021, 2022: Phase 1 & 2 Stakeholder Listening Sessions**
- **2022: ACPE Staff Survey & Listening Sessions**
- **2022-23: Compile, analyze, and develop responsive strategic plan**
 - Involvement/review included Commissioners, all ACPE Staff retreat, Senior Managers
- **March 2024: Internally launched Strategic Plan to ACPE Staff**
- **April 2024: Publicly launched ACPE Strategic Plan**
 - ACPE Strategic Plan website, logo, branding, etc.



ACPE

■ Our Mission

- *Provide sustainable solutions for college, career and technical training.*

■ Our Vision

- *Alaskans are educated and skilled contributors to our vibrant communities and economy.*



Strategic Priorities

P1

Become the education lender of choice in Alaska and for Alaskans.

P2

Increase access to, and utilization of, federal and state education funding sources.

P3

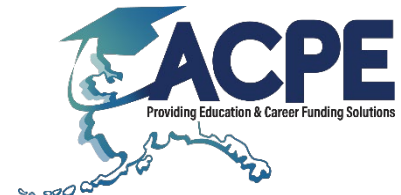
Operate a sustainable organization responsive to students, customers, stakeholders, and employees.

P4

Position ACPE to help bridge the education gap in Alaska's current and future workforce needs.



Strategic Goals & Project Updates



Goal # 1: Offer loan program responsive to consumer and organization needs

P1**P2****P3**

■ Completed Projects

- Program Year 2024
 - increased loan limits and implemented new Immediate Repayment Loan
- Program Year 2025



Goal #2: Increase visibility, understanding and awareness of ACPE and its products, resources, partnerships, and programs

P1**P2****P3****P4**

■ Completed Projects

- Reinvent ACPE's brand, implemented a new logo
- ACPE Education and Awareness Toolkit
- Marketing campaigns for PY24/25
- Marketing campaigns for APS changes



Goal #2: Increase visibility, understanding and awareness of ACPE and its products, resources, partnerships, and programs

P1**P2****P3****P4**

- **Projects in Progress**
 - APS Outcomes Report
 - Alaska Higher Education Almanac
 - More marketing campaigns for APS changes



Goal #3: Enhance & refine financial planning resources for appropriate target audiences

P1**P2**

■ Completed Projects

- ACPE FAFSA Completion Initiative
- 7-12 Middle School Bridging Program
- HB 148 (APS bill) passage



Goal #4: Modernize and streamline the customer experience

P1**P2****P3**

- **Completed Projects**
 - AKCIS enhancements
 - Modernized Alaska Student Aid Portal
 - Backend website updates
- **Projects in Progress**
 - Call center migration
 - New website design



Goal #5: Improve operational efficiency and financial sustainability of the organization

P1**P2****P3**

Completed Projects

- Juneau and Anchorage office moves
- Interest rate review and proposals
 - Outsourcing
 - Loan financing management
 - Investment policy revision
 - Cash flow management
 - Revise allowance for loan loss calculation
 - Enhance default management
 - Enhance financial management process

Projects in Progress

- Continued default management
- Continued cost reduction



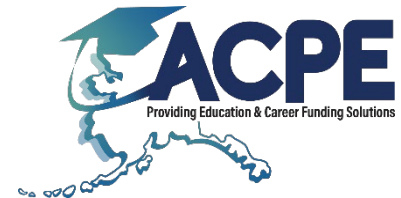
Goal #6: Foster an environment where employees thrive as the agency evolves

P3

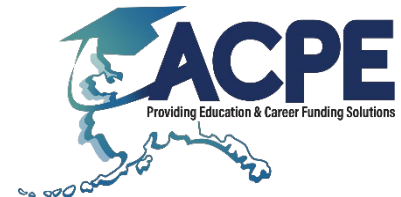
- **Completed Projects**
 - Employee newsletter
- **Projects In Progress**
 - Employee satisfaction survey
 - Review/updated position descriptions
 - Adding professional goals into evaluations
 - Support new training opportunities



**Thank you,
Any Questions?**



Key Performance Indicator Dashboard Review



Key Performance Indicator (KPI) Dashboard

DASHBOARD

STRATEGIC PRIORITIES:

- P1** Become the education lender of choice in Alaska and for Alaskans.
KPI 1, 2, 6, 7, 8
- P2** Increase access to, and utilization of federal and state education funding sources.
KPI 1, 3, 4, 6, 7
- P3** Operate a sustainable organization responsive to students, customers, stakeholders, and employees.
KPI 1, 9, 10, 11, 12, 13, 14
- P4** Position ACPE to help bridge the gap in Alaska's current and future workforce needs.
KPI 5, 15, 16

Dashboard Key

- Measurable Target
- Current Status

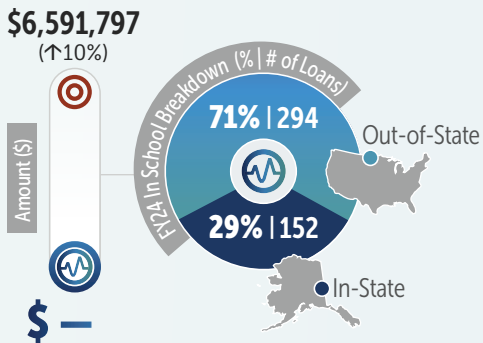
Strategic priorities are achieved by meeting the seven goals. Progress towards meeting each goal is measured by the KPIs.
 *Target values based on FY24 totals (data through June 30, 2024, unless otherwise indicated)

GOAL #1: Offer loan program responsive to consumer and organization needs

STRATEGIC PRIORITIES MET: **P1** **P2** **P3**

KPI-1 Loan volume:

In school (ASEL + FEL)
 Target based on FY24 total: \$5,992,543



Refinance (REFI)
 Target based on FY24 total: \$2,684,645 (42 loans)



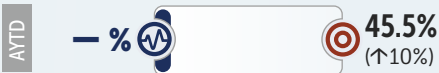
GOAL #2: Increase visibility, understanding and awareness of ACPE and its products, resources, partnerships, and programs

STRATEGIC PRIORITIES MET: **P1** **P2** **P3** **P4**

KPI-1 SEE GOAL #1

KPI-2 Alaska loan market share:

Based on annual in school loan originations
 Target based on FY24 total: 36.1%



KPI-4 FAFSA completion trends:

Target based on FY24 total: 29,377



KPI-5 Complete inventory and tangible commitments:

new info coming FY2026

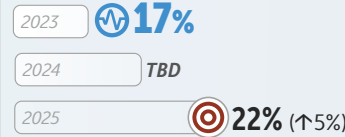
STAY TUNED

new info coming FY2026

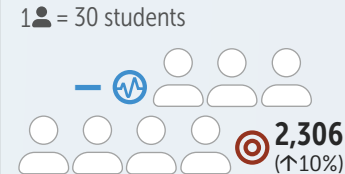
STAY TUNED

KPI-3 Trends in APS:

APS eligibility
 Target based on class of 2023: 17%



APS use
 Target based on FY24 total: 2,119



GOAL #3: Enhance & refine financial planning resources for appropriate target audiences

STRATEGIC PRIORITIES MET: **P1** **P2**

KPI-6 Utilization of financial planning resources:

Constant contact usage
 Target based on FY24 total: 80,000



Open rate of content sent
 Target based on FY24 total: 53%

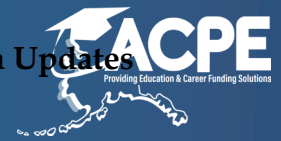


CHANGE TOWARDS TARGET:

-
-
-

2024-25 PROGRESS	DATE			
	9.30.24	12.31.24	3.31.25	6.30.25
Strategic Priority #1	—	—	—	—
Strategic Priority #2	—	—	—	—
Strategic Priority #3	—	—	—	—
Strategic Priority #4	NA	NA	—	—

- Measurable Target
- Current Status



Key Performance Indicator (KPI) DASHBOARD

*Baseline data is through June 30, 2024, unless otherwise indicated

GOAL #4: Modernize and streamline the customer experience

STRATEGIC PRIORITIES MET: **P1** **P2** **P3**

KPI-7 Trends in application funnel:

Incomplete applications



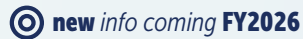
Submitted applications



Disbursed loans

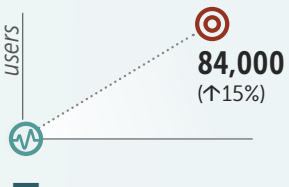


KPI-8 Trends in customer satisfaction ratings:

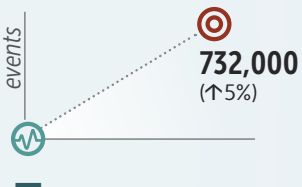


KPI-9 Trends in website engagement:

Number of users
Target values based on FY24 total: **73,000**



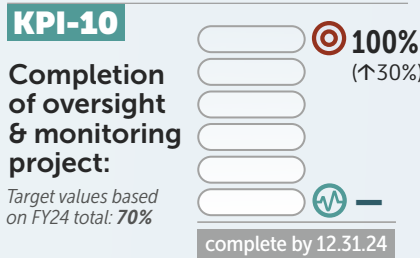
Number of web events
Target values based on FY24 total: **697,116**



GOAL #5: Improve operational efficiency and financial sustainability of the organization

STRATEGIC PRIORITIES MET: **P1** **P2** **P3**

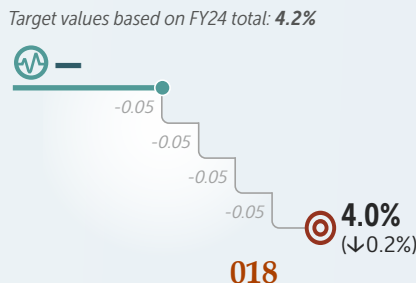
KPI-1 SEE GOAL #1



KPI-11 Non ASLC funding sources:



KPI-12 Operational cost as an established percentage of income generating assets:



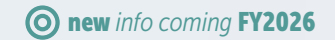
GOAL #6: Foster an environment where employees thrive as the agency evolves

STRATEGIC PRIORITIES MET: **P3**

KPI-13 Trends in employee satisfaction ratings:



KPI-14 TBD: Action item based on results of KPI-13



GOAL #7: Identify the current state of higher education programs and resources in Alaska

STRATEGIC PRIORITIES MET: **P4**

KPI-15 Complete inventory:



KPI-16 Tangible commitments:



**Thank you,
Any Questions?**

