



June 25, 2014

For many years, the Iowa College Student Aid Commission has provided the web-based tool, I Have A Plan Iowa®, to assist students in career and postsecondary exploration and planning. Iowa College Aid will no longer provide in-person support for the program, however the I Have A Plan Iowa system will remain available and maintained through the 2014-15 academic year.

Iowa College Aid will provide web-based resources, including training materials and recorded webinars, to assist educators using the system during the 2014-15 academic year. In addition, phone support will be provided by Iowa College Aid and the system vendor, XAP Corporation, through the current contract expiration date of May 30, 2015. Due to recent federal funding cuts, Iowa College Aid will no longer be in a financial position to fund I Have A Plan Iowa or any successor system after the contract expires.

The following services will be available to districts during the 2014-15 academic year:

- XAP will provide toll-free phone support at 800-281-1168 from 7 a.m. – 6:00 p.m. CST, Monday through Friday, excluding holidays and other non-business days. XAP will assist with technical assistance, account creation, password resets and system troubleshooting.
- Non-technical questions will be addressed by Iowa College Aid at 877-272-4456.
- Compliance questions will be addressed by the Iowa Department of Education at 515-281-3169.
- XAP will provide email support at [tech-support@xap.com](mailto:tech-support@xap.com). XAP will attempt to respond to all e-mails received prior to noon PST within the same business day. E-mails received after that time or on non-business days will receive a response by the end of the following business day.
- Release notes on system updates will be shared as applicable.
- A new menu of training resources for educators and other staff will be available on the I Have A Plan Iowa Educator page, including recorded webinars, guides and handouts. A limited number of training opportunities will be announced in early fall.

The changes outlined above do not revoke the Student Curriculum Plan requirements for career and educational planning, as outlined in [Iowa Code section 279.61](#). The Iowa Department of Education is exploring options for ensuring appropriate student education and career planning beyond the 2014-15 academic year.

Iowa College Aid continues to believe that college and career readiness information helps Iowa students understand the importance of planning for the future. Iowa College Aid thanks you for your role in preparing Iowa students for career and education beyond high school.