



## IN THIS EDITION:

### TG UPDATES

- **CONFERENCE GUEST SPEAKERS HELP DEFINE “THE BIG PICTURE”** ..... 1
- **ONLINE CUSTOMER IDEA CENTER READY FOR YOUR IDEAS**..... 2
- **INNOVATIVE COUNCIL SEEKS LEADING MINDS** ..... 3

### TG SOLUTIONS AND TOOLS

- **CREATING A TG LOANS BY WEB™ PREFERRED LENDER LIST** ..... 4
- THIS, THAT, AND THE OTHER**..... 5

## TG UPDATES

### Conference Guest Speakers Help Define “The Big Picture”

This year’s TG Conference combines the electrifying excitement of Hollywood with a high-powered agenda featuring nationally recognized industry experts. With organizations running leaner and flatter, every employee must master a broader range of skills and knowledge to become or remain effective.

The 2002 TG Conference agenda offers a series of speakers who will help to broaden and strengthen your understanding of the issues facing the industry and prepare you to take a leading role in the national student loan conversation. From the power of Washington to local industry experts, the conference will offer a cast of leaders to share their insights and expertise with you.

#### Speaking of Leaders

Here are some of the leaders and the industry topics you can expect to learn more about at the 2002 conference, “The Big Picture: Take a Leading Role,” from April 10-12 in Austin. The first two are general sessions and the others are break-out sessions or panel discussions.

- **Closing the Gaps and Excellence in Higher Education:** Don Brown, Commissioner, the Texas Higher Education Coordinating Board; and Larry Temple, Attorney-at-Law, former Chair of the Texas Higher Education Coordinating Board
- **Washington Update:** Kathleen Smith, Professional Staff Member, U.S. Congress Committee on Education and the Work Force; Jeff Andrade, Special Advisor on Higher Education to the Deputy Secretary of the U.S. Department of Education; and Kristie Hansen, Executive Vice President of the National Council of Higher Education Loan Programs (NCHELP)

- **Modernization Update from Financial Partners:** Johan Bos-Beijer, Deputy and Chief of Staff, Financial Partners Channel, Office of Student Financial Assistance, U.S. Department of Education
- **Electronic Signatures:** Charles L. Coleman, Jr., IT Innovations Director, Office of Student Financial Assistance, U.S. Department of Education; Steven Smith, TG Assistant Vice President of Strategic Planning; Rinn Harper, TG Assistant Vice President of Claims; and Lisa Gregory, TG Customer Services Product Manager
- **Reauthorization:** Marlyn McAdam, Consultant, McA Consulting, Washington, DC; Jimmy Parker, Senior Vice President of Planning and Development, Panhandle Plains Student Loan Center, and TASFAA Legislative Liaison; Lance Teinert, Senior Vice President Servicing and Lender Relations, LoanSTAR Systems, Inc., and President-Elect of the Student Loan Servicing Alliance (SLSA); and George Torres, TG Assistant Vice President of Legislative Affairs
- **2002 Negotiated Rulemaking:** Claire M. “Micki” Roemer, Team II Negotiator on Program and Other Issues and District Director/Coordinator of Financial Aid for Tarrant County Junior College; and Carol Lindsey, TG Vice President of Policy and Compliance
- **Consumer Privacy:** Tom Levandowski, Vice President and Assistant General Counsel for Wachovia Corporation, Chair of the NCHelp Legal Affairs Committee, and Chair of the Consumer Bankers Association Education Funding Privacy Subcommittee

### More Information

If you haven't yet done so, register now to take advantage of this opportunity to prepare yourself for leadership. And, prepare to be star struck with the guidance that these industry leaders provide. You'll find online registration and other information at [www.tgslc.org/tgslc/Conference/index.htm](http://www.tgslc.org/tgslc/Conference/index.htm).

## Online Customer Idea Center Ready for Your Ideas

TG looks to the financial aid community for inspirational ideas and valuable suggestions. Ideas come from TG's Lender and School Advisory Committees, from customer focus groups, and from the one-to-one contact we maintain with customers on a daily basis. In addition, in 1997, TG launched an initiative called ThinkBIG to give individual customers the opportunity to contribute to TG's process for defining priorities and addressing the needs and wants of customers.

TG has developed a new online Customer Idea Center on *TGWorks Online* at [www.tgslc.org/tgslc/community/customerideas.htm](http://www.tgslc.org/tgslc/community/customerideas.htm) for customers to share ideas and suggestions with us. Ideas submitted through the site will be considered in TG's planning efforts and will be analyzed in conjunction with other ideas and suggestions TG's customers offer. TG Strategic Planning will identify trends and combine the accumulated ideas into strategic priorities that will meet the needs of our customers.

The new Customer Idea Center will replace ThinkBIG as the portal for customer input for suggestions on service, solutions, and tools. The center is designed to draw on the ideas of a large community and to find common suggestions and trends that can help us build future customer services and functionality.

Every idea will be read, evaluated, and considered for its unique merits and TG's larger strategies. Some ideas will be implemented and others will be combined with similar ideas for implementation in the short term or in the future. We will report to the community through Lender and School Advisory Committee presentations, published articles, and other means, such as TG's Annual Conference, on the status of various initiatives resulting from customer ideas.

When submitting ideas, customers also have the option of providing information about themselves along with their idea or suggestion. A TG representative will contact customers who provide the optional information directly about their idea. Customers who are not interested in receiving direct feedback can simply submit their ideas without providing the optional information.

### **Questions**

For questions about our new Customer Idea Center, contact Steven Smith at (800) 252-9743, ext. 4866, or send an e-mail message to [steven.smith@tgslc.org](mailto:steven.smith@tgslc.org).

## **Innovative Council Seeks Leading Minds**

Established in 1997 as the first organization of its kind, the Council for the Management of Educational Finance (the Council) provides proactive leadership in default prevention. The Council creates innovative solutions to assist students and institutions in adopting sound debt management and default prevention practices.

### **Taking Nominations**

And now, this creative organization is looking for new leaders. Eight positions on the Council will become vacant this year, including six school and two lender/servicer positions. On March 29, 2002, current Council members will elect new members from those nominated by you and your colleagues.

To nominate yourself or a colleague to help advance the mission of the Council, complete the nomination form at [www.tgslc.org/tgslc/community/customerideas.htm](http://www.tgslc.org/tgslc/community/customerideas.htm) by March 25.

Elected members will serve two-year terms running from September 2002 to September 2004. Members are expected to participate in four quarterly meetings and some committee meetings each year.

### **Building on Success**

Since its creation, the Council has successfully implemented numerous initiatives. Here are just a few:

- 1997 Default Prevention Conference
- Development of a Default Prevention Model and Servicer Guide
- Default Prevention Poster Campaign for Institutions
- National Summit of Councils
- Default Prevention Training for Institutions
- Enrollment and Financial Aid Strategic Enrollment Workshops

### **Additional Information**

For additional information, contact Vickie Reyes, TG's Liaison to the Council, at (800) 252-9743, ext. 4632 or at [vickie.reyes@tgslc.org](mailto:vickie.reyes@tgslc.org).

# TG SOLUTIONS AND TOOLS

## Creating a TG Loans By Web™ Preferred Lender List

The success of any student loan process requires all industry partners to know how the process works and to understand how the various tools in the process work together. One example is when schools certify loans via AdvanTG Web™ and student borrowers use TG Loans By Web™ (LBW)—an electronic, web-based tool—to complete the Stafford Loan Master Promissory Note (MPN) online.

LBW is the tool the borrower uses to choose a lender. However, not all lenders understand how the LBW process works. For example, TG has received several inquiries about how LBW schools create their Preferred Lender Lists (PLL) on LBW. The following information will help to clarify the process for TG's partners.

### How a School Creates a PLL

Each LBW school can create, prioritize, and maintain its own PLL through the school's administrative site (via AdvanTG Web). During the process, schools view a list of all TG eligible lenders and select any number of them to include in their PLL.

LBW schools can also choose how the lenders on their PLL will be displayed to Stafford loan borrowers. If the school does not assign an order for the lenders on their PLL, the lenders are displayed in a random order (changing for every student borrower who accesses LBW). Creation of a PLL and deletion or additions to the list of lenders is performed real time; that is, updates are immediately viewable to a borrower accessing LBW.

### The Borrower's View

Depending on the size of the school's PLL, the LBW borrower may have only a few lenders to select from in the PLL box, or the borrower may need to scroll through a longer list to view the school's entire PLL.

Repeat LBW borrowers find their previous lender selection highlighted at the top of the PLL. Schools requested this feature, and TG implemented it in LBW to help minimize the possibility of the borrower changing lenders.

Borrowers are not required to select from a school's PLL. LBW also displays the entire list of TG eligible lenders for borrowers who may want to choose a lender who is not included on their school's PLL. This second lender list is searchable by lender name.

### Questions

For questions about TG's Loans By Web or the Preferred Lender List, contact your school or lender consultant or TG's Product Support toll-free at (800) 332-1455, or send an e-mail message to [product.support@tgslc.org](mailto:product.support@tgslc.org).

## THIS, THAT, AND THE OTHER

*The Student Guide 2002-2003* is now available from the U.S. Department of Education. The guide is a comprehensive resource on student financial aid that offers guidance on all aspects of student financial aid including applying for grants, loans, and work-study. Some of the additional topics covered in the guide include scholarship scams and borrower rights and responsibilities.

The 2002-2003 guide provides guidance for July 1, 2002, through June 30, 2003, and is available in English and Spanish. (The 2001-2002 guide is for the award year July 1, 2001, through June 30, 2002.)

The guide is available online in both an interactive and a printer-friendly PDF version at [www.ed.gov/prog\\_info/SFA/StudentGuide/2002-3/index.html](http://www.ed.gov/prog_info/SFA/StudentGuide/2002-3/index.html). You can also request a printed copy of the guide by calling the Federal Student Aid Information Center toll-free number at 1-800-4-FED-AID.

---

<b>Contributors to this week's edition:</b>	Judy Cunningham	Kelly Kaelin	Vickie Reyes
	Lisa Gregory	Laura Lavergne	Steven Smith
	Nina Hold	Art Martinez	

---

*Shoptalk Online* is published by Texas Guaranteed (TG). Unless specifically noted, the policies and procedures outlined in *Shoptalk Online* apply only to loans made under TG's guarantee and not to loans underwritten by other guarantors.

To ask questions about the articles in *Shoptalk Online*, subscribe or order additional copies, please contact Communications at (800) 252-9743, ext. 2878 or [communications@tgscl.org](mailto:communications@tgscl.org).

Edited by TG Communications and Policy and Regulatory Affairs.

Designed by TG Communications.

*Shoptalk Online* is a publication of Texas Guaranteed Student Loan Corporation. Copyright 2002.

---