

In this issue:

TG updates	1
FFELP: Live in Concert! takes the stage next week.....	1
TG talks shop for the 200 th time.....	3
Federal updates	4
Closed school corner	4
Trends and issues	5
MYF chat to answer questions about loan forgiveness.....	5
Common Manual	6
New tabs available for July 2003 <i>Common Manual</i>	6
<i>Common Manual</i> restructuring nearly complete.....	7
This, that, and the other...	8

TG updates

FFELP: Live in Concert! takes the stage next week

TG and a stellar lineup of speakers and entertainers are tuning up to give you a conference to remember. We are nearly ready to take the stage for FFELP: Live in Concert!—the 2003 TG Annual Conference in Austin next week.

Opening acts and headliners

You can preview the conference agenda and learn more about all the sessions and events at www.tgslc.org/tgconference/schedule.cfm. Times, locations, information about the presenters, and summaries of the session topics are provided.

Here are some reminders about scheduled events:

Tuesday, April 22

- TG ATLE Golf Classic
Forest Creek Country Club in Round Rock
12:30 p.m.

Wednesday, April 23

- TG Users Group Meeting
Austin Marriott at the Capitol – Salon D
8 a.m. – noon (breakfast provided)
- Welcome and Opening Remarks
Austin Marriott at the Capitol – Ballroom
1 p.m.
- Keynote
Austin Marriott at the Capitol – Ballroom
Mike Rayburn, Comedian and Musician
following the Welcome until 2:15 p.m.
- Backstage Party
Austin Marriott at the Capitol – Ballroom
3:45 – 5 p.m.
- ATLE Auction—Absolute Harmony
Austin Marriott at the Capitol – Terrace North and South
5 – 7 p.m.

Thursday, April 24

- Sponsorship and Individual Recognition Luncheon
Austin Marriott at the Capitol – Ballroom
11:30 a.m. – 1 p.m.
- Special Event: “Austin-Live in Concert!” featuring Johnny Gimble Texas Swing, The W.C. Clark Blues Revue, and Beto y los Fairlanes
La Zona Rosa (Bus transportation from hotel begins at 6:10 p.m.)
Fajita Buffet, 6:30 – 9:00 p.m.
Concert, 6:30 – 11:30 p.m. (Last bus will depart La Zona Rosa at midnight)

Friday, April 25

- Closing – Recognition in the Round – Recognition Celebration
Austin Marriott at the Capitol – Ballroom
Piano Bar with Rebecca Ryan
11:05 a.m. – noon

Ongoing attractions

Remember to visit the fourth floor mezzanine level for the following attractions throughout the conference (see the conference schedule online at www.tgslc.org/tgconference/schedule.cfm for specific hours):

- AdvanTG Web™ Demo Room – Fourth floor, Tannehill room
Stop by and chat with a knowledgeable AdvanTG Web expert. They can answer your questions about how to use the premier Web-based loan management suite in your office.

- **Cyber Café** – Fourth floor, Barton room
Chat with TG representatives, grab a quick refreshment, and catch up on your e-mail. Tables for impromptu meetings and computer stations with access to the Internet will be available.
- **Display Room** – Fourth floor, Bonnell room
Come to the Display Room to learn more about offerings from TG and many of its industry partners. Chat with knowledgeable representatives, pick up valuable information, and make valuable contacts that will benefit you when you return to the office.

Free airport shuttle

TG will provide a free airport shuttle for conference attendees arriving on Wednesday morning, April 23, and departing on Friday afternoon, April 25. You don't need to sign up—just show up.

If you are flying in on Wednesday morning, look for the TG representative stationed in the baggage claim area. The shuttle will board in the lower level, baggage claim area at curbside. A 25-passenger van will depart for the hotel every hour on the hour beginning around 9 a.m. until noon on a first-come, first-served basis.

To catch a ride back to the Austin airport on Friday afternoon, you can sign up for the shuttle that best meets your travel schedule at the TG Conference Registration desk. The van will begin trips to the airport immediately following the closing session of the conference at approximately 12:15 p.m. and continue every hour on a first-come, first-served basis. The shuttle will be parked in front of the Marriott. TG team members will be available in the hotel lobby to assist you in locating the shuttle.

Last-minute questions

If you have any last-minute questions about the conference, please contact Judy Cunningham at (800) 252-9743, ext. 2905 or judy.cunningham@tgsllc.org. For questions about the TUG meeting, contact Sheila Casey at ext. 4576, or send an e-mail message to sheila.casey@tgsllc.org. Questions about the golf tournament can go to Chuck Ramos at ext. 4646 or at chuck.ramos@tgsllc.org.

See you next week!

TG talks shop for the 200th time

This week's edition of *Shoptalk Online* marks the 200th regular edition of TG's "nuts and bolts" publication for schools and lenders, as it was described in the inaugural issue back in August 1990. Many things have changed since then, but many things remain the same.

What's in a name

The first article in that first edition explained why TG created *Shoptalk* for its customers:

"All of us in this business know how complicated student financial aid and student lending have become. We also know that information is

one of the most important resources you have when trying to stay current (or better yet, ahead) of changes... That's why we created Shoptalk.

As its name implies, Shoptalk is our 'nuts and bolts' technical publication for lenders and schools. As the federal regulations change... and as our policies change in response to those regulations... or as we develop new forms to better meet your needs, you will read about it in Shoptalk."

Fortunately, financial aid and student lending have in many ways become less complicated in the thirteen years since *Shoptalk* debuted. Federal regulations still change, and so do policies and forms. But as the community has come together to develop standardized forms, processes, and policies—including the common applications and Master Promissory Notes, CommonLine, and the *Common Manual*—these changes have become as uniform as possible across the loan programs.

And you can still read about these changes each week in TG's *Shoptalk Online*.

***Shoptalk Online* is your publication**

Over the years, TG has made improvements to get you the information you need to manage student financial aid programs in an even more effective manner. In the early years, that meant special editions in between regular monthly issues on hot topics such as new legislation and policy changes. Later, in January 1996, TG began posting monthly editions of *Shoptalk* on its Web site. Most recently, in 2001, *Shoptalk* became a weekly publication and moved from customer mailboxes to their e-mail inboxes, and was renamed *Shoptalk Online* in the process.

While the formats have changed, TG has been committed to making *Shoptalk*, and now *Shoptalk Online*, your publication. As we said in that first issue:

"We want Shoptalk to anticipate issues and answer your questions. To do that, we need your input."

If there is an issue you would like to see addressed in *Shoptalk Online*, or a question you would like to have answered, please contact the TG communications team at (800) 252-9743, ext. 4732 or communications@tgslc.org.

Federal updates

Closed school corner

Following are lists of newly reported school closures and error corrections from the Postsecondary Educational Participants System (PEPS) and from the March 2003 Closed School Monthly Report supplied by the Department of Education:

Newly Reported Closures

OPE School ID	School Name and Address	Unofficial Closure Date	ED's Official Closure Date
02270200	International Aviation and Travel Academy 4846 S. Collins Arlington, TX 76018-1110	N/A	12/30/2002
02270201	International Aviation and Travel Academy 5757 Alpha Rd. #201 Dallas, TX 75240-4669	N/A	02/19/2002

Error Corrections

OPE School ID	School Name and Address	Previously Reported Closure Date	ED's Official Closure Date
02349900	Tri-State Semi Driver Training 6690 Germantown Rd. Middletown, OH 45042-1299	10/2/1991*	N/A
02146103	Chauffeurs Training School 4320 Old Spanish Trail Houston, TX 77021-1621	10/31/1990**	10/18/1990

Notes

* School previously withdrew from Title IV, but continued to provide instruction. The school was closed in error. Title IV eligibility was reinstated on 7/12/2001.

** During the verification of the closure for the location at 4320 Old Spanish Trail, Houston, TX, it was discovered that this was the new location of the school located at 4300 Dixie Drive, Houston, TX. The Department of Education (ED) determined that based on the information reviewed, this was an address change that was never processed by ED. Therefore, OPEID #0214103 (4300 Dixie Drive, old location) is the same as OPEID #0214107 (Old Spanish Trail, new location). The new location had been inadvertently entered into PEPS as an unauthorized location, which was later corrected after it was discovered that the location had already been in existence.

Trends and issues

MYF chat to answer questions about loan forgiveness

Students and their families will soon have an opportunity to ask counselors about student loan forgiveness during an online chat offered by Mapping Your Future (MYF) (<http://mapping-your-future.org>). MYF, a public service Web site providing college, career, and financial aid information and services, will offer an evening Loan Forgiveness, Discharge, and Cancellation Chat on May 6, 2003.

The live chat, scheduled for 6 p.m. CDT, provides a unique opportunity for participants to receive advice on loan forgiveness and the financial aid process. The interactive event is designed to help students navigate through what some consider a maze of information—all from the privacy and convenience of a personal computer. The chat will feature experts in financial aid from all over the country.

Chat topics

During this Loan Forgiveness Chat, students and their families will learn more about the Stafford and Perkins Loan Forgiveness Programs, including:

- Determining eligibility for loan forgiveness.
- Applying for loan forgiveness.
- Paying for college and general financial aid information.

How to participate

Anyone with Internet access can join in the chat. On the evening of the chat, visitors should go to <http://mapping-your-future.org> and select the chat session. Simple instructions will explain how to join the event.

Visitors can register to be reminded about the chat in advance by signing up online at <http://mapping-your-future.org/services/chatnight.htm>.

Future chats

Other upcoming chats include:

- June 10, 2003 Evening Chat - Loan Consolidation
- July 8, 2003 Evening Chat - Online/Distance Education
- August 5, 2003 Evening Chat - College Admissions and Standardized Tests
- September 9, 2003 Daytime Chat - Deferments, Forbearances, and Default Prevention

Common Manual

New tabs available for July 2003 *Common Manual*

The next annual update to the *Common Manual* will soon be published, and changes are on the horizon. This July, the nation's guarantors will publish new paper and electronic versions of the manual reflecting policy changes through July 1, just as they have every year since the manual's inception in 1995.

So what changes are in the works? As noted in the article that follows this one, this year's manual will feature newly restructured core chapters as well as organizational changes to appendix H. As a result, the paper manual will require new tabs for the first time since its original publication.

Although most TG customers use the electronic *Integrated Common Manual* updated monthly at www.tgslc.org/resources/integrated_online_manual.cfm for their policy needs, we know that there are a few of you out there who still prefer the paper manual. Those of you who are already slated to receive an annual printed version of the manual from us will automatically receive the new tabs along with your 2003 paper updates. Those of you who plan to print the 2003 version of the manual yourselves, however, will want to order the new tabs through TG, for delivery this July.

How to order

TG offers two ways to order new tabs for your July 2003 *Common Manual*:

- Order online from the "Request for Forms/Publications" page on *TG Online* at www.tgslc.org/forms/forms.cfm. Just scroll down to "*Common Manual*" and indicate the number of sets requested. Don't forget to enter your information at the top of the page before you hit send.
- Contact Joyce Henderson of TG's customer services team. Simply call (800) 252-9743, ext. 4546, or send an e-mail message to joyce.henderson@tgslc.org.

Common Manual restructuring nearly complete

The *Common Manual* Restructuring Subcommittee, a group of policy experts from several guarantors, is pleased to announce that it is wrapping up its work reorganizing the core content of the *Common Manual*.

Guide to new chapters

TG has developed the following chart to show how core material in four of the manual's current chapters is being reorganized into shorter, more focused chapters:

Current Chapter	New Chapters
Chapter 5 – Borrower Eligibility and Loan Certification	Chapter 5 – Borrower Eligibility Chapter 6 – School Certification
Chapter 6 – Guarantee, Disbursement, and Delivery	Chapter 7 – Loan Origination Chapter 8 – Loan Delivery
Chapter 7 – Loan Servicing	Chapter 9 – Loan Servicing Chapter 10 – Deferment and Forbearance
Chapters 8 and CCL 8 – Delinquency, Default, and Claims	Chapter 11 – Due Diligence in Collecting Loans Chapter 12 – Claim Filing, Discharge, and Forgiveness Chapter 13 – Violations, Penalties, and Cures

Where we stand

Chapters 5, 6, and 7

Members of the *Common Manual* Policy Committee and other interested members of the FFELP community have reviewed the subcommittee's work on current Chapters 6 and 7 of the *Common Manual*. The subcommittee has also restructured the current Chapter 5, and that project, already reviewed by the community, is currently with the Policy Committee for final comments. Each of these chapters has been split into two shorter, more concise chapters, as shown in the table above. The positive feedback the subcommittee has received indicates that the new structure of the six new chapters is intuitive and closely follows the life-of-the-loan format around which the *Common Manual* is designed.

Chapters 8 and ^{CCI} 8

The subcommittee, with considerable help from workgroup of industry claim-processing experts, has completed its preliminary work to merge and restructure Chapters 8 and ^{CCI} 8. Out of these merged chapters come three smaller chapters that focus on specific phases of due diligence, claim, and discharge processing, and post-claim cure activities, as shown in the table above. Drafts of these new chapters are currently out for review.

Appendix H

As noted in Shoptalk Online edition , the subcommittee's work on restructuring the manual's highly regarded appendix H, which details the history of the FFELP and its predecessor programs, is already complete. The project to make appendix H more accessible and efficient involved adding topical headings to entries, organizing entries within a single date in alphabetical order, and consolidating multiple, related issues. The "new" appendix H is available within the March 2003 *Integrated Common Manual*, which is available on *TG Online* at www.tgslc.org/resources/integrated_online_manual.cfm.

Making the transition

Users of the *Common Manual* will see results of the Restructuring Subcommittee's work when the next version of the manual is released in July 2003. Existing text will remain substantively unchanged, but the new, smaller chapters and revised subsection structure will make the manual easier to use in both electronic and paper environments. The subcommittee has also prepared a matrix showing the "old" and "new" locations of restructured sections and will share this guide with the community when the revised manual is published to assist the manual's users in the transition to the revised format.

This, that, and the other...

ED has posted a new version of its guide *Sources of Assistance for Schools*. The guide includes frequently called help lines, phone numbers, e-mail addresses, Web sites, and other resources for all Student Financial Assistance programs—information previously found in ED's technical and desk references.

You can access *Sources of Assistance for Schools* at fsadownload.ed.gov/docsStudentAidGateway.htm.



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Shoptalk Online is published by 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 *Shoptalk Online*, please contact Communications at (800) 252-9743, ext. 4732 or communications@tgslc.org.

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