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## TG updates

### TG Support Knowledgebase gets a new name: *Ask TGä*

The student financial aid industry's first multifunctional database of questions and answers on student financial aid topics has a new name: *Ask TG*.

*Ask TG*, originally called the TG Support Knowledgebase when it was launched in 2001, includes information on a wide range of topics collected and archived from the more than 20 years that TG has provided customer service to schools, lenders, servicers, students, and families.

Available free on the Web, *Ask TG* gives customers another option for making inquiries and quickly obtaining answers from the support teams at TG. To date, visitors have viewed more than 45,000 answers and asked nearly 500 questions — many of which are now archived to help those with similar inquiries in the future.

### Something for everyone

*Ask TG* is available through two distinct interfaces that cater to the unique needs of two different groups of TG customers:

- Financial aid and student loan professionals access *Ask TG* at <http://tgslc.custhelp.com>.
- Families, students, and borrowers access *Ask TG* by visiting <http://tg.custhelp.com>.

### How it works

Visitors to *Ask TG* can:

- Submit questions for direct answers on student loan and financial aid issues.
- Browse or search archived questions and answers.

- Set up an individualized “My Stuff” profile to organize questions submitted and answers received.
- Subscribe to receive updates by e-mail if the answers are later revised.

### **Answers from the people you know**

*Ask TG* is backed by the support teams that TG customers already count on. Questions on TG products are fielded by teams in customer services and customer assistance. All other inquiries on financial aid and student loans are handled by the TG customer assistance team.

Whether you use *Ask TG*, pick up the phone, or send an e-mail, TG continues to offer the highest level of support.

### **Check it out**

If you aren’t already using *Ask TG*, be sure to check out this exciting and evolving student loan resource the next time you visit *TG Online* or use *AdvanTG Web™*. Links to *Ask TG* are included on most of the main pages.

After you’ve taken a look around, please take a moment to tell us what you think. Submit your comments or suggestions by clicking the “Provide Feedback” link on the *Ask TG* main page at <http://tgslc.custhelp.com>. Or contact the TG customer assistance team by calling (800) 845-6267 or sending an e-mail to [cust.assist@tgslc.org](mailto:cust.assist@tgslc.org).

## **Trends and issues**

### **Online Student Loan Counseling enhancements will protect students’ privacy**

When *Mapping Your Future* premieres the next version of Online Student Loan Counseling (OSLC) this summer, several measures will be taken to protect students’ confidential data, including their Social Security numbers (SSNs).

#### **SSN masking**

When students enter their SSNs into the student form as part of the counseling session, the SSN will display as asterisks on the screen. This will prevent anyone around the student from seeing the numbers being entered. Students will enter their SSNs twice, ensuring accurate key entry.

#### **Confirmation page data**

As another security measure, *Mapping Your Future* will limit data displayed on the confirmation pages for students. Schools still will have access to all data in the entrance and exit counseling records (including the SSNs) via the secure, password-protected FAO Access Area.

Data to be displayed on the confirmation page for students will include:

- Student name
- Confirmation number (with identifier for counseling type)

- Test date/time
- Counseling type
- School name

As indicated above, *Mapping Your Future* will include an identifier in front of the confirmation number on students' confirmation pages only, indicating the counseling type as follows:

- SE – Stafford entrance
- SX – Stafford exit
- PE – Perkins entrance
- PX – Perkins exit

With these new identifiers, school financial aid professionals will be able to immediately tell with the confirmation number which type of counseling a student completed.

### **Your input is key**

*Mapping Your Future* has expressed appreciation for the many sponsors, friends, and schools that provided feedback about OSLC. The comments were instrumental in developing an enhanced and more useful counseling service for borrowers.

### **More information**

If you have feedback or questions about OSLC on *Mapping Your Future*, contact CariAnne Cutshall at [carianne.cutshall@mapping-your-future.org](mailto:carianne.cutshall@mapping-your-future.org) or (573) 634-8641.

## **NASFAA Forms Bank revived**

Schools — are you spending more time than you should looking for or developing the right professional judgment form or consortium agreement template? Do you wish that you had a resource you could use to find documentation solutions to fit your needs?

### **Redesigning the Forms Bank**

Help is on its way. The National Association of Student Financial Aid Administrators (NASFAA) is currently revamping its Forms Bank. The Forms Bank, available on the NASFAA Web site at [www.nasfaa.org](http://www.nasfaa.org), has two purposes:

- To provide you with tools that will help you administer aid to your students.
- To encourage networking and sharing of information among NASFAA members.

NASFAA is in the process of replacing the out-of-date forms currently in the bank. You can help by sending NASFAA your newer and more current forms. Maybe you have a great satisfactory academic progress appeal letter to share, but you need a new-and-improved verification form. This resource allows everyone to benefit from the work and experience of their fellow NASFAA members.

## Submitting your forms

To submit a form to the Forms Bank, send an e-mail to [Web@nasfaa.org](mailto:Web@nasfaa.org) with the form attached in either Word (.doc) or Adobe Acrobat (.pdf) format or both. If you wish to submit forms that are delivered electronically, please send a PDF — with fictional student data only, please, if any is to be entered on the form.

In the body of the e-mail, NASFAA asks that you include the following information:

- Institution
- Contact person's name
- Contact person's e-mail address
- File name
- Form valid until (date)
- Category:
  - Award Letter
  - Cash Management
  - Consortium Agreements
  - Entrance/Exit Interviews
  - Federal Work Study
  - Professional Judgment
  - Return to Title IV
  - Satisfactory Academic Progress
  - Verification
  - Other

Upon receipt of your e-mail, NASFAA staff will download the form and review it to make sure that the form will download correctly and that sufficient information about the form is available. As soon as the form is ready, it will be added to the appropriate category on the Forms Bank Web site.

## More Information

For more information on the NASFAA Forms Bank, please send your questions to [Web@nasfaa.org](mailto:Web@nasfaa.org).

## TG "Forms Bank"

Don't forget — TG has its own bank of common FFELP forms on *TG Online*, available at [www.tgslc.org/forms/index.cfm](http://www.tgslc.org/forms/index.cfm). This Web site offers promissory notes, deferment forms, discharge forms, and more. It's a one-stop shop for all of your FFELP form needs.

## This, that, and the other...

Looking for financial aid resources on the Web? If so, a good place to start is the newly updated Internet Resources page on *TG Online*. Learn about several leading sites maintained by TG's online partners, professional associations and organizations, and state and federal governments. All of the Web site descriptions and links were updated this month to ensure smooth surfing. Get started by visiting [www.tgslc.org/resources/internet.cfm](http://www.tgslc.org/resources/internet.cfm).



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