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## TG updates

### One hundred schools now using AdvanTG Web™

On June 6, Cedar Valley Community College in Lancaster, Texas, became the 100th school to simplify its student loan processing with AdvanTG Web, TG’s loan management solution. AdvanTG Web allows schools to manage all aspects of their student loan portfolios through a single Web interface.

“We’ve been anticipating using AdvanTG Web as a way to simplify the financial aid process for the financial aid staff and for our students,” said Karen Lazarz, assistant director of financial aid for Cedar Valley Community College. “The most exciting feature for us is the Web availability. Now any of our financial aid officers can access the information anytime they need it.”

Launched in December 2002, AdvanTG Web offers integrated reporting capabilities as well as a variety of importing options. Among its other notable features, AdvanTG Web allows schools and lenders to manage and centralize their transmission of alternative loan applications, thereby expediting the alternative loan certification process. In addition, AdvanTG Web can facilitate the disbursement of alternative loan funds through TG’s EFT process.

“We’ve been thrilled by the consistently positive response to AdvanTG Web,” said Kim Alexander, TG vice president for customer focus. “Time and again, our school customers have confirmed that this solution provides them with access to the widest possible range of student loan providers, programs, and processes. And

that's our goal — to provide choices that focus on improving the process for schools, lenders, and the families and students they work with every day."

More information on product features and capabilities is available by calling (800) 332-1455. An automated demo is available on *TG Online* at [www.tgslc.org/resources/advantgweb.cfm](http://www.tgslc.org/resources/advantgweb.cfm).

## **AdvanTG Web adds lender functionality, enhancements**

On June 16, TG released the latest version of AdvanTG Web containing both lender functionality and a number of enhancements requested by schools.

### **Lender functionality**

AdvanTG Web now provides lenders all the functions of the AdvanTG™ desktop solution with a number of added features and tools, including the following:

- **Disbursement roster processing:** Gives lenders the ability to produce and manage CommonLine disbursement roster records. Lenders that formerly used TG's proprietary EFT Approval process will now use CommonLine disbursement roster records in AdvanTG Web to approve disbursements.
- **Lender-initiated certification requests:** Allows lenders to create or import certification requests to be sent directly to the school.
- **Serviced lender access:** Provides lenders that are serviced by another institution with access to their loan information. Lenders will be able to view only those records associated with their own loans.
- **Application record receive and export:** Offers lenders the ability to receive application send records directly from schools and export them to their loan management systems.

### **School enhancements**

Schools will also benefit from the new version of AdvanTG Web, which incorporates several enhancements gathered from customer feedback. These enhancements, along with other changes TG has made, are part of TG's commitment to addressing our customer's needs. Here are a few areas in which customers will find changes:

- **Appearance:** AdvanTG Web sports a new streamlined look that is more consistent with *TG Online*. Hyperlinks within AdvanTG Web are more distinct as well.
- **Purge function:** Both schools and lenders can purge records by certain criteria, which they can define. Each Sunday, TG will purge records based on this purge criteria.
- **TG Loans By Web™ E-Signature:** The E-Sign button has been added to the appropriate screens for borrowers who would like to return post-guarantee and sign their note electronically.

- **Loan processing features:** AdvanTG Web makes the task of processing applications and loans easier with the addition of the following features:
  - Users can now delete multiple application records at one time from the **List Applications** screen. They no longer have to open and delete each record individually.
  - A new column on the **List Loans**, **List Change Transaction**, and **List Disbursement** pages identifies the TG loan ID for all records associated with TG guaranteed loans.
  - The search for an individual borrower has been simplified on all list screens by modifying the search field to search for either name or Social Security Number (SSN) based on whether alpha or numeric characters are entered. The user is no longer required to indicate if he or she is entering an SSN or a last name.
  - Student SSN information has been added to all change transaction and loan reports to facilitate those users whose Financial Aid Management Systems store data strictly by student SSN.
  - Schools can now use TG's **Instant Guarantee** batch processing. Using this process, schools submit application files through AdvanTG Web and receive a guarantee response within minutes. For more information about Instant Guarantee, contact your TG school consultant. Contact information is available online at [www.tgslc.org/custfocus/consult2.cfm](http://www.tgslc.org/custfocus/consult2.cfm) for schools in Texas, and at [www.tgslc.org/custfocus/national2.cfm](http://www.tgslc.org/custfocus/national2.cfm) for schools in all other states.
  - AdvanTG Web sorts the data in the **Specialized Reports** area by descending order, which places the most recent data at the top. Reports accessed from the **Manage Reports** screen and data accessed from **Export Data Files** will be sorted this way.
  - The **Export Data Files** feature has been added to the **Reports Main Menu (Specialized Reports area)**, allowing users to export files from **Applications/Loans** and/or **Reporting**.
  - In **View/Edit Loan**, users can now access borrower, lender, guarantor, and school information by clicking the field name. Field names that are in blue have information attached. Users click the field name and a pop-up box appears, displaying address and contact information.

These enhancements demonstrate the true partnership between TG and FFELP program participants. As always, TG is committed to developing tools that make student loan processing a simpler and more efficient task.

### Questions?

TG has scheduled a number of lenders for the rollout of the new version of AdvanTG Web, including those that participated in beta testing and those that have already been using the pilot version of AdvanTG Web.

If you have questions about AdvanTG Web, please contact TG product support at (800) 332-1455, or e-mail us at [product.support@tgslc.org](mailto:product.support@tgslc.org).

## NASFAA countdown: TG experts to present sessions

Planning a trip to Salt Lake City for the NASFAA Conference? Be sure your itinerary includes the following informative sessions featuring TG team members:

- **Crafting the keys to customer service**

Thursday, July 10, 10:45 a.m., Room B17

Friday, July 11, 4:15 p.m., Room B17

Join TG national account representative Shawn Berry for a seminar on building customer-focused organizations in business and academia. The session will help you learn how to identify internal and external customers and work together to define world-class customer service, with a focus on specific steps you can take to improve customer service in your office.

- **Regulatory perils for graduate and professional financial aid administrators**

Friday, July 11, 4:15 p.m., Room 44

Sticky cost of attendance questions on licensing and job travel? Accounting for signing bonuses in financial aid packages? Trying to meet 50% rules with distance education programs? Managing loan limits for joint degree programs? Explore these gray areas of federal regulation with Brent Hay of TG educational alliances and partnerships, and Emily Attridge from the Stetson University College of Law.

You'll find TG team members in the Exhibit Hall, too. Visit the TG Booth (#515) to see how TG is simplifying student loans. While you're there, you can learn more about the many free resources TG offers for financial aid professionals, and even have a little fun.

### Learn more

Watch the next two editions of *Shoptalk Online* for more details on what TG has in store for you at NASFAA 2003. If the suspense is just too much, visit our NASFAA 2003 pages on *TG Online* today at [www.tgslc.org/nasfaa2003/index.cfm](http://www.tgslc.org/nasfaa2003/index.cfm).

## Trends and issues

### JobGusher<sup>®</sup> provides virtual meeting ground for volunteers and organizations

JobGusher.com<sup>®</sup> is now posting volunteer opportunities in an effort to build awareness for volunteerism and motivate students and adults to get involved with their communities.

#### Connecting people to volunteer opportunities

"We're hoping to use our site to connect people to volunteer opportunities where they live," said Humphrey Marr, CEO of Education Assistance Services, Inc., the subsidiary of TG that manages JobGusher. "Volunteering offers work-related experience that is useful for college applications or resumes, and at the same time allows individuals to assist others."

With fewer jobs available, individuals have more time to volunteer. People see the benefits of volunteering, such as networking and obtaining new skills.

“Our volunteers are a dedicated group that range from public speakers, managers, strategic planners, to computer trainers. They are learning and improving each time they work on our campaign, which is focused on encouraging more people to pursue higher education,” said Alice White, a Texas Higher Education Coordinating Board staff member involved with the state’s College for Texans Campaign. The campaign seeks to enroll an additional 300,000 academically prepared people into higher education by 2015.

### **How JobGusher helps**

JobGusher wants to assist organizations in spreading the word about themselves and their volunteer opportunities by posting opportunities at [www.JobGusher.com](http://www.JobGusher.com). The hope is to encourage people nationwide to become involved with their community while seeking employment.

“JobGusher has posted volunteer opportunities for the College for Texans Campaign,” said White. “We have received multiple inquiries, and our cause is being advertised on their site.”

As part of the initiative, JobGusher is encouraging both local and national organizations to take advantage of this feature by registering to post their volunteer opportunities at [www.JobGusher.com](http://www.JobGusher.com). This feature allows people to search for volunteer opportunities across the nation from their computer.

“People are wanting to give back to their communities,” said Marr. “JobGusher is providing a meeting place for individuals and volunteer organizations to come together.”

### **Getting started**

This new feature is available to volunteer organizations nationwide. There is no cost to post volunteer opportunities on the site. For more information on participation, contact [customer@jobgusher.com](mailto:customer@jobgusher.com).

For more information on JobGusher, visit the site at [www.JobGusher.com](http://www.JobGusher.com) or call (866) JOB-GUSH (562-4874).

## ***Common Manual***

### **2003 *Common Manual* — electronic here today, paper on the way**

The 2003 electronic version of the *Common Manual* is now available for download on *TG Online* at [www.tgslc.org/resources/integrated\\_online\\_manual.cfm](http://www.tgslc.org/resources/integrated_online_manual.cfm). The 2003 *Electronic Common Manual* (ECM) contains all of the new policies approved since July 2002. A summary of the new policies and other changes is included in the manual.

## **New chapters this year**

As soon as you open the ECM, you'll notice right away that this year's manual looks quite a bit different from last year's. As announced in a series of *Shoptalk Online* articles beginning last October, the manual has undergone a restructuring that has split the four core chapters into smaller, more specialized chapters (see "*Common Manual* restructuring nearly complete" in Edition 200). This project also eliminated chapter <sup>CCI</sup> 8 and revamped the manual's history appendix (appendix H) into a more efficient research tool.

## **Foundation for future changes**

The 2003 ECM is now the most current version of the manual and is the baseline document to which changes will be made as new policies are approved throughout the upcoming *Common Manual* year.

As new policies are approved, the *Common Manual* leadership will continue to release monthly *Integrated Common Manuals* (ICMs) showing the changes to the text as underlines and strikethroughs. This provides *Common Manual* users with the most up-to-date version of the manual at all times.

Each month that new policies are approved, TG posts the latest ICM to *TG Online* for users to download. Policy changes and the availability of the ICM are also announced in *Shoptalk Online*.

## **Paper copies of the *Common Manual***

Paper copies of the new manual will be available by July 1 for customers who require paper copies. Because of the extensive changes throughout the year, the manual is being reprinted in its entirety. Further, because of the changes to the manual's structure and the increase in the number of chapters, new tabs are also being provided to paper users. Customers will need to place the updated pages and tabs within their *Common Manual* binders. As always, it is a good idea to archive the pages you replace.

## **CD-ROM version**

The *e-Collection* CD-ROM will also be available soon. The *e-Collection* is a complete virtual reference shelf containing the 2003 ECM as well as the following additional materials:

- 2003-2004 Federal Student Aid Handbook
- Common Forms
- Higher Education Act (HEA)
- National Council of Higher Education Loan Programs (NCHELP) Integrated HEA
- NCHELP Integrated Regulations – Parts 600, 668, and 682
- NCHELP Topical Index of the HEA and Regulations
- Dear Colleague/Partner Letters
- Announcements

To order the *e-Collection* CD-ROM, contact TG customer services at (800) 252-9743, ext. 4546, or send an e-mail message to [customer.services@tgslc.org](mailto:customer.services@tgslc.org).

## Questions

If you are scheduled to receive a paper copy of the 2003 *Common Manual* but do not receive it by the first week of July, contact TG customer services at (800) 252-9743, ext. 4546, or send an e-mail message to [customer.services@tgslc.org](mailto:customer.services@tgslc.org).

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

JobGusher.com<sup>®</sup> is hosting a free online professional and technical job fair from June 23 through July 6. The online job fair allows students, recent graduates, and other users to view multiple employment opportunities quickly and easily, while saving time by not having to attend the fair in person. Participating is as easy as visiting [www.JobGusher.com](http://www.JobGusher.com) between Monday, June 23, and Sunday, July 6.



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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 the TG 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](mailto:communications@tgslc.org).

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