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Tip^{of} the Week

Contact former students during their grace period to inform them of repayment options. TG has form letters and templates that can help.

To learn more, contact TG at (800) 338-4752.

Federal updates

Special allowance rates: quarter ending September 30, 2003

The following rates, which factor in the calculation of special allowance rates, apply for the quarter ending June 30, 2003:

- The average of the bond equivalent rates of the 91-day Treasury bills auctioned during the quarter ending September 30, 2003, is 0.95 percent.
- The average of the bond equivalent rates of the quotes of the three-month commercial paper (financial) rates in effect for each of the days in the quarter ending September 30, 2003, is 1.07 percent.

View the official special allowance rates for the quarter online at www.tgslc.org/pdf/SA100203.pdf.

Questions

For questions about special allowance rates, contact TG customer assistance at (800) 845-6267 or send an e-mail message to cust.assist@tgslc.org.

Reauthorization watch

Last week, TG updated its Higher Education Act reauthorization page on *TG Online* with information and links on three recent developments:

- **Field hearing at University of Texas – Pan American**

The Subcommittee on Select Education held a field hearing on Monday, October 6, 2003, titled "Expanding Opportunities in Higher Education: Honoring the Contributions of America's Hispanic Serving Institutions." The hearing was held at the University of Texas - Pan American in Edinburg, Texas. George Torres, TG assistant vice president for congressional/legislative relations, provided testimony on behalf of TG.

TG testimony: www.tgslc.org/pdf/1006testimony1.pdf

Witness list: www.tgslc.org/pdf/Field_Hearing_Witness_List.pdf

Press release: www.tgslc.org/pdf/Field_Hearing_press_release.pdf

- **The College Opportunity for All Act**

Democratic members of the House Education and Workforce Committee have introduced H.R. 3180, The College Opportunity for All Act. The bill, introduced by Rep. George Miller, seeks to establish programs that allow quicker degree completion, increase opportunities for Latino families to pursue advanced degrees, and encourage graduates to pursue public service careers.

Bill summary: <http://edworkforce.house.gov/democrats/coaasummaryinfo.html>

Bill text: <http://thomas.loc.gov/cgi-bin/bdquery/z?d108:h.r.03180>:

Press release: <http://edworkforce.house.gov/democrats/releases/rel92503.html>

- **Roundtable discussion on higher education costs**

Joining Rep. Buck McKeon, members of Congress and several representatives of the higher education community gathered on Tuesday for a roundtable discussion on higher education costs. The roundtable was organized as a forum for the various stakeholders in higher education to discuss higher education affordability issues, including the College Cost Crisis congressional report.

College Cost Crisis report:

<http://edworkforce.house.gov/issues/108th/education/highereducation/CollegeCostCrisisReport.pdf>

Press release:

<http://edworkforce.house.gov/press/press108/10oct/roundtable100203.htm>

To keep current on future developments as reauthorization progresses, make regular visits to TG's Higher Education Act reauthorization page on *TG Online* at www.tgslc.org/reauth/index.cfm.

TG updates

TG to relocate corporate headquarters this weekend, announces special hours

TG wishes to remind its business partners that TG offices will close at 2 p.m. CST on Friday, October 10, for relocation to a new building. TG will also be closed on Columbus Day, Monday, October 13. During this time, all TG operations and call centers will be unavailable by phone, fax, and e-mail.

TG will reopen with normal business hours on Tuesday, October 14.

Web resources temporarily unavailable

TG Web resources will be unavailable during the move, from 2 p.m. CST on Friday, October 10, through Monday, October 13. This outage will include:

- AdvanTG Web™
- TG Loans By Web™
- TG Loans By Phone™
- *TG Online* (www.tgslc.org)
- *Adventures in Education* (www.AIE.org), including Student/Parent Loan Inquiry

During the move, users of these resources will receive outage messages explaining that access is temporarily unavailable due to the relocation of TG's offices. The messages will also inform visitors when they can expect service to be restored.

TG applications and processing

Users of AdvanTG Web, AdvanTG™ desktop, Real Time Access, and Instant Guarantee will be unable to connect to TG during the move, beginning at 2 p.m. CST on Friday, October 10.

Guarantee responses processed during Friday's noon run can be accessed, received, or exported prior to 2 p.m. CST on Friday.

EFT reports and rosters

Any EFT reports and disbursement rosters that schools, lenders, and servicers receive on Friday, October 10, will reflect funds that will debit or credit on Tuesday, October 14.

CommonLine records

Any CommonLine records that TG receives via POP3 from 2 p.m. CST on Friday, October 10, through Monday, October 13, will be processed on Tuesday, October 14. Application records submitted for guarantee will be processed Tuesday at noon. EFT approvals, disbursement rosters, and change transactions will be processed Tuesday night.

Business as usual resumes on Tuesday, October 14

TG expects to resume business as usual on Tuesday, October 14, with normal hours of operation. TG operations and call centers will be available again by phone, fax, and e-mail at their usual times. Access to TG Web sites and services should be fully restored by the time normal business hours resume.

All TG phone numbers will remain the same after the move. However, some fax numbers may change for specific individuals and teams after the relocation. More information will be provided to those affected by the changes after the move.

New address

Effective October 14, TG's new mailing address for general correspondence will be:

TG
P.O. Box 83100
Round Rock, Texas 78683-3100

Any mail sent to our existing addresses after the move will be forwarded to our new address through October 14, 2004.

More information

TG appreciates your patience and looks forward to continuing to provide families, students, schools, and lenders with excellent service from our new location. Watch *Shoptalk Online* for future updates.

TG to discontinue hard copy Application Reject Pending and Denial Reports for Schools

Based on feedback we have received from our business partners, effective October 31, TG's loan guarantee operations (LGO) plans to eliminate the mailing of hard copy Application Reject Pending and Denial Reports to assist schools in moving toward a more "paperless" environment.

Purpose of the report

The Application Reject Pending and Denial Report indicates all application rejects for a particular school that are pending in TG's mainframe system. Rejects are a result of loan applications that do not pass all of the guarantee edits. The report identifies

application rejects that are pending by the borrower's Social Security Number, length of time in rejected status, and reject reason.

How to receive the report electronically

Many schools use TG's Report Request/Distribution (RRD) software to receive this information electronically, and AdvanTG Web™ users may access the information via Real Time Access (RTA).

LGO: keeping rejects to a minimum

As a service to our business partners, LGO team members proactively and manually work each rejected application, taking the necessary steps to resolve the reject and successfully guarantee the application. Many times, this is accomplished by calling the school, lender, or borrower. In essence, if LGO is unable to resolve the reason for the rejected application, LGO notifies our business partners via phone and/or email. Currently LGO's target is to resolve rejected applications in less than one business day.

More information

If you would like to continue to receive a hard copy of the Application Reject Pending and Denial Report, please contact Victoria Becker in TG's loan guarantee operations by phone at (800) 252-9743, ext. 4651, or by e-mail at victoria.becker@tgslc.org.

Trends and issues

MYF plans online training sessions for financial aid professionals

Mapping Your Future (MYF) has scheduled two training sessions this fall to provide schools with information about MYF's Online Student Loan Counseling (OSLC). The training sessions will include an online presentation (audio via conference call) and an online chat event following the presentation.

Presentation dates

The dates for the online presentations and chat events for financial aid professionals are:

- Tuesday, Oct 21 ? Online Presentation at 1 p.m. CST; Chat at 2 p.m. CST
- Wednesday, November 12 ? Online Presentation at 1 p.m. CST; Chat at 2 p.m. CST

Agenda

The agenda for the session includes the following:

- MYF introduction
- OSLC introduction
- Development of OSLC
- OSLC as a default prevention tool
- Features of FAO Access Area
 - ExitExpress
 - School use
 - Student use
 - Administration and management
 - Providing instructions to students
 - Security Regulations
 - Responding to questions
 - Linking to MYF
- Demo of counseling, school sign-up, and FAO Access Area
- The future of Online Student Loan Counseling
- Customer service

Registration

To register for the online training, send a message to Cathy Mueller at cathy.mueller@mapping-your-future.org or go to www.mapping-your-future.org/services/fao.cfm.

Common Manual

Common Manual updates

On September 18, 2003, guarantor representatives who serve on the *Common Manual* Governing Board approved several changes to the *Common Manual*. Details on these changes and a newly updated *Integrated Common Manual* incorporating the changes are now available online at www.tgslc.org/resources/integrated_online_manual.cfm.

National Student Loan Data System (NSLDS) enrollment reporting

The National Student Loan Data System (NSLDS) no longer requires a school to report directly to the NSLDS any changes to student identifiers including a student's name, date of birth, and Social Security Number (SSN), or changes to the student's permanent address. Instead, the school must report these changes to the

guarantor. *Common Manual* text has also been eliminated indicating that guarantors will forward updated student identifiers or permanent address information received from the NSLDS to lenders or servicers. In addition, a revision was made to clarify that the school must report to the guarantor any change in a parent borrower's SSN.

Affected Sections: 4.4 Reporting Social Security Number Changes

4.8.A National Student Loan Data System (NSLDS)
Enrollment Reporting

Effective Date: March 8, 1999, for address changes and April 1, 2002, for changes to student identifier information.

Basis: U.S. Department of Education Technical Update, GA-1999-03; *NSLDS Enrollment Reporting Guide*, April 1, 2002, section 3.2.2, page 72.

Policy Information: 699/Batch 106

Guarantor Comments: None.

Child care provider loan forgiveness forbearance

The *Common Manual* has been revised to add forbearance under the Child Care Provider Loan Forgiveness Program to the list of criteria that qualify a borrower for mandatory forbearance. A lender must grant this type of forbearance to a borrower who is performing a service that would qualify the borrower for forgiveness under the Child Care Provider Loan Forgiveness Program, unless the borrower has been granted a deferment for the service period. Before granting this forbearance to a borrower, the lender must receive a completed FFELP Child Care Provider Loan Forgiveness Forbearance Form.

For additional information, refer to pages 39263-39265 of the *Federal Register* dated July 27, 2001, and pages 55385-55387 of the *Federal Register* dated August 29, 2002.

General information for this forbearance type is summarized in revisions to Figure 10-2, the Forbearance Eligibility Chart.

Affected Sections: 10.22.C National Service, Loan Forgiveness, or Department of Defense Repayment

Chapter 10, Figure 10-2 Forbearance Eligibility Chart

Effective Date: Child care provider loan forgiveness forbearance granted by a lender to initial applicants on or after July 27, 2001, and renewal applicants on or after August 29, 2002.

Basis: Eligibility criteria and procedures published in Part IV of the *Federal Register*, pages 39263-39265, on July 27, 2001, and in Part I of the *Federal Register*, pages 55385-55387, on August 29, 2002.

Policy Information: 700/Batch 106

Guarantor Comments: None.

Definition of lender expanded

The *Common Manual* glossary definition of “lender” has been expanded to include the types of institutions that may be eligible to participate as a lender in the Federal Family Education Loan Program (FFELP). In addition, the redundant definition of “eligible lender” has been eliminated.

Affected Sections: appendix G

Effective Date: Retroactive to the implementation of the *Common Manual*, with the exception of a consumer finance company subsidiary of a national bank, which is retroactive to October 7, 1998.

Basis: HEA 435(d); §682.200(b).

Policy Information: 702/Batch 106

Guarantor Comments: None.

Lender reporting of status changes and enrollment changes

The *Common Manual* has been revised to remove incorrect language from subsection 3.5.D, Reporting Loan Status Changes, regarding lender enrollment reporting requirements. Current guidance on reporting enrollment changes is located in subsection 9.1.B, and specifies that a lender should notify a guarantor of actual changes to a student’s enrollment status or dates of attendance. A lender is not required to report the continued enrollment of a student. In addition, the regulatory reference to 34 CFR 682.414(a)(4)(ii)(E) in subsection 9.1.B has been deleted. This regulation addresses recordkeeping requirements rather than reporting requirements.

Affected Sections: 3.5.D Reporting Loan Status Changes

9.1.B Lender Reporting of Enrollment Changes

Effective Date: Enrollment status changes reported by a lender on or after January 1, 2004, unless implemented earlier by the guarantor.

Basis: None.

Policy Information: 703/Batch 106

Guarantor Comments: None.

Forbearance definitions

The *Common Manual* glossary definitions of “mandatory administrative forbearance” and “mandatory forbearance” have been revised to clarify that the definitions are not intended to provide an all-inclusive list of cases in which a lender is required to grant those types of forbearance. Revised policy retains the current cross-references to sections 10.21 and 10.22, respectively, and adds a cross-

reference in each definition to Figure 10-2 to indicate where comprehensive information may be obtained about each of these forbearances.

Affected Sections: appendix G

Effective Date: Retroactive to the implementation of the *Common Manual*.

Basis: §682.211.

Policy Information: 704/Batch 106

Guarantor Comments: None.

This, that, and the other

TG team members are looking forward to enjoying another fun and informative TASFAA Fall Conference with our Texas colleagues and friends this week. Conference attendees will have their usual choice of sessions addressing a full range of interests. TG team members will be involved in sessions on several timely topics: privacy laws, reauthorization, school-as-lender programs, early awareness, financial aid research tools, interpersonal communication and relationships, and more. Details on these sessions are available in *Shoptalk Online* Edition 222.

If you aren't in Wichita Falls this week, remember that the TG Speakers Bureau can bring the training to you. To learn more, visit *TG Online* at www.tgslc.org/speakers/index.cfm, or speak with your TG school consultant.



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To ask questions about *Shoptalk Online*, please contact Communications at (800) 252-9743, ext. 4732 or communications@tgslc.org.

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