

In this issue:

| | |
|--|----------|
| TG updates | 1 |
| TG has new address for overnight and courier deliveries..... | 1 |
| Online guide for Texas private colleges receives new design as usage continues to soar | 2 |
| TASFAA attendees round 'em up at the "TG corral" | 3 |
| Common Manual | 4 |
| New training brief explains how to download the <i>Integrated Common Manual</i> | 4 |
| This, that, and the other | 5 |

Tip^{of} the Week

Begin discussions on campus about integrating default aversion activities throughout the institution. For ideas, order TG's training model, "A Clear and Present Danger to Institutional and Student Success," by calling TG at (800) 252-9743, ext. 4732.

TG updates

TG has new address for overnight and courier deliveries

Now that TG has completed relocation of its mail and warehouse facilities, we are asking business partners to get out their Rolodexes one last time. There is one more address change to note.

Any materials sent to TG by FedEx, UPS, or any other delivery services besides the U.S. Postal Service should now go to:

TG
3500 Wadley Place, Building C, Suite 303
Austin, Texas 78728-1244

Correspondence sent by U.S. Postal Service should continue to go to the following previously announced address:

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

Online guide for Texas private colleges receives new design as usage continues to soar

TG is pleased to announce the redesign of the *TexasMentor* Web site at www.texasmentor.org. The site offers instant access to information on 40 institutions that make up the Independent Colleges and Universities of Texas (ICUT). The site is funded by TG and operated by XAP Corporation, a developer of online student services systems, on behalf of ICUT and TG.

Site serves more students than ever

Launched in 1999, *TexasMentor* has experienced a steady increase in the number of students who use its services to research and apply to private colleges in Texas. During its first month in operation, the total number of student visitors to the site was 245. During the last 12 months, the site received 375,000 visitors, who opened 19,000 student accounts and submitted 11,000 electronic admission applications.

ICUT administrators are elated over the number of online applications submitted so far this year — a 40% increase over the total number of applications for 2002.

"The success of *TexasMentor* has been remarkable," said Carol McDonald, president of the Independent Colleges and Universities of Texas. "We have seen a tremendous jump in the number of students and families using the site to research colleges, apply for financial aid, and submit applications online."

New design focuses on student needs

The new *TexasMentor* features a simplified layout, allowing prospective students to easily select the curriculum and career planning, exploring, or application sections. In addition, the site has been updated with newer technology to better handle the high-volume demands for information retrieval, storage, and processing, and to facilitate improved financial-aid tools that assist students in determining estimated costs and how to afford a college education.

"We are very excited about the redesign and continued success of the *TexasMentor* site," said Milt Wright, TG president and CEO. "Increasing access to higher education for the students of Texas and delivering the message about the affordability of education are two of our goals that *TexasMentor* helps us to achieve."

The redesigned site continues to allow prospective students to:

- Research individual needs and preferences
- Conduct virtual campus tours
- Match their needs and interests with specific institutions
- Establish direct e-mail communication with campus representatives
- Perform scholarship searches

The site also retains a host of other features, including a comprehensive section on financial aid to help families and students understand their opportunities and eligibility.

TASFAA attendees round 'em up at the "TG corral"

We've heard our school partners say that the financial aid office can sometimes seem like a big ole rodeo. To serve students in financial aid, you get them in your office, separate them out based on the issues they have, and work like crazy to get their financial aid issues addressed on time. Once the student has their funds, you throw your hands in the air and silently say to yourself, "Stop the clock. I'm all done with this one!"

Well, about a dozen of the 80 financial aid folks who attended TG's entertainment event at the 2003 TASFAA Conference got to do some penning, only with real cattle! Yes, you read correctly: cattle penning!

During the conference, TG decided to venture away from the usual quiet dinners and host an evening of down-home fun at the Double T Arena in the town of Iowa Park, right outside Wichita Falls. Music was provided by a local band of firefighters and about a dozen of our own financial aid riders enjoyed trying their hand at team penning.

The challenge

The object of team cattle penning is to separate three specifically numbered cattle from a group of 30 into a small pen at the opposite end of the arena — all within 90 seconds. Luckily there were two experienced Double T individuals on each team of three, so the challenge was more playful than painful!

Here's how it works. Each team rides on horseback down the middle of the arena towards the herd of calves and waits until their penning number is called. When the number is called, the contestant goes in to separate the first calf with his or her team's designated number on it. After successfully separating his or her calf and getting it moving in the direction of the pen, the other two riders enter the herd and separate their two calves until the entire team is pushing calves into the pen. Once the calves are in the pen, the contestants throw their hands in the air to indicate success and the timer stops.

The brave contestants

TG would like to recognize all the customers who volunteered their time to make this event entertaining and one to be remembered. Riders included:

- Cara Hendricks – Southern Methodist University
- Dan Ripa – ACS Education Services
- Ron Parker – Horizon

- Carolyn Jones – Collin County Community College
- Alex Prince – Houston Community College
- Christiana Mendez – Texas A&M Galveston
- Carolyn Mallory – University of Houston – Victoria
- Angie Ruiz – El Paso Community College

TG riders included Bonnie Brinkley from loan guarantee operations, Rinn Harper from operations, and Debbie Dohmann and Ayesha Green from customer services.

And the winner is...

Congratulations to Ron Parker, who won the penning contest with the fastest time!

And certainly the event would have not been the same without cheerleaders to cheer the contestants on! Cheerleaders included Janet Barger of Citibank, Frances Moreno of El Paso Community College, Alma Glasgow of Security Service Credit Union, Rhonda Beauchamp and team from Texas State Technical College Waco, Debra Wilkison and team from Collin County Community College, and James Gaeta and team from Southwestern University in Georgetown.

TG thanks all of you for your participation and enthusiasm!

Common Manual

New training brief explains how to download the *Integrated Common Manual*

The *Common Manual* Policy Committee recently released the fifth in a series of training briefs on making the most effective use of the *Common Manual*. The new brief, available online at www.tgslc.org/resources/cm_training.cfm, outlines procedures for downloading the *Integrated Common Manual*, which TG posts online each month at www.tgslc.org/resources/integrated_online_manual.cfm.

TG hopes that you find the training briefs useful. If you have any topic suggestions or comments on the briefs, please contact Michelle Anderson, TG senior policy advisor and a member of the *Common Manual* Policy Committee, at michelle.anderson@tgslc.org or (800) 252-9743, ext. 4608.

This, that, and the other

ED has posted the latest version of its guide *Sources of Assistance for Schools* to the Federal Student Aid Download (FSA Download) website. The guide includes frequently called help lines, phone numbers, e-mail addresses, Web sites, and other resources for all Federal Student Aid programs.

You can access *Sources of Assistance for Schools* at www.fsadownload.ed.gov.



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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.

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