

In this issue:

TG updates	1
AdvanTG Web™ enhancements promise to smooth reconciliation and save time.....	1
TG preparing to upgrade default prevention, claims, and collections systems	2
Conference session to spotlight TG Awards By Web™	3
Trends and issues	3
Topsy-turvy terminology.....	3
This, that, and the other	4

TG updates

AdvanTG Web™ enhancements promise to smooth reconciliation and save time

Schools, lenders, and servicers looking to save time and enjoy a smoother reconciliation will be pleased with several exciting new enhancements to AdvanTG Web™ implemented in March 2004.

Expired EFT Report

Schools can now get details on any student loan disbursements that haven't come through as expected, using the new Expired EFT Report.

Lenders can manage their expired Electronic Funds Transfer (EFT) disbursements using the new report, too!

The Expired EFT Report is now available within the Reporting Application. The report is generated by institution ID, according to a profile at TG, and will be produced for both schools and lenders on each day for which there are disbursements in an expired status. If there are none, no report will be displayed for that day. Reports can be accessed via the Manage Reports screen under Specialized Reports.

Comprehensive Institutional Reports (CIRs) for Servicers

Servicers no longer need to type in multiple Lender IDs to access volume reports for each of their lenders. They can now get volume reports for *all* their lenders overnight, in one easy step!

When entering a CIR request, there is now a radio button for Servicers to check. Servicers can request Summary Loan information as well as Detail CIR information on their institution by inputting their servicer ID in one of the ten boxes. The information included on the report will reflect those loans that have already been reported to TG as serviced. Also, as with all CIR reports, the most up-to-date information is available every Monday.

Helpful resources

Looking for information on which schools and lenders are using AdvanTG Web? You can now get the information you need using new links under Helpful Resources on the left side of the AdvanTG Web interface.

Lists of schools using TG Loans By Web and lenders offering electronic signatures through Loans By Web are available on *TG Online* at www.tgslc.org/resources/lweb.cfm.

More information

If you have any questions or would like more information, please contact TG's product support group at (800) 332-1455 or e-mail product.support@tgslc.org.

TG preparing to upgrade default prevention, claims, and collections systems

This fiscal year, TG will upgrade and convert some of its mainframe computer systems. The upgrade will primarily impact TG's default prevention, claims, and collections systems. TG is currently testing the new system for implementation, and conversion is scheduled to take place over Memorial Day weekend this spring.

Upon implementation of the new system, some of the usual reports that our business partners receive, while still providing the expected information, may have a different appearance. TG will work with each organization prior to conversion to provide instruction on the format and functionality of the modified reports, and will send periodic updates and correspondence until we've fully implemented the system.

TG wishes to thank all of its business partners in advance for their support during this transition. We look forward to providing all of our customers with the increased customer service and performance this upgrade will make possible.

More information

If you have any questions about this project or how this new system may impact your organization, please contact the following TG individuals for assistance:

- **Default Prevention inquiries**
Art Cruz, senior business analyst
(512) 219-4934
art.cruz@tgslc.org
- **Claim inquiries**
Ron Stroud, assistant vice president for claims
(512) 219-4779
ron.stroud@tgslc.org
- **Collections inquiries**
Susan High, assistant vice president for default recovery services
(512) 219-4723
susan.high@tgslc.org

Conference session to spotlight TG Awards By Web™

TG Awards By Web could be coming to a financial aid office near you as early as this fall. Come find out how the newest addition to TG's suite of Web-based solutions can help you at the 2004 TG Conference, "Kaleidoscope of Dreams."

An "Awards By Web" session will be presented at 4 p.m. on Thursday, April 22. Attendees will learn how TG Awards By Web, an online financial aid packaging system adapted from Overture, can help financial aid offices operate more efficiently and provide more convenient access to students.

TG Awards By Web will be fully integrated with TG's life-of-the-loan processing tool AdvanTG Web and, when used in conjunction with TG Loans By Web, will provide a comprehensive online tool that allows borrowers to go through the entire student loan process — from packaging to disbursement — electronically.

Carolyn Mallory, director of financial aid at the University of Houston – Victoria, will explain her office's experience with TG Awards By Web as part of the pilot program. Details on TG Awards By Web and the pilot program are available in *Shoptalk Online* [Edition 242](#).

For more information or to register for the 2004 TG Conference, please visit the conference page on *TG Online* at www.tgslc.org/tgconference.

Trends and issues

Topsy-turvy terminology

Are you in the right year? No, we're not talking about 2004. Not necessarily, at least.

It seems like a strange question, but in the financial aid industry, we have so many overlapping years that sometimes it's hard to figure out which year we're in.

Academic year

For example, most schools operate within their *academic year*. This is a period of time that a school defines, within federal regulations, for each of its programs. An academic year is a period that begins on the first day of classes and ends on the last day of classes or examinations during which a school must provide a minimum of 30 weeks of instructional time. During an academic year, a full-time undergraduate student is expected to complete a minimum of 24 semester hours, 24 trimester hours, 36 quarter hours, or 900 clock hours.

Calendar year

Then again, our industry has several provisions that pertain to the *calendar year* — January 1 to December 31. For example, when a student applies for financial aid using the FAFSA, he or she is generally supposed to use tax information from the previous calendar year (a.k.a. *tax year*). So we have to keep that in mind.

Award year

And then we have the federal *award year* — July 1 to June 30. An award year is identified by both years over which it crosses. For example, we're currently in the 2003-2004 award year, but we're about to cross into the 2004-2005 award year in just a few months. During the award year, among other things, ED allocates funds for the campus-based programs to schools.

Fiscal year

Let's not forget the federal *fiscal year*, which runs from October 1 to September 30. A fiscal year (FY) is identified by the calendar year in which it ends. So right now, we're in FY 2004, but on October 1, 2004, we'll be in FY 2005. Several things coincide with a fiscal year. For example, each fiscal year, ED receives a new budget for the federal financial aid programs.

So whatever you're doing, just make sure that you're in the right year. Oh, and don't let the fact that we're also in a leap year throw you off!

This, that, and the other

Ensuring that disabled students have access to the same facilities and information as non-disabled students is an important task for every college department, especially the financial aid office. To help your financial aid office meet the needs of all your students, ED provides a variety of financial aid information resources for blind and visually impaired students, including the Student Aid Audio Guide, a 56-minute overview of the federal student aid program, and a Braille FAFSA that may be used as a reference aid.

More information can be found at www.studentaid.ed.gov or by calling the Federal Student Aid Information Center at (800) 433-3243.

TG also strives to ensure that our information and resources on federal student loans and loan repayment options are available to everyone. To meet accessibility goals, TG Web sites and pages are continually monitored and tested for compliance with accessibility standards. Documents on our Web sites are presented in many formats that are accessible to individuals using screen-reading software.

Visually impaired students can contact TG using TDD Direct at (512) 219-4560. Visual and speech impaired individuals, who are TTY users, may also contact TG using Relay Texas service. Relay Texas can be reached by dialing 711 inside Texas or 1-800-RELAY TX from outside the state.



P.O. Box 83100
Round Rock, TX 78683-3100
(800) 252-9743
(512) 219-5700
(512) 219-4560 TDD

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.

Contributors to this edition: Laura Cardenas, Lisa Gregory, Rinn Harper, Kelly Kaelin, Art Martinez, Susan Martinez, and Steve Schmidt. Edited by TG Communications and Policy and Regulatory Affairs. Designed by TG Communications.

©2004 Texas Guaranteed Student Loan Corporation.
AdvanTG Web, TG Awards By Web, TG Loans By Web, and the TG logo are trademarks of Texas Guaranteed Student Loan Corporation.