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TG updates

AdvanTG Web™ enhanced with customer-requested features

TG is pleased to announce the spring enhancement release of AdvanTG Web. This release went into production the weekend of May 1, 2004, and includes several new features, some of which are the direct result of school and lender input received at the Fall 2003 TG Users Group meeting. TG remains committed to responding to customer needs and ensuring that AdvanTG Web is your single-source loan management solution.

Following are highlights on how the new release will enhance *your* student loan process:

Application processing

- AdvanTG Web has been modified to accept the import of Institutional Student Information Record (ISIR) files for the 2004-2005 award year. Upon import of the ISIR file, borrowers who have indicated that they were interested in financial aid will have their record converted to a Stafford application.

- Edits have been added to AdvanTG Web to prevent the certification of the soon-to-expire Application and Promissory Note for Federal PLUS Loan form with a loan period beginning July 1, 2004, or later. This change will help schools identify those applications that must use the Federal PLUS Loan Application and Master Promissory Note (PLUS MPN) at the time of entering or importing the loan information, thus reducing application rejects.
- Schools and lenders should see fewer errors on their Received Results Report due to the alleviation of records not posting from other business partners besides TG. To accommodate truly open processing for the widest range of business partners, TG reviewed several fields and relaxed edits where it would not affect optimal processing on TG's system or the AdvanTG Web database.

Change Transaction processing

- For @1-09 and @1-10 Change Transactions, the previously existing calculate button was upgraded to be able to calculate either the gross or the net disbursement amount based on the fields populated by the user. This enhancement was a direct result of a request that was made at the TG Users Group meeting last fall.
- For CommonLine version 5 Change Transactions, three new statuses — *Forwarded (F)*, *Exception (X)*, and *Pending (P)* — were added to the List Change Transaction screen and to the Change Transaction reports:
 - You will see the *Forwarded* status on a Change Transaction that has been forwarded to the lender for approval.
 - An *Exception* status indicates that the service provider processing the change transaction could not find a matching loan with the CommonLine unique ID you indicated.
 - A *Pending* status would be present when additional processing needs to take place. For example, when a loan increase has been received for a loan that is fully disbursed, TG will determine whether the lender's system can handle the increase or whether an additional loan request needs to be submitted. While TG is making this determination, a *Pending* status is sent to keep you updated on the status of the Change Transaction. Please note: TG's system will be ready to support CommonLine 5 change transactions this summer.

Disbursement processing

- In preparation for a change being made to TG's system for the disbursement status to be set to *Blank* at the time of guarantee, all disbursement reports have been modified to include this new status. Additional details will be provided when this change is implemented on our system.

Future enhancements for summer 2004

This summer, TG will be putting the final touches on CommonLine 5 processing, including Change Transactions and the ability to mix the CommonLine versions for different record types. TG will also incorporate CommonLine version 5 help features into AdvanTG Web and remove the ability to create an Application and Promissory Note for Federal PLUS Loan form once it becomes obsolete. Watch *Shoptalk Online* for details.

If you have any questions or need additional information, please contact your TG consultant or account representative at (800) 252-9743 or e-mail product.support@tgslc.org.

TG to adjust DAAR and claim processing schedules for system upgrade

TG will upgrade its default prevention, claims, and collections systems over the upcoming Memorial Day weekend. Because these systems will be unavailable during the conversion, TG is announcing a special processing schedule so that lenders and servicers may plan their electronic file exchanges with TG accordingly.

For Common Account Maintenance (CAM) file submissions, including Default Aversion Assistance Requests (DAARs) and claims, to be processed before the upgrade, TG will need to receive them before 10 a.m. on Wednesday, May 26. Files submitted before 10 a.m. will be processed that same day.

Any files received by TG after 10 a.m. on Wednesday, May 26, or at any other time during the conversion, will be processed after the upgrade is complete. Normal CAM processing of both DAARs and claim submissions is scheduled to resume on the morning of Tuesday, June 1.

TG wishes to thank all of its business partners in advance for their understanding and 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 the upgrade or our processing schedule, please contact either of the following TG team members for assistance:

- **Default Prevention inquiries**

Shelia Dunlap, assistant vice president for default prevention
(512) 219-4642
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- **Claim inquiries**
Ron Stroud, assistant vice president for claims
(512) 219-4779
ron.stroud@tgsllc.org

TG conference connects with customers; presentations now online

TG would like to thank all of our school, lender, and other financial aid partners for their participation in making "Kaleidoscope of Dreams" the best TG Conference yet. Our customer satisfaction survey reflected the strong connection that this year's conference made with financial aid and student lending professionals. Conference attendees rated this year's event an average of 4.82 out of 5.

"Kaleidoscope of Dreams" focused on the ever-changing world of financial aid and the professional challenges that we face on a daily basis in helping students achieve their educational dreams. The various workshops and seminars offered industry-specific training, guidance on TG products and services, and career and professional development.

Eighty-two of the conference's 548 attendees arrived early for the TG Classic Golf Tournament on Tuesday, April 20. The winning team from Southside Bank (Lonnie Uzzell, Andy Wall, and Sigmund Morel) shot a 56, while Joel Michaelis from Brazos Higher Education Authority had the longest drive.

On Wednesday, artist and motivational speaker Erik Wahl kicked off the conference with his unique performance that challenged the audience to use creativity to achieve phenomenal goals. Milt Wright, TG's president and CEO, announced during the opening session that TG will continue to waive the student loan guarantee fee through September 2005.

On Thursday, TG recognized the tremendous generosity of its lender and servicer partners for their sponsorship of the conference over a special luncheon. Following a full day of sessions, conference attendees had the opportunity for some rest and relaxation Thursday evening by participating in a highly competitive Austin landmarks scavenger hunt, attending a Round Rock Express baseball game, or enjoying a night of political humor at Esther's Follies.

The conference closed Friday morning with inspiring testimonials from three students and professionals who overcame challenges to achieve their education and career dreams with the crucial support of financial aid professionals, and uplifting music from the McCallum High School Choir.

The electronic presentations from the week's conference sessions are now available on *TG Online* at www.tgsllc.org/resources/presentations.cfm. Conference presentations are also available on CD-ROM. To request a copy, please send an e-mail message with your name, address, and telephone number, and a note

indicating that you would like to receive a copy of the "2004 Conference CD" to communications@tgslc.org. CD-ROMs are scheduled to ship near the end of May.

We hope to see everyone again at next year's conference!

Federal updates

House of Representatives releases final reauthorization bill

The House of Representatives' much-anticipated final bill for reauthorization of the Higher Education Act was introduced by the House Committee on Education and the Workforce on May 5, 2004. The College Access and Opportunity Act, HR 4283, contains the House reauthorization recommendations for student financial aid provisions, including those for student loans.

HR 4283 recommends several changes to the Federal Family Education Loan Program (FFELP) in the area of loan terms. The bill calls for increasing loan limits for first and second year students, while maintaining current aggregate loan limits. These, and other suggestions such as retaining the current variable interest rate formula for Stafford and PLUS loans, converting the future interest rate for consolidation loans to a variable interest rate, and gradually lowering the 3% FFELP origination fee to 1%, should enhance student access to college.

Some borrowers would gain relief during repayment of their student loans with proposed changes to loan repayment terms put forward in the bill. Borrowers who have a difficult time repaying their loans will gain a two-year interest-only period that does not count against the 10-year loan repayment term.

Borrowers who qualify for total and permanent disability by the Social Security Administration or the Veterans Benefits Administration would automatically qualify for discharge of their FFELP loans, and loan forgiveness for certain borrowers in the teaching profession is expanded.

The bill also proposes changes to lender/holder provisions by altering the special allowance rate formulas and calls for diverting excess lender earnings to the federal government. The consolidation single holder rule is targeted for repeal, which would allow all borrowers the right to shop for the best loan terms.

For guarantors, the bill aims at steadily increasing the account maintenance fee over the next several years, limiting the amount of collection costs retained by guarantors, and limiting the total percent of loan rehabilitations allowed through loan consolidation. Additionally, guarantors would be required to disclose services currently performed in states for which it is designated as the state guarantor, and to develop plans and undertake activities designed to promote access to postsecondary education by providing college awareness information to students.

For details on these changes and other suggested changes to student loan, Pell Grant, and school provisions, you may access the bill on *TG Online* at www.tgslc.org.

Common Manual

Training brief outlines structure of *Common Manual* policy committee

A new training brief from the *Common Manual* Policy Committee sheds some light on that group's structure and the work it performs on behalf of the nation's guarantors. The brief, available on *TG Online* at www.tgslc.org/resources/cm_training.cfm, is the eleventh in a series of training resources created by the committee.

TG hopes that you find the training briefs useful. If you have any comments or suggestions 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.

The current version of the *Integrated Common Manual* is available on *TG Online* at www.tgslc.org/resources/integrated_online_manual.cfm.

Legislative update

The May 3 issue of TG's *Legislative Report* provides updates on the Texas Sunset Advisory Commission review of TG and a notice issued by the Commission to all interested parties. The report also provides the text of a recent letter on student loan consolidation issues sent by the Texas financial aid community to the Texas Congressional Delegation.

The May 7 *Legislative Report* provides updates on HEA reauthorization bills and legislation with student aid provisions. Also provided are updates on FY 2005 appropriations, dates for May hearings of the Texas Joint Interim Committee on Higher Education, and another update on the Sunset Advisory Commission review of TG.

Keep up with the latest developments by reading the full reports on *TG Online* at www.tgslc.org/lege_report/index.cfm.

This, that, and the other

TG's popular default prevention calendar recently won a Bronze Quill award for illustration from the Austin Chapter of the International Association of Business Communicators (IABC). The Bronze Quill award is the highest recognition awarded in the competition. The calendar, introduced at last year's NASFAA conference, gives schools 16 months worth of colorful and clever graphics that use humor to

make points about financial issues facing students. The calendar also offers practical ideas for helping students avoid default.

TG received two other awards, another Bronze Quill and an Award of Merit, for its employee communications efforts.

A complete list of winners is available on the IABC/Austin web site at www.iabcaustin.com/quill04.html.



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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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