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## Tip<sup>of</sup> 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.

## TG updates



### TG names new president/CEO

TG's Board of Directors has named Sue McMillin to the position of chief executive officer and president for the corporation. McMillin, who most recently served as TG's senior vice president for customer relations and business operations, will succeed Milt Wright, who has been TG's president and CEO since 1993 and will retire on September 30, 2004.

"TG has cultivated strong leadership within the corporation over the past decade," said Ruben Esquivel, chair of the TG Board of Directors. "With more than a decade of experience at TG, Sue McMillin has demonstrated passion and commitment to educational access and a dedication to providing the highest possible levels of customer service to help simplify the financial aid process for our lender and school partners and the families and students we all serve."

Since she joined TG in 1993, McMillin has played a vital role in enhancing TG's reputation for operational and customer service excellence. In addition to developing and implementing innovative default prevention initiatives and providing continuing oversight of TG operations, McMillin's most recent responsibilities have included overseeing all customer relationship development with TG's school, lender, and servicer partners and promoting partnerships for pre-collegiate outreach to students and families.

"It is an exciting time for TG," said McMillin. "Milt Wright has provided an excellent example of leadership and vision for TG, and I am looking forward to building on his successful legacy of making TG the 'Guarantor of Choice' for schools and lenders across the country."

Wright and McMillin will work together through the transition of leadership, with McMillin officially taking over as CEO and president on October 1, 2004. Wright plans to maintain his connections to higher education, offering consultative services to help institutions in the areas of operational efficiency and financial aid delivery.

## **TG offers addenda for disclosing new interest rates**

As announced in *Shoptalk Online* 256, interest rates on Stafford and PLUS loans will drop to new lows on July 1, 2004. To help lenders and servicers disclose the new rates to borrowers, TG is again offering interest rate addenda to accompany its Notice of Guarantee/Disclosure (NOG).

Lenders and servicers may choose to send TG's Notice of Guarantee/Disclosure (NOG) to Stafford and PLUS borrowers to satisfy interest rate disclosure requirements in federal regulations. When doing so, the lender or servicer should also send the applicable interest rate addendum to borrowers whose loans are guaranteed before July 1, but whose loans are not first disbursed until July 1, 2004, or later. Of course, lenders and servicers may alternatively choose to print and send their own disclosure notices.

Lenders and servicers should also send the applicable interest rate addendum when a NOG reprint is requested. The borrower can then use the addendum to determine the interest rate formula for the loan based on the time of its disbursement, which may vary from the formula indicated on the reprinted NOG.

TG's NOG contains the following interest rate disclosure: "This is a variable rate, which may change each July 1. The interest rate shown is the rate in effect at the time of guarantee." The Stafford and PLUS loan interest rate addenda include the new July 1, 2004, interest rates for Stafford and PLUS loans, respectively.

The Stafford and PLUS loan interest rate addenda are available on TG's Web site at [www.tgslc.org/forms/guar\\_disc.cfm](http://www.tgslc.org/forms/guar_disc.cfm).

## More information

For details on the new interest rates going into effect on July 1, access TG's interest rate chart at [www.tgslc.org/pdf/intratechart.pdf](http://www.tgslc.org/pdf/intratechart.pdf).

For questions about the interest rate changes or disclosures, call Mashay Taylor at (800) 252-9743, ext. 4958, or send an e-mail message to [mashay.taylor@tgslc.org](mailto:mashay.taylor@tgslc.org).

## Impact of DMR changes on schools and lenders clarified

In *Shoptalk Online* 257, TG provided a set of TG loan status codes for its Default Management Report (DMR), a tool that helps schools manage their cohort default rates. The TG loan status codes replace the NSLDS loan status codes that were formerly used. In response to recent questions about the TG loan status codes, we would like to clarify two points to reassure our school and lender partners about the transition:

- **No reporting changes are necessary for lenders**

The change in the loan status codes appearing on the DMR in no way affects lender reporting. Lenders should not make any coding changes in either their Lender Manifest or their Common Account Maintenance (CAM) reporting processes based on the TG loan status codes listed in the article.

- **Claim Reason codes remain the same for schools**

The Claim Reason codes that appear on the DMR will remain the same. Schools that use these codes in prioritizing their default prevention efforts when working the DMR will continue to see the same familiar Claim Reason codes on their reports.

We regret any confusion that the listing of the TG loan status codes in the original article may have caused.

The transition from NSLDS loan status codes to the TG loan status codes on school DMRs is being made in anticipation of major enhancements planned for this fall, including more frequent weekly updates to the DMR.

## More information

If you have any questions regarding the codes or the DMR in general, please call TG's product support group at (800) 332-1455 or e-mail [product.support@tgslc.org](mailto:product.support@tgslc.org).

## **TG adds Doug Savage and Sam Casarez to national sales team**

Doug Savage and Sam Casarez joined TG's national sales team this month as account representatives. Together, they bring with them nearly 25 years of financial aid and higher education experience. Doug will join Gene Vitale to serve TG schools in Florida, and Sam will serve TG's schools in Mississippi, Alabama, and Tennessee.



### **Doug Savage, TG National Account Representative for Florida**

Doug joins the TG team with 14 years of higher education and financial aid experience. Prior to joining TG, Doug served as director of financial aid for Okaloosa-Walton Community College in Niceville, Florida. He also served as chair of the Florida Community College Financial Aid Directors Commission for three years and as chair of the Financial Aid Commission for the Florida Association of Community Colleges (FACC) for five years. In 2003, Doug received the FACC Distinguished Service Award. Doug is also an active member of the Florida, Southern, and National Associations of Financial Aid Administrators and was recently elected the 2004/2005 FASFAA Region 1 Representative.

Doug holds a bachelor's degree in criminal justice from Florida State University, a master's degree in public administration from Troy State University, and a specialist's degree in educational leadership from the University of West Florida.



### **Sam Casarez, TG National Account Representative for Mississippi, Alabama, and Tennessee**

Sam has more than 10 years of experience in the student financial aid industry and is joining the TG team of national sales representatives after serving as a national sales trainer, partnership consultant, and business analyst with TG.

A former computer programmer, Sam enjoys meeting new people, discussing new ideas, and finding new ways to do things.

Sam holds a bachelor's degree in management from Concordia University and is working on his master's degree in business administration. He is also a graduate of TG's leadership development program and a past area governor of Toastmasters International.

### **Expect exceptional service**

"It is important that all of our national account representatives demonstrate the exceptional customer service and expertise in technology that have come to define TG," said Margery Harvey, assistant vice president of strategic partnerships. "Sam and Doug bring a variety of experiences in higher education, financial aid, and customer service. Both of them will make an excellent addition to our team."

## How to get in touch

Both Sam and Doug are eager to begin working with their customers. Sam can be reached at (800) 252-9743 ext. 4655, or by e-mail at [sam.casarez@tgslc.org](mailto:sam.casarez@tgslc.org). Doug can be reached at (800) 252-9743, ext. 2511, or by e-mail at [doug.savage@tgslc.org](mailto:doug.savage@tgslc.org).

## Federal updates

### ED finalizes guidance on post-120-day late disbursements

ED has modified and finalized guidance that it provided last August concerning how a school requests to make a late disbursement beyond the 120-day timeframe allowed by federal regulations. As reported in *Shoptalk Online* 219, ED's Jeff Baker provided temporary guidance on this issue at the 2003 NASFAA Conference. The guidance that follows is no longer temporary.

### How to submit a request

To request to make a late disbursement beyond the 120-day limit, the school must send a fax to ED's Policy Liaison and Implementation—Late Disbursement Request at (202) 275-4552. The title of the fax should be "Permission to make a disbursement after the 120-day late disbursement deadline."

Requests by e-mail are not permitted because the electronic transmission of Social Security Numbers (SSNs) is not secure.

### Required components

The request must include:

- The school's name.
- The contact person at the school, his or her phone number, and his or her e-mail address.
- The name of the student.
- The student's SSN.
- The type and amounts of Title IV aid to be disbursed.
- The Pell ID, if Pell funds are included.
- The reason the late disbursement was not made within the 120-day deadline.

If the request is for permission to make a late disbursement of a FFELP loan, the request must also include:

- The type of loan (subsidized, unsubsidized, or PLUS).

- The date the loan was certified.
- The loan period.
- The amount of the disbursement.

### More information

ED plans to publish this guidance in the upcoming 2004-2005 *Federal Student Aid Handbook*. Portions of the handbook are already available online at [www.ifap.ed.gov/IFAPWebApp/currentSFAHandbooksYearPag.jsp?p1=2004-2005&p2=c](http://www.ifap.ed.gov/IFAPWebApp/currentSFAHandbooksYearPag.jsp?p1=2004-2005&p2=c), with the remaining volumes said to be “coming soon.”

### Closed school corner

Listed below is a newly reported school closure from the Postsecondary Educational Participants System (PEPS) and the May 2004 Closed School Monthly Report supplied by the Department of Education:

#### Newly reported closure

OPE School ID	School Name and Address	Unofficial Closure Date	ED's Official Closure Date
02273100	<b>Empire Beauty School</b> South Gate Shopping Center 171 Cedar Avenue Chambersburg, PA 17201-2435	N/A	3/5/2004

## Trends and issues

### *Edufacts*<sup>TM</sup> — May 2004

Each month, TG provides current information about education issues through *Edufacts*. Produced by TG as a public service, *Edufacts* illustrate studies and surveys conducted by TG and other educational organizations, and trends observed. In May, the following *Edufacts* looked at students' summer activities.

#### Summer is a time for students to learn, work, and grow

You did it! You studied hard, you got accepted to college. Now, all that stands between you, the dorm, and college professors is the summer.

What are your summer plans? The summer before college is a great opportunity to earn some extra money, explore the world, volunteer, or just take some time to relax before fall classes begin. Here are some ideas on what to do this summer:

- **Work.**  
Find a summer job in the field that interests you to help earn some extra money, or to help pay for the upcoming college semester. One place to begin your job search is online at [www.jobgusher.com](http://www.jobgusher.com). JobGusher® is tailored to those looking for summer or entry-level employment and internships.

- **Volunteer.**  
Helping others can broaden a student's perspective on the world, break down barriers of misunderstanding and fear, and explore personal and societal issues. Volunteering also provides valuable life experience and skills, and can be a lot of fun.

To find volunteering opportunities in your community you can look in the local phone book, or contact churches, synagogues, and non-profit organizations.

- **Travel.**

What better way to spend your summer than traveling and exploring new places? Travel is a great way to foster independence, explore new places, or learn a new language. There are a number of summer camp and international travel opportunities available to students. These programs often offer cultural awareness, volunteering, and educational programs, in addition to sightseeing.

- **Read.**

If your summer plans will take you no further than your backyard or local swimming pool, you can still expand your horizons by choosing a few good books to read. This is a chance for you, not your high school English teacher, to pick books that interest you. Choose a classic, such as *One Hundred Years of Solitude* by Gabriel Garcia Marquez, a biography, such as *Leap of Faith: Memories of an Unexpected Life*, the autobiography of Queen Noor Al Hussein of Jordan, or a poem by Emily Dickinson.

Whatever you choose to do for the summer, just enjoy it.



## Legislative update

The June 9 issue of TG's *Legislative Report* looks at the winners and losers in the FY 2006 federal budget and provides updates on HEA reauthorization bills and other student aid-related legislation before Congress, and on the status of FY 2005 appropriations. The report also reprints a letter of support for HR 4283, the College Access and Opportunity Act of 2004, and for HR 4102, the Access and Equity in Higher Education Act of 2004. The letter was sent to the members and staff of the Texas Congressional Delegation on behalf of the Texas Association of Student

Financial Aid Administrators (TASFAA), the Association of Texas Lenders for Education (ATLE), and TG on May 26.

Also included is an update on the Texas 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](http://www.tgslc.org/lege_report/index.cfm).

## **This, that, and the other**

*Mapping Your Future* (MYF) completed its 3 millionth online counseling session for student loan borrowers on Memorial Day. The milestone was reached when a student from the University of Wisconsin at Oshkosh completed his Stafford loan exit counseling that evening.

The milestones are coming at an increasingly rapid pace for MYF, a public-service Web site sponsored by the financial aid industry. It took four years for MYF to complete its first million counseling sessions, less than 18 months to complete its 2 millionth, and now less than a year to reach its 3 millionth session.

MYF pioneered online Stafford loan entrance counseling in 1997, adding Stafford exit counseling in 1998, Perkins entrance counseling in 2000, and Perkins Exit Counseling in 2001.

You can visit MYF online at [mapping-your-future.org](http://mapping-your-future.org).



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