

In this issue:

TG updates	1
Recharge yourself at NASFAA!.....	1
Federal updates	3
Current special allowance rates: quarter ending June 30, 2004.....	3
Interest rate for HEAL portion of Consolidation loans announced	3
Closed school corner.....	4
Common Manual	4
2004 <i>Common Manual</i> hits the "street"	4
Legislative updates	6
This, that, and the other	6

Going to NASFAA? Unwind with your colleagues over drinks, hors d'oeuvres, and music at the TG Reception. Learn more at www.tgslc.org/nasfaa2004.

TG updates

Recharge yourself at NASFAA!

Each year, the NASFAA Conference helps thousands of financial aid professionals capture new ideas to help their offices reach their potential. In that spirit, TG and several partners will be offering fresh insight, inspiration, and proven strategies on issues facing financial aid offices at this year's conference, which runs from July 18 to July 21 in Minneapolis.

"TG team members have been working with several of our school partners to prepare presentations highlighting best practices that can benefit any institution," said Kim Alexander, TG vice president for customer focus. "The seven financial aid professionals presenting with us at the conference represent a diverse group of campuses. Their range of experience and perspective promises to make the information they share especially enriching for conference attendees."

Snappy sessions

Presentations will highlight best practices in several areas:

- *Customer Service in Financial Aid: Principles and Best Practices* – four institutions share how they have improved service for their students.
- *Regulatory Perils for Financial Aid Administrators Who Serve Graduate and Professional Students* – tips on sifting through the complex regulations governing financial aid to these students.
- *Making a Difference: One Student at a Time* – a celebration of the difference financial aid administrators make in the lives of families and students.
- *Success through Partnerships: Breaking New Ground* – a look at how Texas HBCUs worked with TG and lender partners to slash default rates.

Details on session topics, presenters, and times are available on the *TG Online* NASFAA Conference page at www.tgslc.org/nasfaa2004.

20 to 1 – a default rate success story

The NASFAA poster gallery will feature the amazing story of The University of Texas-Pan American (UTPA), an open admissions institution that lowered its default rate from 20.9 percent to 1.1 percent, with support from TG and the Council for the Management of Educational Finance. Kristina Chavez, UTPA default prevention officer, will represent the institution at the conference, and showcase a training model that addresses student debt management within the context of strategic enrollment management.

How to catch TG at NASFAA

TG will be represented in the NASFAA Exhibit Hall at Booth #421.

TG team members will be on hand to discuss how the financial aid process can be enhanced for families, students, schools, and lenders. The booth will feature a unique virtual fishing game offering visitors the opportunity to win prizes, and demonstrations of a unique new online awards-packaging system for schools, TG Awards By Web™.

More information

For more on what TG has in store for NASFAA attendees, visit our conference page on *TG Online* at www.tgslc.org/nasfaa2004.

Additional information on the NASFAA Conference is available at www.nasfaa.org/subhomes/AnnualConference2004/index.html.

Federal updates

Current special allowance rates: quarter ending June 30, 2004

The following rates apply for the quarter ending June 30, 2004:

- The average of the bond equivalent rates of the 91-day Treasury bills auctioned during the quarter ending June 30, 2004, is 1.12 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 June 30, 2004, is 1.23 percent.

The FFELP special allowance rates for the most recent quarter are available at: www.tgslc.org/pdf/sa070604.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.

Interest rate for HEAL portion of Consolidation loans announced

ED recently announced the new interest rate for the HEAL portion of Federal Consolidation loans. As mentioned in *Shoptalk Online* Edition 261, the rate is based on the average of the bond equivalent rates of the 91-day T-bills auctioned for the quarter ending June 30, which means that the rate is announced later than the many other interest rates that become effective July 1, 2004.

Beginning July 1, 2004, the interest rate for the HEAL portion of Federal Consolidation loans is 4.12 percent.

To access TG's annual interest rate chart for all applicable interest rates, visit www.tgslc.org/pdf/intratechart.pdf.

Closed school corner

Listed below are newly reported school closures from the Postsecondary Educational Participants System (PEPS) and the June 2004 Closed School Monthly Report supplied by the Department of Education:

Newly reported closures

OPE School ID	School Name and Address	Unofficial Closure Date	ED's Official Closure Date
01191500	Drake Business School 148 New Dorp Ln. Staten Island, NY 10306-3004	N/A	6/2/2004
01191600	Drake Business School 32-03 Steinway St. Astoria, NY 11103-4005	N/A	6/2/2004
01191700	Drake School of Manhattan 156 William St. First Floor New York, NY 10038-2609	N/A	6/2/2004
01191800	Drake School of the Bronx 2122 White Plains Rd. Bronx, NY 10462-1404	N/A	6/2/2004
02222903	International Air Academy – Ontario 2980 Inland Empire Blvd. Ontario, CA 91764-4804	N/A	1/23/2004
02614600	Summit Institute 1750 45 th St. West Palm Beach, FL 33407-2151	N/A	6/2/2004

Common Manual

2004 Common Manual hits the “street”

The 2004 electronic version of the *Common Manual* (ECM) has hit the street — that is, the information superhighway. The 2004 ECM, now available for download at www.tgslc.org/resources/integrated_online_manual.cfm, contains all of the new policies approved since July 2003. A summary of the new policies and other changes is included in the manual.

Foundation for future changes

The 2004 ECM is now the most current version of the manual and is the baseline document to which changes will be made as new policies are approved throughout the upcoming *Common Manual* year.

As new policies are approved, the *Common Manual* leadership will continue to release monthly *Integrated Common Manuals* (ICMs) showing the changes to the text as underlines and strikethroughs. This provides *Common Manual* users with the most up-to-date version of the manual at all times.

Each month that new policies are approved, TG posts the latest ICM to *TG Online* for users to download. Policy changes and the availability of the ICM are also announced in *Shoptalk Online*.

Paper copies of the *Common Manual*

Paper copies of the new manual have been mailed to customers who requested that version of this year's manual. Customers will need to place the annual update pages and the one new tab for appendix F (now entitled "FFELP Community Initiatives") within their *Common Manual* binders. As always, it is a good idea to archive the pages you replace.

CD-ROM version

The 2004 *e-Collection* CD-ROM will soon be available. The *e-Collection* is a complete virtual reference shelf containing the 2004 ECM as well as the following additional materials:

- *Federal Student Aid Handbook*
- Common Forms
- Higher Education Act (HEA)
- National Council of Higher Education Loan Programs (NCHELP) Integrated HEA
- NCHELP Integrated Regulations - Parts 600, 668, and 682
- NCHELP Topical Index of the HEA and Regulations
- Dear Colleague/Partner Letters
- Announcements

You can request a copy of the *e-Collection* CD-ROM by contacting TG customer services at (800) 252-9743, ext. 4546, or sending an e-mail message to customer.services@tgslc.org. Your order will be shipped once the new CD-ROMs arrive — please allow four to six weeks for delivery.

Questions

If you were scheduled to receive a paper copy of the 2004 *Common Manual* but have not received it yet, contact TG customer services at (800) 252-9743, ext. 4546, or send an e-mail message to customer.services@tgslc.org.

Legislative updates

The July 9 issue of TG's *Legislative Report* provides an update on FY 2005 federal appropriations, with a table listing the status of each of the various bills making their way through Congress. Keep up with the latest developments by reading the full report on *TG Online* at www.tgslc.org/lege_report/index.cfm.

This, that, and the other

Congratulations to FinAid.org on its ten years of service to students, parents, educators, and financial aid professionals! The site, one of the leading sources for financial aid information on the Web, celebrated its tenth anniversary in June. More than 25 million people have used the site since it was launched in June 1994, according to site founder and publisher Mark Kantrowitz.



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

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

Contributors to this edition: Kim Alexander, Jacob Fraire, Joyce Henderson, Kelly Kaelin, Sandy Keller, Charles Kracy, Art Martinez, Susan Martinez, Steve Schmidt, Vickie Tanner, and George Torres. Edited by TG Communications and Policy and Regulatory Affairs. Designed by TG Communications.

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