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Tip^{of} the Week

Take advantage of TG's default management reports. Access them through AdvanTG Web™. Call (800) 338-4752 to learn more.

TG updates

TG to host free teleconference on protecting SSNs in financial aid

The information age is presenting unique challenges to financial aid professionals charged with assuring the security of personal information. The growing popularity and convenience of processing student loans and other financial transactions electronically has simultaneously created an increased concern for the protection of consumer information, including Social Security Numbers (SSNs). Recent surges in identity theft and heightened national security concerns have made this an increasingly relevant issue.

To help financial aid professionals enhance their knowledge of privacy-related issues, TG will host a free telephone conference on protecting SSNs in financial aid on Thursday, September 16, 2004. The conference, scheduled from 2 to 3 p.m. CDT, will include an overview of the topic, points of consideration, and additional resources related to consumer privacy in the student loan industry. A brief question-and-answer session will follow the teleconference. Questions may be submitted in advance to sheila.casey@tgsic.org.

By joining this teleconference, participants acknowledge that this program is provided for informational purposes only, and that the information delivered does not constitute legal advice provided by TG.

About the presenters

Sue McMillin, TG's senior vice president for customer relations and business operations, joined TG in 1993. She has played a vital role in enhancing TG's reputation for operational and customer service excellence. Sue's most recent responsibilities have included overseeing customer relationship development with TG's school, lender, and servicer partners and promoting partnerships for pre-collegiate outreach to students and families. Sue will assume the role of TG president and chief executive officer on Friday, October 1, 2004.

Elaine Marsolais, TG's privacy and regulatory counsel, joined TG in March 2004. Her responsibilities include serving as legal counsel on issues related to consumer privacy protection, with an emphasis on examining operational and compliance impacts to the student loan industry. Prior to joining TG, Elaine served as a compliance officer for New Mexico Student Loans. She also has significant previous experience in addressing federal and state regulatory compliance issues.

To register

The event is free of charge and open to participants from any institution. To register and obtain further details, contact Premiere Teleconferencing at (800) 289-0579 and reference confirmation number 560703.

TG provides free back-to-school resources for families, students, and educators

Back-to-school time can also signal the start of long-range educational planning. TG provides a variety of free resources to keep students and their families on track to achieve their goals for life after high school, especially if those goals include academic and financial preparation for higher education.

Tools, tips, and timely topics on the Web

Studying and organizing tips, checklists for the first day of school, and links to important education-related resources — all of this and more can be found just a mouse-click away on *Adventures In Education* (AIE) at www.aie.org. AIE is TG's educational awareness Web site for students and families. Organized by student educational level, AIE offers customized sections for middle school, high school, and college students, in addition to parents, educators, and counselors.

For high school students, AIE offers *AIEmail*, a weekly electronic newsletter sent to a student's e-mail address. Each week's issue is packed with articles to help students with such topics as college admissions, scholarships, testing and study skills, and volunteerism. In addition, each week's e-mail offers reviews of education-oriented sites, upcoming deadlines for college placement exams including the SAT and ACT, and helpful facts to motivate students to strive for success. Students can subscribe by visiting www.aie.org and selecting [Features: AIEmail].

Toll-free assistance for financial aid and college planning

For families as well as students, helpful assistance is available from live counselors through the Texas Financial Aid Information Center (TFAIC) at (888) 311-8881. TFAIC counselors can help students or parents by answering their questions about preparing and applying for college, exploring careers, understanding financial aid, or identifying other useful resources. Created by the Texas Legislature and offered in collaboration with the Texas Higher Education Coordinating Board, the Texas Association of Student Financial Aid Administrators, and other industry partners, the TFAIC offers unbiased, straightforward information for a wide range of educational needs.

Spanish-language resources and assistance

For students or families who prefer to receive information or assistance in Spanish, TG offers helpful tools as well. AIE, TG's educational awareness Web site, is offered in Spanish, and bilingual counselors are available to assist Spanish-speaking callers at the Texas Financial Aid Information Center at (888) 311-8881. In addition, educators and counselors can obtain many education awareness materials in both English and Spanish by visiting *TG Online* at www.tgslc.org and selecting [For Families and Students | TG Publications | Online Forms/Publications Ordering].

Part-time jobs, internships, and volunteer opportunities

Although summer jobs may be ending, some students may seek part-time jobs after school, internships, or volunteer work to gain more experience and make connections for mentoring or future employment. For that task, TG offers JobGusher[®], available online at www.jobgusher.com. JobGusher provides listings of job openings throughout the nation. Students can set up search criteria, participate in online job fairs, and even look for volunteer opportunities in their own communities. The site's free electronic newsletter also delivers useful tips for creating resumes, preparing for interviews, and researching companies — all important topics to prepare for next summer or after graduation.

Academic opportunity and success can be enhanced by taking advantage of the resources offered by TG and its many partners. Through these efforts, TG continues to work to achieve its vision of providing information, financing, and assistance to help families and students realize their educational and career dreams.

Federal updates

ED offers one-day training workshops on timely topics

In a recent Dear Colleague Letter (DCL) — ANN-04-08 — ED announced a series of one-day workshops covering several timely topics:

- Return of Title IV funds (RT4)
- Analyzing data

- Conflicting information

When and where?

The workshops will be presented nationwide from September 2004 through January 2005. Interested financial aid professionals can register online using ED's new Training for Financial Aid Professionals (formerly FSA University) Web site at www.ed.gov/offices/OSFAP/training/specific.html#rac.

Why now?

The topics of RT4 and conflicting information are particularly hot right now because of recent guidance handed down by ED concerning these areas of Title IV aid administration. Earlier this year, ED released DCL GEN-04-03 on the subject of RT4 (see *Shoptalk Online* Edition 243). And just recently, in one of the new volumes of the 2004-2005 *Federal Student Aid Handbook*, ED released new written guidance on resolving conflicting information, and the level of knowledge that it expects FAAs to have regarding a FAFSA applicant's tax-filing status (see *Shoptalk Online* Edition 265).

More information

To access DCL ANN-04-08, which includes more information on specific topics to be covered at the workshops, go to the Information for Financial Aid Professionals (IFAP) Web site at <http://ifap.ed.gov/dpcletters/ANN0408.html>.

Closed school corner

Listed below is a newly reported school closure from the Postsecondary Educational Participants System (PEPS) and the July 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
00764800	Denver Technical College 925 S. Niagara St. Denver, CO 80224-1639	N/A	6/20/2004

This, that, and the other

Looking for an economical way to train new staff or cross-train existing teams? ED offers a comprehensive introduction to federal student aid program administration through FSA COACH, a series of self-paced lessons online. FSA COACH provides learners with interactive content on program requirements and the roles and responsibilities of the various players in student financial aid.

To access the new 2004-2005 version of FSA COACH, visit www.ed.gov/fsacoach.



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@tgsic.org.

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