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## Tip<sup>of</sup> the Week

Start planning a default prevention fair for the spring. Contact TG at (800) 338-4752 for help.

## TG updates

### TG workshops coming to Lubbock and Austin in December

If you and your financial aid team are looking to end the year on a professional good note, two more of TG's regional training workshops will be offered before year's end. Regional training workshops will be offered in Lubbock and at TG's campus in Round Rock on December 9.

TG workshops offer the opportunity to join your financial aid colleagues for an unforgettable learning and professional development experience. Our training experts have prepared fun and informative sessions on a variety of topics, including default aversion, return of Title IV funds, AdvanTG Web™ enhancements, and privacy issues.

Attendees will have lots of opportunities to interact with other financial aid professionals in the region during the sessions and over lunch.

For details on times, places, and agendas for the current Texas regional training sessions being offered by TG customer services, visit *TG Online* at [www.tgslc.org/workshops/regional/index.cfm](http://www.tgslc.org/workshops/regional/index.cfm).

### How to register

Training is offered free of charge. You can register for workshops online at [www.tgslc.org/workshops/regional/register.cfm](http://www.tgslc.org/workshops/regional/register.cfm). Please register each person from your institution who plans to attend so that we can ensure that we have the right

number of session handouts and complimentary lunches available. Also, please tell us if anyone has special dietary needs so that we may plan menus accordingly.

### **For more information**

If you have any questions or special needs, please contact Sheila Casey at (800) 252-9743, extension 4576, or by e-mail at [sheila.casey@tgslc.org](mailto:sheila.casey@tgslc.org).

## **TG will continue to accept expired forms**

On October 31, 2004, the Teacher Loan Forgiveness, Teacher Loan Forgiveness Forbearance, and Unpaid Refund forms expired. As ED continues to work with the community to revise these forms, TG will accept the current forms until new ones become available.

### **Teacher Loan Forgiveness Application**

Due to the recent changes in the teacher loan forgiveness program (see *Shoptalk Online Edition 279*), the current form does not capture all of the required certifications for awarding the increased forgiveness amount – up to \$17,500. Therefore, if a teacher believes that he or she may qualify for the increased forgiveness amount, the teacher should call TG Customer Assistance at (800) 845-6267 for additional information and instructions.

### **More Information**

TG will post the revised forms at [http://www.tgslc.org/forms/frms\\_disforg.cfm](http://www.tgslc.org/forms/frms_disforg.cfm) as soon as they become available.

## **Holiday closure reminder**

TG will be closed on Thursday, November 11, 2004, in observance of Veterans Day. TG will reopen at normal business hours on Friday, November 12, 2004. This closure will affect EFT disbursements, change transactions, real time access, and application submission. All files received at TG by 11 p.m. CST Wednesday, November 10, will process during the Wednesday night batch schedule. Files received after 11 p.m. will process as follows:

- Application requests will process on Friday at 7 a.m. during the hourly guarantee run. EFT approvals, disbursement rosters, and change transactions will process on Friday, November 12, during the nightly batch schedule.
- EFT funds will not be disbursed on Thursday, November 11. The EFT reports that you receive on Wednesday, November 10, will reflect those payments that will move on Friday, November 12.

On Thursday, November 11, TG will be performing system maintenance from 8 a.m. to 10 a.m. CST. TG's mainframe systems will be unavailable while the system maintenance changes are being made. This will affect TG Loans By Web™, TG Loans By Phone™, Meteor™, Student Loan Inquiry, and Real Time Access.

Borrowers attempting to access those Web sites will receive a page advising them of the outage.

## ***Common Manual***

### ***Common Manual* team meets with industry**

On September 21, 2004, the *Common Manual* Governing Board met with industry participants in Washington, DC. Previous board chair, Becky Collins, and current chair, Betsy Mayotte, presided over the informal meeting to report on the current status of the *Common Manual* and to solicit feedback from the education community on ways to further improve the manual.

Mayotte noted that during the previous year, nearly 140 proposed changes to the manual were approved and incorporated. Based on industry suggestions, Appendix A was updated to include LARs reporting, a new Appendix F describing industry related FFELP initiatives was created, and several training briefs on the use of the *Common Manual* were published. Additionally, in the electronic versions of the manual, links from statutory and regulatory cites were created to take readers directly to source documents and then back to the manual quickly and easily.

This year, *Common Manual* efforts include exploring the possibility of an independent Web site. The site may house information such as the *Common Manual*, historical data, and bulletin language. Participants were very receptive to this idea and brainstormed on additional ideas.

Attendees also complimented the Policy Committee on its diligence and the Governing Board on its accomplishments with the manual's products.

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

In celebration of Veterans Day, the History Channel will air a youth-oriented documentary titled *Veterans Day*, which explores the meaning and history of the national holiday. The documentary is another in a series that is part of a cooperative venture between ED and the History Channel aimed at making students more aware of the importance of our national holidays. Other documentaries look at the history of Martin Luther King, Jr. Day, Presidents Day, and Labor Day.

*Veterans Day* commemorates Armistice Day when the guns fell silent in World War I in the eleventh hour on the eleventh day of the eleventh month of 1918. The show will emphasize the sacrifices that the men and women in the military have made to protect the foundation of the United States and its democratic ideals.

The program will air on the History Channel at 7 a.m. (CST) on Thursday, November 11.

For more information visit [www.historychannel.com](http://www.historychannel.com) or [www.ed.gov/news/pressreleases/2004/08/08252004.html](http://www.ed.gov/news/pressreleases/2004/08/08252004.html).



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