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Tip^{of}the Week

Does your institution have December graduates? If so, provide budget worksheets to students during exit counseling. Templates are available from TG's public service Web site, Adventures in Education, at www.AIE.org.

TG updates

TG resolves third-level discrepancies on the NSLDS

One of the many services offered by TG is the resolution of third-level discrepancies on the National Student Loan Data System (NSLDS). Third-level discrepancies are conflicts with a Social Security Number (SSN), name, or date of birth (DOB). Such conflicts may affect students' financial aid balances and, therefore, eligibility for Title IV funds and student loan guarantees.

Felicia Anthony, a compliance specialist on TG's compliance administrative operations team, specializes in resolving NSLDS third-level discrepancies. To understand TG's role in resolving these discrepancies, let's take a look at the process.

The process

TG reports information on all open loans to the NSLDS each month. Loans that the NSLDS rejects because of SSN, name, or DOB errors are identified on a monthly report that Felicia receives from the NSLDS.

When Felicia receives a conflict report, she notifies the appropriate financial aid offices about the conflict by telephone, and requests a copy of the student's Social Security card and driver's license. If a school does not have a copy of the required documents, TG sends a letter requesting the documents to the student and/or

parent borrower. In some cases, lenders are contacted for a copy of the master promissory note (MPN).

Prior to receipt of the required documents, Felicia places a flag on the account on TG's system. The flag alerts TG's loan guarantee representatives to the conflict between TG's system and the NSLDS and prevents the guarantee of any additional loans for that student and/or borrower.

When TG receives the documents needed to resolve the conflict, Felicia sends a letter, along with a copy of the documentation, to the provider(s) who reported the incorrect information to the NSLDS requesting their assistance to correct the information. Most providers correct information within 30 days. TG monitors the NSLDS closely until the information is updated. Felicia has a 95 percent success rate for resolving third-level discrepancies.

Interim help

In the event that a school holds a student's award because of a discrepancy with the NSLDS, the school may request a confirmation letter from TG so the award can be released to the student. If TG has received enough information to determine that the award is appropriate, but the NSLDS has not yet been updated, TG will provide a confirmation letter to the school, and then continue to monitor the account on the NSLDS until it is appropriately updated.

Contact information

If you have any third-level discrepancies with the NSLDS, you may contact Felicia Anthony at felicia.anthony@tgsdc.org, by phone at (512) 219-4572, or by fax at (512) 336-6511. She will be happy to assist you.

Federal updates

Secretary of Education resigns

Rod Paige, secretary of the Department of Education (ED), has resigned from the Cabinet. His resignation was submitted on November 5 but was announced by the White House yesterday.

Paige will continue to serve on the Cabinet through the end of the current Bush presidential term. The White House is currently considering potential candidates to take over the position in January.

The most notable claim to fame of Paige's administration of ED is the passage of the No Child Left Behind Act, which overhauled federal policy with regard to K-12 education. There were no major changes to the federal role in postsecondary education under Paige's direction.

Closed school corner

Following is a list of newly reported school closures and error corrections from the Postsecondary Educational Participants System (PEPS) and from the October 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
01096600	Aladdin Beauty College #9 212 West Commerce Altus, OK 73522-3810	N/A	4/30/2002
02517200	Beacon Career Institute 2900 NW 183 rd St. Miami, FL 33056-3534	N/A	9/22/2000
00247500	Kemper Military School and College 701 Third St. Boonville, MO 65233-1699	N/A	7/7/2000
02346300	U.S. Schools 100 North Plaza Miami, FL 33147-4718	N/A	1/10/2000

ED reminds financial partners of 45-day gap rule

ED recently issued Dear Partner Letter FP-04-08 to remind its financial partners that when performing due diligence collection activities, gaps may not exceed 45 days between those activities as specified in 34 CFR 682.411(b)(2). ED's reminder emphasizes that the final demand letter is considered a collection activity as defined in 34 CFR 682.411(f), and is subject to the 45-day gap rule.

ICM updated with gap rule

Recently, the *Integrated Common Manual* (ICM) was updated to clarify the 45-day gap rule. The manual also was enhanced by the addition of figures that provide lenders with easy-to-read references for the due diligence collection activities and the time frames applicable to each.

More information

FP-04-08 is available on ED's Information for Financial Aid Professionals (IFAP) Web site at www.ifap.ed.gov/dpccletters/FP0408.html.

For more information on due diligence collection activities, see the *Common Manual* updates in *Shoptalk Online* [Editions 253](#) and [270](#), and section 11.4 of the 2004 ICM. The ICM is available for download at www.tgslc.org/resources/integrated_online_manual.cfm.

Legislative update

The November 9, 2004 issue of TG's *Legislative Report* includes a post election analysis of state races from the National Conference of State Legislatures (NCSL), an update on the now-Republican majority Texas congressional delegation, and a compilation of the higher education and student financial aid-related bills that have been pre-filed for consideration during the 79th regular session of the Texas Legislature, which convenes on January 11, 2005.

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

The holiday season is quickly approaching. We want to remind our customers that TG will be closed on the following dates:

- Thursday and Friday, November 25 and 26
- Thursday and Friday, December 23 and 24
- Friday, December 31

TG also will be closed from 3 p.m. to 5 p.m. CST on Tuesday, December 7, for a corporate-wide activity. TG will reopen at 5 p.m.

TG will not run batch schedules on November 25 and 26 and December 23, 24, and 31.



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

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