

In this issue:

TG updates	1
TG names new customer services consultants and national account representative	1
Federal updates	2
Bush selects Spellings as ED secretary.....	2
EFC names new president.....	3
Legislative update	3

TG updates

TG names new customer services consultants and national account representative

Jan Abraham, Vincent Carales, Keith Dickson, Thresa Tyus, and Esmeralda Varela recently joined TG’s customer focus team. Each of them brings extensive experience in the student financial aid community and is looking forward serving TG’s customers.



Jan Abraham recently joined TG’s strategic partnerships team with six years of experience in the student financial aid community. Jan will serve TG’s customers in North Carolina, Virginia, Maryland, and Washington, D.C. Most recently, Jan worked as an educational account representative for Sallie Mae. She holds a master’s degree in business administration from Marymount University in Virginia. Jan can be reached at (800) 252-9743, ext. 2512, or by e-mail at

jan.abraham@tgslc.org.



Vincent Carales joins TG with six years of financial aid experience at the University of Texas at Austin, Colorado State University, and Texas State University – San Marcos. He has a bachelor’s degree in mass communication from Southwest Texas State University, now called Texas State University – San Marcos, and is working towards his master’s degree in student affairs. He is looking forward to

serving TG’s customers in the South Texas, El Paso, and Big Bend areas. Carales

can be reached at (800) 252-9743, ext. 4604, or by e-mail at vincent.carales@tgslc.org.



Keith Dickson will serve TG customers in the Houston area. He joins the customer services team after working at TG since 1993 in various capacities. Most recently he was a customer assistance representative, and he also has served as a default prevention counselor. Dickson is pursuing a bachelor's degree in organizational communication from St. Edward's University. He can be reached at (800) 252-9743, ext. 4666, or by e-mail at keith.dickson@tgslc.org.



Thresa Tyus joined TG as a lender consultant with 12 years of experience in the student loan industry. Before joining TG, Tyus worked with the North Texas Higher Education Servicing Corporation in Arlington, Texas, where she began as a senior loan originations representative then moved on to a position as marketing liaison. Her student loan and customer service background will be a great asset to TG's lender customers. Tyus holds an associate's degree in applied science from Tyler Junior College. She can be reached at (800) 252-9743, ext. 4646, or by e-mail at thresa.tyus@tgslc.org.



Esmeralda Varela joins TG with five years of experience in the student financial aid industry. She was a recruiter for both Learn, Inc. and the Texas Migrant Council in Lubbock, Texas. She holds a bachelor's degree in sociology from Texas Tech University and is working toward a master's degree. She will serve TG's customers in West Texas and the Panhandle. Varela can be reached at (800) 252-9743, ext. 4918, or by e-mail at esmeralda.varela@tgslc.org.

Federal updates

Bush selects Spellings as ED secretary

President Bush last week nominated Margaret Spellings to replace Rod Paige as the next secretary of education, just a few days after the White House announced that Paige was resigning from the Cabinet.

Spellings previously served as Bush's assistant to the president for domestic policy. She has advised Bush on education issues since he was the governor of Texas, and she previously served as the associate executive director of the Texas Association of School Boards.

Spellings was one of the authors of the No Child Left Behind Act of 2001, and is expected to promote a theme of accountability at all education levels. Other than her expected emphasis on accountability, little else is known about Spellings' agenda for higher education as reauthorization continues to loom in the future.

The Senate is expected to confirm Spellings' appointment. If it does, she will assume the ED leadership role at the beginning of the next Bush term.

EFC names new president

The Education Finance Council (EFC) has recently selected Kathleen Smith as its new president. EFC is a nonprofit trade association based in Washington, D.C., that represents state-based student loan secondary market organizations, including scholarship funding corporations throughout the country.

Smith is no stranger to working in prominent positions focused on shaping higher education policy. Since August 2001, she has worked on the staff of the House Committee on Education and the Workforce, where she provided leadership in the development of legislation centered on higher education. She also has experience with EFC, having served as its chief of staff and director of corporate communications from 1998 to 2001. Smith also has worked in various capacities at three other guaranty agencies, and as a former assistant director of financial aid at D'Youville College.

TG congratulates Smith on her appointment as EFC president. TG President and CEO Sue McMillin said, "We have a great deal of respect for Kathleen and her experience — she will serve EFC very well and we look forward to working with her."

Legislative update

The November 18, 2004 issue of TG's *Legislative Report* includes a listing of the 13 pieces of pre-filed legislation concerning higher education or student financial aid that will be considered during the 79th regular session of the Texas Legislature, which convenes on January 11, 2005. The issue also includes an update of the lame duck session of the 109th Congress, along with an article on President Bush's appointment of a new education secretary, and an update on TG's Sunset Review process. 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...

TG offices will be closing at noon on Wednesday, November 24, for the remainder of the week. The TG team will be back to serve you on Monday, November 29.

Happy Thanksgiving from all of us at TG!



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: Kristin Boyer, Kelly Kaelin, Art Martinez, and Susan Martinez. Edited by TG Communications and Policy and Regulatory Affairs. Designed by TG Communications.

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