

## In this issue:

<b>Federal updates .....</b>	<b>1</b>
ED's FSA announces new general manager of financial partner services .....	1
Closed school corner .....	2
<b>TG updates .....</b>	<b>2</b>
TG launches POSITIVE+BALANCE™ financial literacy program at 2005 TG Conference .....	2
New TG resource offers review of research studies related to first-generation college students.....	3
TG announces new training curriculum to help borrowers manage student loan debt.....	4
<i>Shoptalk Online</i> celebrates 300 <sup>th</sup> edition.....	6
<b>Legislative update.....</b>	<b>7</b>
<b>This, that, and the other .....</b>	<b>7</b>

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

Meet with your institution's alumni office to discuss ways to communicate personal finance and loan repayment strategies with new graduates. Call TG at (800) 338-4752 for ideas and other resources.

## Federal updates

### ED's FSA announces new general manager of financial partner services

ED's chief operating officer of federal student aid (FSA), Terri Shaw, recently announced that Matteo "Matt" Fontana has been named the general manager of financial partner services. Most recently, Fontana served as the deputy general manager of financial partner services. According to the announcement, Fontana has more than 15 years of experience in the federal student aid industry.

Fontana replaces Victoria Bateman, who recently has served as the acting general manager. Bateman will continue to serve as FSA's chief financial officer.

TG welcomes Matt Fontana to this new role at FSA.

## Closed school corner

Following is a list of newly reported school closures from the Postsecondary Educational Participants System (PEPS) and from the March 2005 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
01191100	Brick Computer Science Institute 590 Route 70, #1A Brick, NJ 08723-4043	N/A	8/21/2004
02108203	Brown Mackie College – RETS Pittsburgh 777 Penn Center Dr. Pittsburgh, PA 15235-4583	N/A	11/11/2004
02532100	Business Career Training Institute 500 SE Everett Mall Way #B200 Everett, WA 98208	N/A	3/11/2005
02532101	Business Computer Training Institute – Seattle 424 N. 130 <sup>th</sup> St. Seattle, WA 98133-7910	N/A	10/1/1999
02532102	Business Career Training Institute – Beaverton 8687 SW Hall Blvd. Beaverton, OR 97008-6917	N/A	3/11/2005
02532103	Business Career Training Institute – Tacoma 5825 Tacoma Mall Blvd. #103 Tacoma, WA 98409-6917	N/A	3/11/2005

## TG updates

### TG launches POSITIVE+BALANCE™ financial literacy program at 2005 TG Conference

TG has unveiled its latest tool that schools can use to help their students successfully manage student loan repayment and learn responsible money management practices.

Students often find it difficult to manage their finances while they are in school or once they graduate from college. Many have student loans and credit card debt. A number of them are faced with managing money on their own for the first time and may be unsure of the best way to handle budgeting and paying their bills. Others may not find jobs that pay them as much as they had anticipated. In addition, returning students may need assistance in managing school costs along with an already present debt load.

Now there is a resource that higher education professionals can use to help educate their students about managing their personal finances.

POSITIVE+BALANCE is a financial literacy and life success training program that helps to foster students' skills and knowledge in money management, academic success, and career development. POSITIVE+BALANCE consists of two programs — one for students and one for professionals who interact with students. Each program has multiple modules that focus on a student's financial life from entering college through exit counseling, graduation, and student loan repayment.

The program is fully customizable for both students and campus professionals and can be integrated with existing campus default aversion activities.

TG's default aversion team will meet with campus financial aid professionals to help assess and determine individual needs. A customized program is then created, which may incorporate some of TG's other default aversion tools and resources. The program is then delivered by TG default aversion professionals, who will follow up with the school and monitor its results.

### **More information**

To learn more about POSITIVE+BALANCE or TG's other default prevention solutions, tools, and services, contact Joe Braxton or Clarissa Peereboom, TG's default aversion consultants. Joe Braxton may be reached at (800) 252-9743, ext. 4696, or by sending an e-mail message to [joe.braxton@tgsic.org](mailto:joe.braxton@tgsic.org). Clarissa Peereboom may be reached at (800) 252-9743, ext. 4765, or by sending an e-mail message to [clarissa.peereboom@tgsic.org](mailto:clarissa.peereboom@tgsic.org).

### **New TG resource offers review of research studies related to first-generation college students**

Understanding the many financial, academic, and personal challenges that affect first-generation college students is a critical learning objective for financial aid professionals. Over the past several years, a variety of sources have conducted research on the topic, and each of these sources provides further insight into the factors and challenges faced by these students and their families. Often, however, the biggest challenge is gathering these research and information resources in one location that financial aid professionals can easily access.

## **Centralized resource offers convenient starting point for review**

To assist schools, lenders, and other industry partners with the task of learning more about the existing body of research on the topic of first-generation college students, TG has prepared and published *First-Generation College Students: A Literature Review*. This document offers an organized summary of existing resources on the topic, grouped by major subject area. Major topics include:

- Access issues
- Characteristics of first-generation students
- Retention issues
- Pre-college intervention efforts
- College intervention efforts

## **Potential uses**

*First Generation College Students: A Literature Review* can be a valuable resource for many financial aid activities. Some of these may include:

- Educating these students early on about how and when to apply to college and how and when to apply for financial aid
- Targeting intervention efforts that reach out to these students both before and after high school to help mitigate the difference between first-generation and non-first-generation students
- Working with the admissions department to ensure academic preparedness and to offer academic counseling assistance

## **To obtain the document**

*First-Generation College Students: A Literature Review* is available for download and review in portable document format (pdf) by visiting *TG Online* at [www.tgslc.org](http://www.tgslc.org) and selecting the *For Schools* or *For Lenders* sections of the site. The document is listed in the *TG Publications* section under *Special Reports*. You can also download the document directly by visiting [www.tgslc.org/publications/index.cfm](http://www.tgslc.org/publications/index.cfm).

## **More information**

If you have questions about the document, please send an e-mail message to Robin McMillion at [robin.mcmillion@tgslc.org](mailto:robin.mcmillion@tgslc.org), or call (800) 252-9743, ext. 4690.

## **TG announces new training curriculum to help borrowers manage student loan debt**

The Council for the Management of Educational Finance (Council), TG, and its industry partners are developing a new training curriculum to assist postsecondary

institutions, lenders and servicers in training their staffs to effectively help borrowers manage their student loan debt.

## **Background**

In February 2004, the Council brought together representatives from postsecondary institutions, lenders, and servicers to share their best practices for debt management and default aversion. At the event, the Council discovered discrepancies among the messages that students receive when contacting their institution, lender, or servicer.

As a result, *Creating Consistency in Educational Finance: A Training Curriculum* was proposed to help facilitate the delivery of a consistent message about debt management and default aversion throughout the higher education finance community.

## **How to use the training curriculum**

The curriculum is designed for call center representatives, call center supervisors and managers, campus administrators, and lender marketing representatives in the financial aid community. The training is divided into four modules.

- Module 1: Call Center Telephone Representatives (available Summer 2005)

This module will offer an in-depth review of federal student loan repayment options and the requirements a borrower must fulfill to receive a deferment or forbearance, and explains the elements that appear in a credit report. It also will provide a review of customer service skills that are essential when speaking to student borrowers

- Module 2: Call Center Supervisors and Managers (available Summer 2005)

This module will provide practical solutions for call center supervisors and managers at lending and servicing institutions and financial aid offices. It also will offer guidelines and solutions for cultivating a productive work environment, resolving conflicts with the customer, and effectively assessing staff performance.

- Module 3: Campus Administrators (available at [www.tgslc.org/council/training/mod3/index.cfm](http://www.tgslc.org/council/training/mod3/index.cfm))

This module explains the roles that lenders, servicers, guaranty agencies, and institutional financial aid offices play in the student loan management process. It also offers some key indicators and reasons why students are not properly managing their debt, and how this is affecting the cohort default rate of postsecondary institutions, along with an overview of customer service skills necessary to effectively counsel students on debt management skills.

- Module 4: Entrance and Exit Counseling for Lender Marketing Representatives (available at [www.tgslc.org/council/training/mod4/index.cfm](http://www.tgslc.org/council/training/mod4/index.cfm))

This module presents lender marketing representatives with federal regulatory requirements, guidelines, and principles of ethics to follow when conducting entrance and exit counseling sessions on campus.

### **How to use this new training tool**

The material presented in each module is intended to complement existing training materials.

Additionally, the curriculum can be used either as a self-learning tool or for instructor-led training. Each module can be individually downloaded to train a specific audience.

### **More information**

To learn more about this training curriculum or the Council, contact Maria Luna-Torres at (800) 252-9743, ext. 4632, or send an e-mail message to [maria.luna-torres@tgslc.org](mailto:maria.luna-torres@tgslc.org).

## ***Shoptalk Online* celebrates 300<sup>th</sup> edition**

This week's edition of *Shoptalk Online* marks the 300th publication of TG's premier industry newsletter. Since the inaugural issue back in August 1990, *Shoptalk Online* has evolved to keep its customers up-to-date on all the changes that have occurred over the years throughout the student aid industry.

### **What's in a name?**

The first article in the first edition explained why TG created *Shoptalk* — which began as a printed newsletter — for its customers:

"All of us in this business know how complicated student financial aid and student lending have become. We also know that information is one of the most important resources you have when trying to stay current (or better yet, ahead) of changes... That's why we created *Shoptalk*."

As its name implies, *Shoptalk Online* began as our 'nuts and bolts' technical publication for lenders and schools. While the newsletter has remained the premier source for technical and regulatory information for the past 15 years, *Shoptalk Online's* coverage has evolved along with the student financial aid industry.

The publication now includes the latest on various topics, including the forthcoming reauthorization of the Higher Education Act, updates on TG's solutions, tools, and services, and news from throughout the financial aid and higher education communities. As the federal regulations change, as TG's policies and products are updated, as we develop new forms and processes to better meet your needs, and as the student financial aid industry changes as a whole, you will read about it in *Shoptalk Online*.

## **Shoptalk Online is your publication**

Over the years, TG has made improvements to get you the information you need to manage student financial aid programs in an even more effective manner. In the early years, that meant special editions in between regular monthly issues on hot topics such as new legislation and policy changes. Later, in January 1996, TG began posting monthly editions of *Shoptalk* on its Web site. In 2001, *Shoptalk* became a weekly publication, moved from customers' mailboxes to their e-mail inboxes, and was renamed *Shoptalk Online*. This year, we published the first *Strategic Enrollment Management Special Edition of Shoptalk Online*.

All of these changes represent TG's commitment to making *Shoptalk Online* the publication you turn to for the most up-to-date news and information. As we said in the first issue:

"We want *Shoptalk* to anticipate issues and answer your questions. To do that, we need your input."

If there is an issue you would like to see addressed in *Shoptalk Online*, or a question you would like to have answered, please contact the TG communications team at (800) 252-9743, ext. 2832, or send an e-mail message to [communications@tgslc.org](mailto:communications@tgslc.org).

## **Legislative update**

The April 8, 2005 issue of TG's *Legislative Report* includes updates on the student aid provisions included in the 2006 House and Senate budget resolutions; the differences in approach and funding of the Texas House and Senate appropriation bills, and an update on TG's Sunset Advisory Commission Review. Keep up with the latest developments by reading the full report on *TG Online* at [www.tgslc.org/lege\\_report/index.cfm](http://www.tgslc.org/lege_report/index.cfm).

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

At Congress' request, the Advisory Committee on Student Financial Assistance will hold a one-day hearing on Monday, April 25, to examine how to best simplify student aid during the current HEA reauthorization. The hearing will include a review and discussion of the variety of simplification initiatives recently introduced in legislation, and other proposals under active consideration.

The hearing will be held from 9 a.m. to 4:30 p.m. at the Washington Court Hotel on Capitol Hill. Registration is required. For more information, contact the Advisory Committee office at (202) 219-2099.



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

*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@tgslc.org](mailto: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.

©2005 Texas Guaranteed Student Loan Corporation.  
POSITIVE+BALANCE and the TG logo are trademarks of Texas Guaranteed Student Loan Corporation.