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

Plan a debt management session as part of your orientation activities for your next group of incoming students. Call TG at (800) 338-4752 for information on POSITIVE+BALANCE™ and other resources.

## Federal updates

### 2005 *Electronic Common Manual* released

The 2005 version of the *Electronic Common Manual* (ECM) is now available for download at [www.tgslc.org/resources/integrated\\_online\\_manual.cfm](http://www.tgslc.org/resources/integrated_online_manual.cfm). The 2005 ECM contains all of the new policies approved since the July 2004 version of the manual was published. A summary of the new policies and other changes is included in the manual.

### Foundation for future changes

The 2005 ECM is now the most current version of the manual and is the baseline document to which changes will be made as new policies are approved throughout the upcoming *Common Manual* year.

As new policies are approved, the *Common Manual* leadership will continue to release monthly *Integrated Common Manuals* (ICMs) showing the changes to the text as underlines and strikethroughs. This provides *Common Manual* users with the most up-to-date version of the manual at all times.

Each month that new policies are approved, TG posts the latest ICM to *TG Online* for users to download. Policy changes and the availability of the ICM are also announced in *Shoptalk Online*.

### **Paper copies of the *Common Manual***

Paper copies of the new manual soon will be mailed to customers who have requested the paper edition. Customers will need to place the annual update pages and the one new tab for appendix F (now titled "FFELP Community Initiatives") within their *Common Manual* binders. As always, it is a good idea to archive the pages you replace.

### **CD-ROM version**

The 2005 *e-Collection* CD-ROM soon will be available. The *e-Collection* is a complete virtual reference shelf containing the 2005 ECM as well as the following additional materials:

- The *Federal Student Aid Handbook*
- The common FFELP forms
- The Higher Education Act (HEA)
- The National Council of Higher Education Loan Programs (NCHELP) integrated HEA
- The NCHELP Integrated Regulations — Parts 600, 668, and 682
- The NCHELP Topical Index of the HEA and federal regulations
- Dear Colleague/Partner Letters
- ED announcements

You can request a copy of the *e-Collection* CD-ROM by contacting TG customer services at (800) 252-9743, ext. 4546, or sending an e-mail message to [customer.services@tgslc.org](mailto:customer.services@tgslc.org). Your order will be shipped as soon as the new CD-ROMs arrive — please allow four to six weeks for delivery.

## 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 June 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
02344300	<b>Empire Beauty School</b> 2632 S. Broad St. Philadelphia, PA. 19145-4616	N/A	1/7/2005

## TG updates

### TG offers addenda for disclosing new interest rates

As announced in [Shoptalk Online 308](#), variable interest rates on Stafford and PLUS loans will increase for the first time in four years on July 1, 2005. To help lenders and servicers disclose the new rates to borrowers, TG is again offering interest rate addenda to accompany its Notice of Guarantee/Disclosure (NOG).

Lenders and servicers may choose to send TG's NOG to Stafford and PLUS borrowers to satisfy interest rate disclosure requirements in federal regulations. When doing so, the lender or servicer should also send the applicable interest rate addendum to borrowers whose loans are guaranteed before July 1, but whose loans are not first disbursed until July 1, 2005, or later. Of course, lenders and servicers may alternatively choose to print and send their own disclosure notices.

Lenders and servicers should also send the applicable interest rate addendum when a NOG reprint is requested. The borrower can then use the addendum to determine the interest rate formula for the loan based on the time of its disbursement, which may vary from the formula indicated on the reprinted NOG.

TG's NOG contains the following interest rate disclosure: "This is a variable rate, which may change each July 1. The interest rate shown is the rate in effect at the time of guarantee." The Stafford and PLUS loan interest rate addenda include the new July 1, 2005, interest rates for Stafford and PLUS loans, respectively.

The Stafford and PLUS loan interest rate addenda are available on TG's Web site *TG Online* at [http://www.tgslc.org/forms/guar\\_disc.cfm](http://www.tgslc.org/forms/guar_disc.cfm).

## More information

For details on the new interest rates going into effect on July 1, access TG's interest rate chart at [www.tgslc.org/pdf/int\\_rate\\_chart.pdf](http://www.tgslc.org/pdf/int_rate_chart.pdf).

For questions about the interest rate changes or disclosures, call Mashay Taylor with TG loan guarantee operations at (800) 252-9743, ext. 4958, or send an e-mail message to [mashay.taylor@tgslc.org](mailto:mashay.taylor@tgslc.org).

## Come see TG at NASFAA in New York

Each year, the NASFAA Conference offers an opportunity for financial aid professionals to gain new ideas and insights to help their offices maximize their potential and reach their goals. This year will be no different at NASFAA in New York City, and as always, you can count on TG to be there offering informative and innovative sessions to grab your attention and get you motivated.

### Session topics

Several TG team members will be hosting sessions on industry and professional development topics at the conference, which runs from July 3-6. As you plan your itinerary, consider the following sessions for inspiration and new strategies.

- *Regulatory Perils — Is Cost of Attendance for Students with Dependents Black and White or Gray?* Monday, July 4, 10 a.m.

This interactive session addresses the various issues that affect cost of attendance (COA) for students who have dependents and looks at how you, as a financial aid professional, can help. The session explores the various ways that schools determine COA for students with dependents. It also examines the regulatory gray areas surrounding the determination and the use of professional judgment to adjust COA components. In addition, this session focuses on the certification of private, alternative loans that these students may receive within or outside the cost of attendance.

- *Customer Service in Financial Aid: Principles and Best Practices* Monday, July 4, 10 a.m. and Tuesday, July 5, 9 a.m.

A perennial favorite of NASFAA Conference attendees, this session includes a panel of financial aid directors from a diverse group of schools — large 4-year, public; medium-sized private; graduate/professional; and proprietary. Learn how these schools have implemented the top 10 essential customer service skills in their offices and receive tips on how your office can implement these tactics to enhance performance.

- *Motivation: Is There a Recipe?* FABS session, Monday, July 4, 10 a.m.

We all know that developing a highly motivated financial aid team is a complex process, especially with decreased budgets and increased demands. However, most people have experienced high levels of motivation and can usually

recognize that trait in others. In this interactive session, participants identify workplace characteristics that foster motivation, and then brainstorm on what you, as financial aid staff and directors, can do to incorporate these characteristics into your office.

### **Where to find TG at NASFAA**

Don't forget to stop by the TG booth (#713) in the NASFAA exhibit hall. TG representatives will be available to discuss how our solutions, tools, and services can enhance the financial aid process for families, students, schools, and lenders, and to answer any questions you may have.

### **More information**

Additional information on the NASFAA Conference is available at [www.nasfaa.org/subhomes/AnnualConference2005/index.html](http://www.nasfaa.org/subhomes/AnnualConference2005/index.html).

### **TG enhances Web site with additional information about teacher loan forgiveness**

In light of the recent changes to the Teacher Loan Forgiveness Program (TLFP), TG has updated and expanded information on teacher loan forgiveness on its Web site, *TG Online*. Similar to the style of TG's popular Consolidation Station Web page, the TLFP Web pages, available at [www.tgslc.org/borrowers/tlf.cfm](http://www.tgslc.org/borrowers/tlf.cfm), include the following:

- An overview of the TLFP
- The eligibility requirements for teacher loan forgiveness
- Information on the authorized forbearance permitted during qualifying teaching service
- A list of frequently asked questions about the TLFP
- A summary of the TLFP application process with a link to the page that contains the downloadable application

The TLF Web pages also contain information on ED's recent guidance clarifying that a borrower cannot qualify for the increased loan forgiveness amount of \$17,500 any earlier than January 8, 2007 (see *Shoptalk Online* [Edition 305](#) for more information).

### **More information**

If you or your student borrowers have questions about teacher loan forgiveness, TG's customer assistance team has knowledgeable representatives who can answer those questions and help borrowers through the application process. Contact TG customer assistance at (800) 845-6267, or send an e-mail message to [cust.assist@tgslc.org](mailto:cust.assist@tgslc.org).

## Trends and issues

### NCES releases *The Condition of Education 2005*

ED's National Center for Education Statistics (NCES) recently released its annual report, *The Condition of Education 2005* that summarizes important developments and trends in elementary, secondary, and higher education in the U.S.

The congressionally mandated report, which must be filed by June 1 each year, provides current information on 40 indicators that address the success of the country's education system, including trends in enrollment, student achievement, school environment, dropout rates, degree attainment, and long term outcomes of education

This year's *Special Analysis* section looks at mobility in the teacher workforce.

### Postsecondary education topics

This year's *Condition of Education* section titled *Contexts of Postsecondary Education* includes information, statistics, and analyses on the following topics:

- Characteristics of postsecondary students
  - Includes minority student enrollment and students who work
- Programs and courses
  - Includes the top 30 postsecondary courses
- Learning opportunities
  - Includes distance education
- Special programs
  - Includes accommodations for students with disabilities
- Faculty and staff
  - Includes salary, benefits, and total compensation
- College Resources
- State policy
  - Includes state transfer and articulation policies

### More information

To learn more about the NCES and *The Condition of Education 2005*, visit the NCES Web site at [www.nces.ed.gov](http://www.nces.ed.gov).

## Legislative update

The June 8 issue of TG's *Legislative Report* includes a Congressional update on the final push of legislation for the initial session of the 109th Congress, which is

scheduled to adjourn on September 30, 2005. 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**

Don't forget to submit your application for the *2005 Commitment to Student Success Awards*. The award, given by TG and the Council for the Management of Educational Finance, recognizes schools that have developed innovative debt management and default prevention strategies that have helped students to manage their debt and successfully repay their student loans. The deadline for entries is **July 22, 2005**. For more information, visit [www.tgslc.org/council/cssa.cfm](http://www.tgslc.org/council/cssa.cfm).



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

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