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Tip^{of} the Week

TG's Center for Financial Aid Policy in Community Colleges serves as an advocate, resource, and counselor to community colleges as they work to serve the next generation of students. To learn more, visit www.tgslc.org/cfapcc/index.cfm

Federal updates

ED releases updated Blue Book

ED recently has published an updated version of *The Blue Book: Accounting, Recordkeeping, and Reporting by Postsecondary Educational Institutions Participating in the Federal Student Aid Programs*. This is only the second time that ED has updated this publication — it was released in June 1999 and updated once before in June 2001.

The *Blue Book* provides guidance to offices and individuals who handle Federal Student Aid (Title IV) funds, which may, on your campus, include both the financial aid and bursar's/business offices. The resource addresses the regulations and procedures that schools must follow in requesting, maintaining, disbursing, and otherwise managing Title IV funds.

More information

To access the newly updated *Blue Book*, visit the recently redesigned Information for Financial Aid Professionals (IFAP) Web site at <http://ifap.ed.gov/bbooks/102005BlueBook.html>

TG updates

Familiar faces, new roles help shape the future of customer service at TG

Customer service at TG has been reengineered to provide even more flexibility and enhanced service to TG's school and lender partners. TG considered feedback from business partners and advisory groups to determine the most effective way to simplify the organization of customer service teams and to streamline student loan processing. As a result, several of TG's financial aid experts have taken on new responsibilities.

Margie Harvey, Vickie Tanner take on new roles

Margie Harvey has been named assistant vice president for relationship management and consulting. As such, she will oversee efforts related to cultivating relationships with all of TG's customers. This includes managing a team focused on building relationships with student lending professionals. Before joining TG in March 1997, Margie had already gained considerable experience in student financial aid. She has worked at a large public university, a FFELP secondary market/servicer, and a state-agency guarantor in operations, training, national regulatory affairs, and compliance. In 2003, she was named TG's assistant vice president for strategic partnerships and new ventures. She holds a bachelor's degree in mathematics and a master's degree in higher education administration, both from Purdue University.

Vickie Tanner, assistant vice president for business partner services, will oversee student technology services and support for loan processing, customer training programs, and conference and event planning. Vickie joined TG in 1988 as assistant manager of applications development. She was named assistant vice president of customer services in June 1997. She has a strong background as a programmer/analyst and project manager in various industries, including insurance, banking, retail and oil and gas. Vickie holds a bachelor's degree in business education from Southern Illinois University and a master's degree in organizational leadership and ethics from St. Edward's University.

Relationship Management and Consulting teams

Margie's teams will consult with financial aid and lending professionals to determine which TG products and services can help students and borrowers most. Her team also will provide ongoing support to those involved in simplifying the financial aid process. Margie's management team will include Craig Berkley, manager for the western region; Chanson Durden, manager for the eastern region; Cynthia Mayberry, manager for Texas; and Kevin Harris, newly-appointed director of lender partnerships.

Business Partner Services teams

Vickie's business partner services team includes 35 professionals involved in product support, business integration, testing, event planning, and training. Paul Lewis will continue to serve as assistant manager for business partner services, overseeing the implementation and support of customers on all of TG's loan management tools, including AdvanTG Web™, TG's premier life-of-the-loan tool.

"With more than 100 years of combined experience in student financial aid, all members of our customer-focused team are able to provide incredible levels of service to our business partners," said Kim Alexander, TG's vice president of customer focus, who manages both teams. "I am confident that their continued leadership will enhance our ability to respond to customers' needs while addressing the ever-growing demand to streamline the financial aid process and provide help to students and families across the country."

More information

To learn more about TG's customer service teams, call (800) 252-9743.

Question of the week

Q: How do I process a loan after the end of the loan period has passed?

A: According to the *Common Manual 7.7.G*, Stafford or PLUS loan proceeds may be disbursed after the end of the loan period or the date on which the student ceased to be enrolled at least half-time only if:

- The school certified the borrower's loan eligibility before the end of the loan period or the date on which the student ceased to be enrolled at least half time, whichever is earlier, and determined that the loan funds will be used to pay educational costs incurred for the period in which the student was enrolled and eligible.
- In the case of a first-year, first-time borrower whose loan is subject to delayed delivery, the student completed the first 30 days of his or her program of study.
- In the case of a second or subsequent disbursement, the student graduated or successfully completed the loan period.

For more information on late delivery requirements for schools, see the *Common Manual*, subsection 8.7.E. You can download the latest *Integrated Common Manual* from TG's corporate Web site *TG Online* at www.tgslc.org/resources/integrated_online_manual.cfm.

Do you have a question?

If you have a question that needs an answer, feel free to *Ask TG™*. To submit a question to *Ask TG*, visit <http://tgslc.custhelp.com>.

Coming up...

The following events are taking place during the upcoming month.

Council for the Management of Educational Finance Quarterly Meeting

October 27

San Antonio, Texas

Electronic Access Conference

October 30 - November 2

San Diego, California

Training Session: Conducting Entrance and Exit Counseling

November 4

Round Rock, Texas

MASFAP Fall Conference (Missouri)

November 6 – 8

Lake Ozark, Missouri

NCASFAA Fall Conference (North Carolina)

November 7 – 9

Charlotte, North Carolina

40th Anniversary of the HEA

November 8

Lyndon B. Johnson Student Center

Texas State University

San Marcos, Texas

Veteran's Day

November 11

TG offices closed

DE-DC-MD Fall Conference (Delaware, Washington, D.C., Maryland)

November 11 – 13

Cambridge, Maryland

Mapping Your Future™ Chat Event (www.mapping-your-future.org)

November 15

Evening Online Chat — Managing your student loans, including repayment options, consolidation, and cancellation

TG Lender and School Advisory Committee Meeting

November 17

Round Rock, Texas

Thanksgiving Holiday

November 24 – 25

TG offices closed (beginning at noon on November 23)

TG Regional Training

November 29
Amarillo, Texas

TG Regional Training

November 30
San Antonio, Texas

Electronic Access Conference

November 30 - December 2
Atlanta, Georgia

Trends and issues

Partner Resources: ED's FSA COACH teaches fundamentals of financial aid

FSA COACH, a free training program offered by ED, can serve as a resource for new student financial aid professionals. The program is designed to be an introductory course on school requirements for administering postsecondary federal student aid (FSA) programs authorized under Title IV of the Higher Education Act.

Located online at www.ed.gov/offices/OSFAP/fsacoach/index.html, FSA COACH, which stands for Federal Student Aid Computer Orientation on Aid Concepts, can help professional financial aid administrators, students, and parents seeking financial aid develop their understanding of basic concepts and procedures in FSA management. The entire course consists of about 40 hours of self-paced instruction, including 36 lessons that are organized into the following nine modules:

- Introduction to Federal Student Aid
- The FSA Ecosystem
- Student/Family Responsibilities
- School Responsibilities: Communication
- School Responsibilities: Awarding Aid
- School Responsibilities: Fiscal and Records Management
- Determining Student Eligibility for FSA
- School Responsibilities for Enrolled and Former Students
- Evaluation of Title IV Program Management

Interactive exercises, review questions, and quizzes provide immediate feedback on the user's mastery of the information presented. At the end of each lesson the user can print a certificate of completion.

Lessons in the 2004-05 edition of FSA COACH have been field-tested by financial aid administrators representing a variety of school participants in Title IV programs. An updated edition of FSA COACH will be released each summer for the new award year.

This, that, and the other

Promoting diversity in the college classroom has taken on a new meaning in the twenty-first century, as the gap in the number of women and men attending college widens, according to an October 19 article in *USA Today*. Just as schools might consider racial or geographical diversity in building freshman classes, they similarly look for gender parity. There are more men than women ages 18-24 in the U.S. — 15 million vs. 14.2 million, according to a Census Bureau estimate last year. But nationally, the male/female ratio on campus today is 43/57, a reversal from the late 1960s and well beyond the nearly even splits of the mid-1970s. While schools and education officials realize the need to attract and retain men in higher education, there is debate on how to alleviate the disparity. Talk of gender is fraught with social, legal, and political minefields because of disparities that still exist. Therefore, most educators are focused on balance. To read the article, visit www.usatoday.com/news/education/2005-10-19-male-college-cover_x.htm



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