

In this issue:

TG updates	1
TG adds new toll-free number for delinquency prevention team	1
Reminder: Sign up to host TG's free workshop to help students, families complete the FAFSA, win scholarship	2
TG hosts colloquium for ICUT Texas independent colleges explore retention issues.....	3
Question of the week	4
Trends and issues	4
TG guarantees loan for <i>Mapping Your Future</i> [®] Online Student Loan Counseling milestone	4
Legislative update	5
This, that, and the other	5

Tip^{of} the Week

Tax season is here. *TG Online* informs parents and students of the tax benefits of paying for a higher education that they may be able to take advantage of this year. Visit *TG Online* at www.tgslc.org/resources/tax.cfm

TG updates

TG adds new toll-free number for delinquency prevention team

Borrowers who are still in their grace period and wish to speak to a member of TG's delinquency prevention team about their future repayment options now can contact the team directly at (800) 530-0140.

Calls to the new number are delivered directly to a delinquency prevention counselor so that borrowers can discuss their student loan responsibilities and repayment options. Borrowers still in their grace period should use the new number instead of TG's main default prevention number, (800) 338-4752.

Why a new number?

TG's default prevention team wanted to enhance their level of customer service and offer a direct way for borrowers to contact a delinquency prevention counselor. TG's default prevention and delinquency prevention teams exist under the same operational structure; however, they perform different functions. Offering a

dedicated phone number for each area provides customers with the best experience when calling to speak with a representative.

What number should I use?

Contact TG's Default Prevention Team

Borrowers 60 or more days delinquent: (800) 338-4752

Borrowers in grace-period or not delinquent: (800) 530-0140

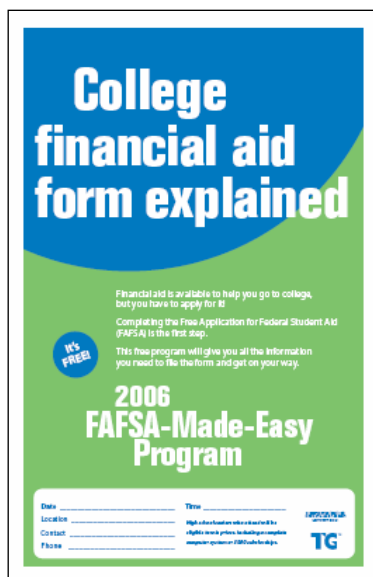
Two phone numbers allow borrowers to reach directly the appropriate area of TG's default prevention team.

Customers who are 60 or more days past due on their student loan should call TG's default prevention team at (800) 338-4752, and customers who are not delinquent or still in their grace period should contact TG's delinquency prevention team at (800) 530-0140.

Reminder: Sign up to host TG's free workshop to help students, families complete the FAFSA, win scholarship

Don't forget to register to be a host site for the free broadcast of TG's 11th annual FAFSA program, *The FAFSA Made Easy*, on Thursday, February 2 from 7 p.m. to 8 p.m. (CST).

Purpose of workshop



The FAFSA Made Easy provides parents and students with instructions for completing the Free Application for Federal Student Aid (FAFSA) in an accurate and timely manner. TG also produces a companion FAFSA presentation in Spanish. TG will distribute the Spanish version of the program, *Los Pasos Sencillos de la FAFSA*, to coincide with the broadcast of the English program.

"Completing the FAFSA can be a lengthy process," said Richard Sapp, TG's director of pre-college success.

"However, the program is designed to help remove some of the frustration by explaining some of the more complicated issues and pointing out the potential pitfalls and common errors for students and their parents."

In addition to learning more about the FAFSA, high school seniors viewing the teleconference at host sites can enter their names into a drawing to win one of several \$500 scholarships from TG.

How to register

Any business, organization, school, or civic group interested in serving as a host site should visit TG's public service Web site, *Adventures In Education*, at www.aie.org/FAFSAMadeEasy/Register/index.cfm. You may also contact Richard

Sapp at (800) 252-9743, ext. 2865, or by e-mail message at richard.sapp@tgsllc.org.

To participate, sites need to have either satellite reception or a television and VCR.

Parents and students

To find a listing of available host sites for the broadcast, students and parents can visit TG's public service Web site *Adventures In Education* at www.AIE.org.

TG hosts colloquium for ICUT

Texas independent colleges explore retention issues

Faculty, staff, and administrators from the Independent Colleges and Universities of Texas (ICUT) met at TG's offices last week to focus on student retention, an issue that has profound impact on the Texas' ability to achieve the goals outlined in the state's *Closing the Gaps* plan for higher education (for more information on *Closing the Gaps*, visit www.theccb.state.tx.us/ClosingtheGaps/).

The plan calls for an additional 630,000 students to earn a postsecondary education by the year 2015. Meeting this goal will improve economic projections for the state as well as bring several other benefits to Texas communities. But simply enrolling additional students isn't enough. Students must stay in school and complete their programs of study in order to gain the most benefit from their education.

ICUT institutions have long realized the importance of retention. The Texas Higher Education Coordinating Board collects Information on student retention at ICUT schools, as well as other postsecondary institutions. Its data show that in the fall of 2003 and 2004, over 85 percent of first-time undergraduates had returned to college for a second year at either a public or independent institution in Texas.

"While ICUT institutions have been fairly effective in retaining students, we realize that the growing need and demand for college graduates will require us to reevaluate our strategies," said Carol McDonald, president of ICUT. "This colloquium has given us the opportunity to refine and develop new strategies that can help us address the needs of a changing college population."

During the colloquium, attendees heard presentations from Dr. Scott Swail, president of the Educational Policy Institute and co-author of *Retaining Minority Students in Higher Education*; from Matt Short, director of institutional enrollment services for TG; and from Dr. Bob Wilkinson, director of analysis, assessment, and planning for Pittsburg State University.

"TG is pleased to support ICUT's efforts in student retention by hosting this conference," said Sue McMillin, TG president and CEO. "Student retention has a high correlation to a student's success in life, which includes managing repayment of student loans following graduation. We want to see all students succeed, whether they attend independent institutions or public colleges and universities — while they're on campus and after they achieve their educational goals."

More information

To learn more about TG's involvement with ICUT and retention initiatives, contact Jacob Fraire, assistant vice president for educational alliances at (800) 252-9743, ext. 4964, or send an e-mail message to jacob.fraire@tgslc.org.

Question of the week

Q: Can a borrower who took out his or her first Stafford loan before October 1, 1998, but who consolidates his or her loans on or after October 1, 1998, qualify for teacher loan forgiveness?

A: No. According to the teacher loan forgiveness regulations, a borrower must have taken out his or her first FFELP or Direct loan on or after October 1, 1998, to qualify for forgiveness under the Teacher Loan Forgiveness Program. Since the borrower took out his or her first FFELP loan before October 1, 1998, the borrower does not meet the criteria for forgiveness.

Do you have a question?

If you have a question that needs an answer, feel free to *Ask TG™*. *Ask TG* is TG's online query tool for borrowers, schools, and lenders. *Ask TG* includes a database of frequently asked questions about financial aid, student loan processing, and TG's products and services. To submit a question to *Ask TG*, visit <http://tgslc.custhelp.com>

Trends and issues

TG guarantees loan for *Mapping Your Future*® Online Student Loan Counseling milestone

A Texas borrower with a TG-guaranteed loan recently received the 5 millionth Online Student Loan Counseling (OSLC) session provided by *Mapping Your Future* (MYF).

OSLC, available on the MYF Web site (mapping-your-future.org), helps schools meet federal loan counseling requirements and student loan borrowers understand their rights and obligations. The interactive nature of OSLC ensures that students fully participate fully in learning about student loan management and aids in the prevention of loan defaults. More than 2,400 schools in the United States and around the world use MYF's counseling services.

MYF released OSLC in 1997 and today offers ten different counseling sessions:

- Stafford entrance counseling (English and Spanish)
- Stafford exit counseling (English and Spanish)
- Perkins entrance counseling

- Perkins exit counseling
- Stafford and Perkins combined entrance counseling
- Stafford and Perkins combined exit counseling
- Nursing entrance counseling
- Nursing exit counseling

More information

OSLC is a free service for schools and borrowers, thanks to the support of *Mapping Your Future's* Sponsors and Friends, including TG. Visit the financial aid professional's page at mapping-your-future.org/services/fao.cfm for more information or to sign up to participate.

Legislative update

The January 20 issue of TG's *Legislative Report* includes an outlook on the second session of the 109th Congress with an update on the budget reconciliation process, spending reduction bill (S. 1932), tax reduction bill (HR 4297), and a look at 2007 appropriations. 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

At least 2.3 million people took some kind of online course in 2004, according to a recent survey by The Sloan Consortium, an online education group, and two-thirds of colleges offering "face-to-face" courses also offer online ones. But what were once two distinct types of classes are looking more and more alike -- and often dipping into the same pool of students, according to a January 13 *Associated Press* article.

At some schools, online courses — originally intended for nontraditional students living far from campus — have proved surprisingly popular with on-campus students. A recent study by the South Dakota State University System Board of Regents found 42 percent of the students enrolled in its distance-education courses weren't so distant: they were located on campus at the university that was hosting the online course.

Numbers vary depending on the policies of particular colleges, but other schools also have students mixing and matching online and "face-to-face" credits. Motives range from lifestyle to accommodating a job schedule to getting into high-demand courses. To read the rest of the article, visit www.cnn.com/2006/EDUCATION/01/13/oncampus.online.ap/index.html



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.

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.

©2006 Texas Guaranteed Student Loan Corporation.
Ask TG and the TG logo are trademarks of Texas Guaranteed Student Loan Corporation.

Mapping Your Future is a trademark of Mapping Your Future, Inc.