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Tip^{of} the Week

Looking for some specific training or service from TG for your financial aid office? Your account executive can help you. You'll find a complete listing of TG's account executives and the regions they cover at www.tgslc.org/rmc/index.cfm.

Federal updates

President signs H.R. 2669; updated integrated HEA available on *TG Online*

Last Thursday, President Bush signed into law H.R. 2669, the College Cost Reduction and Access Act (CCRAA). As a result, the NCHelp Program Regulations Committee has released integrated Higher Education Act (HEA) documents that incorporate changes from the CCRAA.

To assist customers in using this resource, TG has combined the integrated HEA into one easy-to-use searchable PDF.

- Part B — FFELP,
- Part D — Federal Direct Loan Program,
- Part G — General Provisions Relating to Student Assistance, and
- Part I — Competitive Loan Auction Pilot Program.

The PDF shows the language that has been stricken as well as language that has been added. Additionally, each part and section has been bookmarked for easy navigation.

Accessing the bookmarked integrated HEA

To access this practical tool, visit *TG Online* at:
<http://www.tgslc.org/policy/hea.cfm>.

More information

For more information about the CCRAA, see *Shoptalk Online*, edition [422](#). For questions about the integrated HEA, contact TG customer assistance at (800) 845-6267 or send an e-mail message to cust.assist@tgslc.org.

Congress makes HEROES Act permanent

Last week, Congress approved legislation (H.R. 3625) that makes permanent the provisions of the Higher Education Relief Opportunities for Students Act of 2003 (HEROES Act). Under the HEROES Act, ED may extend a waiver or modification with respect to certain requirements of student financial assistance during a war or other military operation, or national emergency. The HEROES Act, first signed into law on August 18, 2003, was originally set to expire on September 30, 2005, but was subsequently extended until September 30, 2007.

H.R. 3625 was co-sponsored by House Education and Labor Committee Chairman George Miller (CA) and Higher Education Subcommittee Chairman Ruben Hinojosa (TX). President Bush signed the bill into law on September 30.

More information

To access the text of H.R. 3625, go to Thomas, the U.S. Congress Web site, at <http://thomas.loc.gov/>. In the space for "Search Bill Text," enter "H.R. 3625," click on "Bill Number," and click "Search."

ED issues final rules for 9/11 discharge

On September 28, 2007, ED issued final rules for the new loan discharge for survivors of victims of the September 11, 2001 attacks. The final rules are available for download at

<http://a257.g.akamaitech.net/7/257/2422/01jan20071800/edocket.access.gpo.gov/2007/pdf/E7-19237.pdf>.

As announced in *Shoptalk Online*, edition [387](#), ED issued interim final rules for the 9/11 discharge, with a request for public comments, on December 28, 2006. The final rules include a discussion of the comments ED received and revisions to the interim final rules made as a result of those comments.

Effective date

According to the *Federal Register* notice, the final rules are effective October 29, 2007.

Loan discharge application

ED is currently in the process of finalizing the loan discharge application, based on comments and on changes made by the final rules. ED will make the discharge application available in the near future.

More information

For more information on the 9/11 loan discharge, call TG customer assistance at (800) 845-6267, or send an e-mail message to cust.assist@tgslc.org.

TG updates

TG offers free webinar on the College Cost Reduction and Access Act

President Bush's signing last Thursday of the College Cost Reduction and Access Act (CCRAA) will result in many significant changes for the financial aid industry. Join TG and your financial aid colleagues for a timely, informative webinar that will provide a discussion of the major provisions of the CCRAA that impact students, borrowers, schools, and lenders. The webinar, scheduled for Tuesday, October 9, from 10:30 a.m. – 12:00 p.m. (CDT), is being provided at no cost and is open to all industry participants.

To register

Registration is available online at <https://tgslc.webex.com/tgslc/j.php?ED=102601517&RG=1>. Once you have registered, you will receive a confirmation e-mail with instructions for joining the webinar on the scheduled date and time.

Technical requirements

In order to view this webinar, please check that your computer is compatible with a rich media player for Universal Communication Format (UCF) before the date of the session. UCF allows you to view multimedia during the webinar. To check your computer's compatibility, click the following link:

<https://tgslc.webex.com/tgslc/systemdiagnosis.php>. If your computer is currently not compatible, you will be prompted to download free rich media player software.

More information

For more information about the CCRAA, see "Congress passes reconciliation bill" in *Shoptalk Online* edition [422](#).

Training watch: TG's regional workshops offer industry insight and regulatory help

Industry conferences and trainings offer financial aid professionals a great way to add to their store of professional skills and regulatory knowledge. TG's regional trainings are tailor-made for just that purpose. Participants at TG's regional trainings gain some perspective on the latest regulatory changes, sharpen their office management skills, and learn something from colleagues and experts in the field.

TG has set a regional training schedule through the end of the year. Read through the following short session descriptions to sample what TG representatives will be presenting. Each event promises an opportunity for asking the questions you want to ask on issues important to you as well as gaining insight on regulatory changes.

A sampling of sessions at TG's upcoming regional trainings

The agenda for each regional training will include many of the workshops listed below. A list of where events will be held follows this summary.

- **Federal Update** — Participants get a high-level overview of recent ED and congressional actions. They'll hear a summary of recent activity pertaining to common forms, *Dear Colleague Letters*, proposed federal regulations, and pending legislative changes.
- **Identity Theft** — Detecting, deterring, and defending against identity fraud is important to many organizations and companies. Identity theft occurs every 43 seconds in the U.S. A number of colleges have been the targets for recent incidents. This session suggests ways to avoid identity theft, which you can pass on to students.
- **Loan Consolidation** — Do you want your financial aid office to be better informed about loan consolidation? This session provides a basic overview of the Federal Consolidation Loan Program and gives factors that a borrower should consider before consolidating. Learn about the pros and cons of this loan repayment option so that you can help your students in making informed decisions about their student loans.
- **Consolidation StationSM** — To better understand their consolidation options and begin the process of consolidation, TG offers borrowers a Web-based resource called Consolidation Station. The site answers common questions about

consolidation interest rates, the advantages and effects of consolidating, and repayment amounts. The tool also make it easier for borrowers to choose a lender.

- **Today's Multi-Generational Workforce** — What differentiates a member of Generation X from Generation Next or a Baby Boomer from a Baby Buster? Learn how you can use research on the differences between generations to better motivate your staff.
- **Policy Potpourri** — During this session, presenters ask the audience a series of challenging policy questions on a variety of current federal student aid topics in a game show format, allowing audience members to participate and demonstrate their knowledge. Participants will enjoy the fun, interactive nature of the presentation and leave with valuable, practical regulatory information.
- **For The Love Of It™** — Each of us has the ability to love what we do by honoring our passion, making a contribution to those around us, and expressing gratitude. When you work for the love of it, you serve as an inspiration to yourself and to those around you. Find out how you can live your work life with this paradigm in mind.
- **Leadership Secrets of Santa** — In this workshop, attendees consider Santa as a model of a great leader, with particular focus on the way he builds a high performance team, attracts and retains the best and brightest, sets goals and performance measurements, deals with change, and solves "people problems."

Regional training schedule

TG has set a full schedule of regional trainings through year-end. Plan your training calendar with these dates in mind.

- Amarillo, Texas, Amarillo College — October 18
- Corpus Christi, Texas, Del Mar College – South Campus — November 14
- Lubbock, Texas, Lubbock Christian University — November 16
- Sweetwater, Texas, Texas State Technical College — December 4
- San Antonio, Texas, University of Texas – San Antonio — December 4

To learn more

A listing of regional trainings can be found online at www.tgslc.org/training/regional/index.cfm. You can also find a complete list of TG's other training events and conference participation at www.tgslc.org/abouttg/calendar.cfm.

Would you like to learn more about the many training opportunities TG offers through its Speakers Bureau? Visit www.tgslc.org/speakers/index.cfm to read the training catalog. Keep in mind that TG can tailor training to meet the needs of your

financial aid office. To find out how, contact the TG Speakers Bureau at (800) 252-9743, ext. 4650, or send an e-mail message to darron.grussendorf@tgslc.org.

Ensure you connect with all your students through TG's financial aid collateral in Spanish and English

Many studies show that — compared to other ethnic groups — Hispanics are less likely to continue their education beyond high school. One reason includes a lack of awareness in Spanish-speaking communities about the financial resources available to help pay for college, and the need in these communities for information in Spanish. To address this issue, TG offers a number of different bilingual resources to students and parents, including an [English-Spanish Glossary](#) of common financial aid terms, bilingual staff for its call centers, and a suite of brochures and pamphlets on financial aid topics, printed in both Spanish and English.

These brochures outline some basic information about financial aid, including planning for college, preparing financially, and managing repayment after graduation. Schools can use these materials to supplement what they provide their Spanish-speaking students in the way of financial aid awareness materials. Because these brochures are portable, they can easily be stocked in an office lobby or mailed to students.

Note that the following represents only a sampling of TG's complete line of brochures. You can find a catalog of TG's publications online at www.tgslc.org/order/index.cfm.

- **Your Guide to Borrowing for Education:** In this brochure, borrowers will find a concise synopsis of the advantages of the FFELP, facts about how the program works, and details on various loan types, including the subsidized Federal Stafford Loan, unsubsidized Federal Stafford Loan, and the Federal PLUS Loan for parents of dependent students and for graduate/professional students. The brochure has been updated in accordance with changes required by the Higher Education Reconciliation Act (HERA) of 2005.
- **Parent PLUS Loan brochures:** The Parent PLUS Loan brochure describes the loan process for PLUS loans and concisely explains the advantages of PLUS loans as compared to other types of higher education financing. Borrowers will find the language especially helpful in understanding the details of the credit check process, interest rates, and loan distribution times.
- **Frequently Asked Questions:** With this publication, borrowers learn answers to many of the general questions they have — for example, "Is consolidation right for me" or "What is forbearance?" The brochure also provides instructions on what students should do if they begin receiving bills while still in school, or if



they can no longer make payments on a student loan.



- **Managing Repayment:** This publication outlines the options students have for managing their student loans, if making payments becomes difficult. It also explains deferment, forbearance, consolidation, and alternative payment plans, and provides a list of the top 10 ways students can avoid default.
- **College – The Next Step:** Students first in their family to go to college will find this practical guide to higher education very informative. The brochure provides facts and tips to encourage students to go to college and includes a checklist of “things to do” to help start the college planning process.
- **College – Parents make a difference:** In this brochure, parents of “first-generation” students will find suggestions on how they can help their dependents apply for financial aid. The publication offers a listing of additional resources also.
- **Facing Your Future:** Using this brochure, high school students can begin exploring ways to prepare for college. They’ll learn why college is important, what the FAFSA — or Free Application For Student Aid — is, and general facts about the financial aid application process.
- **Texas Financial Aid Information Center poster:** The Texas Financial Aid Information Center (TFAIC) offers Texas schools year-round support on any issue related to student financial aid. The center serves as a one-stop resource for schools, students, and families who have questions about financial aid eligibility, the application process, and state financial aid programs. This poster has a graphically-interesting design that displays the center's telephone number and encourages students to call with questions.

To order

To obtain a supply of TG's brochures, visit the *Online Forms/Publications* ordering page on *TG Online* at www.tgslc.org/order/index.cfm.

To find out more

If you have questions about information available in these brochures, please call TG customer assistance at (800) 845-6267, or send an e-mail message to cust.assist@tgslc.org.

Tech report

TG adds flexibility in accepting new Consolidation loans

For TG, customer need guides the way the corporation processes and manages loan records. As an example, TG just recently updated its electronic system for accepting Federal Consolidation Loan notifications. TG follows the industry standard for transmitting and receiving loan records — Common Account Maintenance (CAM). Until recently, TG required a CAM transaction record 20 — or demographic record — for each CAM 17 — or loan record — which it received. However, some customers prefer to transmit multiple loan records with only one demographic record, that is, multiple CAM 17 records with only one CAM 20 record. To accommodate the service requirements for these customers, TG modified its systems to accept multiple loan records with single demographic records. Of course, TG still accepts and processes CAM 17 and 20 records coming in on a one-for-one basis.

The change to TG's systems became effective yesterday, October 1. According to Kevin Harris, TG's director of lender relationships, the change promotes stronger service for lenders and helps TG stay connected to its borrowers.

"This programming change allows us to support our lender customers in the way they need it," said Kevin. "It also helps TG as we work to maintain a life-of-the-loan relationship with borrowers."

To learn more

For questions about the new service, contact the data reporting team at (800) 801-8416, or send an e-mail message to good.data@tgslc.org.

If you would like to exchange Consolidation notifications via CAM submittal, then send an e-mail message to tgtesting@tgslc.org for initial testing.

Trends and issues

Question of the week

Q.: If a student withdraws before the school's census date, does the school have to perform the return of Title IV funds (R2T4) calculation?

A.: Yes. The following is from the 2007-08 *Federal Student Aid Handbook* (FSA Handbook), page 5-22:

"When a student withdraws before a school's census date

A student begins earning Title IV funds on his or her first day of attendance. Therefore, even if a student withdraws before a school's census date, the school must perform a Return calculation using the number of days or the

number of scheduled clock hours the student attended class as the numerator in STEP 2, Part H [of the calculation].”

The following additional text from page 5-89 of the FSA Handbook reinforces this point:

“The statute mandates that an otherwise eligible student who begins attendance at a school and is disbursed or could have been disbursed Title IV grant or loan funds prior to a withdrawal earns a portion of those Title IV funds.”

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. It 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 tgslc.custhelp.com.

This, that, and the other

The National Center for Education Statistics (NCES) released an upgrade and redesign of the college search engine formerly known as College Opportunities Online (COOL). Renamed “College Navigator,” the site features information such as academic majors, tuition, and average financial aid for nearly 7,000 schools.

College Navigator uses data collected by Integrated Postsecondary Education Data System (IPEDS) and the Office of Postsecondary Education (OPE). New features include a favorites menu with side-by-side comparison, the ability to save your search, an export of your search results, an interactive map, and the ability to see your search criteria at all times and to modify your search without starting over.

According to the Department of Education, the more user-friendly site will better serve key audiences, including low-income students, their parents, and families in which students would be the first to plan for college.

The site draws primarily from information that institutions must report to the National Center for Education Statistics as a condition of receiving federal aid. Institutions include two- and four-year public and private nonprofit schools and for-profit institutions; credentials range from certificates to bachelor's degrees or higher.

College Navigator can be found at <http://nces.ed.gov/collegenavigator/>.



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 send an e-mail message to communications@tgslc.org.

Contributors to this edition: Rob Davenport, Sarah Faszholz, LaDonna Heidemeyer, Kelly Kaelin, Cindy Marrs, and Art Martinez. Edited by TG Communications and Policy and Regulatory Affairs. Designed by TG Communications.

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