

## In this issue:

<b>Federal updates</b> .....	<b>1</b>
ED releases updates to R2T4 on the Web .....	1
<b>TG updates</b> .....	<b>2</b>
Join TG at the 2008 TASFAA Fall Conference.....	2
AIE goes mobile .....	3
New issue of <i>TG Connection</i> takes a closer look at financial literacy on campus .....	4
<b>Trends and issues</b> .....	<b>5</b>
MYF announces updates to Online Student Loan Counseling; schools must provide new information	5
Question of the week .....	5
<b>This, that, and the other</b> .....	<b>6</b>

## Tip<sup>of</sup> 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](http://www.tgslc.org/rmc/index.cfm).

## Federal updates

### ED releases updates to R2T4 on the Web

As reported in *Shoptalk Online* editions [461](#) and [463](#), ED has recently made a series of updates to its R2T4 on the Web system, in order to implement changes related to the College Cost Reduction and Access Act of 2007 (CCRAA). Last week, ED announced additional, non-CCRAA-related revisions to R2T4 on the Web; the new version adds two enhancements, effective with the posting of the announcement:

- Expands the valid value range for the Award Year field from 2000-2010 to 2000-2020, to accommodate cycles following the upcoming 2009-2010 award year.
- Adds a new Repayment Arrangement Type for students who have Title IV loan repayment obligations only.

### For more information

To view the entire September 23 Electronic Announcement, visit the Information for Financial Aid Professionals (IFAP) Web site at <http://ifap.ed.gov/eannouncements/092308R2T4WebRelease.html>.

If you have any questions regarding R2T4 on the Web, contact CPS/SAIG Technical Support at (800) 330-5947 (TDD/TTY 800/511-5806) or by e-mail at CPSSAIG@ed.gov.

## TG updates

### Join TG at the 2008 TASFAA Fall Conference

The annual fall conference of the Texas Association of Student Financial Aid Administrators (TASFAA) is coming soon. From October 8–10 in Houston, Texas, financial aid industry professionals will gather for a full slate of training sessions on industry trends. Key sessions for this year's event focus on industry best practices, student financial literacy, and regulatory updates.

TG will present four workshops, all designed to focus on topics important to administrators. The following descriptions offer synopses of each training opportunity. If you attend this year's conference, be sure to join your TG colleagues at these sessions, each of which has been crafted to spur lively dialogue.

#### *Best Practices in Financial Aid*

This follow-up to "Crafting the Keys to Customer Service" reinforces the link between customer service and student recruitment and retention. Participants in this workshop will share specific steps and procedures that have proven successful in implementing the principles established in "Keys." Participants can take away an understanding of best practices for each of the principles of customer service in financial aid. Prior attendance at "Crafting the Keys to Customer Service" is not required to benefit from this program.

#### *Entrance and Exit Counseling*

This session will provide institutions with the regulatory requirements for delivering entrance and exit counseling sessions. Also, participants will discover tools and guidelines for delivering more effective in-person entrance and exit counseling sessions.

#### *Pizza Cravings and Credit Cards*

It's tempting for students to obtain a credit card when they're pressured almost daily to apply for one. But do they know the real cost of items purchased on a credit card? Come see this presentation of TG's Positive+Balance financial literacy session on credit cards, including a virtual shopping spree, a mysterious fairy godfather, and pizza\*.

\*Actual pizza not included.

## *Student Financial Literacy Symposium*

In June 2008, TG facilitated a symposium for administrators of student financial literacy counseling programs from around the country. The symposium's presenter will give some background on these types of programs and present highlights from the discussions at the symposium.

### **To learn more**

Would you like to learn more about the many training opportunities TG offers through its Speakers Bureau? Visit [www.tgslc.org/speakers/index.cfm](http://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 schedule a program, contact your TG regional account executive at (800) 892-1357, or send an e-mail message to [relationship.management@tgslc.org](mailto:relationship.management@tgslc.org).

## **AIE goes mobile**

You don't have to be in front of a computer screen to view *Adventures In Education* ([www.AIE.org](http://www.AIE.org)). Users can now access a mobile version of TG's higher education awareness Web site on the go via their smart phone by going to [www.AIE.org/Mobile](http://www.AIE.org/Mobile).

The mobile version of AIE can be viewed on portable electronic devices with an HTML browser, such as the iPhone™, Palm® Treo™, and PlayStation® Portable (PSP). Mobile AIE works like any other Web page, but is designed to accommodate the smaller screen size of mobile devices.

While AIE mobile doesn't have all the graphics and media included on the full-scale site, it does contain relevant information that a user on the go might seek. Students can use AIE's scholarship search, get help completing the FAFSA, and read *AIEmail* — all on their smart phone.

Jack Leblond, TG's Web site coordinator and the site's developer, says that AIE mobile was created to meet the needs of a generation of students who are growing up in the information age. "Students expect to have instant access to information at all times, wherever they may be," he said. "Our goal is to help students, so we need to adapt our communication methods to try to reach them. The development of AIE mobile is just one step in this direction."

Check out AIE on your smart phone or portable mobile device by visiting [www.AIE.org/Mobile](http://www.AIE.org/Mobile).

## New issue of *TG Connection* takes a closer look at financial literacy on campus

Overdrawn checking accounts, bad credit, not enough money for books — have you worked with students who have suffered through any of these experiences? The consequences of financial illiteracy can be devastating, especially for college students entering the real world.

TG has taken a closer look at how to help students gain a better understanding of personal finance, devoting an entire issue of its magazine, *TG Connection*, to the topic. This issue, entitled “Helping students get it right on the money,” offers perspectives, case studies, and resources for financial aid and higher education professionals serving students. Financial aid staff can use the issue's articles to plan student financial literacy initiatives or to look more closely at their own campuses' processes.

### Inside the magazine

Here's a short list of what you'll find in this issue of *TG Connection*:



- Financial literacy: An in-depth look at the continued rise of student loan and credit card debt, and its effect on the need for improving financial education
  - Personal finance 101: A snapshot of results from the *TG 2008 Financial Literacy Counseling Symposium*
  - Web connections: A collection of online resources where financial aid professionals can direct students who are looking to learn financial basics
  - Money matters: A group of essential course objectives for a financial education curriculum
- Spreading the word: Two financial literacy trainers share what they've learned about helping students manage their money
  - Understanding industry tricks: Helpful tips on how students can avoid incurring credit card debt, and responsibly manage their credit cards

### To order your copy

If you would like to request one or more copies of this issue of *TG Connection*, please e-mail TG Communications' Connie Smith at [connie.smith@tgslc.org](mailto:connie.smith@tgslc.org). Please allow one to two weeks for shipment and delivery.

## Trends and issues

### MYF announces updates to Online Student Loan Counseling; schools must provide new information

*Mapping Your Future* (MYF) has announced that updates to the MYF Web site and Online Student Loan Counseling (OSLC) sessions due to the Higher Education Opportunity Act (HEOA) of 2008 are almost complete. Due to changes in the HEOA, schools must now provide the following school-specific information on the customized page:

- A name and contact information for questions regarding a borrower's rights and responsibilities, and loan terms and conditions
- A definition of half-time enrollment during all terms
- The importance of contacting the appropriate offices if the borrower withdraws

Sample monthly repayment amounts to borrowers, the requirements for which vary depending on the counseling type. MYF suggests several options for providing this information to borrowers, including its indebtedness customization tool.

#### More information

For information on creating or editing a customized page, see the OSLC User's Guide at [mappingyourfuture.org/oslc/ugcustomization.htm#page](http://mappingyourfuture.org/oslc/ugcustomization.htm#page).

For more information about indebtedness customization, see the OSLC User's Guide at [mappingyourfuture.org/oslc/ugcustomization.htm#debt](http://mappingyourfuture.org/oslc/ugcustomization.htm#debt).

If you have questions about the updates and changes, contact *Mapping Your Future* at [feedback@mappingyourfuture.org](mailto:feedback@mappingyourfuture.org).

### Question of the week

**Q.:** Is a school permitted to limit the number of times a student can borrow at each grade level?

**A.:** No. Per the 2007-08 *Federal Student Aid Handbook* (FSA Handbook), "If the student is maintaining satisfactory academic progress, your school is not permitted to have a general policy that limits the number of times the student can receive the maximum annual loan limit at one grade level" [page 3-85].

Circumstances in which a school is permitted to refuse to certify a loan are explained in more detail in the 2008-09 FSA Handbook, page 4-16:

*"Refusing to originate or certify a loan"*

On a case-by-case basis, you may refuse to certify/originate the loan for a borrower. Similarly, you may certify/originate a loan for an amount less than

the borrower's maximum eligibility. However, you must ensure that these decisions are made on a case-by-case basis, and do not constitute a pattern or practice that denies access to borrowers because of race, sex, color, income, religion, national origin, age, handicapped status or selection of a particular lender or guarantor. Also note that your school cannot engage in a practice of certifying Stafford loans only in the amount needed to cover the school charges, or to limit unsubsidized Stafford borrowing by independent students.

When you make a decision not to certify/originate a loan or to reduce the amount of the loan, you must document the reasons and provide the explanation to the student in writing."

### **Do you have a question?**

If you have a question, feel free to *Ask TG™*. *Ask TG* is TG's online query tool for borrowers, schools, and lenders and 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](http://tgslc.custhelp.com).

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

The U.S. Department of Treasury, along with the Ad Council, has developed a campaign to combat the issue of excessive debt and financial illiteracy. The public service announcements (PSAs) urge young adults to take control of their financial decisions.

One of the entertaining elements of the campaign is an interactive, educational game to explain the importance of having a good credit score and how credit scores can be improved. This site is located at [www.controlyourcredit.gov](http://www.controlyourcredit.gov).

To learn more about this campaign, visit the U.S. Department of the Treasury's web site at <http://www.treas.gov/offices/domestic-finance/financial-institution/fin-education/psacc/>.



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