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

Teach your students a valuable lesson about using credit with *Adventures In Education's* [credit card repayment tables](#). These tables illustrate how only paying the minimum balance on credit cards can prolong payment and end up costing borrowers more.

## Federal updates

### Two more volumes of the 2009-10 *Federal Student Aid Handbook* now online

ED has released "Volume 4: Processing Aid and Managing Federal Student Aid Funds" and "Volume 5: Overawards, Overpayments, & Withdrawal Calculations" of the 2009-10 *Federal Student Aid Handbook* (FSA Handbook).

New to both volumes are details on two methods of returning funds on FFELP loans purchased by ED through various programs established by the Ensuring Continued Access to Student Loans Act (ECASLA) and/or returning funds on Direct loans (pages 4-42, 5-23, and 5-132 of the FSA Handbook).

When a FFELP loan is purchased through an ECASLA program, ED becomes the loan holder and servicer. Both ED and the previous loan holder notify the borrower of the change.

- The recommended method of returning funds on such loans is through the lender that originated the loan. Many offer an online service to schools for returning funds. The lender then forwards the payments to the appropriate ED servicer — ACS, Great Lakes, Nelnet, PHEAA, or Sallie Mae.
- Alternatively, a school may return funds directly to the appropriate servicer, which is indicated in the “Servicer” field in NSLDS’ loan history.
- ED servicers’ contact information is also included and intended to be used by schools only.

Other items to note in Volume 4 include:

#### *Chapter 1 — Disbursing Federal Student Aid Funds*

- A new section on TEACH Grant notification and cancellation begins on page 4-5.
- Pass-through charges for institutionally provided housing is clarified on page 4-10.
- When a student comes to pick up a credit balance within the 14-day timeframe, he or she must be able to leave with the funds in some form (e.g., a check, cash or an appropriate stored value card). The student should not be told that a check will be mailed to him or her (page 4-15).

#### *Chapter 2 — Requesting and Managing FSA Funds*

- ED will no longer provide funds via the Just-in-Time payment method since enhancements to the COD systems and G5 have resulted in a 24-hour turnaround from the time a school submits disbursement records to the time funds are available for drawdown (page 4-28).
- A new section on returning funds after 240 days begins on page 4-41.

Volume 5 includes two chapters and six case studies. Although no major changes were made to the case studies, there are some important revisions to note in Chapters 1 and 2.

#### *Chapter 1 — Overpayments and Overawards*

- A new section on TEACH Grant overpayments begins on page 5-6.
- To explain the processes for returning overpayments to ED, certain sections appear in both Chapter 1 and Chapter 2 (beginning on pages 5-17 and 5-110, respectively):

- Recording student payments and reductions in the Pell Grant, ACG, National SMART Grant, and TEACH Grant Programs;
- Accepting payments on referred overpayments;
- Referring overpayments to Debt Resolution Services;
- School responsibility after referral;
- Responsibilities of Debt Resolution Services;
- Return of Title IV funds when a school does not maintain a separate federal bank account; and
- Accepting payments on referred overpayments.

### *Chapter 2 — Withdrawals and the Return of Title IV Funds*

- In this chapter, the FSA Handbook clarifies that only excused absences that are followed by some class attendance may count as days in attendance (page 5—77).
- On page 5-83, schools are reminded that institutionally scheduled breaks of at least five consecutive days between courses/modules in the same payment period or period of enrollment must be excluded from a return calculation.

In total, five volumes of the latest FSA Handbook have been released, including:

- The Application and Verification Guide
- Volume 1: Student Eligibility
- Volume 2: School Eligibility and Operations
- Volume 4: Processing Aid and Managing Federal Student Aid Funds
- Volume 5: Overawards, Overpayments, & Withdrawal Calculations

The current volumes are available on *TG Online* at [www.tgslc.org/resources/fsa\\_handbook.cfm](http://www.tgslc.org/resources/fsa_handbook.cfm). Remaining volumes will be posted as they are released. Once all the volumes of the 2009-10 FSA Handbook have been released, TG will provide a single downloadable file encompassing all of the volumes. Watch future editions of *Shoptalk Online* for details.

Volume 4 is also available on the Information for Financial Aid Professionals (IFAP) Web site at <http://ifap.ed.gov/fsahandbook/0910FSAHBKVol4.html>; Volume 5 is available at <http://ifap.ed.gov/fsahandbook/0910FSAHBKVol5.html>.

## For more information

For questions about processing aid, managing funds, overawards, overpayments, and withdrawal calculations, contact TG customer assistance at (800) 845-6267, or send an e-mail message to [cust.assist@tgslc.org](mailto:cust.assist@tgslc.org).

## New supplemental claim filing documentation

Effective October 1, 2009, TG claims must begin collecting new supplemental claim filing documentation for claims involving Total/Permanent Disability (TPD), Ineligible Borrowers, or Identity Theft discharge. The new forms outlined below are required for all pertinent claim types submitted on or after October 1.

The [FFELP Ineligible Borrower and Identity Theft Supplemental Form](#) must accompany the Claim Form for all 'IN' and 'ID' claims and is used by a lender or servicer to support and provide additional information necessary to request claim reimbursement for an Ineligible Borrower or Identity Theft claim. For 'IN' claims, it provides any evidence of a fraud conviction as may be associated with the borrower's ineligibility. For 'ID' claims, it provides demographic information concerning the perpetrator of the crime of identity theft.

The [FFELP Assignment Support Supplemental Form](#) is a Microsoft® Excel® workbook. This form must be completed per the instructions on the 'TPD-specific' worksheet and must accompany the Claim Form for all 'DI' claims. It is used to facilitate the exchange of loan-level information between guarantors and lenders prior to assignment of the loan to ED. This form should be used in conjunction with the Claim Form when submitting a Total and Permanent Disability claim.

## More information

For questions concerning either of these new documentation requirements, please contact TG's assistant vice president of claims Ron Stroud at (800) 252-9743, or send an e-mail message to [ron.stroud@tgslc.org](mailto:ron.stroud@tgslc.org).

## NSLDS issues data integrity reminder

The National Student Loan Data System (NSLDS) recently issued guidance to remind lenders and servicers that the Date Entered Repayment (DER) reported on a loan should not be modified as the result of additional activity on the loan, such as deferment, forbearance, rehabilitation, or repurchase. Once a loan enters initial repayment, the DER should not be changed, except to correct an error. A loan that is repurchased or rehabilitated must still carry the original DER that was on the loan prior to the default.

## More information

For questions about this guidance, please contact TG's data reporting team at [good.data@tgsdc.org](mailto:good.data@tgsdc.org).

## TG updates

### TG releases redesigned corporate Web site *TG Online*

TG has launched an enhanced version of its corporate Web site, [TG Online](#). The site has been crafted to provide financial aid information in a more efficient way.

*TG Online* answers college finance questions for students and provides timely regulatory information for schools and lenders. The new site features more user-friendly navigation tools such as:

- **Streamlined format** — Content is grouped by topic and user needs.
- **Integrated Web tools** — Visitors can more easily share information online. *TG Online* offers links to various social media sites.
- **Prominent help links** — Highlighted sections help visitors find answers online and offer easy access to phone and e-mail information.

"When we started the *TG Online* redesign, we thought a lot about the needs of our school, lender, and borrower customers," said Art Martinez, TG's webmaster for corporate Web sites. "The site has all the features that our customers have come to rely on in a format that is simpler and faster to navigate."

The enhanced *TG Online* maintains the full inventory of TG tools and publications, including [School Fact Sheets](#), [Shoptalk Online](#), and [financial literacy services](#). The site also helps families and students learn more about federal student loan programs, including how to apply for federal student financial aid and how to manage student loan debt.

### Explore the site

Find out more about *TG Online* at [www.tgsdc.org](http://www.tgsdc.org). Tell us what you think of the site by sending an e-mail message to [communications@tgsdc.org](mailto:communications@tgsdc.org).

### Watch TG's 2009 Financial Literacy Symposiums online

This summer, TG offered two symposiums on developing and implementing an effective financial literacy program for college students. Speaker presentations from TG's 2009 Financial Literacy Symposiums as well as taped recordings of the events are now available online through the [Positive+Balance Community<sup>SM</sup>](#), TG's online resource for educators and financial aid professionals seeking financial literacy solutions and support.

## Symposium details

The first symposium, held in Houston on June 29, offered a roundtable format which allowed participants to share ideas and gather feedback from financial literacy professionals. The second symposium, held in Chicago on July 21, focused on a variety of issues related to implementing financial literacy campaigns, including increasing student awareness of and participation in financial literacy events.

According to TG's financial literacy segment manager Margie Harvey, the symposiums provided unique opportunities for financial aid professionals. "In addition to learning about other schools' financial literacy initiatives, attendees got to collaborate and share creative ideas on how to teach students about personal finances," she said.

## Online symposium resources

Presentation materials and recordings of the symposiums are available through the [Positive+Balance Community](#). Members of the Positive+Balance Community can download free financial literacy materials, including Positive+Balance™ presentations, as well as share information and materials. They can also create profile pages, connect with other members, post blog entries, start discussion groups, and participate in forums. To sign up for a free membership, visit [www.PositiveBalance.org](http://www.PositiveBalance.org).

## To learn more

To find out more about TG's financial literacy products and services, contact Margie Harvey at (800) 252-9743, or send an e-mail message to [margery.harvey@tgsdc.org](mailto:margery.harvey@tgsdc.org).

## TG offers online and phone resources to help students complete a loan application through TG Loans By Web™

Thousands of students are preparing to embark on a new year in college. Many are looking to finance their education with the help of federal student loans. For these students, applying online can make the loan process easier and more convenient. TG Loans By Web™ (LBW), TG's online loan application tool, provides a Web-based, efficient process for completing a loan application. To help borrowers use LBW more effectively, TG provides a variety of resources.

## TG's LBW resources

Along with customer assistance by phone, TG provides printable flyers and online support for borrowers using LBW. Here is a short description of each.

- **Borrower instructional flyers** — Schools can print and distribute these flyers which describe how to use LBW. They can also offer students the online link to TG's LBW instructional flyers, available at [www.tgsdc.org/products/lbw/process.cfm](http://www.tgsdc.org/products/lbw/process.cfm). Tip sheets are provided for each type

of borrower (student or parent) and for each processing option (school certification or borrower request).

- **LBW registration support** — Borrowers can register for LBW through the myTG<sup>SM</sup> portal, available at [lbw.tgslc.org](http://lbw.tgslc.org). TG offers an online [myTG registration guide](#) to help borrowers in accessing and registering through myTG.
- **Phone support** — TG's LBW support team answers borrower questions and guides users through the LBW process. LBW users can reach TG's support team at (800) 530-1449.

### To learn more

For more information about LBW, schools can contact TG's customer assistance team at (800) 845-6267, or send an e-mail message to [cust.assist@tgslc.org](mailto:cust.assist@tgslc.org).

For schools and lenders needing technical support with LBW or myTG, contact TG product support at (800) 332-1455, or send an e-mail message to [product.support@tgslc.org](mailto:product.support@tgslc.org).

## Product spotlight: Using AdvanTG Web™ to create mass hold/release change requests

AdvanTG Web™ provides schools and lenders with a simple way to create a mass hold or release of student loan disbursements — the “Mass Hold/Release” change request. Schools can create mass hold/release change requests for any loan records existing in AdvanTG Web's database. The request can be created quickly and easily from one screen in AdvanTG Web. Below is an outline of the mass hold/release change request procedure.

1. From the Applications/Loans Main Menu, click “Mass Hold/Release Change.”

The Mass Hold/Release Change screen appears.

Mass Hold/Release Change - Microsoft Internet Explorer provided by Texas Guaranteed

TG Main Message Board Import Export Submit Loan Disb Change Transaction

Mass Hold/Release Change Help Close Window

Disbursement Date Range From 08/24/2009 To 08/24/2009

Loan Type: Deselect All

Subsidized Stafford  Unsubsidized Stafford  PLUS  Grad PLUS  Alternative

Guarantor ID Disbursement Number ALL

New Hold/Release Indicator Value

Cancel Create Change Request

Questions about AdvanTG Web™? Contact TG Product Support at (800) 332-1455 or [product.support@tgslc.org](mailto:product.support@tgslc.org).  
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2. Select the disbursement date range and loan type. Choose the disbursement numbers or choose "ALL" disbursements. Set the new hold/release indicator value: Hold or Release. The guarantor ID field is not required unless the changes are meant for a specific guarantor.
3. Click the "Create Change Request" button. The request is created and ready to be submitted to TG for processing.

A Mass Hold/Release Change Status screen appears from which you can run a report of all records that are ready to be submitted.

4. The Applications/Loans Main Menu reappears. Select "Change Transactions" from the list of records and click "Submit," which submits the change request immediately to TG. Once the request is processed, you will receive results from TG through the normal batch process. Hold/release changes will be reflected on TG's mainframe, as well as the school's AdvanTG Web database.

### To learn more

For more information about AdvanTG Web's mass hold/release change request, or for any technical questions on TG's products, contact TG product support at (800) 332-1455, or send an e-mail message to [product.support@tgsic.org](mailto:product.support@tgsic.org).

## Trends and issues

### Policy potpourri

**Q.: Our school received a call from a borrower's family member advising that the borrower was deceased. Should the school advise the family to fax a copy of the borrower's death certificate to the lender so that the loan discharge process may be initiated?**

**A.:** No. For the purpose of a FFELP loan discharge due to the borrower's death, the family member should mail to the borrower's lender an original or certified copy of the death certificate, or an accurate and complete photocopy of the original or certified copy of the death certificate. ED has clarified that it does not permit the use of a faxed or electronic version of the certificate because documents in those formats are more vulnerable to alteration. This clarification can be found in the *Common Manual*, Subsection 13.1.D under Additional Documentation Requirements, and in the Preamble language of the June 12, 2007, *Federal Register*.

### Do you have a question?

Feel free to *Ask TG™*. *Ask TG*, TG's online query tool for borrowers, schools, and lenders, offers a database of frequently asked questions about financial aid, student

loan processing, and TG's products and services. To submit a question, visit [tgslc.custhelp.com](http://tgslc.custhelp.com).

## This, that, and the other

Beloit College in Wisconsin has just released its annual "mindset list" for the freshman class, the class of 2013. The mindset list provides an inventory of cultural touchstones for incoming students and a reminder to the rest of us of how temporary many things are that we take for granted.

This year's list features 75 political, technological, or cultural events or changes of the last quarter century. Here's a sampling: For the newest class of college students, the European Union has always existed. "Watching the news" is not an evening ritual; news has always been easy to access throughout the day. Bungee jumping has always been a sport of sorts and not a fad. The Jolly Green Giant refers to Shrek and not to a company's advertising campaign for its canned or frozen vegetables.

Read the complete Beloit College Mindset List for the [Class of 2013 online](#).



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