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Smart Solutions

In paying for college, some students may turn to private loans prematurely, before exhausting all federal loan options. Make sure your students understand the differences between federal and private loans before they borrow from a private lender. TG offers a [handy resource for comparing federal and private loans](#) through *TG Online*.

TG Report

TG offers details on its reporting process for prior holder notification of rehabilitated loans

The Higher Education Opportunity Act (HEOA) stipulates reporting requirements for defaulted FFELP loans that have been rehabilitated. Specifically, the guarantor, or any other holder that reported a defaulted FFELP loan to a consumer reporting agency, must request that the agency to which the default was reported remove the default status from the borrower's credit history. This requirement applies to loans included in rehabilitation sales that take place on or after August 14, 2008.

Final regulations effective July 1, 2010, provide a timeframe and clarification for the consumer credit reporting requirement. Within 30 days of receiving a rehabilitation notice from a guarantor, the prior holder of a defaulted FFELP loan must request that the consumer reporting agency to which the default claim payment or other equivalent record was reported remove such information.

TG notification process

TG will provide each lender with a listing of all loans pertaining to the lender within 45 days after each rehabilitation sale of loans after July 1, 2010.

To provide TG with the appropriate contact information, lenders should contact Mark Rodebush as soon as possible at mark.rodebush@tgsic.org or call (800) 294-2749. TG needs the following information.

1. **Lender ID # and Servicer ID #** if more than one, please list all servicers
2. **Contact name and phone number**
3. **Preferred notification format: FTP or encrypted e-mail in Microsoft Excel® format.** *Please choose the format by which to receive notifications. If by FTP, provide the name and phone number of a technical contact person who can offer assistance with setting up this process. If encrypted e-mail, provide the appropriate e-mail address.*

For files sent via e-mail, please be aware that TG secures outbound e-mail messages containing non-public information (NPI) via an e-mail encryption product provided by Cisco Systems.

The recipient of an encrypted e-mail from TG will receive an e-mail message with an attachment. The message will have an envelope graphic as well as the TG corporate logo with a block where the recipient must enter a password. In the first encrypted e-mail, there will also be a link to register. In registering, the recipient chooses a password and security questions, which will be used to help reset the recipient's password in the event the password is forgotten.

TG's encryption product can "remember" the recipient's information, making it unnecessary to provide the password when receiving other encrypted e-mails from TG. The attachment, which is a link to an HTML page within the text of the e-mail, is stored in the recipient's local e-mail account. The e-mail can be forwarded, saved, or printed just like any other e-mail; the text of the attachment can be copied and pasted. Neither the e-mail nor its attachment is stored at TG or on Cisco Systems' servers.

For questions

To learn more about TG's notification process, contact TG's lender support team at (800) 294-2749 or send an e-mail message to mark.rodebush@tgsic.org.

Managing FDLP change? TG offers training help to you and your team

Today, some three weeks after July 1, 2010, most schools have negotiated the transition to the Federal Direct Loan Program (FDLP). However, financial aid offices may still find themselves challenged, with training their staffs in new processes during fall peak season, traditionally one of the busiest times of the academic year.

TG offers support with training on industry topics and office management through its Speakers Bureau service. In a typical Speakers Bureau session, provided on-campus or at an industry event, TG's experts in policy, financial aid practice, or professional development guide attendees through an interactive experience designed to stimulate discussion and provide practical knowledge.

TG's sessions on managing change offer a case in point, providing both exercises and the opportunity to hear from financial aid colleagues handling the same obstacles. Here's a short review of Speakers Bureau trainings that could benefit you and your team during this transition in the student aid industry.

- **Leading your team through challenging times** — Today's industry changes constitute some of the most significant of the last quarter century. Handling these changes during a downturn in the economy, when budgets are shrinking and enrollment climbing, offers particular difficulties to the typical financial aid office. This training session features a fun, interactive exercise for understanding and managing the change process. Individually and in groups, participants work out a solution to a given problem. The exercise is designed to show how, when functioning as a team, a group can outperform the individual. Do you and your team have what it takes to prioritize competing tasks and successfully weather these volatile times? Find out.
- **Doing more with less** — In this interactive program, participants learn and share best practices related to task prioritization, time management, personal and team productivity, and situation analysis. In addition, this program will provide some ideas on how to help staff members stay motivated during a transition.
- **Embracing change: Promoting excellence in financial aid** — In this session, attendees will learn how to assess change in the work environment; work more effectively with peers, students, and families during a period of change; and take positive steps to navigate change. Most people view change as a threat; however, change is inevitable. While individuals can't always control their work environments, they can control their responses to change. By embracing change, attendees can turn it into a positive force in their work lives.

To schedule a training

To find out more about TG's training or to schedule a session, contact a TG account executive at (800) 252-9743, or send an e-mail message to relationship.management@tgslc.org.

Join TG for an August webinar on customer service in financial aid

Studies like those featured in TG's *Enrollment Management Journal* show that many factors can affect retention rates, from financial issues to a lack of familial support. Many schools believe that retaining students starts with building a good customer service relationship with students. TG offers help in enhancing customer service in the financial aid office through an upcoming webinar titled "Crafting the Keys to Customer Service."

Here's a short summary of the upcoming August event.

Crafting the keys to customer service — Thursday, August 19, 10 a.m.-11 a.m. and 3 p.m.-4 p.m. Central Time: Develop an understanding of how to build a customer-focused financial aid office (FAO) by reviewing current research on customer service in business and higher education. Participants will also identify internal and external customers, define the principles of great customer service, and develop specific steps that can be taken to improve customer service in the FAO and in other departments on campus.

TG provides free webinars on industry topics throughout the year. With each webinar, TG offers presentation materials as well as a short Q&A period, which follows the event. Within a day or two of broadcast, webinars are posted in an [online archive](#).

To register

Register for the "[Crafting the keys](#)" [webinar online](#). Schedules for additional training will be published regularly and announced in *Shoptalk*.

Skill-builders: Turn your staff into self-taught learners through mentoring

Financial aid staffs often consist of a mix of workers with varying levels of knowledge — from part-time students to seasoned professionals. Pairing up new workers with more knowledgeable staff is a great way to train staff and to ensure the new team member has a more personal connection to the life of the office.

Mentoring — providing professional advice and psychological support on the job in order to improve performance — offers one way of creating this connection. To

mentor well requires empathy, insight, a strong desire to help, and the ability to share information.

To implement a mentoring program in your financial aid office, you'll want to talk with colleagues and your staff. However, the process of mentoring follows a set of general steps, outlined below. Remember, however, that developing strong mentoring takes time and care.

- **Create trust:** Allow your mentee to open up and share his or her experiences. In that way, you'll be able to fit together the individual's needs and the job requirements. Disclose something of your own reactions and feelings about a given job situation. Don't patronize; recognize that everyone has strengths and weaknesses and that you were in this person's position at one time.
- **Be candid but respect limits:** At some point, everyone is an apprentice in need of guidance. When providing feedback, respect the vulnerability of your mentee. By the same token, trust the person enough to be honest. The individual will sense your trust and reciprocate more openly.
- **Walk the talk:** Practice what you preach. If you contradict yourself, that can become an argument for ignoring your recommendation. Behave as you prescribe for your mentee or your team.
- **Offer a testing ground:** As much as you can, set tasks so the person can test their knowledge without fear of punishment or repercussion. Practice makes perfect, and the more practice the better the performance.
- **Help staff transition to self-directed learning:** Once the mentored person achieves a level of independence through practice and acquired knowledge, help him or her "graduate." Acknowledge the achievement and allow the individual to step out from your care. At this stage, it's important to remind your mentee that you, too, are still learning. To keep improving means staying aware of change, acquiring new information, and adapting it to work.

To learn more

You can find a wealth of literature on the topic. Here are a few suggested titles to consider:

Managers as Mentors: Building Partnerships for Learning by Robert Bacal

The Art of Mentoring: Lead, Follow and Get Out of the Way by Shirley Peddy, Ph.D.

TG also offers training that addresses issues related to mentoring, including "Teamwork: What's Your Style?" and "Motivation: Is There A Recipe"? Find out

more about these opportunities, which are provided through the TG Speakers Bureau, by visiting [TG Online](#).

Policy Resources

Latest IFAP postings

For the convenience of the entire financial aid community, ED assembles Title IV federal student aid guidance, resources, and information on its [Information for Financial Aid Professionals](#) (IFAP) website. Recent postings, listed by topic, include the following, presented alphabetically by category.

Campus-Based Programs

- [2010-07-14](#) — Applications for the Off-Campus Community Service Program

Common origination and disbursement

- [2010-07-16](#) — COD processing update

ED Notices in *Federal Register*

- [2010-07-16](#) — Student Support Services Annual Performance Report
- [2010-07-16](#) — Student Assistance General Provisions –Subpart K–Cash Management. OMB #: Pending
- [2010-07-15](#) — Notice of Proposed Rulemaking for Foreign Schools

FDLP processing

- [2010-07-16](#) — Reminder of Origination Fee Reduction for Direct Subsidized and Unsubsidized Loans

FDLP loan servicing

- [2010-07-14](#) — Sallie Mae Begins Servicing Direct Loans

For more information

For questions about these notices, contact TG customer assistance at (800) 845-6267, or send an e-mail message to cust.assist@tgslc.org.

Ask the Policy Expert

Q.: Are joint Consolidation loans eligible for the Civil Legal Assistance Attorney Student Loan Repayment Program?

A.: Yes. However, if only one of the borrowers meets the eligibility requirements for the repayment program, the repayment applies only to the remaining balance of the joint Consolidation loan that is attributable to the loans originally received by the borrower who performed the qualifying employment.

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 tgsic.custhelp.com.

News Briefs

Freshman orientation is getting a makeover on many college campuses. Why? More administrators see the traditional one-to-two day event, which helps students get their bearings on campus life, as another way to boost student retention. According to the American Association of Collegiate Registrars and Admissions Officers, students who drop out or transfer do so often within the first year, and often because they're unhappy with their school experience so far. A more extensive orientation program, covering not only school policies but tips on thriving academically and adjusting to life in a student community, could help build a better, more durable relationship between student and school. [Learn more about these new and improved student orientation services.](#)



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To ask questions about *Shoptalk*, please contact Communications at (800) 252-9743, ext. 4732, or send an e-mail message to communications@tgsic.org.

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