



### Inside this issue

- TG Report ..... 1**
  - TG launches enhanced Integrated Default Assistant<sup>SM</sup> ..... 1
  - Register for TG’s upcoming default aversion workshops ..... 2
  - Managing industry change? TG’s regional trainings can help ..... 3
  - Order TG’s teacher loan forgiveness brochure to educate your students and staff ..... 5
- Industry Update ..... 6**
  - Current special allowance rates: quarter ending September 30, 2010 ..... 6
- Policy Resources ..... 7**
  - Latest IFAP postings ..... 7
- News Briefs ..... 8**

### Smart Solutions

Credit reports are like report cards that last an individual’s entire life, offering an assessment of how well the person managed credit, stayed on top of debt, and remained in control of his or her finances. Students may be surprised that they start making “grades” on this report as soon as they borrow money or start using a credit card. TG’s [Adventures In Education explains the credit report](#) and offers tips on maintaining good credit.

## TG Report

### TG launches enhanced Integrated Default Assistant<sup>SM</sup>

TG has released a redesigned version of its [Integrated Default Assistant<sup>SM</sup>](#) (IDA<sup>SM</sup>), a multipurpose tool that helps schools track their cohort default rate (CDR) and communicate with borrowers who have delinquent student loans. Enhanced and redeveloped, IDA has several new features to support higher education institutions

managing student loan default, particularly at a time of industry change and economic challenge.

IDA can now be used to import student loan delinquency information from multiple sources, regardless of loan program (FDLP or FFELP) or servicer. This feature gives higher education institutions the opportunity to build a more complete picture of their student loan delinquency.

"We believe this latest version of IDA will prove to be an essential default prevention tool for many schools," said Sue McMillin, President and CEO. "Many TG customers have used IDA as a key default management component for several years. Now, because they can import information from most of their data sources, not just TG, there is extended value to the product."

In addition, IDA helps schools communicate with borrowers who have loans at risk of default. Schools can mail letters to borrowers in various stages of delinquency. They can also use IDA to send e-mail messages, which can benefit institutions that have incomplete or incorrect mailing information for borrowers. Finally, letters and e-mail messages are available in both English and Spanish.

To help schools monitor their CDRs, IDA now allows schools to import data used by ED in its CDR calculations. Schools can then produce reports that do a variety of things, including provide both draft and official CDRs, offer default rates by institution type, and monitor servicer performance.

TG offers IDA at no cost to Texas schools, and to schools outside of Texas that have borrowers with TG-guaranteed loans.

### **To learn more**

If you have questions about using the enhanced IDA, please contact TG's product support group at (800) 332-1455, or send an e-mail message to [product.support@tgsllc.org](mailto:product.support@tgsllc.org). A school's TG account executive can also provide details. Contact your TG account executive at (800) 252-9743, or send an e-mail message to [relationship.management@tgsllc.org](mailto:relationship.management@tgsllc.org).

### **Register for TG's upcoming default aversion workshops**

Late last year, ED released trial [3-year cohort default rates](#). Not surprisingly, given the recession and the shift from a 2- to a 3-year calculation, the average national cohort default rate (CDR) may jump by as much as 69 percent, at least according to ED's published figures. The increase has many schools evaluating their default prevention efforts with an eye to enhancing initiatives. TG offers some default aversion help with several upcoming workshops offered on college campuses in Florida and California.

TG presenters will lead Default Aversion Workshops at the University of Central Florida (UCF) in Orlando on October 12, and at the University of Phoenix–South Coast Learning Center in Costa Mesa, California, on November 4. To learn more about the trainings, review the summary of sessions provided below. With the exception of one session, the agenda is the same for each workshop.

- **Transitioning to a 3-year cohort default rate** — Learn how the CDR is calculated and consider the effects of the new 3-year calculation on CDRs. Participants will discuss the benefits of low default rates and the consequences of higher rates. Session presenters will also describe default prevention initiatives that can help schools manage CDRs.
- **Truth about default** (offered only at UCF) — Explore some common misunderstandings about default. Learn how to improve student counseling sessions, enlighten a school's administration on default management issues, and develop default aversion policies and procedures that are compliant with federal regulations. In their discussion, presenters will focus on TG's studies of student loan defaulters at the University of South Florida and Texas A&M University.
- **TG's default aversion tools** — Find out how TG's Default Aversion Self-Assessment Tool can help schools evaluate processes and goals, assess their most recent cohort default rates, and compare rates with other schools in the same school segment. The self-assessment also suggests default aversion strategies for improving default aversion effectiveness. Along with the self-assessment, session presenters describe TG's Integrated Default Assistant (IDA), a versatile tool for tracking and managing cohort default rate performance. Using IDA, customers can import delinquency data from multiple sources regardless of loan program or loan holder, run reports to identify borrowers with delinquent loans, and communicate with these borrowers.
- **Solutions and commitment** — Discuss creative approaches for promoting campus-wide understanding of default aversion and for educating staff on the value of default aversion to the overall success of the institution and the student. Schools are welcome to share creative approaches that have contributed to their success.

### To register

Learn more about [TG's Default Aversion Workshops](#) and sign up for an event through *TG Online*.

## Managing industry change? TG's regional trainings can help

Over the last several years, the financial aid industry has undergone change on multiple fronts, from the shift to the FDLP to modifications to the cohort default

rate. TG's regional trainings offer a forum in which to learn about these regulatory changes as well as hear about some of TG's ongoing initiatives to better serve schools. TG has scheduled a number of such trainings for the upcoming months at locations across the U.S. Here's a short list of dates and locations. Refer to the online TG [Regional Training](#) page for exact training times.

*October 15:* New York, New York; Columbia University

*October 26:* Kansas City, Missouri; Park University

*October 28:* Jacksonville, Florida; University of North Florida

## **Training topics**

The agenda for TG's upcoming regional trainings will cover a variety of subjects described below. Note that the agenda varies slightly from event to event, in which case changes are noted with the session description.

- **Getting a handle on federal financial aid policy changes** — Learn more about proposed changes to regulations from two recently published Notices of Proposed Rulemaking — one on Program Integrity and another on Gainful Employment. Proposed federal financial aid policy changes will affect satisfactory academic progress, return of Title IV funds, verification, and certain programs that lead to gainful employment. Updates on federal common forms, and *Dear Colleague/Partner* letters issued by the Department of Education will also be provided.
- **Financial literacy on your campus** — Explore the new TG Financial Literacy Program, a curriculum of ten 15-minute modules that cover a wide range of core topics, including sorting needs from wants, setting goals, budgeting, navigating credit and debt, saving and investing, and analyzing employment opportunities. To better educate students, the modules engage the student about every 90 seconds in activities such as quizzes or games. This session prepares you to deliver one of TG's modules and its related activity to your students.
- **Transitioning to a 3-year cohort default rate** — Learn how the CDR is calculated and consider the effects of the new 3-year calculation on CDRs. Participants will discuss the benefits of low default rates and the consequences of higher rates. Session presenters will also describe default prevention initiatives that can help schools manage CDRs.
- **TG default aversion tools** — Find out how TG's Default Aversion Self-Assessment Tool can help schools evaluate processes and goals, assess their most recent cohort default rates, and compare rates with other schools in the same school segment. The self-assessment also suggests default aversion strategies for improving default aversion effectiveness. Along with the self-assessment, session presenters describe TG's Integrated Default Assistant

(IDA), a versatile tool for tracking and managing cohort default rate performance. Using IDA, customers can import delinquency data from multiple sources regardless of loan program or loan holder, run reports to identify borrowers with delinquent loans, and communicate with these borrowers.

- **Embracing change: Promoting excellence in financial aid** (offered only in New York) — Find out how to assess and understand responses to change in the financial aid work environment. Learn skills to work effectively with peers, students, and families during a time of change and take positive actions to successfully navigate (and not react to) change. Embracing change is a great way to promote excellence at your higher education institution.
- **Redress your stress** (offered in Missouri and Florida trainings) — Identify common stressors within the financial aid environment and discuss the best ways to help reduce or eliminate those stressors from your work environment. Learning objectives include defining stress, determining your personal stressors, identifying stress reduction techniques, and developing your own stress management plan.

## Register

To register for a [TG regional training](#), visit *TG Online*.

## Order TG's teacher loan forgiveness brochure to educate your students and staff

Congress established the Teacher Loan Forgiveness (TLF) Program to attract people to the teaching profession and to retain highly qualified teachers in low-income schools. Through the TLF Program, a borrower who takes out Stafford loans for college and who teaches for five consecutive, complete years at a qualifying school may be eligible for up to \$5,000 in loan forgiveness. A math, science, or special education teacher may qualify for forgiveness of up to \$17,500 of his or her loans.

TG offers an informative brochure on the TLF Program, which outlines qualifications for loan forgiveness and details how to apply for it. Eligibility requirements can be complex, which makes the brochure's easy-to-understand language a very useful educational tool for interested students. The publication is also a great resource for financial aid professionals wanting to learn the essentials of TLF.



## What's inside

The brochure covers changes brought about by the Higher Education Reconciliation Act of 2005 (HERA). The brochure also highlights other provisions. For example, schools and students should note that teachers who work at either public or nonprofit private schools may qualify for loan forgiveness.

The brochure is divided up according to the following areas:

- Eligibility requirements for teacher loan forgiveness
- How to apply to the program
- How funds are applied to a borrower's loans when he or she qualifies for loan forgiveness
- Frequently asked questions that anticipate and answer the most common questions about TLF

## To learn more

Qualified student borrowers can apply for loan forgiveness by completing the [TLF application](#), located on *TG Online*. Schools can order TG's [TLF brochure](#) in bulk through an online order form.

To speak with someone about TLF, call TG's customer assistance team. TG representatives will be happy to answer questions about teacher loan forgiveness and to provide more details to you and your students. Customer assistance is available at (800) 845-6267, or you can send an e-mail message to [cust.assist@tgslc.org](mailto:cust.assist@tgslc.org).

## Industry Update

### Current special allowance rates: quarter ending September 30, 2010

The following rates apply for the quarter ending September 30, 2010:

For the quarter ending September 30, 2010, the average rate for three-month commercial paper (financial) was 0.30 percent. This rate is also used to compute the Participant Yield paid to the Department on loans subject to the loan participation purchase program. For loans where the special allowance payment is based on the bond equivalent rate of 91-day Treasury Bills, the average rate during the quarter ending September 30, 2010, for 91-day Treasury Bills was 0.15 percent.

The FFELP special allowance rates for the most recent quarter are available at [www.tgslc.org/policy](http://www.tgslc.org/policy).

## Questions

For question, please contact TG Customer Assistance at (800) 845-6267, or send an e-mail message to [cust.assist@tgslc.org](mailto:cust.assist@tgslc.org).

## Policy Resources

### Latest IFAP postings

For the convenience of the 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.

#### COD processing update

- [2010-10-01](#) — Processing Update
- [2010-10-01](#) — Additional COD System Implementation for 2010-2011 Award Year

#### COD technical reference

- [2010-09-30](#) — 2011-2012 COD Technical Reference (Draft)
- [2010-09-30](#) — 2010-2011 COD Technical Reference (Update)

#### COD XML schema

- [2010-09-30](#) — COD Common Record XML Schema Version 3.0d

#### FAFSA on the Web

- [2010-09-30](#) — Invitation to States for Participation in Application Programming Interface with FAFSA on the Web

#### *Federal Register*

- [2010-10-04](#) — Annual Performance Report and Certification of Financial Need for the Jacob K. Javits Fellowship Program

#### General information

- [2010-10-01](#) — Columbus Day Federal Holiday Processing and Customer Service Hours

## 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](mailto:cust.assist@tgslc.org).

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## News Briefs

The University of Texas at San Antonio's Applied Engineering and Technology Library looks like many another newly built campus library. It's got a sleek, modern feel and offers ample study space with comfortable seating for students. But in one regard, it's quite unique: it has no books, which is to say, the library's holdings — more than 425,000 publications — are entirely digital. Students can find hard copy versions of the library's books and journals at the campus' main library, but reading and studying at this particular library is done entirely online. Many university libraries are following suit, placing at least parts of their collections online and storing away the hard copy publications. Learn more about the [development of the e-library](#).

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*Shoptalk* is published by TG. Unless specifically noted, the policies and procedures outlined in *Shoptalk* apply only to loans made under the TG guarantee and not to loans underwritten by other guarantors.

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

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