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### Smart Solutions

Awarding season is in full swing, which means many college hopefuls are learning how much they may be eligible to receive in grants, Work-Study, and federal loans from their chosen schools. *Adventures In Education* (AIE) helps students understand another source of potential funding — [scholarships](#). AIE provides an overview of where to find scholarships, eligibility requirements, and typical application questions.

## TG Report

### 2011 TG Annual Training Conference to focus on needs of today's higher education professionals

Higher education professionals on campuses across the U.S. are managing high enrollment, a growing demand for financial aid, and a diverse population of students needing particular support as they graduate into a tough economy. Training such as the TG Annual Training Conference offers help in the form of information on issues critical to schools, including default aversion, financial literacy, and regulatory changes. TG's training also provides the opportunity to hear from federal and state officials on planned and ongoing higher education developments.



The 2011 TG Annual Training Conference — "Solid Foundation for Student Success" — will be held April 26-29, at the AT&T Executive Education and Conference Center in Austin. This year's training agenda has been tailored to serve the needs of a broad audience of higher education professionals, including financial aid professionals, student services professionals, high school and financial counselors, and others dedicated to helping students and families in their educational endeavors.

In planning your TG conference experience, consider these sessions of special interest to the higher education community.

- Learn how to manage cross-campus programs for financial literacy, default aversion, and student retention at **Tuesday's Collaboration Workshop**.
- Hear from state and federal officials at **Thursday's opening sessions**:
  - **State Programs Update** — Dan Weaver, assistant commissioner, Business and Support Services Division of the Texas Higher Education Coordinating Board (THECB)
  - **Federal Update** — Jeff Baker, policy liaison and implementation staff, Department of Education (ED) (via videoconference)
- Join colleagues at **Thursday's higher education policy and legislative sessions**, which include:
  - **Ask the Feds** — An opportunity to ask Jeff Baker of ED's policy liaison and implementation staff (via videoconference) about topics affecting student aid

such as the year-round Pell Grant, and Program Integrity and Gainful Employment rules

- **Reconciling Direct Loans** — presented in a roundtable setting according to financial aid management system (FAMS)
- **Gainful Employment** — School Impact
- **New Rules for Verification** (coming 2012)
- **Show What You Know** session on policy topics
- **THECB's Online Loan System** for State Educational Loans
- **Updates on Veteran Issues** and Servicemember Benefits
- **Satisfactory Academic Progress (SAP)** — new requirements
- At **Thursday's Ask the Experts Roundtable Reception**, talk with various TG experts, as well as industry representatives from ELM Resources, the THECB, Meteor, the National Student Clearinghouse, and the four ED Servicers.
- At **Friday's workshops sessions**, learn more about these issues:
  - **Higher education research** — Hear from researchers, philanthropic foundations, and policymakers about ongoing research projects, best practices for obtaining funding, and how research informs policy. Attendees will also be able to discuss campus needs for various types of research studies.
  - **Campus collaboration** — Learn how to engage campus staff on policy and compliance challenges that have implications beyond the financial aid office.
  - **Information security considerations for higher education** — Discuss current issues and requirements for effective information security management, as well as how to prepare for potential regulatory requirements regarding information security.

### Conference registration

The 2011 TG Annual Training Conference offers flexible registration choices, including options to attend half-day workshops, one or two full days at special discounted rates, or the full four-day agenda for \$139.

Visit [TG Online to register](#). Register before April 8, 2011, to avoid late registration fees. To speak with someone directly, contact TG's event planning coordinator Judith Cunningham at (800) 252-9743, ext. 2905, or send an e-mail message to [judith.cunningham@tgslc.org](mailto:judith.cunningham@tgslc.org).

## Upcoming TG industry webinar to focus on default aversion resources for schools

With student loan borrowing going up and cohort default rates (CDRs) on the rise, the need to understand default aversion has never been more important. After all, student loan default has broad implications: for students, default can damage credit; for schools, it can mean penalties associated with Title IV participation; and for taxpayers, it means a greater funding obligation.

With more than three decades of experience in the student loan industry, TG understands the repercussions of default and works to mitigate those effects with new and better forms of support, including information and online tools for managing repayment. Learn about TG's default aversion resources in an upcoming webinar. This session will detail TG's consulting services, online support, and overall approach to helping schools in their default aversion efforts.

### Registration information

To accommodate the schedules of TG's coast-to-coast customers, the one-hour webinar is scheduled for Thursday, March 17, at 10 a.m. Central Time with a repeat of the webinar the same day at 3 p.m. Central Time. [Registration is available online](#). If you are unable to attend the scheduled broadcast, a recording will be available for viewing shortly after the event through [TG's archived webinars](#).

## TG releases FY 2010 annual report

Fiscal year 2010 was a milestone in the history of federal student aid. The Health Care and Education Reconciliation Act of 2010 ended all loan originations under the FFELP as of July 1, 2010. At the same time, schools grappled with an array of issues, including reduced budgets and added reporting responsibilities. Students had challenges of their own, trying to pay for college right after a major recession.

TG reached out to both schools and students during FY 2010, offering help in diverse ways, from financial literacy training and default prevention to outreach and access efforts. TG's *Annual Report* for FY 2010 — *Turning the Page: Delivering solutions today to meet tomorrow's needs* — provides a snapshot of some of these forms of support, including:

- An **enhanced TG Financial Literacy Program**, designed to help students learn essential skills for financial success. The program also assists education



professionals in developing, implementing, and improving their financial literacy initiatives

- An **expanded myTG<sup>SM</sup> portal**, TG's account management tool that provides borrowers in default with convenient access to loan data as well as a number of tools for monitoring and handling payments
- A **public service campaign of outreach** created in collaboration with Generation TX, a state-based initiative that promotes the value of higher education
- A revised electronic default management tool, **the Integrated Default Assistant<sup>SM</sup> (IDA<sup>SM</sup>)**, which helps schools gather and analyze loan delinquency data for their students

### To download a copy

To learn more about TG's service for the year, download a copy of the [2010 TG Annual Report](#) from *TG Online*.

### To order a copy

You can order a print copy of the report by contacting TG's communications team at [communications@tgsllc.org](mailto:communications@tgsllc.org). Please provide your name, mailing address, and number of requested copies.

## Join TG at the 2011 ILASFAA Annual Conference

TG trainers will present three sessions at this year's annual conference for the Illinois Association of Student Financial Aid Administrators (ILASFAA) to be held March 30-April 1 in East Peoria, Illinois. Sessions will cover both policy issues (the changing cohort default rate calculation) and office practice (including effective customer communication). Here's a summary of TG's sessions.

- **Transitioning to a 3-year cohort default rate** — Learn how the cohort default rate (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.
- **Say what? Communicating more effectively with students, parents, and other financial aid professionals** — Explore various communication styles and learn how style can affect the customer service experience. This session reviews the basics of sending and receiving messages and explores specific techniques for communicating effectively with students, parents, and colleagues.

- **Making a difference: One student at a time** — Discover how to affirm your strengths and celebrate everything that's right in the financial aid industry. This session has been developed to help attendees focus on the difference they make in the lives of students and their families.

### To learn more

To find out more about TG's trainings, contact your TG account executive at (800) 252-9743, or send an e-mail message to [relationship.management@tgscl.org](mailto:relationship.management@tgscl.org).

## Industry Update

### Net price calculator reminder and clarification for Texas schools

The Higher Education Opportunity Act of 2008 (HEOA) requires all institutions participating in Title IV programs to provide a calculator that enables current and prospective students, families, and consumers to determine an estimate of the net price for a student to enroll in a particular institution. As a reminder, schools must provide a Web-based net price calculator by October 29, 2011, to meet this federal requirement.

In 2009, the National Center for Education Statistics (NCES) and ED's Office of Postsecondary Education announced the availability a [net price calculator template](#) that will help schools in complying with the requirement (see *Shoptalk* edition 529). Schools may either use ED's template or develop a customized version that must include, at a minimum, the same elements as ED's version.

### Clarification for Texas schools

The Texas Education Code was amended in 2009 with legislation that required the Texas Higher Education Coordinating Board (THECB) to create a tool that would estimate the net cost of attendance for a full-time, entering, first-year student attending an institution of higher education in Texas. THECB then created the [state's net price calculator](#) (NPC). The legislation also requires that Texas public institutions upload their award information to the state's NPC; independent institutions are strongly encouraged to do the same.

Does a Texas school that provides a link on its website to the state's NPC meet the federal provisions of the HEOA? The HEOA language for the federal NPC specifically states that each institution must have an NPC "on the institution's website."

THECB recently received the following guidance from ED regarding this issue:

"The statutory phrase 'on an institution's website' provides that students and parents must have access to the net price calculator via the institution's .edu URL.

An institution may host the NPC on its own website, or it may provide a link to a calculator hosted by another entity, such as the state, as long as that net price calculator includes the data elements required by the HEOA and uses school-specific data. The estimated cost of attendance that the student receives must be based on the data specific to the campus location identified by the student (i.e., it may not provide an average cost of attendance for the multiple campuses)."

Given this information, a school that links to the state's NPC *does* meet the federal minimum NPC requirements.

### More information

For more information, contact Lyn Wheeler Kinyon, THECB's assistant director of Grants and Special Programs at (512) 427-6393, or (800) 242-3062, ext. 6393, or send an e-mail message to [lyn.kinyon@theccb.state.tx.us](mailto:lyn.kinyon@theccb.state.tx.us).

## Closed school corner

The following table provides a list of newly reported school closures and corrections from the Postsecondary Educational Participants System (PEPS) and from the March 2011 *Closed School Monthly Report* supplied by ED. Schools listed are those with which TG has done business, or to which TG has otherwise provided services.

### Newly reported closures

OPE School ID	School Name and Address	Unofficial Closure Date	ED's Official Closure Date
02247200	<b>Medspa Careers Institute</b> 800 Moorefield Park Dr., Ste. 302 Richmond, VA 23236-3686	N/A	11/04/2010
02247206	<b>Medspa Careers Institute- Newport News</b> 1001 Omni Blvd., Ste. 200 Newport News, VA 23606-4215	N/A	04/01/2010
02535400	<b>Skyline College-Richmond</b> 800 Moorefield Park Dr., Ste. 302 Richmond, VA 23236-3659	N/A	12/12/2010
02535401	<b>Skyline College-Richmond</b> 4305 Cox Rd. Glen Allen, VA 23060-3359	N/A	12/12/2010

## Policy Resources

### Common Manual updates

Guarantor representatives who serve on the *Common Manual* Governing Board have approved several changes to the *Common Manual*. Details on these changes have been added as a PDF available on [TG Online](#). Click the "Common Manual Updates" link in the right column to view the changes. An updated *Integrated Common Manual* incorporating the changes will be made available soon through *TG Online*. These changes will also appear in the *Manual's* next annual update.

### Questions

Please note the effective date of each policy change. If you have questions about any of the changes, contact TG's Customer Assistance team at (800) 845-6267, or send an e-mail message to [cust.assist@tgsdc.org](mailto:cust.assist@tgsdc.org).

## Ask the Policy Expert — Program Integrity Issues

### Return of Title IV (R2T4) Funds—Taking Attendance

**Q.:** What are the R2T4 rules about taking attendance during a limited period of time?

**A.:** The Program Integrity final rules specify that ED consider a school to be "required to take attendance" if an outside entity requires the school to take attendance, or if the school itself requires its faculty or staff to take attendance. (Note: If an instructor chooses to take attendance but is not required by the school to do so, the school is not considered to be required to take attendance. However, ED encourages a school to use the best information available to determine a withdrawal date for a student who has ceased attendance.)

The regulations and preamble language provide clarification on limited exceptions to this general requirement for when a school is considered to be "required to take attendance." First, if the school or outside entity's attendance-taking requirements cover only a certain period of time, the school is considered to be required to take attendance only during that period. If a student is not in attendance at the end of that period, the school's attendance records must be used to determine the student's withdrawal date during the period. If a student subsequently withdraws after the limited period, the rules applicable to a school that is not required to take attendance would then be used to determine the student's withdrawal date.

Additionally, if a school takes attendance only on a single day — or for classes meeting on alternate dates, on a single day for each class schedule — the school is not considered to be required to take attendance.

## To learn more

For more information on this Program Integrity final rules topic, please refer to TG's article in *Shoptalk* edition [581](#). To access *Shoptalk* articles and helpful resources and tools on other new regulations, please visit [TG's Program Integrity Final Rules page](#). You also 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).

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## News Briefs

During the drought years of the 2008 and 2009 recession, college graduates found fewer jobs, so they turned to the public sector — at least according to data from the American Community Survey. Reporting on the survey, the *New York Times* said that nonprofit hiring jumped 11 percent in 2009 alone, while federal government hires increased 16 percent. Applications for AmeriCorps positions have tripled in the last several years, and nonprofits around the country are seeing similar applicant levels. Many of these graduates say they're grateful for the job, but also for the opportunity to "give back." Read more about the [windfall of jobseekers in the public sector](#).



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