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Smart Solutions

Something that graduates on the hunt for a job may dread, but not plan for, is a bad interview. TG's *Adventures In Education* offers some [recovery tips](#) for mistakes that can ruin an interview, such as being late or having no response to a question. Offer these tips on making the best of a bad situation to your graduates and exiting students.

TG Report

New e-sign ability in myTGSM helps simplify loan rehabilitation for borrowers

TG has enhanced the myTGSM portal to make the rehabilitation process easier for borrowers with defaulted loans held by TG. Borrowers can now electronically sign, or e-sign, TG's loan rehabilitation forms, using a "click-to-sign" technology. By e-signing these forms, borrowers take the first step to rehabilitating their loans.

Once a borrower has completed the forms and makes nine consecutive, on-time, voluntary monthly payments within 10 months, his or her loan becomes eligible for rehabilitation. Such a loan can then be sold to a lender who takes over servicing of the borrower's loan account.

Rehabilitation offers the borrower a number of benefits, including these:

- TG requests that the default status be removed from the borrower's credit history.
- The borrower's eligibility for any applicable deferments, forbearances, and repayment options is reinstated.
- The borrower regains eligibility for more federal student aid, provided that no other student loans are in default.

Other myTG benefits

The myTG portal serves as a gateway to TG's services and tools for many customers, including borrowers with TG-held loans. For borrowers, myTG offers access to resources and tools needed to manage their loan accounts. The portal is especially useful to borrowers with defaulted loans, providing a means for resuming and monitoring payments.

Along with the ability to e-sign rehabilitation forms, borrowers can access and download forms, including previously signed master promissory notes (MPNs) and Rehabilitation Agreements.

To simplify repayment and help borrowers make consistent payments, myTG offers several online payment options, including:

- One-time autodrafts from a checking or savings account
- Recurring, or scheduled, autodrafts from a checking or savings account
- Credit and debit card payments, including Visa, MasterCard, Discover, and American Express

Borrowers can view their TG account information and make a payment any time of day. If any problems or questions arise, TG representatives are a phone call away from 8 a.m.–5 p.m. Central Time, Monday through Friday.

To learn more

If you have questions about the latest myTG enhancements, or would like to learn more about myTG, please contact your TG account executive at (800) 252-9743. You can also send an email message to relationship.management@tgsllc.org.

Upcoming TG webinar to focus on for-profit schools

Over the last decade, higher education's for-profit school sector has experienced exponential growth. Proprietary schools now enroll some nine percent of all

postsecondary students. This growth comes at the same time that the industry is under increased scrutiny.

ED's rules regarding program integrity and gainful employment have brought the for-profit sector to the forefront of national discussions concerning access, retention, and student success. Because the for-profit sector enrolls significantly more low-income and minority students than their nonprofit counterparts, lawmakers and special interest groups have split over whether the new regulations will help or hurt these students. TG's Student and Institutional Success (SIS) team has been working in various ways to contribute to this conversation, including offering an upcoming webinar on the issue titled "Access in U.S. Higher Education: What Does the For-Profit Sector Contribute?"

On June 16, Kevin Kinser, associate professor of education at the University at Albany will present and then lead discussion for the webinar, the next in TG's 2011 Student Success Webinar Series. Kinser will consider the varied contributions of the for-profit sector in depth and answer participant questions regarding the strengths and weaknesses of the sector as a whole.

A for-profit focus

Kinser's research on for-profit institutions was featured in a recent article of TG's *Enrollment Management Journal*. The article concluded that the greatest contribution made by the for-profit sector has occurred in terms of college access: Proprietary schools enroll more low-income students, first-generation students, and minority students than do their nonprofit and public counterparts. However, in terms of retention and degree completion, Kinser noted that the for-profit sector greatly lags behind the rest of the industry, creating problems for these students as they seek to find employment and pay off their student loan debt.

To register

All webinars in this series will be offered from 2 p.m. to 3:30 p.m. Central Time on the day of the presentation. Learn more by [registering for the webinar](#) on *TG Online*.

Broaden your policy knowledge during TG's sessions at this year's NASFAA Conference

TG will present workshops on policy, financial literacy, and the Income-Based Repayment plan at this year's National Association of Student Financial Aid Administrators (NASFAA) Conference, to be held in Boston from July 17-20.

Join your colleagues during TG's sessions, several of which emphasize an interactive approach to learning detailed policy information. Preview sessions by reading through this short summary.

- **Show what you know** — Discuss some of the most recent changes in federal student aid policy, regulations, and law. During TG's "Show what you know" sessions, attendees use a remote device to click, i.e., select, answers to questions flashed on a screen. At the end, players receive a handout of questions and answers, along with the applicable federal basis to share with campus colleagues after the conference. "Show what you know" sessions place a premium on teaching valuable, practical information in an entertaining way.
- **Improve student engagement through the TG Financial Literacy Program curriculum** — Explore how to put the TG Financial Literacy Program to work for you and your students. The TG Financial Literacy Program helps students learn key skills for financial success, including sorting needs and wants, setting goals, budgeting, navigating credit and debt, saving and investing, and analyzing employment opportunities. The program consists of ten 15-minute modules that engage student with frequent discussion, vivid graphics, and additional activities that underscore important concepts. This session demonstrates how TG collaborates with schools, training staff to then, in turn, train students in the concepts and skills of a given module. In addition, the session will consider how module content relates to college life.
- **Show what you know — the CDR edition** — Learn more about the cohort default rate (CDR) calculation and process. During this interactive session, participants click answers to a variety of challenging questions in a game format. Questions will range in subject, from transitioning to a 3-year CDR to the CDR challenges and appeals procedures.
- **IBR— a tool to help students manage repayment** — Find out details of the newest repayment plan available to FFELP and FDLP borrowers. IBR can benefit eligible borrowers by minimizing monthly payments; it can also potentially lead to loan forgiveness in some cases. Educating borrowers about this newest repayment plan and its benefits — whether through the loan counseling process or other communication — is key to realizing IBR's potential to help in a tough economy. This session presents a high-level introduction to the IBR plan, including how borrowers qualify, benefits the plan provides, and ideas for educating borrowers about IBR.
- **Enhancing the power of need-based aid to improve student persistence** — Consider the value to retention efforts of combining need-based aid with other campus initiatives. Recent trends both inside and outside higher education indicate that when need-based aid programs are combined with supplemental services such as counseling, mentoring, or tutoring, student completion outcomes can improve dramatically. This session will provide specific examples of programs that can serve as promising models for campuses looking to improve retention and student engagement. Participants will hear about recent partnerships that have been developed between nonprofit scholarship

foundations and higher education institutions. They will also have the opportunity to share and reflect on their own efforts to connect aid and programs to enhance college completion.

Other TG training

Interested in attending a TG training on an industry topic such as regulatory change, financial literacy, or default aversion? You'll find a list of training sessions in all these areas through [TG's corporate website](#). If you'd like to learn more about TG's training, contact a TG account executive at (800) 252-9743, or send an email message to relationship.management@tgslc.org.

To be effective, default prevention takes a village says TG's Thresa Tyus

With some 19 years in the higher education industry, TG default aversion consultant Thresa Tyus understands that, in fact, one size does not fit all when it comes to repayment solutions or default management strategies. Circumstances vary by borrower as they do by campus and school. The good news is that there are options available to help borrowers, just as there are many creative approaches to default prevention. For Tyus, the reward comes in offering help to both borrower and school customers and seeing the results.

"It's great to see a student light up during a student loan repayment presentation," said Tyus. "When they realize that they do have options, I know I've done my job and opened up their choices a little bit."

As a default aversion consultant, Tyus works closely with schools in developing and implementing default prevention strategies for their campuses. She's also a regular trainer for borrowers, offering entrance and exit counseling as well as guidance on managing student loans.

Throughout her career, work in student aid has been more vocation than job for Tyus. "Higher education is something that is very important to me," said Tyus. "Whether it's educating borrowers on a good path to repayment, or helping schools streamline their default prevention processes, I like the feeling of having contributed."

Prior to TG, Tyus worked in loan originations at the North Texas Higher Education Authority (NTHEA) and, previous to that, as a loan representative for Sallie Mae. She came to TG as a lender consultant before branching out as an account executive, offering schools her expertise on managing federal loans. Today, all of this experience comes in handy in her work as a default aversion consultant.

"I understand the administrative processes many schools have in place to manage loans and default prevention," said Tyus. "Schools are more trusting of my advice, I

think, because they feel I understand how they handle things and have their best interests at heart.”

Creativity plays into Tyus’ satisfaction with her job. “One of my goals is to make sure that schools are aware of the latest default aversion strategies,” said Tyus. “But I really enjoy helping schools develop default aversion tactics that can work for their student body.” Designing these tactics draws on both her background in loans and her analytical skills as a consultant, and puts them to work for a good outcome — successful repayment — which benefits borrowers and schools.

What engages Tyus most about her job? “I like helping schools think outside of the box to come up with strategies that will engage staff and faculty in default management,” said Tyus. “When it comes to default prevention, I’ve learned it does take a village, including schools, lenders, guarantors, and third party servicers, to make students aware and responsible in terms of repayment. I love that I have a role in this kind of education and can make a difference for others.”

Learn more

You can reach Tyus at (800) 252-9743, ext. 4765, or by email at thresa.tyus@tgsllc.org.

News Briefs

College enrollment has surged in recent years, with the most dramatic increases occurring at 2-year institutions, according to the Pew Research Center. Many community college students juggle multiple priorities while attending school, including a job or a dependent. Many attend part time, which prolongs their time to earn a degree or to transfer to a 4-year institution. Given President Obama’s call to raise college graduation rates, various organizations are looking closer at the challenges to persistence that 2-year students face. Students themselves are getting involved through grassroots efforts such as the Community College Completion Corps, an initiative of the Phi Theta Kappa honor society. On a campus-by-campus basis, the corps helps spearhead projects that may do a variety of things — raise awareness on campus resources for students, including tutoring services; advocate for completing a degree before transferring to a 4-year institution; and offering resources to pregnant mothers. Read more about the corps in [this *Chronicle of Higher Education* profile](#). Note that some articles in the *Chronicle* are available only on a subscription basis.



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