



Financial Aid Code of Conduct

The primary goal of the financial aid professional is to help students achieve their educational goals through financial support and resources. Financial Aid members are required to exemplify the highest level of ethical behavior and demonstrate the highest level of professionalism. To this end, all Financial Aid Office staff members will ensure that:

1. No action will be taken by financial aid staff that is for their personal benefit or could be perceived to be a conflict of interest. Staff will refer this task to the Corporate Vice President of Financial Aid and or Executive Vice President of Student Finance, to avoid the appearance of a conflict of interest.

- a. Employees within the financial aid office will not award aid to themselves or their immediate family members.
- b. Employees within the financial aid office will not approve documents or complete procedures directly assigned to themselves or their immediate family members.
- c. Employees within the financial aid office will not utilize access granted to federal sites or institutional sites to research themselves or their immediate members.
- d. No preferred lender list will be provided to students. The Financial Aid Office will recommend students to borrow from Federal Direct Loans. However, a borrower's choice of a lender will not be denied, impeded, or unnecessarily delayed by the institution.
- e. No amount of cash, gift, or benefit shall be accepted by a financial aid staff member from any financial aid applicant (or his/her family), or from any entity doing business with or seeking to do business with the institution (including service on advisory committees or boards beyond reimbursement for reasonable expenses directly associated with such service).

2. Information provided by the financial aid office is approved by the Corporate Financial Aid Office. The Corporate Financial Aid Office will ensure that information approved is accurate, unbiased, and does not reflect preference arising from actual or potential personal gain.

3. Institutional award notifications and/or other institutionally provided materials shall include the following:

- a. A breakdown of individual components of the institution's Cost of Attendance, designating all potential billable charges.
- b. Clear identification of each award, indicating type of aid, i.e. gift aid (grant, scholarship), work, or loan.
- c. Standard terminology and definitions.
- d. Renewal requirements for each award.

4. All required consumer information is displayed in a prominent location on the institutional web site(s) and in any printed materials, easily identified and found.

5. Financial aid staff will disclose to the Corporate Vice President of Financial Aid and the institution any involvement, interest in, or potential conflict of interest with any entity with which the institution has a business relationship.

Approved 8/2022