

# **The University of Montana Helena College of Technology Code of Conduct for Financial Aid Professionals (Adapted from NASFAA's Code of Conduct)**

An institutional financial aid professional is expected to always maintain exemplary standards of professional conduct in all aspects of carrying out his or her responsibilities, specifically including all dealings with any entities involved in any manner in student financial aid, regardless of whether such entities are involved in a government sponsored, subsidized, or regulated activity.

In doing so, a financial aid professional shall:

- Refrain from taking any action for his or her personal benefit.
- Refrain from taking any action he or she believes is contrary to law, regulation, or the best interests of the students and parents he or she serves.
- Ensure that the information he or she provides is accurate, unbiased, and does not reflect any preference arising from actual or potential personal gain.
- Be objective in making decisions and advising his or her institution regarding relationships with any entity involved in any aspect of student financial aid.
- Refrain from soliciting or accepting anything of other than nominal value from any entity (other than an institution of higher education or a governmental entity such as the U.S. Department of Education) involved in the making, holding, consolidating or processing of any student loans, including anything of value (including reimbursement of expenses) for serving, on an advisory body or as part of a training activity or sponsored by any such entity. (Includes family members.)
- Disclose to his or her institution, in such manner as his or her institution may prescribe, any involvement with or interest in any entity involved in any aspect of student financial aid.
- Refrain from entering into a revenue-sharing arrangement with any lender.
- Refrain from assigning a loan from a first-time borrower to a particular lender or delay or refuse to certify a loan based on the borrower's choice of lender or guarantor.
- Refrain from accepting an offer of funds from a lender for private education loans including funds for opportunity pool loans to its students in exchange for concessions promises to the lender regarding the number or volume of Title IV loans made by said lender or a preferred lender status for such loans.
- Refrain from receiving any assistance from a lender for call center or financial aid office staffing.

Adopted February 2010