

Code of Conduct for Financial Aid Professionals

An institutional financial aid professional is expected to always maintain exemplary standards of professional conduct in all aspects of carry 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 should:

- Refrain from taking any action for his or her personal benefit.
- Refrain from taking any action he or she believes to be 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.
- Refrain from refusing or delaying certification of any loan based on a borrower's lender selection
- Refuse the requesting or accepting from any lender offers of funds for making private education loans (including opportunity pool loans) in exchange for providing concessions or promises for providing a specific number or volume of private loans, or for private loan preferred arrangements
- Be objective in making decisions and advising his or her institution regarding relationships with any entity involved in any aspect of student financial aid.
- Refuse call center or financial aid office staffing assistance from any lender, except under certain limited circumstances specified in statute and regulation;
- Refrain from soliciting or accepting anything of other than nominal value from any entity (other than an institution of higher education or a government 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 of or sponsored by such entity.
- Refuse compensation provided to financial aid office or other school employees with financial aid or education loan related responsibilities for service on advisory boards, commissions, or groups established by a lender or guarantor (or a group of lenders or guarantors), except for reimbursement of reasonable expenses incurred for such service, as specified in regulation
- 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 revenue-sharing arrangements with any lender, including Title IV or private education loan lenders;

National Association of Student Financial Aid Administrators' Statement of Ethical Principles

The statement of Ethical Principles provides that the primary goal of the institutional financial aid professional is to help students achieve their educational potential by providing appropriate financial resources. To this end, this statement provides that the financial aid professional shall:

- Be committed to removing financial barriers for those who wish to pursue postsecondary learning.
- Make every effort to assist students with financial need.
- Be aware of the issues affecting students and advocate their interests at the institutional, state and federal levels.
- Support efforts to encourage students, as early as the elementary grades, to aspire to and plan for education beyond high school.
- Educate students and families through quality consumer information.
- Respect the dignity and protect the privacy of students and ensure the confidentiality of student records and personal circumstances.
- Ensure equity by applying all need analysis formulas consistently across the institution's full population of student financial aid applicants.
- Provide services that do not discriminate based on race, gender, ethnicity, sexual orientation, religion, disability, age or economic status.
- Recognize the need for professional development and continuing education opportunities.
- Promote the free expression of ideas and opinions, and foster respect for diverse viewpoints within the profession.
- Commit to the highest level of ethical behavior and refrain from conflict of interest or the perception thereof.
- Maintain the highest level of professionalism, reflecting a commitment to the goals of the National Association of Student Financial Aid Administrators.