

**National Association of Student Financial Aid Administrators (NASFAA)  
Statement of Ethical Principles  
And  
Code of Conduct  
For  
Institutional Financial Aid Professionals**

**NASFAA Statement of Ethical Principles**

NASFAA's 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 on the basis of 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.

Task Force on Standards of Excellence  
Adopted by Board of Directors, April 1999

## **Code of Conduct for Institutional Financial Aid Professionals**

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 should:

Refrain from taking any action for his or her personal benefit.

Employees of the UNC Office of Financial Aid do not receive any remuneration from any lender or agency.

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.

UNC employees are banned from any revenue-sharing arrangements with any lender, and may not steer borrowers to particular lenders nor delay loan certifications. UNC provides names of some lenders, along with the benefits they provide to student borrowers, only as a starting point for students and parents. The information we provide regarding benefits comes directly from the lenders and UNC receives no benefit. In addition, offers of funds for private loans to students in exchange for providing concessions or promises to the lender for a specific number of federal student loans, a specified loan volume or to be on a suggested lender list are strictly prohibited.

Be objective in making decisions and advising his or her institution regarding relationships with any entity involved in any aspect of student financial aid.

Decisions are made based on the data we have acquired and which programs best suit our students. The Office of Financial Aid does not use any outside agencies to contact students on our behalf. If you call the financial aid office, or we call you, you will be speaking an employee of the UNC Office of 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 of or sponsored by any such entity.

Staff from the Office of Financial Aid may not have any type of consulting arrangement or contract to provide services to or on behalf of a lender relating to education loans for which they may be compensated. In addition, staff serving on any advisory board, commission, or group established by lenders or guarantors may not accept any compensation for such service.

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.

Adopted by Board of Directors, May 2007

S:admin/NASFAA