

## **Code of Conduct for Concordia University Student Financial Planning Staff**

The staff at Concordia University Chicago's Student Financial Planning Office is committed to the highest standards of professional conduct. The Higher Education Opportunity Act (HEOA) of 2008 requires educational institutions to develop and comply with a code of conduct which prohibits conflicts of interest for its financial aid personnel [HEOA § 487(a)(25)]. As members of the National Association of Financial Aid Administrators (NASFAA), we abide by their code of conduct which states that our staff 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.

The CUC Student Financial Planning staff adheres to the following:

- 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 of or sponsored by any such entity.
- 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.