

UNIVERSITY *of* NORTH CAROLINA

PEMBROKE

OFFICE OF FINANCIAL AID CODE OF CONDUCT

The University of North Carolina at Pembroke Office of Financial Aid staff is committed to the highest standards of professional conduct. As members of the National Association of Student Financial Aid Administrators (NASFAA), we adhere to their Code of Conduct and statement of Ethical Principles available at: http://www.nasfaa.org/mkt/about/Statement_of_Ethical_Principles.aspx

At UNCP, we will never:

- Accept payment or other material benefits from any outside entity in exchange for loan referrals or preferential treatment
- Accept gifts from any lender, guarantor or servicer of education loans
 - A gift is defined as: any gratuity, favor, discount, entertainment, hospitality, loan, or other item having monetary value of more than a de minimus amount
 - A gift IS NOT:
 - › A brochure used for default aversion or financial literacy
 - › Food, training, or informational material provided as part of training to improve service
 - › Entrance or Exit Counseling assistance that does not promote any specific lender
 - › Philanthropic contributions unrelated to loans
 - › State education grants or scholarships
- Accept consulting fees or other contractual financial benefits from a lender or provider of student loans
- Accept a pool of funds from a lender in exchange for federal loan referrals, specified loan volume or a preferred lender arrangement for such loans
- Accept call center or Financial Aid Office services or staffing assistance from any lender, except under the following circumstances:
 - Professional development training for financial aid administrators;
 - Providing educational counseling materials, financial literacy materials, or debt management materials to borrowers, provided that such materials disclose to borrowers the identification of any lender that assisted in preparing or providing such materials; or
 - Staffing services on a short-term, nonrecurring basis to assist the institution with financial aid-related functions during emergencies, including State-declared or federally declared natural disasters, federally declared national disasters, and other localized disasters and emergencies identified by the Secretary of Education

- Accept compensation in exchange for appointments to advisory committees or boards of any entity involved in the processing of alternative student loans

The Office of Financial Aid will always maintain exemplary standards of professional conduct in all aspects of carrying out our job 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, we are bound by the following:

- Act in accordance with the principles set forth above
- Refrain from taking any action for personal benefit
- Refrain from taking any action that we believe to be contrary to law, regulation, or the best interests of the students and parents we serve
- Ensure that the information we provide is accurate, unbiased, and does not reflect any preference arising from actual or potential gain
- Remain objective in making decisions and advising the administration of the University North Carolina at Pembroke regarding relationships with any entity involved in any aspect of student financial aid
- Disclose to the administration of the University of North Carolina at Pembroke any involvement with or interest in any entity involved in any aspect of student financial aid
- Adhere to University of North Carolina Board of Governors Policy 800.5.1[R], entitled Regulation on Financial Aid Practices

In addition, the Financial Aid Office agrees to be dedicated to the following ethical principles:

- Commit to removing financial barriers for those who wish to pursue postsecondary learning
- Make every effort to assist students with financial need
- Awareness 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

In order to comply with UNC General Administration Requirements, all UNCP Financial Aid employees must specify whether or not they have family members who are currently attending the University of North Carolina at Pembroke.

As staff members of the Financial Aid Office, we understand that:

- We are prohibited from awarding ourselves financial aid
- We are prohibited from awarding another Financial Aid staff member financial aid. Staff members must be awarded via the system or by the Director or Associate Directors of Financial Aid

This Code of Conduct and Statement of Ethical Principles reflects the UNCP Financial Aid Office commitment to conduct financial aid practices with integrity, free from conflicts of interest, in the interest of students and parents, and in compliance with applicable rules and regulations. All employees of the UNCP Office of Financial Aid will abide by this Code as well as the Mission of the University of North Carolina at Pembroke. All employees are required to disclose any information about students they have a personal relationship with and that they have made no attempts to provide funds in excess of applicable rules and regulations.