

## Financial Aid Code of Conduct – Sutter County Career Training Center

The staff of Sutter County Career Training Center Office of Student Financial Services is committed to the highest standards of professional 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 should:

- Refrain from taking any action for his or her personal benefit or that could be perceived as a conflict of interest.
- 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.
- Refrain from awarding aid to themselves or their immediate family members. Staff will reserve this task to an institutionally designated person, to avoid the appearance of a conflict of interest.
- Refrain from accepting any gift or benefit amount from any financial aid applicant (or his/her family), or from any entity doing business with or seeking to do business with the institution.
- Ensure that the information he or she provides is accurate, unbiased, and does not reflect any preference arising from actual or potential personal gain.
- Ensure all required consumer information is displayed in a prominent location on the institutional web site(s) and in any printed materials, easily identified and found, and labeled as "Consumer Information."
- Be objective in making decisions and advising his or her institution regarding relationships with any entity involved in any aspect of student financial aid.
- 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 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.
- Ensure that financial aid offers and/or other institutionally provided financial aid materials include the following:
  - Breakdown of estimated individual Cost of Attendance components, including which are direct (billed by the institution) costs vs. indirect (not billed by the institution) costs
  - Clear identification and proper grouping of each type of aid offered indicating whether the aid is a grant/scholarship, loan, or work program.
  - Estimated net price
  - Renewal requirements for each aid type being offered (if applicable) as well as next steps and financial aid office contact information

In addition, Sutter County Career Training Center's Financial Aid Code of Conduct prohibits conflicts of interest with the responsibilities of officers, employees, or agents with respect to education loans. The college shall not enter into any revenue-sharing arrangement with any lender or other vendor working with any of its financial aid offices. If a preferred lender list is provided, it will be compiled without prejudice and for the sole benefit of the students attending the institution. The information included about lenders and loan terms will be transparent, complete, and accurate. The complete process through which preferred lenders are selected will be fully and publicly disclosed. The college shall not automatically assign a particular lender to any

borrower and shall not refuse to certify or delay certification of any loan based on the lender or guarantee agency selected. The college or any employee shall not accept any fee or other material benefit in exchange for recommending a lender to its students. No college employee with financial aid responsibilities shall solicit or accept a gift having a monetary value of more than a de minimis amount from a lender, guarantor, or servicer of education loans. No college employee with financial aid responsibilities shall accept from any lender or lender affiliate payment or other financial benefit as compensation for any type of consulting arrangement or other contract to provide services to a lender. A borrower's choice of a lender will not be denied, impeded, or unnecessarily delayed by the institution, even if that lender is not included on the institution's preferred lender list. The college shall not request or accept from a lender an offer of funds to be used for private education loans in exchange for the college providing the lender with a specified number or volume of loans or in exchange for placement on a preferred lender list. The college shall not request or accept from any lender assistance with call center staffing or financial aid office staffing. Lenders, however, may provide professional development training to financial aid administrators, educational advising materials to borrowers, or assistance in state or federally declared natural disasters. All employees with financial aid responsibilities shall be prohibited from receiving anything of value from a lender or guarantor in return for service on its advisory board.

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Signature

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Date

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Printed Name