

# Monroe College

## Financial Aid Code of Conduct

### Introduction

Monroe College expects its Student Financial Services employees to always maintain the highest standards of professional conduct in all aspects of their responsibilities. These responsibilities include all dealings with students, parents, colleagues and government sponsored, subsidized, or regulated activity. Monroe College believes there should never be any difference between “ethical” and “best” practices. The ethical practice *is* the best practice. To enforce that point, Student Financial Services employees will abide by the following Code of Conduct, as prescribed by NYSFAAA (New York State Financial Aid Administrators Association), NASFAA (National Association of Student Financial Aid Administrators) and Monroe College:

- Be committed to removing financial barriers for those who wish to pursue a postsecondary education
- Make every effort to assist students with financial need
- Provide services that do not discriminate on the basis of race, gender, ethnicity, sexual orientation, religion, disability, age or economic status
- Support efforts to encourage students to aspire to and plan for education beyond high school
- Be aware of the issues affecting students and advocate for their interests at the institution, state, and federal levels
- Respect the dignity and privacy of students and ensure and protect the confidentiality of student records
- Educate students and families by providing applicable consumer information
- Ensure equity by applying policies and procedures consistently across Monroe College’s full population of student financial aid applicants
- Do not solicit or accept gifts or anything of value from any entity involved in the making, holding, consolidating or processing of student loans
- Do not enter into consulting arrangements with any entity involved in the making, holding, consolidating or processing of student loans, or accept anything of value, including reimbursement of expenses, for serving on an advisory body of or as part of a training activity sponsored by such an entity
- Do not take any action for personal benefit

- Commit to the highest level of ethical behavior and refrain from conflict of interest or the perception of, while maintaining the highest level of professionalism
- Recognize the need for professional development and continuing education opportunities
- Ensure that all information provided is accurate, unbiased, and does not reflect any preference arising from actual or potential personal gain
- Be objective and transparent in making decisions and advising Monroe College regarding relationships with any entity involved in any aspect of financial aid
- Disclose to Monroe College as prescribed by its conflict of interest policy any involvement with or interest in an entity involved in any aspect of student financial aid
- Refrain from taking any action that is contrary to law, regulation, or the best interests of Monroe College's student and parents