

## **Financial Aid Administrators' Code of Conduct**

The staff of UMASS Medical Office of Financial Aid adheres to the professional standards of conduct set forth by the National Association of Student Financial Aid Administrators (NASFAA). This is particularly crucial in our commitment to ensure transparency in our administration of student financial aid programs and to avoid any conflicts of interest.

NASFAA has published the following Code of Conduct to guide all financial aid professionals in their work. For further information about the Code of Conduct, [read the complete text](#) of the NASFAA statement, available in PDF format on the NASFAA web site. If you have questions, please contact the Office of Financial Aid.

### **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 of student financial aid, regardless of whether such entities are involved in a government sponsored, subsidized, or regulated activity. In doing so, financial aid professionals should:

- 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.