

# FINANCIAL AID CODE OF CONDUCT

## OUR COMMITMENT TO STUDENTS

We are committed to providing the best service to students and families. All advice and decisions must be based solely on students' best interests and comply with federal requirements. We shall abide by this Code of Conduct in relationships with lenders, guarantors, and servicers.

## FAMILY/FRIEND APPLICATIONS

If a student is related to or close to a financial aid employee, their file must be reviewed by an alternative staff member. The related employee may not access the student's file. If this isn't possible, notify the CCCS Financial Aid Director.

## NO CONSULTING PAYMENTS

Employees cannot receive fees or financial benefits (including stock purchases) from lenders for consulting or service contracts.

## NO REVENUE-SHARING

The college and its employees cannot enter into revenue-sharing agreements with lenders.

## NO GIFTS

No employee of financial aid who holds responsibilities in respect to education loans, or any of their family, shall solicit or accept gifts from a lender, guarantor, or servicer.

*"gift" means gratuity, favor, discount, entertainment, hospitality, loan, or other item with greater than de minimis value*

## NO PREFERRED LENDER LIST

The college does not maintain a preferred lender list (PLL) for alternative loans and, therefore, will not use a PLL to

- ◆ *Require a borrower to use a specific lender*
- ◆ *Deny or impede the borrower's choice of lender*
- ◆ *Cause unnecessary certification delays for borrowers based on lender selection*

## NO INCENTIVES FOR PRIVATE LOANS

Employees cannot accept funds or benefits from lenders in exchange for providing concessions or promises of

- ◆ *A specified number of loans made, insured, or guaranteed under Title IV*
- ◆ *A specified loan volume for such loans*
- ◆ *A preferred lender arrangement for such loans*

## NO LENDER STAFFING

The college shall not accept lender-provided staffing for call centers or financial aid offices.

## ADVISORY EXPENSES

Employees serving on lender advisory boards may only be reimbursed for reasonable expenses—no other compensation is allowed.



The content of this graphics has been summarized to fit the page.

Scan the QR code to be directed to the full Colorado Community College System Financial Aid code of conduct document