

## Code of Conduct for Education Loans

To comply with the 2008 Higher Education Opportunity Act, the Office of Financial Aid at Shenandoah University adopts the following Code of Conduct to provide guidance to the financial aid staff in insuring the integrity of the student aid process and in ensuring ethical conduct of the financial aid staff in regard to student loan practices. Accordingly, the staff of the Office of Financial Aid at Shenandoah University herein confirms our agreement to the provisions of this Code of Conduct and **will refrain from:**

- Accepting philanthropic contributions from a lender, lender servicer, or guarantor that are related to the educational loans provided by the entity that is making the contribution.
- Serving on or otherwise participating as a member of an advisory council for a lender, lender affiliate, or lender servicer unless one would recuse themselves from decisions regarding private loans.
- Accepting from a lender or its affiliate any fee, payment, or other financial benefit as compensation for any type of consulting arrangement or other contract to provide education loan-related services to or on behalf of the lender.

In addition, Student Financial Services staff will refrain from:

- Accepting fees or other benefits in exchange for endorsing a lender or the lender's loan products.
- Requesting or accepting an offer of funds for private education loans from a lender, in exchange for our promise to provide the lender with placement on a preferred lender list, or a certain number of volume of private education loans.
- Refusing to certify or delaying the certification of an education loan based on a borrower's choice of lender.
- Assigning a first-time borrower to a particular private education loan lender through the student's financial aid award or another means.
- Packaging a private education loan in a student's financial aid award, except when the student is ineligible for other financial aid, has exhausted his or her federal student aid eligibility, has not filed a Free Application for Federal Student Aid, or refuses to apply for a federal student loan.
- Accepting impermissible gifts, goods, or services from a lender, lender servicer, or guarantor. The institution may accept default prevention, financial literacy, or student aid-related educational services or materials, or other items of a nominal value.
- Receiving anything of value other than reimbursement of reasonable expenses while serving on an advisory board, commission, or group established by a lender or group of lenders.

The Office of Financial Aid at Shenandoah University is committed to providing the information and resources necessary to help every student achieve educational success. To accomplish this goal the financial aid staff will consider each student's individual needs.