

Office of Student Financial Aid and Scholarships
University of Minnesota, Crookston
Code of Conduct

The University of Minnesota, Crookston Office of Student Financial Aid and Scholarships staff members adhere to the following codes of conduct:

- 1.) Neither the University of Minnesota, Crookston, nor any staff member with responsibilities in respect to financial aid, shall enter into any **revenue-sharing** arrangement with any lender.
 - a. **Revenue-Sharing:** An arrangement between a school and a lender where the lender pays a fee or provides other material benefits to the school or its officers, employees or agents, in the exchange for the school recommending the lender to its students.
- 2.) The University of Minnesota, Crookston or any University of Minnesota, Crookston staff member with responsibilities to financial aid shall not accept any **gifts** from lenders, guarantors, or loan servicers.
 - a. **Gifts:** The term “gift” may include: gratuities, favors, discounts, entertainment, hospitality, loans or items having more than a de minimus value.
 - b. **Exceptions:** Exceptions include the following: materials or services related to loan issues, default aversion and prevention, or financial literacy, expenses related to training designed to improve service to the school and contribute to professional development. In addition, contributions from a lender made to a school that are not made in exchange for an advantage related to education loans, e.g. scholarships.
- 3.) No employee of the University of Minnesota, Crookston with responsibilities to financial aid shall not assign through award packaging or other methods, the borrowers loan to a particular lender or refuse to certify, or delay certification of any loan based on the borrower’s selection of a particular lender or guarantee agency.
- 4.) The University of Minnesota, Crookston shall not request or accept assistance from a lender for call center or financial aid office staffing. The University of Minnesota, Crookston however can receive assistance from a lender for financial aid training, and lender identified educational materials for borrowers.
- 5.) A University of Minnesota, Crookston employee with responsibilities with respect to education loans or financial aid who serves on an advisory group established by a lender, guarantor, or group of lenders or guarantors, may only receive reimbursement for reasonable expenses related to serving in the group.

6.) In addition, a University of Minnesota, Crookston employee who has responsibilities with respect to financial aid shall:

- a. Refrain from taking any action for their personal benefit
- b. Refrain from taking any action they believe is contrary to law, regulation, or the best interests of the students and parents they serve.
- c. Ensure that the information they provide is accurate, unbiased, and does not reflect any preference arising from actual or potential personal gain.
- d. Be objective in making decisions and advising their institution regarding relationships with any entity involved in any aspect of financial aid.