FINANCIAL AID CODE OF ETHICS & CONDUCT

Pennco Tech Financial Services Staff shall follow a code of ethics and conduct, with the primary goal of helping students achieve their educational potential by providing appropriate financial resources. To this end, this Statement provides that all financial aid professionals at Pennco Tech shall:

i. Be committed to removing financial barriers for those who wish to pursue postsecondary learning.
ii. Make every effort to assist students with financial need.
iii. Be aware of the issues affecting students and advocate their interests at the institutional, state, and federal levels.
iv. Support efforts to encourage students, as early as the elementary grades, to aspire to and plan for education beyond high school.
v. Educate students and families through quality consumer information.
vi. Respect the dignity and protect the privacy of students, and ensure the confidentiality of student records and personal circumstances
vii. Ensure equity by applying all need analysis formulas consistently across the institution's full population of student financial aid applicants.
viii. Provide services that do not discriminate on the basis of race, gender, national origin, sexual orientation, religion, disability or age.
ix. Recognize the need for professional development and continuing education opportunities.
x. Promote the free expression of ideas and opinions, and foster respect for diverse viewpoints within the profession.
xi. Commit to the highest level of ethical behavior and refrain from conflict of interest or the perception thereof.
xii. Maintain the highest level of professionalism
xiii. Ensure that the information provided is accurate, unbiased, and does not reflect preference arising from actual or potential personal gain.

xiv. Ensure that institutionally provided materials shall include the following:

a. Breakdown of estimated individual Cost of Attendance components, including which are direct (billed by the institution) costs vs. indirect (not billed by the institution) costs
b. Clear identification and proper grouping of each type of aid offered indicating whether the aid is a grant/scholarship, loan, or work program
c. Estimated net price
d. Standard terminology and definitions, using NASFAA's glossary of terms
e. Renewal requirements for each aid type being offered as well as next steps and financial aid office contact information

xv. Ensure that required consumer information is displayed in a prominent location on the institutional web site(s) and in any printed materials, easily identified and found, and labeled as "Consumer Information."

xvi. Ensure that all Financial Services Staff will disclose in writing, to their institutions Human Resources any involvement, interest in, or potential conflict of interest with any entity with which the institution has a business relationship.

xvii. Ensure that all Financial Services functions are performed by individuals who are not members of the same family or extended family and who do not together exercise substantial control over the school.

xviii. Ensure that no action will be taken by Financial Services Staff that is for their personal benefit or could be perceived to be a conflict of interest-

a. Employees within the Financial Services office will not award aid to themselves or their immediate family members. Staff will reserve this task to an institutionally designated person, to avoid the appearance of a conflict of interest.
b. If a preferred lender list is provided, it will be compiled without prejudice and for the sole benefit of the students attending the institution. The information included about lenders and loan terms will be transparent, complete, and

accurate. The complete process through which preferred lenders are selected will be fully and publicly disclosed. Borrowers will not be auto assigned to any particular lender.

c. A borrower's choice of a lender will not be denied, impeded, or unnecessarily delayed by the institution, even if that lender is not included on the institution's preferred lender list.

d. No amount of cash, gift, or benefit shall be accepted by a Financial Services Staff member from any financial aid applicant (or his/her family), or from any entity doing business with or seeking to do business with the institution (including service on advisory committees or boards beyond reimbursement for reasonable expenses directly associated with such service).