

Illinois State University Financial Aid Office Code of Conduct

Illinois State University's Financial Aid Office:

- Demonstrates a commitment to remove financial barriers for those who wish to pursue postsecondary learning.
- Educate students and families through quality consumer information.
- Respect the dignity and protect the privacy of students, and assure the confidentiality of student records and personal circumstances.
- Ensure equity by applying all need analysis formulas and packaging policies consistently across the institution's full population of student financial aid applicants.
- Provide services that do not discriminate against students on the basis of race, gender, ethnicity, sexual orientation, religion, disability, age or economic status.
- Submit award notifications and denials within a reasonable amount of time from the date of application.
- Ensure that the student has explored all other potential sources of aid and caution the student to borrow the minimum amount needed.

All Federal Student and Parent Loans are administered through the William D. Ford Direct Loan Program. For all private or alternative Loans, Illinois State University's Financial Aid Office:

- Does not require the use of particular lenders or in any way limit the choice of lenders.
- Processes private loan applications through any lender a student or parent chooses.
- Does not solicit or accept anything of value from any lender in exchange for any advantage sought by the lender to make private loans to students enrolled at, or admitted to the college.
- Prohibits employees of the financial aid office, or any employee who otherwise has responsibilities with respect to educational loans, from taking from any lender any gift worth more than nominal value.
- Prohibits employees of the financial aid office, or any employee who otherwise has responsibilities with respect to educational loans, from entering into any type of consulting arrangement or other contract to provide to a lender services relating to educational loans.
- Prohibits employees of the financial aid office, or any employees who otherwise has responsibilities with respect to educational loans, who serve on an advisory board (or commission or group) relating to educational loans established by a lender or group of lenders from receiving anything of value from the lender or group of lenders in connection with serving on such advisory board (or commission or group).
- Prohibits external lenders' employees, representatives, or agents from providing staffing services to the financial aid office.
- Prohibits external lenders' employees, representatives, or agents from identifying themselves to students of the College or their parents as employees, representatives or agents of the financial aid office.

- Does not assign for any borrower, through award packaging or other methods, a loan to a particular lender, and does not refuse to certify or delay certification of any private loan based on the borrower's selection of a particular lender or guaranty agency.
- Will not accept money, equipment or printing services from student loan providers.
- Will continue to select lenders that are determined to provide the best combination of price, access to funds, and service to our students and families, and Illinois State University will tell students and families how those lenders were chosen.
- Review the institutions' recommended private lender list annually.