



## Code of Conduct for Financial Aid Professionals

### Purpose of the Code of Conduct

Florida National University (FNU) is committed to ensure the integrity of its employees and students with respect to all aspects of its schools and operations. The position you hold within FNU is evidence of the trust we have in you. Compliance with all applicable laws, regulations, and Company policies and procedures, and performance of duties according to the highest standards of honesty and integrity, is expected of all of us.

This code of Conduct for Financial Aid Professionals (“Code of Conduct”) applies to all FNU employees who are employed in a financial aid role. If you violate provisions of this Code of Conduct, you subject yourself to discipline, up to and including termination of your employment.

If you do not understand or if you have any questions about FNU policies and procedures, a school Catalog, or this Code of Conduct, you should contact your supervisor or Director of Financial Aid. If you believe any employee is violating FNU policies or procedures, a School Catalog, or a Code of Conduct, you must immediately notify your supervisor or Campus Dean immediately.

### Code of Conduct Certification

As a Financial Aid employee, I understand that **I MUST**:

1. **BE ETHICAL** and conduct myself with **INTEGRITY**.
2. **AVOID** any conflicts of interest and comply with the FNU Code of Conduct for Private Education Loans.
3. **PROVIDE** prospective and enrolled students with accurate and complete financial aid and policy information.
4. **KEEP** student information confidential and comply with the Family Education Rights and Privacy Act (FERPA) as defined in the school Catalog.
5. **COMPLY** with applicable federal and state laws and regulations, accreditation rules, and FNU policies and procedures.
6. **ADHERE** to all policies and procedures set forth by Florida National University.

As a Financial Aid employee, I understand that **I MUST NOT:**

1. **ASK** prospective, enrolled, or former students for their FAFSA PIN.
2. **MAKE** statements that contradict information in the school Catalog or Enrollment Application.
3. **DICUSS** financial information of a prospective or former student with anyone except the student unless he or she provided a release in compliance with FERPA.
4. **COMPLETE** or sign any document on behalf of a prospective, enrolled, or former student, including:
  - Initialing any document on behalf of a student,
  - Using white-out or erasure material of any kind on a document, and
  - Modifying or altering information provided by a student.
5. **PROVIDE** inaccurate information, such as information about:
  - Availability of financial aid funding.
  - Interest rates for student loans.
  - Amount of financial aid funding.
  - Criteria for financial aid eligibility.
  - The school's programs, facilities, student services and jobs.
  - The school's graduation and placement rates.
  - Transfer of credits to or from other colleges or universities.
  - Credentials or licensing a student may obtain.
  - Potential income levels upon graduation.
6. **PAY** the enrollment/ application fees of a prospective, enrolled, or former student or **LOAN** or give money to a prospective, enrolled, or former student.
7. **RECOMMEND** specific classes to take when discussing how the number of credits may affect a student's financial aid eligibility.
8. **DISCUSS** credit history, credit ratings or credit standings with a student.
9. **DISCUSS** my own personal financial situation or engage in any conversations unrelated to financial aid.

As a Financial Aid employee, I further **COMMIT** that I will:

1. **RE-READ** frequently applicable FNU policies and procedures, applicable school Catalog, Code of Conduct for Private Education Loans, and Financial Aid Code of Conduct to ensure that I am familiar with all of the requirements and/or contents.
2. **CONTACT** immediately my supervisor or Director of Financial Aid if I have any questions about FNC policies and procedures, school Catalog, or this Code of Conduct.
3. **NOTIFY** immediately my supervisor and/or Director of Financial Aid if I believe any employee is violating the school Catalog or FNU policies and procedures.

Financial Aid Employee (print) \_\_\_\_\_ Date: \_\_\_\_\_

Financial Aid Employee (signature) \_\_\_\_\_ Date: \_\_\_\_\_

Financial Aid Supervisor (signature) \_\_\_\_\_ Date: \_\_\_\_\_

Director of Financial Aid (signature) \_\_\_\_\_ Date: \_\_\_\_\_