**Financial Aid Office Code of Conduct**

The Western Carolina University Financial Aid Office staff is committed to the highest standards of professional conduct. As members of the National Association of Student Financial Aid Administrators (NASFAA), we adhere to their Code of Conduct:

As financial aid professionals, we will always maintain exemplary standards of professional conduct in all aspects of carrying out our job responsibilities, specifically including all dealings with any entities involved in any manner in student financial aid, regardless of whether such entities are involved in a government sponsored, subsidized, or regulated activity. In doing so, we are bound by the following:

* We will refrain from taking any action for our personal benefit.
* We will refrain from taking any action that we believe to be contrary to law, regulation, or the best interests of the students and parents we serve.
* We ensure that the information we provide is accurate, unbiased, and does not reflect any preference arising from actual or potential gain.
* We will remain objective in making decisions and advising the administration of Western Carolina University regarding relationships with any entity involved in any aspect of student financial aid.
* We will refrain from soliciting or accepting anything of other than nominal value from any entity (other than an institution of higher education or a government entity such as the U.S. Department of Education) involved in the making, holding, consolidating or processing of any student loans, including anything of value (including reimbursement of expenses) for serving on an advisory board or as part of a training activity or of an event sponsored by any entity.
* We will disclose to the administration of Western Carolina University any involvement with or interest in any entity involved in any aspect of student financial aid.

This Code of Conduct reflects the Western Carolina University Financial Aid Office commitment to conduct financial aid practices with integrity, free from conflicts of interest, in the interest of students and parents, and in compliance with applicable rules and regulations. As employees of the WCU Financial Aid Office, we will abide by this code as well as the Mission of Western Carolina University.