



Financial Aid Code of Conduct

Eastland Fairfield Career & Technical Schools' officers, agents, and financial aid professionals will act, speak, and behave with students, co-workers and the public in manners that exemplify the school's policies of inclusion, fairness, and honesty.

We shall:

- Refrain from taking actions, making decisions, or providing advice for personal benefit or gain
- Refrain from taking actions that we believe are contrary to laws, financial aid regulations, or the best interests of the students and parents we serve
- Ensure that we provide data and information to students, parents, agencies and financial aid systems that is timely, accurate, and complete
- Make all decisions that affect the award or disbursement of financial aid and educational benefits objectively, without bias, per the current guidelines and regulations of the departments and agencies that provide the aid
- Not maintain a preferred lender list, decline to steer borrowers to private lenders, and refuse a private lender's proposal to share revenues or provide funding in exchange for certifying the lender's student loans
- Advise our institution of any relationship that exists with an entity that is involved with financial aid, or decisions we make regarding such an entity that can affect the ability of our institution to offer financial aid
- Refrain from soliciting or accepting anything of other than normal value for the making, holding, consolidating or processing of aid, unless it is provided by a government entity like the Department of Education or an institution of higher education for serving on an advisory board or as part of a training activity
- Provide clear, accurate, and unbiased counsel to students and parents so they know:
 - the amount of debt they are incurring
 - the entities that service borrowers
 - the typical repayment plans, options and amounts for the loans they request
 - their obligations to repay
 - their consequences for non-payment
 - their options when repayment causes unsustainable hardship