

Code of Conduct

The goal of the Financial Aid Office at Arkansas Northeastern College is to help students achieve their educational potential by providing appropriate financial resources. We work to help students and families manage and interpret the complexities of the student financial assistance process. In addition, we must work collaboratively with state, federal, and private entities such as student loan providers to promote college access and improve student service.

Therefore, as active institutional members of the National Association of Student Financial Aid Administrators (NASFAA), members of the ANC Student Financial Aid Office shall adhere to the NASFAA Code of Conduct and Statement of Ethical Principles which state that financial aid professionals shall:

- Be committed to removing financial barriers for those who wish to pursue postsecondary learning.
- Make every effort to assist students with financial need.
- Be aware of the issues affecting students and advocate their interests at the institutional, state, and federal level.
- Support efforts to encourage students, as early as the elementary grades, to aspire to and plan for education beyond high school.
- Educate students and families through quality consumer information.
- Respect the dignity and protect the privacy of students, and ensure the confidentiality of student records and personal circumstances.
- Ensure equity by applying all need analysis formulas consistently across the institution's population of student financial aid applicants.
- Allow choice of lender and timely processing when participating in federal loan programs.
- Provide services that do not discriminate on the basis of race, gender, ethnicity, sexual orientation, religion, disability, age, or economic status.
- Recognize the need for professional development and continuing education opportunities.
- Maintain the highest level of professionalism.
- Commit to the highest level of ethical behavior and refrain from conflict of interests.
- Refrain from taking any action for his/her personal benefit
- Refrain from taking any action he/she believes is contrary to law, regulation, or the best interests of the students and parents he or she serves
- Ensure that the information he/she provides is accurate, unbiased, and does not reflect any preference arising from actual or potential gain
- Be objective in making decisions and advising his/her institution regarding relationships with any entity involved in any aspect of student financial aid
- Refrain from soliciting or accepting anything of other than nominal value from any entity (other than an institution of higher education or a governmental 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 body or as part of a training activity of or sponsored by any such entity.
- Disclose to his/her institution, in such manner as his/her institution may prescribe, any involvement with or interest in any entity involved in any aspect of student financial aid.