

## Student Loan Code of Conduct

Central Oklahoma College is committed to providing the highest quality customer service to our students and their families. It is our goal to provide information and advice, in keeping with federal requirements, and to base decisions and advice solely by consideration of the best interests of our students and their parents. To ensure students and their families continue receiving sound and impartial advice from the financial aid personnel, and to avoid the potential for, or appearance of, conflicts of interest regarding student loans, Central Oklahoma College shall abide by this Code of Conduct in its relationships with lenders, guarantors and servicers of education loans.

Central Oklahoma College Office of Student Financial Aid/VA *prohibits all of the following:*

- Revenue sharing agreements with lenders
- Conflicts of Interest
- Accepting gifts above a nominal value from lenders or guarantors
- Accepting private loans conditioned on the use of a lender's Title IV loans
- Contracting arrangements with a lender that provides compensation to school staff
- Assigning a lender to a borrower or refusing to certify a loan for a borrower's choice of lender or guarantor
- Accepting from lenders any staffing assistance for call center or financial aid office
- Accepting compensation for service on an advisory board, except that reasonable expenses associated with that service may be reimbursed by the lender or guarantor

For the following purposes, it is not considered a "gift" to the school for a lender or guarantor to provide:

- Standard materials, activities or programs on issues related to a loan, default aversion, default prevention or financial literacy (i.e. brochures, workshops, training)
- Food, refreshments, training or informational material that is designed to improve the service of a lender, guarantor, or servicer if the training contributes to the professional development of the school staff
- Favorable terms, conditions and borrower benefits, as long as these are provided to all students at the school
- Entrance and exit counseling services, as long as the school controls the counseling and does not promote the products and services of the lender
- Philanthropic contributions not tied to loan volume

While written specifically in association with the administration of student loans within the Office of Student Financial Aid/VA, Central Oklahoma College recognizes that this code applies to all of its administration, faculty, staff, and affiliated organizations. Further, the college agrees to guard against any relationship that could be construed to reflect impropriety with regard to the administration of educational loans within the college.