

Institutional Code of Conduct for Education Loans

The Office of Student Financial Services will continue to maintain the highest level of professionalism, ensuring equity in the application of need analysis formulas across Delaware State University's entire population of student financial aid applicants. We will strive to make every effort to assist students with financial need and educate them as well as their families through relevant consumer information.

The Office of Student Financial Services will maintain a commendable standard of conduct. The office will refrain from taking action that is for personal benefit, contrary to the law, the regulations or the best interest of the student. The Office of Student Financial Services will refrain from accepting anything except of nominal value from any entity and will be objective in decision making with regards to relationships with external or internal entities.

The Office of Student Financial Services will provide information that is unbiased and does not reflect real or perceived personal or institutional gain. The information provided will be instructive, informative and transparent to the best of the office's ability. The Office of Student Financial Services will be objective in advising the institution with regard to relationships with outside entities that may do business with the University as well as being involved in financial aid related activity.

The Office of Student Financial Services will refrain from accepting reimbursement for travel or expenses with regards to training provided by outside entities. Such reimbursement for approved training will come from the University. In this manner, the Office of Student Financial Services can avoid conflicts of interest. The conflict of interest is extended to encompass the reporting, by the financial aid officer, any financial investment activity or financial relationships with lenders or similar entities.