



Code of Conduct for Education Loans

At Cabarrus College of Health Sciences, we will never:

- Accept payment or other material benefits from any outside entity in exchange for loan referrals or preferential treatment
- Accept gifts from any lender, guarantor or servicer of education loans
- A gift is defined as: any gratuity, favor, discount, entertainment, hospitality, loan, or other item having monetary value of more than a de minimus amount
- A gift IS NOT:
 - A brochure used for default aversion or financial literacy
 - Food, training, or informational material provided as part of training to improve service
 - Entrance or Exit Counseling assistance that does not promote any specific lender
 - Philanthropic contributions unrelated to loans
 - State education grants or scholarships
- Accept consulting fees or other contractual financial benefits from a lender or provider of student loans
- For any first-time borrower, assign through award packaging or other methods, the borrower's loan to a particular lender
- Intentionally delay certification of loans based on the borrower's selection of a particular lender or guaranty agency
- Accept a pool of funds from a lender in exchange for federal loan referrals, specified loan volume or a preferred lender arrangement for such loans
- Accept services or staffing assistance from any outside entity in exchange for referrals or preferential treatment
- Accept compensation in exchange for appointments to advisory committees or boards of any entity involved in the processing of alternative student loans

The Financial Aid Office 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.

Preferred Lender List

A preferred lender list is provided to students as a convenience in the Federal Stafford Loan application process. A list is compiled by Cabarrus College only as a means of providing a service and comparative information. Request from families to use a lender not included on the list will always be granted. Following are the procedures used in selecting preferred lenders.

- Benefits and loan incentives
- Customer service
- Web based customer service options
- Default rates
- Tools available to educate borrowers



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Process used in making the final determination of preferred lenders:

A questionnaire is annually sent to lenders. Responses received are evaluated by a College committee who score the lenders on criteria they believe are of the greatest benefit to student borrowers. The lenders with the top three scores are added to the College's preferred lender list.

This Code of Conduct reflects the Cabarrus College 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. All employees of the Financial Aid Office will abide by this Code.