

Western New Mexico University
Office of Financial Aid
Code of Conduct
Training

Office of Financial Aid

Code of Conduct

The Higher Education Opportunity Act (HEOA) of 2008 requires institutions of higher education to develop and enforce a code of conduct that prohibits conflicts of interest for financial aid personnel.

Additionally, as members of the National Association of Student Financial Aid Administrators (NASFAA), Western New Mexico University Office of Financial Aid personnel also adhere to the [NASFAA Statement of Ethical Principles](#) and [Code of Conduct](#) which contains principles specific to the financial aid profession.

Consistent with the requirements of the HEOA and the NASFAA Statement, University has adopted the following Code of Conduct for financial aid professionals. Other University employees, officers, and agents with responsibilities in respect to education loans must also comply with this policy.

Code of Conduct

Conflict of Interest

No employee shall have a conflict of interest with respect to any education loan program or other student financial aid program for which the employee has responsibility.

Ban on Revenue Sharing Arrangements

The University shall not enter into any revenue-sharing arrangement with any lender or other vendor working with its financial aid office. The University shall not accept any fee or other material benefit in exchange for recommending a lender to its students.

Gift Ban

No University officer or employee with financial aid responsibilities shall solicit or accept a gift (e.g. a gift of services, transportation, lodging, or meals, provided by purchase of a ticket, payment in advance, or reimbursement) having a monetary value of more than a de minimus amount from a lender, guarantor, or servicer of education loans.

Contracting Arrangements Prohibited

No University officer or employee with financial aid responsibilities shall accept from any lender or lender affiliate any payment or other financial benefit as compensation for any type of consulting arrangement or other contract to provide services to a lender.

Interaction with Borrowers

The University shall not automatically assign a particular lender to any borrower, and shall not refuse to certify or delay certification of any loan based on the lender or guarantee agency selected.

Prohibition on Offers of Funds for Private Loans

The University shall not request or accept from any lender an offer of funds to be used for private education loans in exchange for the University providing the lender with a specified number or volume of federal loans made or in exchange for placement on a preferred lender list.

Co-branding

The University prohibits any private educational lender from using the University's name, emblem and logo as well as any words, pictures, or symbols associated with the University to imply endorsement of private education loans by that lender.

Ban on Staffing Assistance

The University shall not request or accept from any lender any assistance with call center staffing or financial aid office staffing.

Advisory Board Assistance

All employees with financial aid responsibilities shall be prohibited from receiving anything of value from a lender or guarantor in return for service on its advisory board. Reimbursement for reasonable expenses incurred in connection with such service, however, is permitted.



WNMU FINANCIAL AID CODE OF CONDUCT TRAINING

OFFICE/DEPARTMENT OF FINANCIAL AID

OVERVIEW

- The Higher Education Opportunity Act (HEOA) of 2008
 - Enforce Code of Conduct
- NASFAA Statement of Ethical Principles and Code of Conduct
- Education Loans –
 - HEOA / NASFAA Statement Requirements



POLICIES

1. **Conflict of Interest:** No employee shall have a conflict of interest concerning any education loan program or other student financial aid program for which the employee has responsibility.
2. **Ban on Revenue-Sharing Arrangements:** The University shall not enter into any revenue-sharing arrangement with any lender or other vendor working with its financial aid office.
3. **Gift Ban:** No University officer or employee with financial aid responsibilities shall solicit or accept a gift of more than a de minimum amount from a lender, guarantor, or servicer of education loans.
4. **Contracting Arrangements Prohibited:** No University officer or employee with financial aid responsibilities shall accept from any lender or lender affiliate any payment or other financial benefit as compensation for any consulting arrangement or contract.
5. **Interaction with Borrowers:** The University shall not automatically assign a particular lender to any borrower, and shall not refuse to certify or delay certification of any loan based on the lender or guarantee agency selected



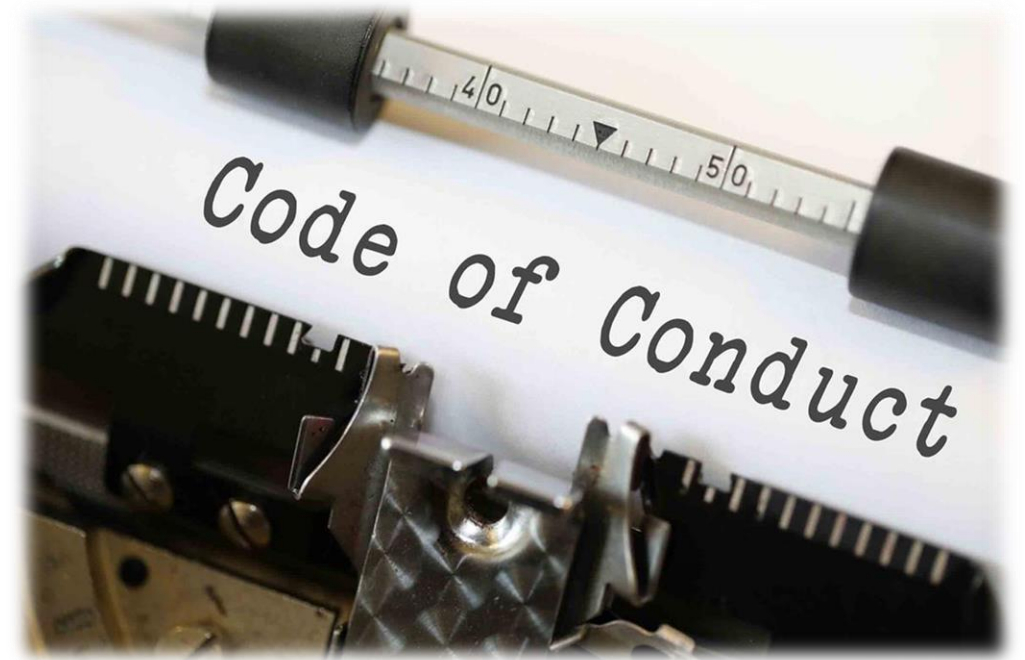


WNMU ADMISSIONS CODE OF CONDUCT TRAINING

OFFICE/DEPARTMENT OF
ADMISSIONS & RECRUITMENT

CODE OF CONDUCT OVERVIEW

- Employees working on behalf of...
 - Office of Admissions and Recruitment
 - Enrollment Management division recruiting potential students
- NACAC and RMACAC
 - Guide to Ethical Practices in College Admissions
 - Protects the well-being of students in the college admissions process



ETHICAL PRACTICES

- College admissions counseling
- Adequate training for recruiters
- Educate students and families on their ethical responsibilities in the college admissions process where applicable
- Ethically treat students with respect and professionalism



PROHIBITED PRACTICES

WNMU WILL NOT...

- ...participate in high-pressure sales tactics
- ...pay employees by commissions, bonuses, or other incentive payments based on the number of students referred, recruited, admitted, or enrolled
- ...alter or apply any student application information without the student's permission
- ...engage in unethical, aggressive, or deceptive recruitment tactics

WNMU will...

- honor any requests in a prompt manner from a student to remove them from contact lists



THANK YOU!



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NASFAA Training

Get the training you need to help you succeed!

NASFAA offers nationally-recognized, consistent, and rigorous training programs in administering the Title IV student financial aid programs designed for both new and seasoned financial aid professionals. NASFAA offers education opportunities for all learning styles. Decide which opportunity is best for you:

- [NASFAA U Online Courses](#): Facilitated, collaborative learning sessions bringing minds and ideas together despite distances.
- [Self-Study Guides \(SSGs\)](#): Independent study guides containing multiple lessons with a variety of learning exercises.
- [Authorized Events \(AEs\)](#): In-person training events utilizing NASFAA developed materials.

NASFAA training materials are well-respected in the industry. Professionals who complete these learning activities may be recognized for their efforts by earning professional designations.

[NASFAA Professional Credentials](#)

[NASFAA U Certificates](#)

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Events Calendar

Below is a list of events hosted directly by NASFAA, as well as events presented by state and local financial aid administrator associations. Since not all items are managed by NASFAA, be sure to use the links included to get more information.

- [Submit your event to be listed](#)
- [Request a NASFAA Speaker at Your Event](#)
- [View the Associations Directory](#)

2024		
May		
24	Helen Faith presents virtually at the Florida (FASFAA) Annual Training Conference	Charlotte Harbor, FL
29	NASFAA Webinar: In Case You Missed It: New Regulations Effective July 1, 2024	Online
31	Voices of NASFAA: Justin Draeger	LinkedIn
June		
1-21	Certified Financial Aid Administrator® Knowledge Exam window open	
2-6	Helen Faith presents at the RMASFAA Summer Institute	Wichita, KS
3-7	MASFAA Summer Institute and Leadership Symposium	Columbus, OH
3-7	WASFAA's Sister Dale Brown Summer Institute	Boise, ID
5	NASFAA Webinar: Top AskRegs Questions: FAFSA Simplification	Online
10	Voices of NASFAA: Heidi Carl	LinkedIn
12	Kristi Jovell presents at the Vermont (VASFAA) Summer Conference	Winooski, VT

13	Blue Icon Advisors' Let's Talk: Mastering Professional Judgment	Online
14-16	NASFAA's Breaking Barriers: Bridging Worlds in Prison Education and Student Advising Pre-Conference Convening	Milwaukee, WI
15	NASFAA Board of Directors Meeting	Milwaukee, WI
16-19	NASFAA National Conference	Milwaukee, WI
July		
1-21	Certified Financial Aid Administrator® Knowledge Exam window open	
9	NASFAA U Fundamentals of Student Financial Aid Online Course Begins	Online
8-11	NASFAA Virtual Conference	Online
16	Summer 2024 Certification Exam Preparation Online Workshop Begins	Online
August		
1-21	Certified Financial Aid Administrator® Knowledge Exam window open	
September		
1-21	Certified Financial Aid Administrator® Knowledge Exam window open	
3	NASFAA U Return of Title IV Funds Online Course Begins	Online
4	NASFAA U Need Analysis/Pell Online Course Begins	Online
17	Constitution Day and Citizenship Day	
October		
1-21	Certified Financial Aid Administrator® Knowledge Exam window open	
1	Fall 2024 Certification Exam Preparation Online Workshop Begins	Online
5	NASFAA U Professional Judgment Online Course Begins	Online
16	Financial Aid Day	
22	NASFAA U Application Processing Online Course Begins	Online
24	NASFAA Member Appreciation Day	
November		
®		

1-21	Certified Financial Aid Administrator Knowledge Exam window open	
8	West Virginia (WVASFAA) Directors Drive-In Day	Daniels, WV
18	NASFAA U Packaging and Aid Notification Online Course Begins	Online
December		
1-21	Certified Financial Aid Administrator® Knowledge Exam window open	
3-6	2024 Federal Student Aid (FSA) Training Conference for Financial Aid Professionals	Online
2025		
January		
6	NASFAA U Verification 2025-26 Online Course Begins	Online
7	NASFAA U Fundamentals of Student Financial Aid Online Course Begins	Online
14	Winter 2025 Certification Exam Preparation Online Workshop Begins	Online
February		
9-12	NASFAA 2025 Leadership & Legislative Conference & Expo	Washington, D.C.
10	NASFAA U Higher Education Loans Online Course Begins	Online
March		
18	NASFAA U Cash Management Online Course Begins	Online
19-21	West Virginia (WVASFAA) Spring Conference	Daniels, WV
26-28	Illinois (ILASFAA) Annual Conference	East Peoria, IL
April		
14	NASFAA U Return of Title IV Funds Online Course Begins	Online
22	NASFAA U Consumer Information Online Course Begins	Online
May		
13	Spring 2025 Certification Exam Preparation Online Workshop Begins	Online

June		
24-27	NASFAA National Conference	Anaheim, CA
July		
8	NASFAA U Fundamentals of Student Financial Aid Online Course Begins	Online
2026		
February		
8-11	NASFAA Leadership Conference	Washington, D.C.
May		
19-21	WASFAA Annual Conference	Honolulu, HI
June		
29 - July 2	NASFAA National Conference	National Harbor, MD (DC Waterfront)

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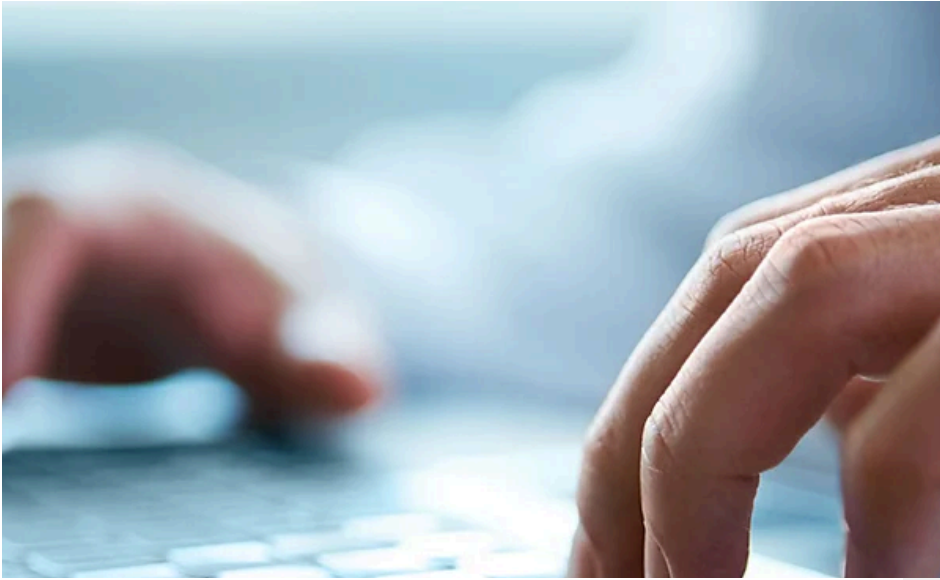
TACO 'BOUT IT TUESDAYS

UPCOMING TRAININGS

Tue, May 28 | Zoom Link coming soon

NM HED - "Lottery & Opportunity Scholarship Changes"

Join NM HED for an informational session on the upcoming changes to the Lottery & Opportunity



 +17 more

RSVP

Tue, Jun 25 | Zoom Link coming soon

Andrea Jimenez - "Professional Communication and Email etiquette"

Communication is key. Andrea will cover best practices in professional communication as well as

 +2 more

RSVP



Tue, Jul 30 | Zoom Link coming soon

Bethany Brafford - "Customer Service"

The customer is always right. Right? Let's see what Bethany has to say about that. Learn some best practices and tips for Customer Service.

 +3 more

RSVP



Tue, Sep 24 | Zoom Link coming soon

Harry Rommel - Topic TBA



We're still figuring the final details of Harry's



RSVP



Tue, Nov 26 | Zoom Link coming soon

Leslie Murphy - Topic TBA

We're still figuring the final details of Leslie's session, but we do know one thing - it won't disappoint.



RSVP



Tue, Dec 17 | Zoom Link coming soon

Leslie Morrell - "Building Intercampus Relationships"

Collaboration is a huge component in any professional setting, but it's paramount in Higher Education. Leslie is going to provide her best practices for building successful intercampus



RSVP





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TRAINING RECORDINGS



February 2024

Eddie Salazar - Supporting
DACA/Undocumented
Students

April 2024 - Coming Soon

Brent Small - How to Conduct a
Meeting

May 2024

Andrea Jim
Commun
[



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Training & Events

Nowhere else can you get the depth and breadth of the professional development opportunities that NASFAA offers. Every year, we provide a wide variety of programs for experienced, intermediate, and new financial aid administrators.

Online	Credential	Recertification Points (RPs)
 WEBINARS	Live & On Demand Webinars	✓
 NASFAA U	NASFAA U Online Courses	✓
	NASFAA Self-Study Guides	✓

National

	2025 NASFAA Leadership & Legislative Conference & Expo February 9-12, 2025 Washington, DC	✓
	NASFAA 2024 MILWAUKEE, WI JUNE 16-19	

June 16 - 19, 2024
Milwaukee, WI



NASFAA 2024 Virtual
Conference
July 8-11, 2024
Online



Local



NASFAA staff
presentations at state &
regional events



NASFAA Authorized
Events

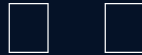


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