

The Higher Education Opportunity Act of 2008 (HEOA) requires that institutions participating in the federal student loan programs develop, publish and enforce a code of conduct with respect to students' loans.

University of Charleston's Financial Aid staff are committed to providing the highest quality customer service to our students and families. It is our goal to provide information and advice, in keeping with federal requirements, and to base decisions 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 office, and to avoid the potential for, or appearance of, conflicts of interest regarding student loans, our office shall abide by this Code of Conduct in its relationships with lenders, guarantors, and servicers of education loans. The University of Charleston Financial Aid Office prohibits all 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
- Accepting compensation for service on an advisory board, except that reasonable expenses associate with that service may be reimbursed by the lender or guarantor

We are committed to the highest standards of professional conduct. Please direct any questions to our Financial Aid Office at 304-357-4944 or ucfinancialaid@ucwv.edu