

The University of Tennessee at Chattanooga
Financial Aid
Personnel Policy Statement

All staff of the Financial Aid Office of The University of Tennessee at Chattanooga will maintain the highest standards of professional conduct in all aspects of their job duties. This professional conduct includes interactions with students and their families, fellow University employees, State and Federal authorities, and others who do business with the Financial Aid Office. Therefore, Financial Aid staff

will make every effort to assist students;

will educate students and families through quality consumer information;

will respect the dignity and protect the privacy of students, and ensure the confidentiality of student records and personal circumstances;

will provide services that do not discriminate on the basis of race, gender, ethnicity, sexual orientation, religion, disability, age, or economic status;

will not do anything for personal benefit or gain;

will not break federal, city, state, or university laws, rules, guidelines or policies;

will not recommend or be biased toward a particular lending agency;

will not accept ANYTHING from an agency, other than general office supplies in minimal quantities;

will not participate on any lending agency governing boards;

will not be reimbursed for any travel or training by a lending agency;

will provide the student with the information to make a knowledgeable decision;

will disclose any potential conflicts of interest to the Director of Financial Aid;

will always make decisions in the best interest of the student population;

will strive to maintain the integrity of the financial aid process.