

Instituto Tecnológico y de Estudios Superiores de Monterrey Consumer Information Web Page

As per the Higher Education Opportunity Act (HEOA) of 2008, the US government requires institutions offering US Direct Loans to disclose the following consumer information. If you require any further information about the content, [please contact us](#).

Consumer Information	Description
Student Financial Aid Information	For Information regarding financial aid, please refer to our Scholarships and Student Aid website .
Student with Disabilities	Information about ITESM services offered to students with Disabilities is available on Campus Accesible . For more information, please contact: Lic. Jorge Ayala Guerrero Telephone: 818 358 2000 ext. 3695 Mail: jjayala@itesm.mx Office: Centrales Building, 120.
Cost of Attendance	For information regarding the cost of tuition, fees, mandatory health, insurance and student housing, please refer to the Treasury Portal .
Refund Policy and Procedure	For information about the University's refund procedure, please review our Institutional Refund Policy .
Return of Title IV Financial Aid	For information about Return of Title IV Financial Aid, please review the R2T4 Refund Policy .

<p>Academic Programs</p>	<p>For information on academic programs offered at ITESM, please refer to our Academic Programs website.</p>
<p>Transfer of Credits and Withdrawals</p>	<p>For information on withdrawals, please review our Withdrawals Policy and Process.(page 3)</p> <p>For information about transfer of credits, please contact studyinmexico@servicios.itesm.mx</p>
<p>Copyright Infringement Policies and Sanctions</p>	<p>For the Institute’s policies related to Academic integrity, please review our Student code of Honor and Ethic Code.</p> <p>For further information, please review our Academic Honesty Regulations. (Chapter 9, articles 9.1 to 9.6</p>
<p>Notice of Federal Student Financial Aid Penalties for Drug Law Violations</p>	<p>Information about students with criminal convictions, incarcerated, on probation or parole or drugs, can be found on the U.S. Department of Education website.</p> <p>To receive special help to prevent tobacco, alcohol, drugs, gambling, sexuality and eating disorder problems, please visit our CAT website.</p>
<p>Textbook information</p>	<p>For information regarding ITESM libraries, please visit our ITESM library website.</p> <p>For our digital library, please visit our Digital Library website.</p>
<p>Security Report – Missing Person Students in Difficulty</p>	<p>For any information related to student’s safety, as well as missing students and/or loss of personal belongings, please visit our Security website.</p>

<p>Privacy of Student</p>	<p>Student's right under the Federal Law of Protection of Personal Data (LFPDPPP) can be found on our Privacy Policies website.</p>
<p>Fire Safety report</p>	<p>For information related to what to do in case of a fire? Please visit our Civil Protection website.</p>
<p>Student Loan Information Published by the U.S. Department of Education</p>	<p>ITESM will provide to the students any published information by the US Department of Education about the available programs at the Institute under Title IV loan programs. For more information, please visit the Student Loans website.</p>
<p>National Student Loan Data System</p>	<p>ITESM reports students' academic status every 2 months (6 times a year) through its official website.</p>
<p>Entrance Counseling for Student Loan Borrowers</p>	<p>Please visit the Entrance Counseling Section on the official Student Loans website.</p>
<p>Exit Counseling for Student Loan Borrowers</p>	<p>Please visit the Exit Counseling Section on the official Student Loans website.</p>
<p>US Alternative Loans</p>	<p>For Information regarding other US alternative Loans please refer to our Scholarships and Student Aid website.</p>
<p>Code of Conduct for Education Loans</p>	<p>The Higher Education Opportunity Act (HEOA) requires an institution participating in a Title IV loan program to publish a code of conduct. This code of conduct prohibits conflicts of interest for its financial aid personnel. The US code of conduct mentions the following:</p>

- Neither Instituto Tecnológico y de Estudios Superiores de Monterrey as an institution nor any individual financial aid officer shall enter into any revenue-sharing arrangements with any lender.
- No employee of Instituto Tecnológico y de Estudios Superiores de Monterrey or any of their family members shall solicit or accept any gift from a lender, guarantor or servicer of educational loans.
- Instituto Tecnológico y de Estudios Superiores de Monterrey shall not refuse to certify, or delay certification of any loan based on the borrower's selection of a particular lender of guaranty agency.
- Instituto Tecnológico y de Estudios Superiores de Monterrey shall not request or accept from any lender any offer of funds to be used for private educational loans.

Furthermore, every financial officer or employee must sign, commit to accomplish and enforce the guidelines contained in the **Ethics Code**:

1. We recognize other's dignity and treat them with respect and fairness.
2. We treat everyone with equity and prevent any kind of discrimination.
3. We act with integrity, in an honest, responsible, objective, consistent and impartial way.
4. We recognize and respect intellectual property and other's merit.
5. We prevent conflicts of interest of any kind and, in case of presented, we inform them to the correspondent instances.
6. We assume the transparency of information as a compromise, and respect the confidentiality of the matters that the Institution determines.
7. We use the resources responsibly, austere and efficient.
8. We protect the environment.
9. We seek the benefit for the Institution over our personal ones.
10. We fulfill the law, regulations and policies that guide our activities at institutional, national and international level.