

## Student Services at the University of Nevada, Reno 2025

On Friday, February 26, 2016 the Division of Student Services Directors presented the projected 2025 achievements by their departments. Based on these presentations the Division of Student Services will define the future through eight themes.

### 1. Embracing Aspirations

- Expansion, diversification, and support
- Leadership, academic, community service
- Be an influential voice that shapes our profession.
- Continuing a proud tradition of leadership and innovation.
- Continuing to be the model others seek to emulate.
- Aspiring to be the premier service provider and first choice for the state's growing population of low income and first generation students.
- Setting ourselves apart from our competitors.
- Aspiring to be the first and best choice for students' residential experience and the key to their success in college and life.
- Creating a more peaceful world by diversifying our student population with cross cultural skills.
- Achieving flagship distinction by cracking the top 100 public schools.
- Dedicating ourselves to the procurement of exceptional faculty and staff, recruitment of proficient student employees, and cultivating the next generation of student services.
- Providing outstanding customer service.

### 2. Contributing to the Research University

- It's time for some of our research to become a footnote.
- We need to see to our role as researchers by adding to the body of knowledge.
- We should embrace the possibilities that our role as practitioners locates us in the prime area to inform our role as researchers.
- We will maintain our expertise on students by viewing ourselves as The Center for Next Generation Practice and Research.
- An arm of the Center will focus on research for student services practitioners.
- To reach Carnegie "very high" we must increase the amount of international professors, researchers, and postdoctoral scholars working at the University.
- Establish a Center for Research in College Student Mental Health
- Everyone must assess for outcomes and effectiveness.
- Every student will have a co-curricular transcript upon graduation.

### 3. Contributing to the Culture

- Work to create an environment to encourage fitness and physical activity.
- Lead a cultural shift to create a "healthy" campus in developing the whole student.
- Achieve a 40% four-year graduation rate and 65% six-year graduation rate.

- Strengthen the academic profile, and thus preparedness, of the incoming freshmen class.
- Continue to recruit a mix of international, out-of-state and Nevada scholars to provide a robust learning environment.
- Promote sustainable universal design.
- Promote progressive views of disability.
- We must develop a transformative, equitable, and inclusive educational effort.
- Appropriate handling of cultural differences that will lead to acceptance of our international students and scholars.
- Achieve cultural competence among staff and students.
- Look forward with our students to their futures.

#### 4. Fusion and Collaboration

- Fusing our work within the division (i.e. student employee training) and with academics (i.e. Diversity in the curriculum).
- Pursuing convergence and commitment
- What do we have that academics wants?
  - Knowledge about diversity
  - Access to diverse students
  - Support services for these student populations
  - Ability to assist in retention and completion rates in their colleges
  - Student services could teach NevadaFit for faculty.

#### 5. Promoting Accessibility and Inclusion

- The Center will develop a national Cultural Competence Conference and be at the forefront of educating college personnel across the nation.
- Hold safe dialogues on difficult topics.
- Expansion of the Union for large group meetings.
- A university center at the south end of campus in the Gateway precinct.
- Retaining students by infusing their heritage into the curriculum.
- Renaming The Center for Student Cultural Diversity to The Center. Every student, Every story.
- Build a standalone cultural center that serves to educate, inform and advance the understanding of those at the university, as well as the Reno community.
- Remaining accessible to, in fact significantly increasing, low income and first generation students as freshmen and as transfers from the community college. This will include working with parents.
- Every student will have an accessible device so they never have to self-identify as having a disability, i.e. the one on one collaboration between the Disability Resource Center and the Wolfshop.
- Washoe County School District pipeline that ensures preparation.
- 75% of the students at the University of Nevada, Reno receive financial aid. That number is expected to rise to 90% by 2025.

#### 6. Developing a Professional Philosophy

- Adopting a philosophy division-wide that helps students, then helps students learn to do it on their own next time
- Counseling Services responsibilities will morph toward prevention, skills training and group interventions.
- As enrollment increases we seek to decrease the number of students needing our personal services due to intuitive technology offering 24/7 access, universal design and student acquisition of tools and information to help themselves.
- Use the ambient intelligence in the system of student information, advising reports, learning management, and the student success collaborative to personalize course, degree, and academic intervention recommendations for users.
- Create retention-based, interactive web resources that promote ease of access to ensure accessible and available information while increasing the efficiency of business processes to improve the student experience.
- Dashboards, milestones, and seamless access to a student portal will provide students with customized links to in-person and virtual student services.
- Counseling Services and other offices will have a library of self-help literature and other on line interactive tools accessible on the web. Applications and other mobile methods of providing assistance will be available in addition to online therapy.
- Make interactive planning tools available to prospective students.
- Follow the evolution of student activity to student involvement to student engagement to student agency.
- Mentor students to become responsible citizens and ethical leaders.
- Our expertise embodies the practice that ensures equity, inclusion, and instilling agency in our students and their decision making.
- Advising students for life lessons beyond the university, i.e. Financial Aid Advisors becoming certified financial planners to create financial awareness not just financial literacy.
- What sets us apart (or what can set us apart) in customer service? See the Inside Higher Ed article on this (Melisa mentioned EJ had shared).
- Work with students in cohorts (i.e. an entering Native American freshmen cohort that persists and graduates together) and work with students making a difference one student at a time.
- *Make every student feel they are a member of the pack.*
- Teaching students and parents to use the technology that automates processes and is available 24/7.
- Use our advantage of offering student employees practical experience, i.e. in the Wolfshop.
- Create a management program in collaboration with College of Business Administration, all targets management program.

## 7. Communicating Fast

- "Four words, seven seconds."

8. Promoting Community Service

- iLead at the University of Nevada, Reno will be at the local and national forefront in successfully promoting civic engagement and volunteerism among our students and in our community.
- Promote becoming a "college-going" mentor.
- Build a stronger City Campus partnership that empowers K-16 preparation and persistence.
- Contribute to the Washoe County School District Education Alliance "college going culture" plan.
- Align and partner with the city of Reno to display the rich and diverse cultural history of the Great Basin region.