Student Financial Aid and Scholarships

Measurable Goals for the Next Three Years

1. **Increase Access to College**
   The Financial Aid Office mission is to provide our diverse student population with access to postsecondary education by rewarding individual achievements and by reducing the financial barriers that would otherwise prevent or inhibit qualified students from attending the University of Nevada, Reno.
   - Create a Pack Advantage-like program for our neediest DACA students. The number of DACA students will increase by 10% each year.
   - Increase the percentage of undergraduate students receiving the Pell Grant by at least 1% each year. Collaborate with the Office for Prospective Students and the Washoe school district to increase the number of low-income students.
   - Increase the number of DACA students by promoting the financial resources that are available to them.
   - Increase the number of Pack Advantage recipients by increasing the number of Pell-eligible students as additional funding becomes available. The Pack Advantage program is a commitment that any Nevada resident, Pell student admitted and enrolled full time who files a FAFSA on-time, will have tuition, fees and books covered by our University for four years.

2. **Increase Student Success – College Completion**
   Our institution is committed to building completion pathways to ensure that more students succeed in postsecondary education and make smooth transitions to careers. When students complete more credits each semester, they can remain on track to graduate in four years. The less time a student is in school, less debt is accrued from educational expenses.
   Use financial aid incentives to encourage student to enroll in 15 or more credits a semester and to encourage enrollment during the summer term and wintermester:
   - Continue awarding Institutional scholarship and grants to students with a plan of study of 30 credits a year.
   - Develop a campaign to inform students about the benefits of Summer Pell. Congress recently reinstated year-round Pell Grants, which will provide additional aid to students who want to take courses in the summer. Summer enrollment helps students accelerate their studies. Increase the percentage of Pell-eligible students enrolled during the summer by 5% the first year.
   - Collaborate with the 365 Learning office to increase enrollment in wintermester and summer session by effectively awarding 365 Tuition Awards to eligible students.
   - Make millennium students aware of the additional funding they can receive by enrolling in more than 12 credits.
• Design a Completion Grant Program for students that are close to graduation (fourth-year students) that have exhausted all financial resources and have enrollment fees due. Identify fiscal resources to support this program.

3. **Closing the Achievement GAP Among Underserved Populations**
   Collaborate with the First in the Pack program to increase college persistence of low-income students, DACA students, and other students from disadvantaged backgrounds that are receiving aid by adding support strategies that help students to stay in school and to graduate.

4. **Meet Workforce Needs**
   Work-Study employment (Federal and Institutional) gives students an opportunity to gain valuable work experience while pursuing a college degree. Student who participate in work-study programs are more likely to graduate and get a job after college.
   • Allocate additional institutional funding to Increase the number of work-study positions

5. **Financial Literacy – Nevada Money Mentors**
   To ensure we have the strongest, most competitive graduates entering the workforce, we need our students to be able to manage their financial lives well. Our outlook includes:
   • Expanding our financial coaching program.
   • Creating financial-literacy workshops to reduce average loan debt and prevent loan default.
   • Establishing community partnerships and funding opportunities.
   • Increasing partnerships with departments on campus. Cross-departmental support is important for the success of the program.
   • Increases to staffing

6. **Customer Service**
   Provide culturally responsive customer service support to our diverse student body.
   • Annually review our promotional materials ensuring that they are inclusive and welcoming to all students.
   • Conduct ongoing customer service training to student employees and staff.
   • Provide annual campus workshops to showcase the University to students and parents, middle/high school counselors, principals and community college transfer advisors.
   • Partner with other offices on-campus to host a series of events targeted to the specific needs of our diverse student population.
     o Events for DACA and International Students
     o Work-Study students
     o Pack Advantage Students
     o Merit Scholarship recipients, etc.