

High-Impact Student Communications

Clear, audience-focused communications: A collection of student/parent messages that demonstrate my writing and editing skills. I transformed complex or technical statements into warm, approachable copy with support from readability tools (i.e. Gunning Fog Index, Flesch-Kincaid Grade Level, etc.) to target an 8th–10th grade reading level and structured instructions to minimize unnecessary follow-up.

1. Procedural Instructions: Federal Work-Study Allocation

Context: Awarding Federal Work-Study funds.

Writing Strategy: Used bulleted lists to break down the navigation of a complex university portal, followed by proactive stipulations to answer FAQs before they are asked.

Subject Line: USU Student Financial Support: Federal Work Study Eligibility

Dear Student,

Congratulations! You are eligible for Federal Work-Study (FWS) funding for the 2026-2027 academic year. The FWS program helps open up job opportunities for undergraduate and graduate students with financial need. FWS differs from other financial aid: it is paid directly to students as wages.

Follow these steps to review your FWS award:

- Log in to your Financial Aid overview through MyUSU.
- Select the Award Year you need to review in the top right corner.
- Click on the "Aid Offer" tab.
- Scroll down to "Options to Pay Net Cost" to see your awarded FWS amount.

You are now eligible to apply for FWS positions through AGGIE Handshake. Log in, click "Jobs," then filter and select "Work-Study" to view available FWS jobs. You can also search and apply for non-FWS positions. If interviewed, tell the supervisor you are eligible for FWS funds, and they can contact our office with any questions.

Things to be aware of:

- FWS funds do not pay out as a lump sum. You will be paid twice a month like any other student employee, and the funds will partially cover your paycheck.
- FWS funds can be used for on-campus jobs or jobs paid for through USU only. We do not have enough funds to work with off-campus employers.
- You must be enrolled in class during the semester(s) you are working. Your supervisor will work with you to ensure you are not scheduled to work during class time.

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If you have any questions, please call (435) 797-0173 Ext. 2 with your A# and security phrase, or come into our office (TSC 106) with a photo ID.

Go Aggies!

2. Compliance Remediation: FAFSA Rejection Protocols

Context: FAFSA Rejection notification.

Writing Strategy: Rejections cause high anxiety. I led with a reassuring tone, immediately outlined the most common simple errors to demystify the problem, and provided a highly structured 6-step resolution path.

Subject Line: !! USU Federal Aid: FAFSA Correction Needed

Hi Student,

We noticed that your FAFSA application has been rejected, and we want to help you get back on track so your financial aid can be processed.

Unfortunately, USU cannot fix FAFSA rejections for you. You'll need to log into studentaid.gov and make the necessary corrections yourself.

Why Was My FAFSA Rejected?

Common reasons include:

- Missing student or parent signature.
- Missing contributor consent and approval.
- Incorrect Social Security Number or name mismatch.
- Incomplete income or tax information.
- Citizenship or marital status questions left blank.

Even if your FAFSA says "Processed," it may still contain errors. Check your FAFSA Submission Summary for any "What You Must Do Next" messages.

How to Fix Your FAFSA

1. Log in to your FAFSA account at studentaid.gov.
2. Go to your Dashboard and select the FAFSA form marked "Action Required."
3. Click "Make a Correction" and follow the prompts to add signatures, provide consent, correct information, or update schools.

4. Submit the corrected FAFSA. (If you're a dependent student, your parent must also sign electronically).
5. You will receive an updated email from studentaid.gov indicating they have processed your new FAFSA.
6. Allow 3–5 business days for USU to receive the updated FAFSA.

We're here to support you every step of the way. Please don't hesitate to reach out if you have questions.

Warm regards,

3. Policy Enforcement: Satisfactory Academic Progress (SAP)

Context: Federal student aid suspended due to Academic Progress (SAP) or maximum credit limits.

Writing Strategy: Academic suspension is a sensitive topic. The copy focuses on removing shame ("academic challenges can happen for many reasons") while clearly outlining the required appeal questions to ensure the student's first response contains all necessary information for the counselor.

Subject Line: Reminder: You Can Still Appeal Your Federal Aid Suspension

Hi Student,

We hope you're doing well. We're following up to remind you that your federal student aid is currently on hold due to not meeting Satisfactory Academic Progress (SAP) requirements or you may be nearing (or have exceeded) the maximum number of credits allowed for your current program. We understand that academic challenges can happen for many reasons, and we want to support you in exploring options to regain your aid.

Appealing Your Federal Aid Suspension

If you haven't yet submitted an appeal, you can still do so by replying to this email before the appeal deadline for your current semester. Submitting your request early gives your Federal Aid Counselor time to work with you on your appeal and ensures you have options if your appeal is not approved.

In your reply, please answer the following questions to help us understand your situation:

- Was there an accident, illness, death of a relative, or other special circumstance that affected your GPA or ability to complete courses?

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- Does your program require more credits than usual, involve multiple majors or degrees, or include credits from a previous major or program that no longer apply?
- Have you experienced delays due to transfer/AP/concurrent enrollment credits, submitted an appeal but need more time, or faced personal challenges that prevented earlier graduation?
- What has changed since then that will help you succeed moving forward and meet GPA and Pace requirements?

We're here to help you navigate this process and get back on track. Please don't hesitate to reach out with any questions or concerns.

Warm regards,