

Nicci Ratcliff is a Senior Assistant Director in the Office of University Scholarships and Financial Aid at Virginia Tech. She received her Bachelor of Health and Exercise Science from Roanoke College in 2012.

After marrying and relocating closer to Radford, VA, she found herself in her first financial aid role at Radford University. After almost four years in, it was time for a change, and Nicci began her work at Virginia Tech in 2017. She started her role in an entry-level position and, through suggestions for improvement and her contributions, was promoted to a supervisor role. Her current role involves overseeing the Federal Work-Study program, completing federal reporting such as the FISAP, and overseeing Tech's participation in the Federal Work-Study experiment. She has earned all 16 NASFAA credentials and is always looking for ways to learn and grow in financial aid. She enjoys making connections within her office subgroups and across campus and finding efficiencies to serve students and staff better.

She resides in the New River Valley with her husband of over eight years, Wes, and their son, Xander. When she is not working or running around with her family, you will find her working out or training local youth to excel and gain the necessary fundamentals to play basketball on their school team with goals to advance to the next level.

### **What role does diversity play within your profession in higher education?**

Diversity plays a significant role within my profession in higher education. The foundation of Virginia Tech's Motto, *Ut Prosim*, "That I May Serve," embodies and recognizes the spirit of community, diversity, and excellence. From a financial aid perspective, understanding and identifying our diverse student population can help navigate success in a group of people with unlike backgrounds to help expand the culture and knowledge at Virginia Tech

Through the university's and enrollment management's strategic goals, financial aid plays a significant role in the admission and retention of underserved and underrepresented student populations for each incoming class. Our university has committed to achieving 40% representation of underrepresented minority or underserved students in the entering class by 2022, and 25% representation of underrepresented minority students in the entering class by 2022.

### **Who is your favorite artist/celebrity?**

Lauren Daigle is one of my favorite artists. She has such a beautiful voice with a message that reminds others of their value and that they are worthy of love. She has remained true to what she stands for even through her fame and fortune.

### **What is one word that best describes you?**

One word that best describes me is dedicated. When I am committed to something, I give it 120% and am not afraid of a challenge. The pandemic challenged me mentally in the higher education setting, but I am stronger for it and more devoted to the job and students. Our motto at Virginia Tech is *Ut Prosim*, "That I May Serve," and I try to embody this in my day-to-day duties as a Financial Aid Administrator.