Policy subject: First-Generation Student Support Policy	Policy number: 18/P.D/2024	Date of last revision: 2024/11/15
Implementing body: Academic Affairs Department	Implementing start date: 2024/11/20	Policy reference: Planning and Development Department

1. Overview:

Palestine Ahliya University is dedicated to supporting first-generation students—those who are the first in their families to attend higher education. This policy aims to provide resources, mentorship, and guidance to help them succeed academically and personally throughout their university journey.

2. Objectives:

- Provide academic support for success.
- Enhance financial accessibility with scholarships and aid.
- Offer mentorship and counseling.
- Foster a community for peer support.
- Increase retention and graduation rates.
- Raise awareness about first-generation student challenges.

3. Scope:

- Applies to all first-generation students (undergraduate and graduate).
- Includes faculty and staff supporting these students.
- Covers services like academic advising, financial aid, mentorship, and extracurricular opportunities.

4. Statements:

- **Commitment**: The University is committed to supporting first-generation students' success.
- **Inclusivity**: Creating a supportive, inclusive environment for first-generation students.
- **Support**: Academic, personal, and financial support are prioritized.

5. Procedures:

- **Orientation**: Specialized programs to help with the transition, including peer mentoring.
- **Academic Support**: Access to tutoring, workshops, and advising.
- **Mentorship**: Pairing students with mentors for guidance.
- **Financial Aid**: Assistance with scholarships and grants.
- **Support Services**: Counseling and stress management services.
- **Progress Tracking**: Monitoring retention and gathering feedback to improve services.

Key Performance Indicators (KPIs):

1.	Number of First-Generation Students
2.	Number of First-Generation Students in Mentoring Programs
3.	First-Year Completion Rate for First-Generation Students