



ASPIRE Student Assistance Program

ASPIRE is a comprehensive student assistance program, powered by ACI Specialty Benefits, which offers students complimentary support and referrals in the following areas:



Clinical Support

- Stress Management
- Anxiety
- Depression



School/Life Referrals

- Child Care
- Elder Care
- Legal and Financial Consultation



Tools for Daily Living™

- Personal Referrals
- Emergency Housing
- Low-cost Transportation



ASPIRE Faculty Resources:

- Faculty Consultation
- Faculty Virtual Resource Folder
- Critical Incident Response
- Faculty and Staff Training



Feel free to contact ASPIRE 24/7 with any questions.

Phone: 888.470.1531

Email: info@myASPIREonline.com

Website: myASPIREonline.com

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Contact ACI Specialty Benefits

Q: Where is ACI located?

A: ACI is headquartered in San Diego, CA, but ASPIRE resources are available in thousands of locations across North America.

Q: How can I contact ASPIRE?

A: Feel free to contact ASPIRE with any questions via phone, text, email, and web.



Phone: 888.470.1531



Text: 858.224.2094



Email: info@myASPIREonline.com



Website: www.myASPIREonline.com

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Q: What are your business hours?

A: ASPIRE services are available 24/7, 365 days a year.

Business hours:

Monday – Thursday 7:00 AM – 5:30 PM Pacific Standard Time

Friday 7:00 AM – 4:30 PM Pacific Standard Time

Urgent calls are immediately transferred to a clinical specialist. For emergencies, always use 911.

Q. What happens if a student calls after business hours?

A: ACI provides 24/7 student access. ACI's highly-trained answering service is available for all after-hours calls. Live operators will submit the student's request to ACI as a message, and for urgent matters, will connect callers with a clinician. Students can feel comfortable contacting at any hour of the day. For life-threatening cases or emergencies, callers are redirected to call 911.

Q: Who can I contact for more questions?

A: For any questions, simply call 800.932.0034 or email info@myASPIREonline.com. For contact information for members of ACI's Account Management Team, visit your [Virtual Folder](#).

Q: What are the odds that a student calling ASPIRE will get a busy signal?

A: ACI prides itself on providing outstanding customer service and strives to answer all calls within two rings. Multiple call centers across North America are equipped to handle overflow calls.

ASPIRE Services

Q: What kinds of issues can students call in for?

A: ASPIRE provides comprehensive support, referrals, and resources. Here are just a few issues ASPIRE helps with:

Emotional Support

- Stress management
- Anxiety and depression
- Family conflicts
- Substance abuse
- Test-taking skills

School/Life Referrals

- Legal and financial consultation
- Child care
- Elder care

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Tools for Daily Living™ Referrals

- Job search
- Emergency housing
- Low-cost laptops
- Low-cost transportation and carpools

Q: What happens when you get a call from a student in a crisis?

A: ACI immediately provides clinical assessment and additional resources for students in crisis. In-house licensed clinicians are available to help a student cope with emotional issues related to poor grades, family conflict, work stress, dropping out of class, and more. Whenever possible, ASPIRE also refers the student to internal school resources.

Q: Is student emotional support only offered telephonically?

A: Most problems can be solved just over the phone, which is usually more convenient and helpful for students. A number of face-to-face, in-person sessions are also available for more serious concerns. ACI's clinical department decides whether the case requires telephonic, face-to-face, or a combination of clinical help.

Q: Does ASPIRE help students with medical issues?

A: The ASPIRE program can help students find low-cost services, prescriptions, clinics, and gather informational material on medical subject matters. ASPIRE also includes general health and wellness topics. However, ASPIRE is not a medical service, and does not provide guidance or suggestions on medical-related issues.

Q: Does ASPIRE have resources just for veterans?

A: Yes. The [ASPIRE Veteran Module](#) provides resources and referrals specific to veteran, active military, and military family members' needs. In-house clinicians, including combat veterans, are trained to handle the specific emotional needs that veterans face.

Q: What online resources are available for students?

A: Students have access to myASPIREonline.com. On myASPIREonline, students can access services their way:

- Requests for services
- DeVry's eCollege Online Learning platform
- Community-based resources
- Legal and financial resources
- Wellness articles
- Student blogs
- Veteran resources
- And more!

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Q: How long does it take for ASPIRE to provide a student with resources?

A: ASPIRE provides a variety of resources, including child and elder care, legal and financial consultation, low-cost housing and more. Standard requests can take up to three business days, but the average turn-around time is less than 48 hours. More immediate requests, such as emergency housing, are addressed within hours of the call.

Q: What if students need more help?

A: ASPIRE treats the whole person, not just the issue. That means that a student calling in for child care might get referrals to local babysitters, parenting workshops, and even immediate emotional support to talk through stressful situations. ASPIRE follows up with students to ensure their issues were resolved.

Faculty and Staff Accessibility

Q: Can faculty and staff call ASPIRE for student issues?

A: Yes, faculty and staff can request consultation with an ASPIRE clinician to get professional advice on student issues, how and when to refer students to the ASPIRE program, and information about how the ASPIRE program works. ASPIRE clinicians are bound to confidentiality laws, and your school complies with the Family Educational Rights and Privacy Act (FERPA). For questions about what student information can or cannot be disclosed by the school to ASPIRE, please consult with your school's Regulatory Compliance group. If there is a particularly challenging student issue, the ASPIRE clinician may recommend initiating a formal referral. Formal referral procedures and forms are easily accessible on the [Virtual Folder](#).

Q: What's the best way for staff to refer students to ASPIRE?

A: Faculty and staff have several ways to refer students to the ASPIRE program. The staff member can call the ASPIRE program with the student present, directly connecting a student with an intake specialist. Staff can also provide a student with a brochure or web address for students to access ASPIRE on their own. If a staff member perceives a potential concerning situation, staff members should follow appropriate school procedures.

Q: Who should I go to first if I have questions about a student?

A: ASPIRE is available for faculty and staff consultation on difficult student issues or coaching on how to approach students. If a staff member perceives a potentially threatening situation, please follow appropriate internal procedures by contacting the local Incident Commander (IC) or security team member.

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Q: This is a lot to remember. Is there an easy way to get copies of materials later on?

A: Yes. The faculty and staff [Virtual Folder](#) contains all of the ASPIRE program's current presentations, orientations, and promotional materials, including flyers and brochures for students. It's a great resource to get acquainted with what the ASPIRE program offers. The Virtual Folder is continually updated to reflect new and exciting materials. For direct access to student orientations and more videos for students, faculty and students can visit [ACI's YouTube channel](#).

Q: Are ASPIRE benefits available for faculty and staff?

A: Student assistance services such as telephonic support, school/life referrals and Tools for Daily Living™ are intended for enrolled students and their family members. School employees should contact their HR department with questions regarding benefit coverage. Remember that faculty and staff can still call ASPIRE for consultation on student-related concerns.

Coverage

Q: Is ASPIRE available for Keller students?

A: The ASPIRE program is currently available for all onsite and online students at DeVry University, its Keller Graduate School of Management, Chamberlain College of Nursing, Carrington College, and Carrington College of California.

Q: Does ASPIRE cover domestic partners, dependents, or distant relatives?

A: ASPIRE recognizes the diversity and complexity of family units. ASPIRE is available to all enrolled students and all family members, regardless of location. This includes parents, grandparents, siblings, cousins, significant others, spouses, domestic partners, children, and more.

Q: Are services available for online students?

A: Yes. All online students now have access to ASPIRE's comprehensive services through phone, email, web and more.

Q: Can deaf students use ASPIRE?

A: Yes. ACI is perceptive to the challenges of the hearing impaired community. ASPIRE is fully equipped with Telecommunications Device for the Deaf (TDD) and Teletypewriter (TTY) capabilities.

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Q: Can dismissed students still contact ASPIRE?

A: ASPIRE is available for all enrolled students. If a student successfully appeals a dismissal, then they would be again eligible for ASPIRE services. It is best to refer students before they face dismissal to proactively address issues.

Q: Can students who are in the application process use ASPIRE?

A: All students who are within two weeks of the start of the session can use ASPIRE. All enrolled students are eligible, and students can still access the program up to two weeks after graduation.

Confidentiality

Q: To what extent is the ASPIRE program confidential?

A: All information shared with the ASPIRE program is strictly confidential unless the student consents otherwise or the law requires.

Q: After students are referred to ASPIRE, how are HIPAA forms collected?

A: There are no HIPAA forms required when a staff member indirectly refers the student to the ASPIRE program. Following strict confidentiality laws, ACI cannot divulge whether the student has contacted ASPIRE. For difficult student issues, a formal referral process is available for faculty who would like to monitor the student's progress.

Q: Will the school get specifics on what each student calls for?

A: No. All information shared with the ASPIRE program is confidential unless the student consents otherwise or the law requires. Reports are provided to the schools four times a year and contain absolutely no personal or identifying information.

Q: If a staff member referred a student, does ASPIRE tell the staff member how the student is doing?

A: If a staff member indirectly refers via brochure, web link, or promotional email, there is no follow-up due to the confidential nature of student calls. For students who are referred through a formal referral process, ACI works with faculty and the student to monitor progress.

Q: What is a formal referral process, and how can I use it?

A: Sometimes difficult student issues can detrimentally impact school performance and even classroom safety. A formal referral involves the student's consent to a release of information and confidentiality so that the school can be informed about the details of student's use of ASPIRE. Formal referral procedures and forms are easily accessible on the [Virtual Folder](#).

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