

# Need help?

ASPIRE Student Assistance has you covered.



**Faculty and Colleague Orientation**

## ASPIRE Student Assistance Program



### This orientation will help you:

- Get to know the ASPIRE Student Assistance Program
- Learn **how** and **when** to use ASPIRE to help students

## What is ASPIRE?

With 24/7 access to clinicians, life coaches, financial and legal experts, and school/life specialists, ASPIRE supports students all the way to graduation day.

ASPIRE is a comprehensive student assistance program which offers complimentary support and referrals for:

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### Emotional Support

- Stress management
- Anxiety and depression
- Family conflicts
- Academic challenges

### School/Life Referrals

- Legal consultation
- Financial consultation
- Child and elder care

### Tools for Daily Living™

- Job search
- Emergency housing
- Low-cost laptops
- Community resources

## How Does ASPIRE Work?



When students call, they receive:

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### **Assessment and Referral**

A live ASPIRE specialist gets to know more about the student's issues. The student is then referred to ASPIRE clinicians and/or school/life specialists based on student needs.

### **100% Follow-Up**

ASPIRE answers questions, sends personalized resources, and ensures that student issues are resolved.

## School/Life Benefits



### Child Care Referrals

- Local preschools
- After school and daycare
- Special needs care
- Babysitters

### Elder Care Referrals

- Nursing homes
- In-home health care
- Adult day care
- Transportation and meal sources

### Financial Consultation

- Debt and budgeting
- Credit assistance
- Tax preparation
- Financial planning

### Legal Consultation

- Child custody and divorce assistance
- Criminal issues
- Tenant issues assistance



## Tools for Daily Living™



- Nationwide network of community resources
- Assistance based on student's budget, location, and specific needs
- Referrals tailored just for your students, including:
  - Job search
  - Emergency housing
  - Low-cost laptops
- Help with academic issues, including:
  - School/life balance
  - Academic performance
  - Time management

## Program Enhancements

### What's new with ASPIRE?

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- **Universal ASPIRE brand** for all institutions under DeVry Inc
- **All online students** covered
- **QR Codes** on all printed materials
- **myASPIREonline.com**, a brand-new web portal for students to access benefits like never before
- **Veteran Assistance Module** with resources specific to veteran students, active duty, and military family members
- **YouTube** student videos, trainings, and the ASPIRE orientations

## ASPIRE Resources for Faculty and Colleagues



- **Faculty Consultation**
- **Faculty Virtual Resource Folder**
- **Faculty Orientation Video**
- **Critical Incident Response**
- **Formal Referrals** for difficult student issues

***For emergencies, use 911.***

***For information on confidentiality,  
see your school's internal resources.***



## How to Refer Students to ASPIRE

**ASPIRE isn't just for distressed students.**

It's for motivated students juggling responsibilities, learning how to study again, dealing with stress, and looking for a little guidance.

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**Refer** – Approach the student and let them know that confidential help is always there if they need it.

- Before or after class
- In-person
- Over the phone
- Email

**Call Together** – If a student wants or needs assistance, call ASPIRE together.

- Talk the student through the process
- Urgent matters

***For emergencies, use 911.***

## Early Intervention

Help students succeed to graduation with ASPIRE.

**Be Proactive** – Look out for signs that a student may need help:

- Poor performance
- Late assignments
- Frequent absences
- Concerning statements

**Pay Attention** – What is the student's reasoning for poor performance?:

- Personal or family issue
- Practical issues
- Life in general
- Crisis-related

ASPIRE can help with **urgent matters, formal referrals and communication tips.**  
***For emergencies, always use 911.***

**Campus Security** – Faculty and colleagues who have concerns about campus security or the safety of students should notify the campus incident commander.

## Critical Incident Response



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### Examples Include:

- Death of a student/faculty/staff member
- Severe injury
- Prolonged/severe illness
- School violence
- Any traumatic event that impacts the student body

**Campus Security** – Faculty and colleagues who have concerns about campus security or the safety of students should notify the campus incident commander.

## When to Refer to ASPIRE

Here are some real-life examples of behavior and statements faculty and colleagues can watch for:

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**Claudia misses a week of school.**

“I’m trying so hard. It’s been hard to get to class because I’m always at work and my kids are giving me a tough time.”

**Laurie seems distracted, and her grades are never consistent.**

“I think my boyfriend is cheating on me. I’m so preoccupied that I haven’t been paying any attention in school. I feel like giving up.”

**Alisa has been making some concerning statements.**

“I think I’m having a panic attack. I can’t control my anxiety. I don’t think I’m cut out for this.”

**Derek turns in late and incomplete assignments three weeks in a row.**

“My computer is not working, I can’t get a job, and I have no money. I just can’t do this anymore.”

## Real ASPIRE Faculty Stories



Marisa O.  
Houston, TX

**“I have a student with me who is very upset about her recent custody case.”**

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- **ASPIRE Solution:**
- Immediate emotional support
- Expert legal assistance
- Child care referrals
- Action plan

**“My student is doing much better and shows a renewed focus on her education.”**



Donald M.  
Chicago, IL

**“I’m having trouble with a student who is not able to focus academically.”**

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**ASPIRE Solution:**

- Telephonic help from ASPIRE coach
- Communication strategies
- Action plan

**“I am so pleased ASPIRE is available for me and my students. It’s a really valuable program.”**



## 24/7 Program Access



phone



web chat



online



email



text



QR codes



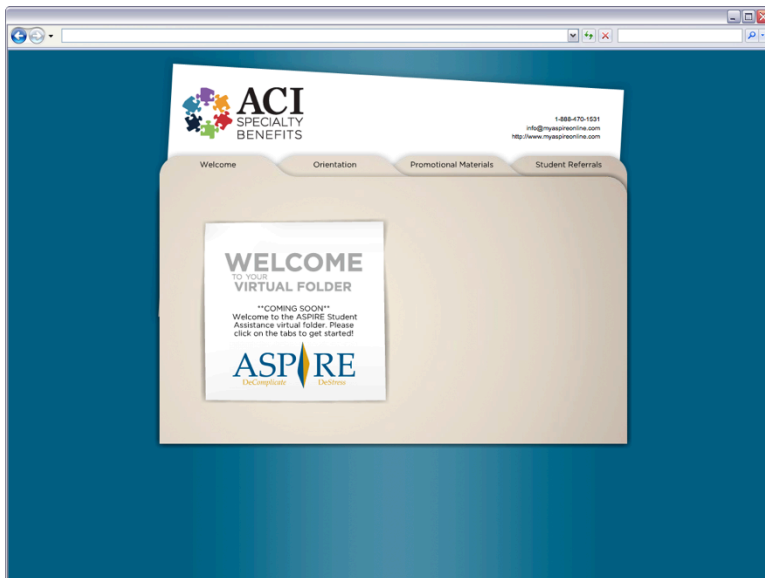
YouTube

myASPIREonline



- Submit direct requests
- Available to ALL family members
- Watch ASPIRE student orientation videos
- Access Veteran Assistance resources
- See what ASPIRE has to offer

## Virtual Folder



**Everything ASPIRE Ambassadors  
need, all in one place**

- Frequently Asked Questions
- ASPIRE Orientations
- Flyers, Posters and Handouts
- Formal Referral Forms

## ASPIRE's Veteran Module



- Trained clinical specialists



**Megan Hawker**  
ACI Clinician and  
Combat Veteran

- PTSD and substance abuse
- Transitioning to school and civilian life
- Health and wellness for veterans
- GI Bill and government resources
- Post-military career resources
- Veteran videos

## ASPIRE in Action

**“I’m so tired and depressed.**  
I just can’t go on like this anymore.”

- Immediately transferred to clinician
- Plan of action for immediate issues
- Telephonic depression assessment
- Referrals to low-cost local assessment
- Referrals for job searches
- Ongoing follow-up to ensure quality of assessment and persistence

**“Thank you so much.** I feel so much more confident and I have been able to concentrate at school again.”



## Contact ASPIRE

We're waiting to hear from you.



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www.myASPIREonline.com



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