

# Customized Student Support

In addition to our core advising programs, uAspire offers flexible, personalized support that meets students where they are—regionally, academically, and in real time. These services strengthen the capacity of schools and organizations by providing expert help to students navigating the financial aid process.

## Help Desk Support

Students can text their assigned help desk number anytime and receive a response from a uAspire advisor within one business day. Advisors support students with FAFSA completion, verification, and other financial aid steps via text or Zoom.

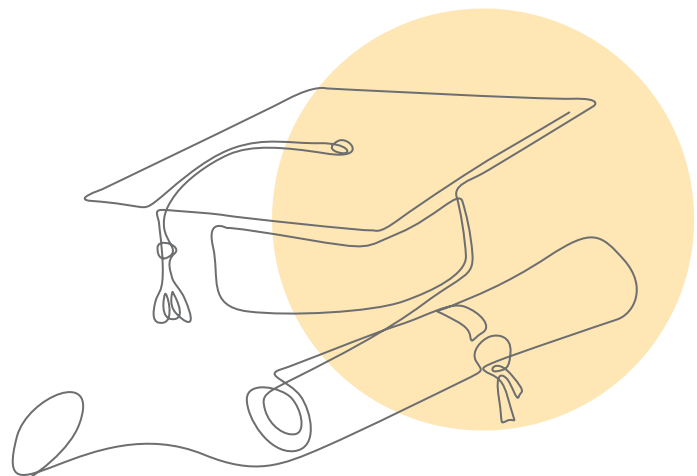
“

The help desk is remarkable. In such a short time, students have come to trust uAspire—going directly to them with questions—and we’re seeing the results in completed FAFSAs.”

— Lisa Slavin, MassBay Community College

## 1:1 Advisor Meetings

Students have the opportunity to virtually meet with a uAspire advisor for personalized support to complete applications and get answers to financial aid and college cost questions.



# Financial Aid Webinars for Students and Families

Live, interactive webinars guide students and families through key financial aid topics, offering real-time support, tools, and resources to help them confidently navigate the college affordability process. Topics include:

## Affording College 101

An introduction to college affordability, types of financial aid, and application timelines.

## FAFSA Completion **ES**

A step-by-step guide through the FAFSA, including required info, common questions, and next steps.

## CSS Profile Completion

Guidance through each section of the CSS Profile and tips for complex scenarios and follow-up.

## After the FAFSA and Verification

Help reviewing the FAFSA Submission Summary, making corrections, adding schools, and completing verification.

## Scholarship Basics & Tips **ES**

How to search for scholarship opportunities, organize applications, and maximize the chance of receiving scholarships.

## Financial Aid for Current College Students

Information on renewing the FAFSA, maintaining aid eligibility, and managing college costs.

## Financial Aid Offer Review **ES**

Learn how to read, compare, and evaluate financial aid offers using uAspire's College Cost Calculator.

## Summer Financial Aid Steps **ES**

Critical post-graduation tasks to ensure students keep their aid and successfully enroll in college.

## Borrowing Loans for College

Overview of the types of federal loans, repayment plans, and available federal loan forgiveness programs.

# State-Specific Financial Aid Workshops



## New York State Aid **ES**

Understand aid programs like TAP, the DREAM Act, and Last Dollar Aid.



## California State Aid

Learn about the CADAA, Cal Grant, Middle Class Scholarship, and California College Promise Grant.



## Massachusetts MASFA / Tuition Equity **ES**

Learn about MA state-aid programs that MA students could access through the MASFA if they are ineligible for federal student aid due to their immigration status.

---

## Multilingual Access & Support



All webinars include real-time translated captions in multiple languages



Spanish facilitation, slides, and materials are available for select topics based on staffing and partner needs



Additional multilingual supports (e.g., follow-up resources, help desk) available upon request

---

