

# 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 targeted 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 and/or Zoom.

“

The helpdesk 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

Student meets with a uAspire advisor on Zoom to complete financial aid applications and get answers to questions about financial aid and paying for college.



# Virtual Financial Aid Events & Workshops

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. Some webinars are available in Spanish; availability may be limited based on capacity. Topics include:

## Affording College

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

## FAFSA Completion

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.

## Next Steps Post-FAFSA

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

## Scholarship Basics & Tips

Provides information about different types of scholarships, where to find them, how to apply, and ways to stay organized during your scholarship search.

## Financial Aid for Current College Students

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

## Financial Aid Offer Review

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

## Summer Financial Aid Steps

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

## Loan Repayment & Forgiveness

Overview of repayment plans, timelines, and available federal loan forgiveness programs.

# State-Specific Financial Aid Workshops



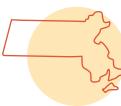
## New York State Aid

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

Learn about MA state-aid programs for MA students who may be ineligible for federal student aid due to immigration status.

“

I had lots of questions about the FAFSA, and uAspire always responded quickly. With their help, I was able to get financial aid when I reapplied.”

— Julieta Novar De Mota,  
Community College Student

