

IMPACT College & University Student Assistance Program

Filling the 24/7 Gap When Your Staff is NOT Available...





The Challenge

According to the American College Health Association (ACHA), in their National College Health Assessment, students reported the following factors as affecting their performance:

- Stress
- Sleep difficulties
- Anxiety
- Work
- Internet/computer games
- Depression
- Concern for a troubled friend or family member
- Relationship difficulties
- Finances
- Roommate difficulties
- Death of a friend
- Attention Deficit/Hyperactivity Disorder
- Alcohol use
- Homesickness
- Drug use
- Eating disorder/problems
- Discrimination
- Sexual assault
- Physical assault
- Gambling

These challenges threaten your student's ability to succeed and thrive.

The Solution

IMPACT Solutions, a leader in behavioral healthcare service delivery since 1981, combined its expertise with NASPA's CU Thrive Web-based Student Life Program to provide colleges and universities with a robust, one of a kind, student resource designed to meet the increasing pressures associated with student retention, academic success and current trends related to help-seeking behavior.

The IMPACT Program can be customized to provide your students with expanded access to care:

- **24/7 immediate LIVE mental health phone support and crisis intervention**
- Assistance anywhere, anytime
- Dynamic, interactive student-focused website assistance
- Social media connectivity
- Professional account management
- Services designed to fill campus gaps in coverage

IMPACT's Mission

- **To offer students an immediate 24/7 LIVE resource when they are feeling anxious, depressed, upset, angry, confused, volatile or prone to make poor decisions.**
- To improve student emotional wellbeing and performance – known to be direct contributors to higher retention and graduation rates.
- To strengthen the campus culture by enhancing community, communication and connections to resources that foster resilience and boost wellness among students.
- To provide your institution with expanded resources to meet student needs when your staff is not available. IMPACT *enhances, does not replace*, your existing programs and serves as an extension of your existing website and campus counseling resources.

Endorsement

The IMPACT Student Assistance Program incorporates CU Thrive - the only student website developed and approved by the **Student Affairs Administrators in Higher Education** (formerly the National Association of Student Personnel Administrators) and the **Association for University and College Counseling Center Directors**.

IMPACT is also the official Employee Assistance Program provider selected by the **Inter-University Council (IUC)** for faculty and staff in Ohio Institutions. Our vast experience in serving Higher Education clients has led to significant campus knowledge.

Specialists in Higher Education Support Services

The IMPACT program is proactive and collaborative in its approach. It provides 24/7 phone support, web-based resources, social media connectivity, as well as referral coordination with your campus resources, when needed.

IMPACT's Personalized Service Includes:

24/7 Live Support

- Available by phone or online
- Provided by licensed master's and doctoral level mental health professionals
- Provides in the moment coaching, guidance and direction
- Offers crisis intervention – 24/7
- Resource and referral assistance offered to address daily living issues
- Triage and collaboration with counseling center staff and other campus resources is provided, when needed

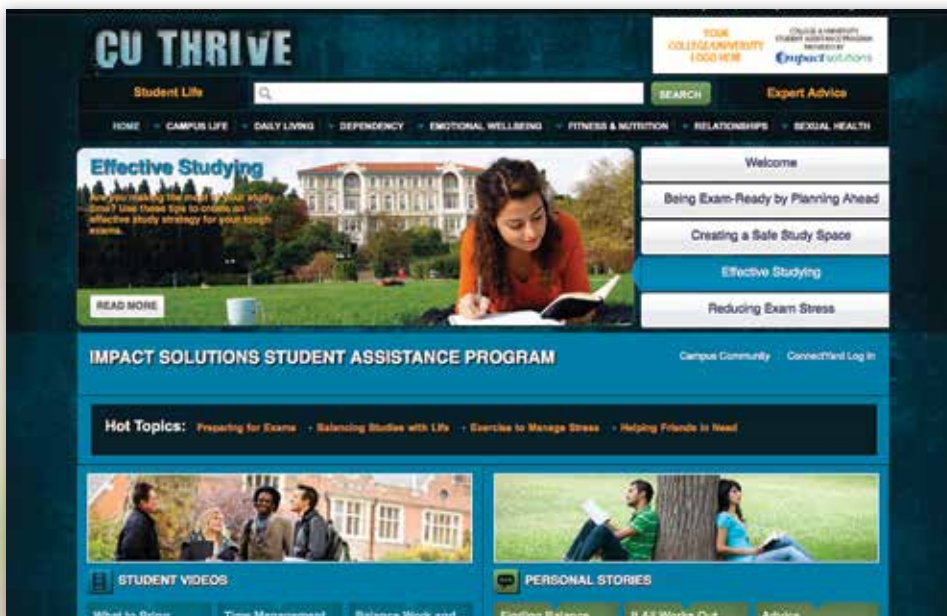
Personal Support Sessions

- Provided by licensed master's and doctoral level mental health professionals
- Offers telephone appointments and/or online sessions that are designed to provide students with short-term, solution-focused problem solving through coaching, guidance and support as well as the development of an action plan and recommendations for further intervention, when appropriate. **Convenient appointment availability including evenings and weekends.**
- Off-campus face-to-face counseling can be provided as an optional service. Appointment availability typically is within one week.

Account Management

IMPACT provides dedicated account management by a master's level licensed mental health professional who will oversee all areas of service delivery, including:

- Implementation services
- Promotional support and customization
- Support to Student Affairs (counseling centers, student health centers, student success programs, etc.)
- Utilization reporting
- Unlimited consultation



CU Thrive Website

- 508 compliant
- Informational articles
- Personal stories shared by students
- Student-to-student Q&A
- Expert advice
- Quizzes and self-assessments
- Daily living widgets
- Courses and learning scenarios

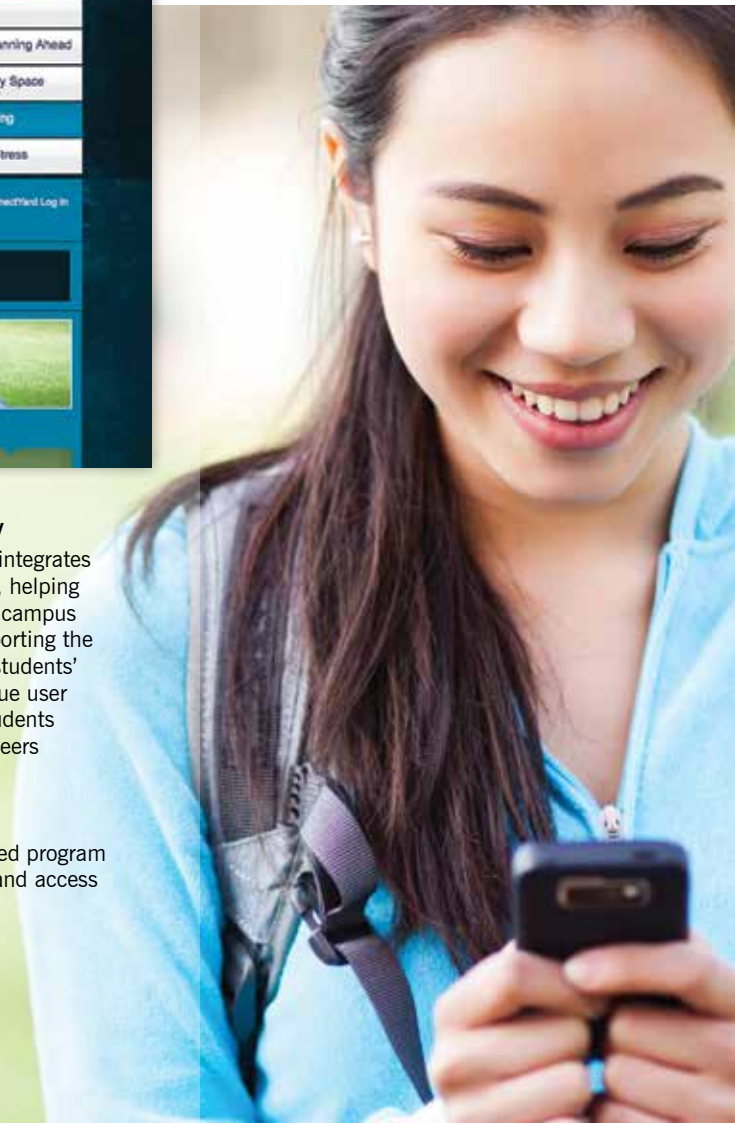
Customized to Your Campus:

- Resources
- Information, news, and events
- Student featured videos and personal stories
- School logo

ConnectYard - Social Media Connectivity

ConnectYard communication technology integrates into your institution's outreach strategies, helping to improve the reach and visibility of the campus on Facebook and Twitter, as well as supporting the delivery of need-to-know information to students' email accounts, mobile phones and unique user pages assigned through our program. Students can easily engage their classmates and peers across multiple social-networking and communication platforms.

ConnectYard technology allows for targeted program promotion leading to greater awareness and access to campuswide resources.



Who We Are and What We Do

IMPACT Solutions is a behavioral healthcare and people development consulting firm with an experienced staff of master's and doctoral level mental health professionals who specialize in Counseling, Faculty and Staff Assistance, College & University Student Assistance, Coaching, Training and Organizational Development.

Since 1981, IMPACT Solutions has been helping organizations and higher education institutions succeed by empowering their people to thrive through innovative solution focused offerings.

*We are big enough to provide extensive depth and reach...
but small enough to care!*

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