

International Student Support Program (ISSP): Staff & Faculty Reference Guide

University of Denver (DU) partners with **Morneau Shepell** to provide the **International Student Support Program (ISSP)** to international students. The program includes two components: direct support for international students and consultative support for faculty and staff who work with them.

Support for International Students

The International Student Support Program provides confidential support to international students at *no cost* to them:

- **24/7 remote acculturation support and counseling from clinical advisors** who **speak their language** and **understand their culture**, including the unique challenges they may face while studying in the United States.
- Access to digital content which aims to support the well-being and retention of international students at University of Denver

How can students access the program?

International students can access articles, tools, resources, and their Support Advisor through the app, website, and telephone. Students can speak to a Support Advisor for *immediate* or *ongoing* support through every ISSP platform:

- **Download the free My SSP app** from the Apple or Android app store
- **Visit the website us.myissp.com**
- **Dial 1.866.743.7732**

Example reasons for students to contact a Support Advisor

- Stress, frustration, concern, or uncertainty about any aspect of their life, for example:
 - Difficulty adjusting to the University of Denver or U.S. life
 - Worries about upcoming exams or disappointment with academic performance
 - Anxiety about a public speaking assignment
 - Procrastination and building time management skills
 - Tensions with family members, friends, or roommates
 - Loneliness or homesickness
 - Concerns about post-graduation plans

How can I help as a faculty or staff member at the University of Denver?

- Post ISSP brochures and posters in areas visible to students
- Help students identify reasons to call a Support Advisor
- Facilitate students' connection to ISSP through an **Assisted Referral** and by helping students download the **My SSP app**

How does Assisted Referral work? Faculty or staff facilitate student connection to ISSP through the following process:

- Step 1: Obtain verbal permission from the student to call ISSP together if they seem open to using the resource
- Step 2: Dial **1.866.743.7732** to request a Support Advisor, specifying language of choice as applicable
- Step 3: Briefly explain the reason for the call and hand the phone to the student
- Step 4: Leave the room so the student can speak privately with the Support Advisor when able and appropriate

Consultative Support for Faculty and Staff

ISSP provides direct support to faculty and staff at the University of Denver who work with international students. Please reach out to ISSP if you wish to consult with a multicultural expert on a particular issue, such as delivering difficult news or approaching a matter with an international student in a culturally sensitive way.

How can faculty and staff access this service?

Dial **1.866.743.7732** to consult with an International Student Support Advisor

Example reasons for faculty or staff in various roles to call a Support Advisor

- Supporting distressed or distressing international students
- Responding to a student inquiry about an undesirable grade
- Navigating communication difficulties due to language barriers or cultural norms
- Addressing a student conduct issue with an international student
- Discussing culturally sensitive health topics, e.g. sexual health
- Supporting withdrawn or isolated international students

Questions or Feedback about ISSP?

Contact **Dr. Jacaranda Palmateer** at jacaranda.palmateer@du.edu