

# Think Hopeful's Wellness Program FAQs



## Registration

### 1. How to register

- Send an email to [Admin@ThinkHopeful.com](mailto:Admin@ThinkHopeful.com) from your Cuesta email and provide your first name and last name
- Expect a response within 1 business day to your Cuesta email with information on registration. Registration takes under 30 seconds!

### 2. Important Dates

- Email us *any day* to get access
- Registration opens: *September 15<sup>th</sup>, 2022*
- **Wellness Services start date: *September 16<sup>th</sup>, 2022***

## What is this Program

This program provides wellness services centered around mental wellness in a confidential, non-judgmental way that is available 24/7 via a platform. You can get support anonymously from Wellness Coaches, interact with other college students, and use online features on the platform

### 1. What happens after registration?

- You log in to the platform, and start using 'services' and 'features'

### 2. Is everything accessed online?

- Yes, all services are accessed online – any time from any device
- All features are also accessed online – any time from any device

### 3. What are the services and features available under this program?

- Attend 1:1 wellness coaching for any wellness issues such as stress, relationship, anxiety, finances, nutrition and more
- Join wellness groups
- Interact with other fellow students and wellness coaches anonymously
- Chat with your fellow college students anonymously
- Learn about wellness issues that concern you
- Track your goals
- And many more interactive features!

### 4. What do I get out of using this platform?

- We offer a unique way to explore and support your wellness!
- You will participate in frequent raffles with gift certificates!
- You can potentially become a Wellness Intern and apply for a paid internship

### 5. What commitments do you require from me?

- This is not a class. There are no commitments except that this is for supporting your own mental wellness. Use the services and features of this program at your own time, your own pace, and at your comfort level – whenever you need them

### 6. Does your program support crisis?

- No, this program is not for crisis support

## On the Platform

### 1. Is this Platform anonymous?

- Yes, you remain anonymous to every student and with your own dedicated coach(es)

### 2. Who are the other users on the Platform?

- All individuals are college students like you – and remain anonymous

### 3. What if I disclose who I am?

- We advise you don't, but in case you do – you can change your username



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4. When is my Wellness Coach available?
  - You can have a dedicated Wellness Coach to yourself. You can access your Wellness Coach whenever you like – evenings, weekends – just schedule a check-in and done!
5. Can I get my 1:1 Wellness Coach to talk to me in the evenings / weekends?
  - Yes! Just check the schedule and pick the day / time that works for you
6. I hear I can win raffle prizes and e-gift cards?
  - Yes! We always have raffles and several e-gift card giveaways on an ongoing basis
7. What are some examples of Weekly Groups?
  - Combatting Stress, Relaxation 101, Social Hangout, Coping with finals, etc.
8. What is a “track”?
  - When you register, you will be prompted to pick a “track” – an area you would like to learn about. It can range from mental wellness, nutrition to financial awareness
9. What do I do on my track?
  - You will find information in the form of articles, videos, and exercises that will help you understand about your area of interest
10. Can I pick more than 1 track?
  - We recommend picking no more than two tracks at a time
11. What are my “goals”?
  - Each person is unique and so are their needs. No two tracks are alike. We have goals for each track per the person's area of concerns and options to customize these goals
12. Can I see how I am doing on my goals?
  - Yes! You can check your progress any time daily
13. What is the “Mood Survey”?
  - It is a quick emoji-styled survey that checks your mood when you log in and out
14. What are the “Surveys”?
  - These are brief 5 questions to see if you would like to share your experience and takes no more than 30 seconds to complete! This is not mandatory, but highly recommended to help us continue to keep our platform fun and helpful to support college students
15. What is a “Social Wall”?
  - It is a discussion forum where Coaches post fun questions centered around wellness and you get to share your responses and interact with others
16. What is a “Private Journal”
  - As the name suggests, this is your own personal diary that no one else gets to see, not even Coaches. You can write anything including how you are feeling to what you are doing for your wellness journey

### Miscellaneous

1. Do you collect, share or sell my personal information?
  - No, we do not collect, share or sell your personal information. We may use aggregated data (i.e., data without your personally identifiable information) to enhance the features of the platform and for research purposes only
2. I don't see my question answered. Where can I send my question?
  - Please reach out to [Admin@ThinkHopeful.com](mailto:Admin@ThinkHopeful.com). We look forward to getting all your questions answered within 1 business day 😊

**We look forward to seeing you on Think Hopeful!**