

For the Coach: Module 1

OVERVIEW OF MODULE 1

In this module, each member of the student organization completes the Member Alcohol Profile and gets direct, personalized feedback about their drinking behaviors and attitudes toward using alcohol. The Member Alcohol Profile is a brief motivational feedback tool that asks each student a series of questions and provides them with immediate feedback. Research finds that this activity has a very positive effect on helping students recognize their actual alcohol consumption and make changes if needed. **It is important that the first FailSafe activity the student organization carries out is completing the Member Alcohol Profile.**

HOW CAN YOU HELP?

1. Help the student leader access the FailSafe Student Leader Dashboard and enter the necessary information for each member. Instructions for doing this are provided in Module 1.

- The student leader may need help setting their password, finding the organization's name on the dashboard, or entering the name and email address/mobile phone number of each member.
- In order for the student leader to receive an invitation to complete the survey themselves, they need to enter in the dashboard an alternate email address for themselves. The system will not recognize the same email address for both the dashboard and the Member Alcohol Profile.
- The student leader needs to press the "Invite" button for each member so that every individual receives an invitation to complete the Member Alcohol Profile.
- In the dashboard, the student leader can see how many members have completed the survey, but not who has or has not done so. This is to ensure the privacy of every member of the organization.
- The system automatically sends out a reminder to members who have not completed the survey.
- If the student leader experiences any difficulties using the dashboard, email failsafe@air.org for technical support.

2. Help the student leader hold members accountable for completing the Member Alcohol Profile.

- Guide the leader how to explain the Member Alcohol Profile to members—especially the privacy aspect. Members will have about two weeks to complete the survey.
- Reinforce the importance of every member completing the Member Alcohol Profile in order to get an accurate picture of the entire group. Some members will need an extra push to complete the survey.
- Remind members that no one—not you, the student leaders, campus administrators, or even the people who run FailSafe—can see their survey feedback or identify individuals from the group results. As a refresher, review "Our Assurance of Privacy" in the About tab on the home page of the FailSafe website.

3. Help the student leader address any negative reactions or complaints about the Member Alcohol Profile.

It is very common for students to disagree with, scoff at, complain about, or make fun of the feedback they receive after completing the survey. This is a natural reaction, especially among students who are not aware of the amount of alcohol they consume. It's the same reaction people have when they keep food journals. The feedback can create dissonance (because the individual is receiving a very different picture of themselves than they have had up to that point), which can eventually help to motivate the student to make changes. Here is how you can be helpful in this process:

- Help the student leader to remain non-reactive to complaints about the Member Alcohol Profile. If one or more students is having a hard time accepting the feedback they received from the survey, it's important that the student leader not take this reaction personally or conclude that the program is failing. Help the leader to understand that this is an expected response and that the response will begin to change as the group continues through the upcoming FailSafe modules.
- Help the student leader remain non-judgmental. If one or more students complain about the survey, the leader should not argue, tell the individual they are justified in their complaints, or provide excuses or explanations. The leader should simply acknowledge that he or she heard the member and say, "I'll share that feedback with the people running the program." There is no need to respond to the member's discontent, positively or negatively. Let the member know that he or she has been heard, or the individual is likely to work harder to be heard.

The best approach is to continue objective dialogue that helps the group move to the next steps. It may be helpful for the leader to ask more questions so that the student can process the information, such as: What makes you think the feedback you received was inaccurate? Do you think the information you provided in the survey about your recent drinking was different than normal? What is your biggest concern about the feedback? Remind the individual that since the feedback isn't shared with anyone else, there are no consequences. Encourage the student to sit with the feedback for now as the group moves forward with the program.

- Remember that the student leader is also taking the survey and may have a negative reaction to it. As a Coach, you will need to remain objective and non-judgmental as you listen to the student leader and other members. You don't need to convince them that the survey is accurate, agree with them that it is inaccurate, or react to any other objection that may be raised. Just allow the experience to raise questions, as suggested above, and proceed through the dialogue without any reaction other than curiosity. You do not have to help the student leader feel better. Your role is simply to encourage them to suspend judgment and see what they think as the group continues through the program.