Non-Emergencies

Personal Crisis/Community Distress
- personal tragedy or significant event impacts a student’s ability to be successful
- all incidents involving any form of sexual misconduct, harassment, or bullying
- activities or events that have an impact on the safety of the campus community
- multiple or particularly complex issues that impede a student’s success

Student Assistance and Outreach
Dean of Students Office
- 515-294-1020
- M-F 8am-5pm

Mental Health
- severe anxiety
- depression
- medication management (Student Health)
- suicidal thoughts or emotional disturbances

Student Counseling Service
- 515-294-0550
- M-F 8am-5pm

Thielen Student Health Center
- 515-294-5801
- M-F 8am-5pm, Sat 9am-12pm (during academic year)

Student Disciplinary/Academic Misconduct
- inappropriate behavior
- disruptive behavior in a class, a residence hall or any other campus location
- plagiarism or other forms of academic misconduct

Office of Student Conduct
Dean of Students Office
- 515-294-1021
- M-F 8am-5pm

Academic Difficulty
- missing one or more classes within the first two weeks of the term
- low or no engagement in the classroom
- isolation from other students
- poor performance early in the term
- student is seeking to withdraw

Academic Advisor
Student Assistance and Outreach
Dean of Students Office
- 515-294-1020
- M-F 8am-5pm

Other/Not Sure

Call 515-294-1020 to consult

Guide to Working With Students in Distress

You may interact with students who need assistance. Being aware of signs of distress and resources on campus can help in handling these situations. You play an important role at Iowa State University in providing resources to support student success.

TIPS for faculty/staff who have concerns

Call Student Assistance to consult or refer.

We’re here to help. 515-294-1020

- Always keep safety in mind. If you feel that you or other students are in any danger call 911 or 515-294-4428 (ISU Police).
- If you have been made aware of sexual misconduct, contact Equal Opportunity and/or Student Assistance. The university takes all incidents seriously and has a responsibility to address sexual misconduct.
- Use active listening skills to assess the student’s concerns and better understand how to offer the appropriate assistance.
- Don’t promise complete confidentiality to a student. Document your interactions with the student in case the situation escalates.
- Know your limitations. You are not expected to serve as a counselor. Instead, offer to make the first call or walk a student to Student Counseling Services, 3rd Floor, Student Services Building, 515-294-5056.
- There are also resources available to you as an employee. If you feel you need to talk to someone about the impact of a situation for yourself, contact the Employee Assistance Program, 515-244-6090.

Employee Assistance Program
for Faculty and Staff
515-244-6090 or 800-327-4692

Important Offices & Phone Numbers

Academic Success Center
515-294-6624
Responsible for coordinating tutoring experiences, course-specific assistance, and academic skill development.
1080-Nixon-Lied Student Success Center
success@iastate.edu

Accounts Receivable
515-294-7388
Responsible for managing the centralized student billing system called U-Bill.
3280 Beardshear Hall
ubill@iastate.edu

Office of Equal Opportunity
515-294-7612
Responsible for administering the Discrimination and Harassment policy, raising awareness of potential concerns, addressing actions, investigating allegations, and educating students, faculty, and staff on preventative measures. Also responsible for monitoring all employment actions for equity and University Title IX compliance.
3280 Beardshear
eocfice@iastate.edu

International Students and Scholars
515-294-1120
Responsible for assisting international students and scholars with maintenance of their U.S. immigration status, employment regulations, and providing support with social, cultural, financial, and personal concerns.
3248 Memorial Union
issos@iastate.edu

Registrar
515-294-1840
Responsible for current or past term registration options.
214 Enrollment Services Building
registrar@iastate.edu

Student Disability Resources
515-294-7220
Responsible for coordinating reasonable accommodations for students with documented disabilities.
1076 Student Services Building
disabilityresources@iastate.edu

Student Financial Aid
515-294-2223
Responsible for financial aid programs: providing information on loans, scholarships, grants, and student employment, and assisting students in identifying strategies to meet college costs.
0210 Beardshear
financialaid@iastate.edu

Thielien Student Health Center
515-294-5801
Responsible for providing board certified medical professionals in primary care and mental health who provide a welcoming, inclusive environment for all students.
2647 Union Drive

Veterans Center
515-294-9801
Responsible for assisting and connecting student Veterans, military personnel, and their families with services and support.
3248 Memorial Union
veteranscenter@iastate.edu

Additional responses will be based on the situation and may include a referral for medical and mental health assistance.

Emergencies

Call Iowa State University Police
From campus extensions: 911 From off-campus phones: 515-294-4428

An emergency is when a student:
- appears to pose imminent danger to self or others
- demonstrates behavior that makes you feel unsafe
- is a victim of a crime

Intervention
An officer will be dispatched to the scene as needed. Additional responses will be based on the situation and may include a referral for medical and mental health assistance.