**NON-EMERGENCIES**

**Personal Crisis/Community Distress**
- Personal tragedy or significant event that impacts a student’s ability to be successful.
- All incidents involving any form of sexual misconduct (see responsible employee guide inside).
- Activities or events that have an impact on the safety of the campus community.

**How to Respond**
- Student Assistance is available to consult.
- Each situation is reviewed to ensure the appropriate intervention in place.
- Faculty and staff are required to inform the Office of Equal Opportunity about all issues of sexual misconduct.
- Student Assistance can consult with faculty and staff on how best to respond and support students navigating a personal crisis or community distress.

**Resources**
- Student Assistance
  - 515-294-1020
  - M-F 9am - 5pm
  - studentassistant@iastate.edu
- Office of Equal Opportunity
  - 515-294-7612
  - M-F 9am - 5pm
  - eoooffice@iastate.edu
- Student Assistance
  - 515-294-1020
  - M-F 9am - 5pm
  - studentassistant@iastate.edu

**Mental Health and Emotional Health**
- Severe anxiety
- Depression
- Medication management (refer to Student Health)
- Suicidal thoughts or emotional disturbances
- Loneliness or difficulties with feeling connected to others.

**How to Respond**
- Student Counseling Services is available for consultation on how to respond to student mental health concerns. Urgent cases will be assisted immediately.
- Student Counseling Services cannot provide outreach to students, however Student Assistance can provide outreach to students and connect them to appropriate resources.
- Staff at Thielson Student Health Center can assist with medication management.
- Expressions of care and support are key factors in helping students and are important first steps.

**Resources**
- Student Counseling Services
  - 515-294-5068
  - M-F 9am - 5pm
  - isucounseling@iastate.edu
- Thielson Student Health Center
  - 515-294-5801
  - M-F 9am - 5pm
  - Sat 9am - 12pm (academic year)
  - cyclonehealth@iastate.edu

**Academic Misconduct and Classroom Disruption**
- Inappropriate behavior in the classroom.
- Disruptive behavior in the classroom, residence hall or other location.
- Activities or events that have an impact on the safety of the campus community.
- Plagiarism or other forms of academic misconduct.

**How to Respond**
- Consult your department chair.
- Student Conduct is available for consultation.

**Resources**
- Office of Student Conduct
  - 515-294-1020
  - M-F 9am - 5pm
  - knowthecode@iastate.edu

**Academic Difficulty**
- Missing one or two 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.

**How to Respond**
- Make referrals to Academic Success Center, Student Accessibility Services or the student’s college.

**Resources**
- Academic Success Center
  - 515-294-6624
  - M-F 9am - 5pm
  - success@iastate.edu
- Academic Adviser

**Other/Unsure**
- Situations that are involving multiple concerns and/or you are just not sure where to direct the student.

**How to Respond**
- Student Assistance is available for consultation to ensure an appropriate university response is in place.

**Resources**
- Student Assistance
  - 515-294-1020
  - M-F 9am - 5pm
  - studentassistant@iastate.edu

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**TALKING TO A STUDENT**

**1. Acknowledge**
- Be specific about the behavior that you’ve noticed.
- Express your concern.
- Provide examples of your concerns.
- Offer to serve as a resource.

**2. Inquire and Listen**
- Ask open-ended questions.
- Demonstrate empathy as they share their concerns.
- Be patient and give your full attention.
- Remind student that you are not confidential.

**3. Provide Information and Encouragement**
- Provide the student with information about resources.
- Encourage the student to contact one of the resources provided.
- Acknowledge what you heard.
- All concerns are valid.

**4. Follow Up**
- Check back with student on any items discussed.
- Offer to help connect to resources if needed.

**TIPS FOR FACULTY AND STAFF WHO HAVE CONCERNS**

01 Always keep safety in mind. If you feel that you or other students are in any danger call ISU police at 911 or 515-294-4428.

02 If you have been made aware of sexual misconduct, contact the Office of Equal Opportunity. The university takes all incidents seriously and has a responsibility to address sexual misconduct. See inside for more information.

03 Use active listening skills to assess the student’s concerns and better understand how to offer the appropriate assistance.

04 Don’t promise complete confidentiality to a student. Document your interactions with the student in case the situation escalates.

05 Know your limitations. You are not expected to serve as a counselor. Instead, offer to walk a student to Student Counseling Services, located on the third floor of the Student Services Building, or offer to call Student Counseling Services for the student at 515-294-5096.

**IMPORTANT OFFICES AND PHONE NUMBERS**

**Academic Success Center**
- 1060 Hixson Lied Student Success Center
- 515-294-6624
- success@iastate.edu

**Accounts Receivable**
- 2080 Beardshear Hall
- 515-294-0880
- ubill@iastate.edu

**Office of Equal Opportunity**
- 3410 Beardshear Hall
- 515-294-7612
- eoooffice@iastate.edu

**International Students and Scholars Office**
- 3241 Memorial Union
- 515-294-1120
- isso@iastate.edu

**Office of the Registrar**
- 214 Enrollment Services Center
- 515-294-1840
- registrar@iastate.edu

**Student Conduct**
- 1002 Student Services Building
- 515-294-1020
- knowthecode@iastate.edu

**Student Counseling Services**
- Third Floor, Student Services Building
- 515-294-5056
- isucounseling@iastate.edu

**Student Financial Aid**
- 2080 Beardshear Hall
- 515-294-2223
- financialaid@iastate.edu

**Thielson Student Health Center**
- 936 Student Services Building
- 515-294-5801
- studenthealth@iastate.edu

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**TAKING CARE OF YOURSELF**

- 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.

- Employee Assistance Program
  - 515-294-6030 or 800-327-4629