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

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

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

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

Student Counseling Service
- 515-294-5500 | M-F 8am-5pm

Thielens 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
- 515-294-1020
- 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

Student Assistance is available to consult on how to respond to all concerns. Each situation will be reviewed to ensure the appropriate intervention is in place. When necessary, students of concern will be assisted immediately. Student Counseling Service is not able to provide outreach to students. Student Assistance staff can provide outreach to students to help connect them to appropriate services.

Student Conduct is available to consult on how to respond to the situation. If additional information is needed for judicial follow up, you will receive guidance on how to provide that information.

Student Assistance is available to consult about or meet with students having academic difficulty. Student Assistance will work with the student and make appropriate referrals to campus resources such as Academic Coaching or other resources within the Academic Success Center, or the student’s college.

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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 (JSU 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.

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.

Important Offices & Phone Numbers

Academic Success Center
515-294-6624
Responsible for coordinating tutoring experiences, course-specific assistance, and academic skill development.
1060 Hixson-Lied Student Success Center
success@iastate.edu

Accounts Receivable
515-294-7388
Responsible for managing the centralized student billing system called U-Bill.
0880 Beardshear Hall
ubill@iastate.edu

Registrar
515-294-1840
Responsible for current and past 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.
6024 Beardshear
financialaid@iastate.edu

Thielens 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.
3280 Memorial Union
veteranscenter@iastate.edu

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

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