

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.

Non-Emergencies

<p>Personal Crisis/Community Distress</p> <ul style="list-style-type: none"> • 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 	<p>Student Assistance and Outreach Dean of Students Office</p> <ul style="list-style-type: none"> • 515-294-1020 • M-F 8am-5pm 	<p>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 encouraged and/or required to meet with Student Assistance staff. Faculty and staff are required to inform Equal Opportunity and/or Student Assistance about all issues of sexual misconduct.</p>
<p>Mental Health</p> <ul style="list-style-type: none"> • severe anxiety • depression • medication management (Student Health) • suicidal thoughts or emotional disturbances 	<p>Student Counseling Service</p> <ul style="list-style-type: none"> • 515-294-5056 M-F 8am-5pm <p>Thielen Student Health Center</p> <ul style="list-style-type: none"> • 515-294-5801 M-F 8am-5pm, Sat 9am-12pm (during academic year) 	<p>Student Counseling Service is available to consult on how to respond to student mental health concerns. Urgent cases 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.</p>
<p>Student Disciplinary/Academic Misconduct</p> <ul style="list-style-type: none"> • inappropriate behavior • disruptive behavior in a class, a residence hall or any other campus location • plagiarism or other forms of academic misconduct 	<p>Office of Student Conduct Dean of Students Office</p> <ul style="list-style-type: none"> • 515-294-1021 • M-F 8am-5pm 	<p>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.</p>
<p>Academic Difficulty</p> <ul style="list-style-type: none"> • 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 	<p>Academic Advisor</p> <p>Student Assistance and Outreach Dean of Students Office</p> <ul style="list-style-type: none"> • 515-294-1020 • M-F 8am-5pm 	<p>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.</p>
<p>Other/Not Sure</p>	<p>Call 515-294-1020 to consult</p>	<p>Student Assistance will consult on any student issues to ensure an appropriate university response is in place.</p>

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.

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

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
eooffice@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
isso@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

Thielen 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.

3578 Memorial Union
veteranscenter@iastate.edu

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