Student Assistance and Outreach – Dean of Students Office

We are here to help students navigate their adventures at Iowa State. When students are unsure where to go for help or when the unexpected occurs in life, the staff in Student Assistance and Outreach is available to provide students support and information about university resources.

Our primary goal is to help students succeed.

Many students face difficult times during college, be it for academic or personal reasons. Unexpected life events, personal crises, or other difficulties can interfere with college success. Whether it is something as simple as not being able to find information or as tragic as the loss of a loved one, the Student Assistance staff can listen to students’ experience and guide them to the appropriate campus or community resources.

The staff in Student Assistance is available to work with students and families to navigate the challenges students may encounter at Iowa State University. The information on our web site, www.dso.iastate.edu, provides helpful information about how to respond to some of the more common issues students might experience. We also help with resolving financial concerns, mediating off campus roommate issues, understanding ISU Policies or general problem solving strategies.

Referring a Student to Student Assistance

This resource folder provides basic information, however it is typically helpful to talk one-on-one with a Student Assistance staff member. The Student Assistance staff is available to meet from 8am-5pm Monday through Friday.

When you are helping a student in distress

• If you are concerned for your safety or that of others, call 911 immediately.
• Be aware of the location of the nearest telephone, whether it is in the building or a personal cell phone.
• If the student is causing a disruption but does not pose an immediate threat:
  • Discuss the situation with the student to address the inappropriate behavior.
  • If the problem continues, ask the disruptive student to leave.
  • If they refuse, call ISUPD.

When to refer

• If your efforts to manage a concern has not resolved the problem.
• If you are concerned about the welfare of a student, yourself, and/or other students.
• If a student asks for help in dealing with personal issues that are outside your role as a faculty or staff member.
• If you have referred the student for assistance in the past and there seems to be no improvement or things seem to be worsening.

We’re here to help

Remember that in any given situation there are probably several ways to address your concern for a student’s distress. Please contact Student Assistance to discuss your concerns and options by calling 515-294-1020.

If you have concerns, call to consult.

What to do

Student Assistance referrals can be made by:
• Calling Student Assistance staff in the Dean of Students Office at 515-294-1020 (TTY 515-294-6635)
• Sending an email to dso-sas@iastate.edu
• Submitting an online referral form http://www.dso.iastate.edu/sa/referralassistant

Information needed for effective referral:
• Your name and relationship to the student of concern
• A phone number at which the Student Assistance staff can reach you
• The student of concern’s name and ISU ID# (if known)
• A brief, factual explanation of your concern or observation, including key dates, times, and locations
• What has been done so far to address the concern – conversation with the student, consultation or check in with colleagues - and the student’s response to those efforts

If the student is disruptive and uncooperative, appears volatile or dangerous, or is demonstrating immediate harm to self or others, call 911 or the Iowa State University Police at 515-294-4428 for immediate assistance.

What About FERPA?
The Family Educational Rights and Privacy Act (FERPA) does not prohibit the sharing of personal observations and knowledge about a student among campus officials when there is a legitimate safety concern.

Does consultation with Student Assistance require the student’s knowledge and participation?

No, it does not. There may be times when a student has left your office or classroom, is not yet aware of your concerns, or is not receptive to support. It is still possible to consult or refer the student to Student Assistance. We can work collaboratively to determine the best alternative for engaging the student in the appropriate intervention.

University Resources

This resource folder provides basic information, however it is typically helpful to talk one-on-one with a Student Assistance staff member.

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• Be aware of the location of the nearest telephone, whether it is in the building or a personal cell phone.
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EMERGENCY SITUATIONS

Emergency situations on campus such as natural disasters, public health concerns, extreme violent or suspicious behavior (gun or bomb threats) are managed through the ISU Police Department. As in any potentially dangerous situation, please call ISU Police by dialing 911 or 515-294-4428 to reach ISU Police Dispatch from a non-campus phone. (Dialing 911 from a cell phone will route you to Ames Police, which will then route you to ISU Police.)

ISU Police also provides education and outreach to the ISU community and responds to persons who may suffer from mental health distress and/or may pose a harm to self or others.

Classroom Disruption Policy - From Faculty Handbook, Section 10.5

Should any student officially enrolled for credit or audit in a class disrupt the instructor’s ability to ensure a safe environment, control the class agenda, and/or deliver the approved curriculum, the instructor has the right to ask that the disruptive action cease immediately. Although most situations are best resolved without resorting to requests for police intervention, the Department of Public Safety should be called when the disruptive behavior prohibits the continuation of the class. The Department of Public Safety may also be called if any person enters or remains in the classroom after being asked by the instructor to leave.

If, in the instructor’s opinion, the student should be suspended from attending the class, the instructor must request the Chair of the Department offering the course to suspend the student from the class until a decision is reached by the Chair as to whether the student will be allowed to return to the class. For additional information, consult the Faculty Handbook, Section 10.5: Policy for Dealing with Classroom Disruption. More on these procedures can also be found at www.dso.iastate.edu/aa/issuesorconcerns/disruption.

Suggested Steps if You Learn Someone has been Sexually Assaulted

Provide Support—Listen to the student and realize a great deal of trust has been placed in your ability to help. Believe the student, support the student’s choices and respect the student’s privacy.

Refer to Resources—Contact ACCESS at 29-ALERT (515-292-5378). ACCESS is a local agency trained to work with assault survivors. ACCESS provides students with an advocate who is trained to assist victims of sexual misconduct and can speak with students confidentially as they process through their experience and consider their options, such as seeking medical attention and pursuing criminal legal action. Student Assistance staff can also work with the student to address concerns over housing, class assignments or schedules, leaves of absence, withdrawal, or other concerns. Student Assistance staff will help student access supportive resources and navigate the University’s response.

Report the Incident—Let the student know that the incident has to be reported to the Dean of Students Office in compliance with federal law. The student’s name and personal information does not need to be shared in this report.

For more information on the Iowa State University Sexual Misconduct Policy, refer to www.dso.iastate.edu/sexualmisconduct.