**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.

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**It's Time to Take Action**

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