In forming
We are here to help provide accurate and timely information on University policies and procedures. Student Assistance can identify the campus and community resources necessary to achieve positive outcomes to students’ concerns.

Advising
We are here to help provide advice about how to deal with any situation which may be causing you difficulty. Student Assistance offers guidance and coaching to enhance students’ capacity to succeed.

Referring
We are here to help provide referrals so your concern is brought to the attention of the appropriate University official. Student Assistance can help you make contact with all University services.

Assisting
We are here to help provide direct assistance navigating a difficult situation. Student Assistance empowers students by focusing on the facts, teaching skills, and offering encouragement. We help students understand the University’s systems, explore options, and make informed decisions. In more serious matters, Student Assistance may become directly involved to facilitate a positive resolution.

Advocating
We are here to help provide guidance as a single point of contact for students who report sexual assault, discrimination, harassment, bullying, or similar concerns. Student Assistance staff can expedite changes in housing assignments and course registration; provide emotional support; facilitate the process for filing a formal complaint; and arrange for other services that will provide a safe and secure environment.

Navigating
We are here to help provide direction and assist in identifying the process(es) for resolving academic and co-curricular concerns and grievances. Examples include, but are not limited to: connecting with a tutor, dropping a class, filing a grievance about a grade, or withdrawing from the university.

University Resources and Services
There are times when challenges and emergency situations arise for students. Student Assistance provides help and guidance identifying and utilizing a variety of resources and services.

- **Academic Success Center** 515-294-6624
  www.dso.iastate.edu/asc
- **Accounts Receivable** 515-294-7388
  www.ubill.iastate.edu
- **Department of Residence** 515-294-2900
  www.housing.iastate.edu
- **Equal Opportunity and Compliance** 515-294-7612
  www.eoc.iastate.edu
- **Greek Affairs** 515-294-1023
  www.greek.iastate.edu
- **International Students and Scholars** 515-294-1120
  www.isso.iastate.edu/joomla
- **Judicial Affairs** 515-294-1021
  www.dso.iastate.edu/ja
- **LGBT Student Services** 515-294-1020
  www.dso.iastate.edu/lgbts
- **Margaret Sloss Women’s Center** 515-294-4154
  www.dso.iastate.edu/wc
- **Multicultural Student Affairs** 515-294-6338
  www.dso.iastate.edu/msa
- **Police (ISU)** 515-294-4428
  www.police.iastate.edu
- **Recreation Services** 515-294-4980
  www.recservices.iastate.edu
- **Registrar** 515-294-1840
  www.registrar.iastate.edu
- **Student Counseling Services** 515-294-5056
  www.counseling.iastate.edu
- **Student Disability Resources** 515-294-7220
  www.dso.iastate.edu/dr
- **Student Financial Aid** 515-294-2223
  www.financialaid.iastate.edu
- **Student Legal Services** 515-294-0978
  www.dso.iastate.edu/sls
- **Thielen Student Health Center** 515-294-5801
  www.health.iastate.edu

Iowa State University does not discriminate on the basis of race, color, age, religion, national origin, sexual orientation, gender identity, genetic information, sex, marital status, disability, or status as a U.S. veteran. Inquiries can be directed to the Director of Equal Opportunity and Compliance, 3200 Beardshear Hall, (515) 294-7612.

We're here to help.
What is Student Assistance?

Student Assistance is a service in the Dean of Students Office that helps students navigate the issues they encounter at Iowa State University. Many students face difficult times during college. Unexpected life events, personal crises, mental health struggles, or academic difficulties are all examples of challenges that can interfere with college success.

Student Assistance is an interdisciplinary approach which supports students by prioritizing academic and personal success. The primary goal of Student Assistance is to help students succeed. Student Assistance helps students:

- Understand Iowa State University policies and procedures.
- Problem solve within the university and community.
- Access referrals for personal matters/emergencies.
- Report sexual misconduct, harassment, discrimination or bullying.
- Navigate the process for resolving academic concerns and grievances.

Student Assistance supports, but does not replace the function of academic advisors or other University staff who serve similar purposes. Student Assistance works collaboratively to provide accurate information and to direct students to the appropriate resource(s) to resolve their concerns.

Sexual Misconduct

Iowa State University takes all reports of sexual misconduct seriously. In every situation the university strives to treat students with respect, sensitivity and fairness. Student Assistance is the single point of contact for responding to sexual misconduct. In addition to listening, assessing, and making appropriate referrals, the Student Assistance staff provides the following services:

- Connecting students with ACCESS (Assault Care Center Extending Shelter and Support) which provides advocacy, support, and counseling.
- Changing class schedules, housing assignments (on and off campus), and/or parking/transportation needs.
- Contacting faculty regarding absences, assignments, and exams.
- Communicating with employers, internship supervisors, and club/team advisors as needed.
- Facilitating communication with any other ISU offices that will promote student safety.

To seek assistance and support, or to report sexual misconduct, contact Student Assistance: 1010 Student Services Building, 515-294-1020, dso-sas@iastate.edu.

For additional information or resources, ISU's Sexual Misconduct Policy can be found at www.dso.iastate.edu/sexualmisconduct.

If you or someone you know is a victim of sexual misconduct or assault, you are strongly encouraged to seek immediate assistance.

Emergency Notification Guidelines

An Emergency Notification is NOT verification that instructors are aware of the student's absence. An Emergency Notification is NOT a request or expectation that instructors will excuse absences or attendance. Students should work directly with instructors to determine how to complete any missed course work during the absence.

- An Emergency Notification is NOT appropriate for non-emergency situations (e.g. car problems, planned absences, minor illnesses, or a past absence).
- An Emergency Notification is NOT a request or mandate to excuse an absence. (This decision is the sole responsibility of the instructor to determine.)
- An Emergency Notification is NOT a requirement for students. If a student contacts instructors about an emergency situation directly, it is not necessary to involve the Dean of Students Office as you arrange to resolve the absence.
- An Emergency Notification is NOT verification that the information the student has provided is true. (Documentation should be provided by the student upon request).

Assistance can be obtained 24 hours a day, 7 days a week

ACCESS (Assault Care Center Extending Shelter and Support): For a confidential advocate call 515-29-ALERT or toll free 800-203-3488 or email access@assaultcarecenter.org.

Mary Greeley Medical Center: For a confidential health examination or emergency services call 515-239-2011.

ISU Police: Call 911 from campus phone or 515-239-4428.

Ames Police: Call 911 or 515-239-5133

Emergency Notifications

When students are absent due to a crisis situation or unexpected illness and unable to contact their individual instructors directly Student Assistance can send out an Emergency Notification.

- This notification is an e-mail message from the Dean of Students Office to a student’s instructors and academic adviser. A copy of this message is also sent to the student.
- This message indicates an emergency situation (hospitalization, assault, death in the family, accident, etc.) prevents the student from contacting instructors directly and may also interfere with the completion of academic responsibilities.
- An Emergency Notification helps faculty anticipate the absence and, sometimes, to know when to expect the student to return to class.
- The notification is also a written reminder that students should work directly with instructors to determine how to complete any missed course work during the absence.