

EMERGENCIES

Call Iowa State University Police ▶ on-campus: 911 ▶ off-campus: 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 experiencing a medical emergency
- + 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/or mental health assistance.

NON-EMERGENCIES

Personal Crisis/Community Distress

- + Personal tragedy or significant event that impacts a student's ability to be successful
- + All incidents involving any form of sexual misconduct (see responsible employee guide inside)
- + Activities or events that have an impact on the safety of the campus community

How to Respond

- + Student Assistance is available to consult
- + Each situation is reviewed to ensure the appropriate intervention is in place
- + Faculty and staff are required to inform the Office of Equal Opportunity about all issues of sexual misconduct
- + Student Assistance can consult with faculty and staff on how best to respond and support students navigating a personal crisis or community distress

Resources

Student Assistance
515-294-1020 | M-F 8am - 5pm
studentassistance@iastate.edu

Office of Equal Opportunity
515-294-7612 | M-F 8am - 5pm
eooffice@iastate.edu

Mental Health and Emotional Health

- + Severe anxiety
- + Depression
- + Medication management (refer to Student Health)
- + Suicidal thoughts or emotional disturbances
- + Loneliness or difficulties with feeling connected to others

How to Respond

- + Student Counseling Services is available for consultation on how to respond to student mental health concerns. Urgent cases will be assisted immediately.
- + Student Counseling Services cannot provide outreach to students, however Student Assistance can provide outreach to students and connect them to appropriate resources
- + Staff at Theilen Student Health Center can assist with medication management
- + Expressions of care and support are key factors in helping students and are important first steps

Resources

Student Counseling Services
515-294-5056 | M-F 8am - 5pm
isucounseling@iastate.edu

Student Assistance
515-294-1020 | M-F 8am - 5pm
studentassistance@iastate.edu

Thielen Student Health Center
515-294-5801 | M-F 8am - 5pm;
Sat 9am - 12pm (academic year)
cyclonehealth@iastate.edu

Academic Misconduct and Classroom Disruption

- + Inappropriate behavior in the classroom
- + Disruptive behavior in the classroom, residence hall or other location
- + Activities or events that have an impact on the safety of the campus community
- + Plagiarism or other forms of academic misconduct

How to Respond

- + Consult your department chair
- + Student Conduct is available for consultation

Resources

Office of Student Conduct
515-294-1020 | M-F 8am - 5pm
knowthecode@iastate.edu

Academic Difficulty

- + Missing one or two 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

How to Respond

- + Make referrals to Academic Success Center, Student Accessibility Services or the student's college

Resources

Academic Success Center
515-294-6624 | M-F 8am - 5pm
success@iastate.edu

Student Accessibility Services
515-294-7220 | M-F 8am - 5pm
accessibility@iastate.edu

Academic Adviser

Other/unsure

- + Situations that are involving multiple concerns and/or you are just not sure where to direct the student

How to Respond

- + Student Assistance is available for consultation to ensure an appropriate university response is in place

Resources

Student Assistance
515-294-1020 | M-F 8am - 5pm
studentassistance@iastate.edu

TALKING TO A STUDENT

01 Acknowledge

- + Be specific about the behavior that you've noticed
- + Express your concern
- + Provide examples of your concerns
- + Offer to serve as a resource

Tell me more about what's going on.

How long have you been navigating this?

02 Inquire and Listen

- + Ask open-ended questions
- + Demonstrate empathy as they share their concerns
- + Be patient and give your full attention
- + Remind student that you are not confidential

Thank you for being comfortable sharing. As a reminder, I'm not confidential, but I will only share with those that need to know.

03 Provide Information and Encouragement

- + Provide the student with information about resources
- + Encourage the student to contact one of the resources provided
- + Acknowledge what you heard
- + All concerns are valid

I'm concerned about you and I want to support you. I'd like to share a few helpful resources with you.

04 Follow Up

- + Check back in with student on any items discussed
- + Offer to help connect to resources if needed

Have you had a chance to follow up with the resources we discussed?

Can I help you get connected to any resources?

TIPS FOR FACULTY AND STAFF WHO HAVE CONCERNS

01 Always keep safety in mind. If you feel that you or other students are in any danger call ISU police at 911 or 515-294-4428

02 If you have been made aware of sexual misconduct, contact the Office of Equal Opportunity. The university takes all incidents seriously and has a responsibility to address sexual misconduct. See inside for more information.

03 Use active listening skills to assess the student's concerns and better understand how to offer the appropriate assistance.

04 Don't promise complete confidentiality to a student. Document your interactions with the student in case the situation escalates.

05 Know your limitations. You are not expected to serve as a counselor. Instead, offer to walk a student to Student Counseling Services, located on the third floor of the Student Services Building, or offer to call Student Counseling Services for the student at 515-294-5056.

IMPORTANT OFFICES AND PHONE NUMBERS

Academic Success Center
1060 Hixson Lied Student Success Center
515-294-6624
success@iastate.edu

Accounts Receivable
0880 Beardshear Hall
515-294-7388
ubill@iastate.edu

Office of Equal Opportunity
3410 Beardshear Hall
515-294-7612
eooffice@iastate.edu

International Students and Scholars Office
3241 Memorial Union
515-294-1120
isso@iastate.edu

Office of the Registrar
214 Enrollment Services Center
515-294-1840
registrar@iastate.edu

Student Accessibility Services
1076 Student Services Building
515-294-7220
accessibility@iastate.edu

Student Assistance
1010 Student Services Building
515-294-1020
studentassistance@iastate.edu

Student Conduct
1010 Student Services Building
515-294-1020
knowthecode@iastate.edu

Student Counseling Services
Third Floor, Student Services Building
515-294-5056
isucounseling@iastate.edu

Student Financial Aid
0210 Beardshear Hall
515-294-2223
financialaid@iastate.edu

Thielen Student Health Center
2467 Union Drive
515-294-5801
studenthealth@iastate.edu

TAKING CARE OF YOURSELF

+ 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.

▶ **Employee Assistance Program** 515-294-6090 or 800-327-4629

HELPING
CYCLONES
SUCCEED