

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.

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

Employee Assistance Program

for Faculty and Staff

515-244-6090 or **800-327-4692**

IOWA STATE UNIVERSITY

Faculty and Staff Guide to Assisting Students of Concern

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.

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.

Our primary goal is to help students succeed.

Referring a student to Student Assistance and Outreach

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 consult from 8am - 5pm, Monday - Friday.

When 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 Iowa State University Police.

When to refer

- If your efforts to manage a concern have 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 getting worse.

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.

SAFE-T

The Student Assistance Follow-up and Evaluation Team (SAFE-T) is an interdisciplinary team of trained professionals who meets regularly to monitor student behavior, assess threat, and develop appropriate intervention plans. SAFE-T is coordinated by the Dean of Students Office and includes experts from ISU Police, Student Counseling Services, Thielen Student Health Center, the Department of Residence, International Students and Scholars, Student Conduct, and University Counsel.

The purpose of SAFE-T is to assess and coordinate the University's response to student behavior in order to help the campus community and its members feel supported and safe.

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.

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.

What to do

Student Assistance referrals can be made by

- Calling Student Assistance staff in the Dean of Students Office at 515-294-1020
- Sending an email to dso-sas@iastate.edu
- Submitting an online referral form www.studentassistance.dso.iastate.edu/referassistance (Online referrals can be made anonymously.)

Information needed for effective referral

- Your name and relationship to the student of concern
- A phone number where the Student Assistance staff can reach you
- The student of concern's name and ISU ID# (if known)
- A summary or 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(s) 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.

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 Iowa State University Police should be called when the disruptive behavior prohibits the continuation of the class. The Iowa State University Police 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 permanently 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/sa/issuesconcerns/disruption.

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 Iowa State University Police. As in any potentially dangerous situation, please call Iowa State University Police by dialing 911 or 515-294-4428 to reach Iowa State University 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.)

Iowa State University 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.

Responding to a disclosure of sexual misconduct under Title IX

Title IX includes:

- Sexual Assault
- Sexual Harassment
- Non-Consensual Sexual Intercourse
- Non-Consensual Sexual Contact
- Sexual Exploitation
- Relationship Violence
- Stalking

Title IX also includes other forms of misconduct that may contribute to an unsafe or unwelcoming environment.

For more information:

www.sexualmisconduct.dso.iastate.edu

What to do when someone tells you they have experienced sexual misconduct

- Offer support.
- Listen to the student and **do not ask** for details of the incident. Your primary role is to support the student, not investigate.
- Encourage them to **seek support** from campus and community resources.
- The person's safety and health should be your primary concern. For **safety concerns** contact ISU Police at 515-294-4428, or 911. For **health concerns**, refer individuals to Thielen Student Health Center or Mary Greeley Medical Center.
- **You must report the incident to the Title IX Coordinator and/or the Dean of Students Office.**

- If there is any question about how to proceed after a conversation with someone who has experienced misconduct, **call and consult** with the Title IX Coordinator at 515-294-7612 or the Dean of Students Office at 515-294-1020.

What to say

- Generally, your role is to offer support, care, and a safe space. Begin with listening rather than questioning, and allow time for silence if needed.
- There are many resources available, both on and off campus. Some resources, but not all, are strictly confidential. **Indicate that you are not a confidential resource**, and offer to call a confidential resource or advocate with the student if they would prefer this option. Communicate that any information shared with you will be provided to the Title IX Coordinator, the ISU police, and/or the Dean of Students Office.
- Confirm that the student feels safe. Encourage the student to contact ISU Police to develop a safety plan or gather information on available reporting options.
- Share that a report to the Dean of Students Office can help connect the student to other campus resources such as emergency notifications to instructors, and referral to medical care or personal counseling.
- The Dean of Students Office, the Police, the Office of Equal Opportunity, and ACCESS can all explain the University's policies and procedures for pursuing a complaint under Title IX.

Who needs to report?

- All ISU employees who do not have statutorily-protected confidentiality (i.e., health services, counseling, or sexual assault advocates) must report allegations of sexual harassment and sexual misconduct. Under Title IX, the University has a duty to respond to all allegations of sexual harassment when any employee is notified of potential misconduct, particularly when the employee is an individual who a student could reasonably believe has authority or responsibility to take action. If you have questions about whether to report, please contact the Title IX Coordinator in the Office of Equal Opportunity.

Why am I required to report?

- Ensure the individual has access to all available resources.
- Address any immediate, individual safety concerns and keep the ISU campus safe.
- Help identify individuals displaying patterns of behavior and address any trends or systemic problems.

Retaliation

- The University prohibits retaliation against an individual for making a complaint of sexual misconduct. Individuals have a right to report or explore their options under University policy free from retaliation. Acts of retaliation may be subjected to separate disciplinary action.