

## STUDENT ASSISTANCE

Unexpected life events, personal crises, or other difficulties can interfere with college success. When students are unsure where to go for help or when the unexpected occurs in life, the staff in Student Assistance is available to provide students support and information about university resources. It can be 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’ experiences and guide them to the appropriate campus or community resources.

## CONSULTING WITH STUDENT ASSISTANCE

Consultation with a staff member in Student Assistance does not require the student’s permission or participation. 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. You are encouraged to consult or refer the student to Student Assistance. We can work collaboratively to determine the best alternative for engaging the student and the appropriate intervention.

## REFERRING A STUDENT TO STUDENT ASSISTANCE

### When to make a referral:

- + If you are concerned about the welfare of a student
- + When your efforts to manage a concern have not resolved the problem
- + If a student asks for help in dealing with a personal issue that is 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

### Student Assistance referrals can be made by:

- + Sending an email to [studentassistance@iastate.edu](mailto:studentassistance@iastate.edu)
- + Submitting an online referral form: [www.studentassistance.dso.iastate.edu/referassistance](http://www.studentassistance.dso.iastate.edu/referassistance) (can be made anonymously)
- + Calling Student Assistance staff at 515-294-1020

### Information needed for an effective referral:

- + Your name and relationship to the student of concern
- + A phone number where 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 days, 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

## AFTER A REFERRAL: WHAT COMES NEXT

- + If additional concerns arise, update Student Assistance
- + Continue to communicate and support the student
- + Remember that any academic exceptions or resolutions are at the discretion of faculty, college, etc.
- + Student Assistance will acknowledge the referral and coordinate the next steps

### If you are concerned for your safety or that of others, call 911 immediately.

If a 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.

### If the student is causing a disruption but does not pose an immediate threat

- + Use a calm, non-confrontational approach to defuse/de-escalate the situation
- + Set limits by explaining how the behavior is inappropriate
- + If the problem continues, ask the disruptive student to leave
- + If they refuse, call the Iowa State University Police

## 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.

## 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
- + The Emergency Notification is an email sent to the student’s faculty members and academic adviser with information that the student has experienced an emergency which prevents them from contacting their faculty directly and may prevent them from fulfilling their academic responsibilities
- + Faculty have the authority to make decisions about students’ absences and how it may affect the student’s grades

For more information about the Emergency Notification process, visit the Student Assistance website.

ACADEMIC | PERSONAL | COMMUNITY

## RESPONSIBLE EMPLOYEE INFORMATION

### WHO

- + All instructors, including full-time professors, adjuncts, lecturers, adjunct instructors, and any others who offer classroom instruction or office hours to students
- + All advisers; All residential hall staff; All student affairs administrators;
- + All coaches, trainers, and other athletic staff that interact directly with students;
- + All supervisors and university officials; and
- + All employees who work in offices that interface with students

### WHAT

#### What needs to be reported:

- + Sexual harassment, sexual assault, stalking, dating violence, domestic violence, discrimination/harassment on the basis of protected class

#### Information to report:

- |  |                   |                          |
|--|-------------------|--------------------------|
| + Name of the individuals affected and reported perpetrators | + Known witnesses | + Location               |
|  | + Date and time   | + Other relevant details |

### WHEN

- + Responsible Employees need to report the above information immediately to the Office of Equal Opportunity: 3410 Beardshear Hall | 515-294-7612| [eooffice@iastate.edu](mailto:eooffice@iastate.edu)
- + A comprehensive list of resources can be found in the Title IX Resource Guide or by visiting [sexualmisconduct.dso.iastate.edu](http://sexualmisconduct.dso.iastate.edu)

### WHY

#### Reporting is important for many reasons including:

- |   |  |
|---|--|
| + To ensure that impacted parties are informed of available support, resources, and available complaint processes | + Failure/delay could cause harm to those involved |
|   | + Required by federal law and university policy    |
|   | + To allow the university to respond appropriately |

### DO

#### Share options for resources and support such as:

- + Confidential resources include ACCESS, ISU Student Counseling Services, Thielen Student Health Center, and Student Legal Services
- + Margaret Sloss Center for Women and Gender Equity

### DO NOT

- |   |  |
|---|--|
| + Investigate the conduct   | + Promise individuals confidentiality or anonymity                   |
| + Discuss or share any information related to the incident with anyone other than those directly involved in handling the university’s response | + Prejudge involved parties  |
|   | + Wait to report until conduct escalates                             |
| + Take punitive action  | + Withhold relevant information from the Office of Equal Opportunity |

## CLASSROOM DISRUPTION POLICY

- + 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
- + The instructor may find it useful to include general guidelines about disruptive behavior on the course syllabus; and in the event of a classroom disruption, the instructor may, if they find it necessary, explain to the student and the class why the particular action is deemed disruptive. The instructor should also take into consideration complaints of disruptive behavior brought to their attention by students
- + The responsible student should cease the disruption and utilize non-disruptive means for expressing disagreement or concern. If the disruption continues, the instructor can pursue various forms of intervention, including suspension from class, use of Student Disciplinary Regulations, or police intervention, as discussed below
- + Although most situations are best resolved without resorting to requests for police intervention, the Department of Public Safety should be called when the disruptivebehavior 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
- + For additional information consult the Classroom Disruption Policy (p.164) in the Faculty Handbook
- + An additional resource, “Effectively Managing Disruptive Classroom Behavior Toolkit” is available through CELT

## ACADEMIC GRIEVANCES

Students who believe a faculty member (in their academic capacity) has behaved unfairly or unprofessionally may have their grievances reviewed through the procedure described below. A student may not initiate an appeal more than one year following completion of the course, and may not initiate the appeal of a course grade beyond midterm of the semester following completion of the course.

- + Prior to initiating a formal appeal, a student may wish to discuss the situation informally with a representative from Student Assistance in the Dean of Students Office, who can offer advice as to the most effective way to approach the situation
- + It is best to first attempt to resolve the matter by discussing the issue/concern with the instructor involved. If a resolution between the instructor and student cannot be reached, or if the grievance involves sexual or racial harassment and the student prefers not to deal directly with the instructor, the student should discuss the grievance with the instructor's department chair and submit it in writing to them
- + The department chair will investigate the grievance, including discussing it with the instructor involved and/or referring it to a departmental grievance committee. The department chair should respond in writing within five class days of receipt of the written notice of the grievance
- + Additional information can be found on the university catalog