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.

**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 addressed 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 Thielen Student Health Center can assist with medication management.
- Expressions of care and support are key factors in helping students and are important first steps.

**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.

**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.

**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 response is in place.

**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 515-294-5036.

**IMPORTANT OFFICES AND PHONE NUMBERS**

- **Academic Success Center**
  - 515-294-6624
  - success@iastate.edu

- **Accounts Receivable**
  - 515-294-7388
  - ubill@iastate.edu

- **Office of Equal Opportunity**
  - 515-294-7612
  - eoooffice@iastate.edu

- **International Students and Scholars Office**
  - 515-294-1840
  - registrar@iastate.edu

- **Office of the Registrar**
  - 515-294-1940
  - registrar@iastate.edu

- **Student Assistance**
  - 515-294-1020
  - studentassistance@iastate.edu

- **Student Conduct**
  - 515-294-1020
  - knowthecode@iastate.edu

- **Student Counseling Services**
  - 515-294-5036
  - isucounseling@iastate.edu

- **Student Financial Aid**
  - 515-294-5056
  - knowthecode@iastate.edu

- **Student Health**
  - 515-294-5081
  - cyclonehealth@iastate.edu

- **Student Conduct**
  - 515-294-1020
  - knowthecode@iastate.edu

- **Student Conduct**
  - 515-294-1020
  - knowthecode@iastate.edu

- **Student Health**
  - 515-294-5081
  - cyclonehealth@iastate.edu

**TAKING CARE OF YOURSELF**

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

- 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.