

# 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
- + Is experiencing a medical emergency
- + 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/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