

Student Services

Dean of Students Office

www.dso.iastate.edu/

Dean of Students: Pamela Anthony, Ph.D.

The Dean of Students Office at Iowa State University supports student-centered learning through personal, community and academic development culminating in a transformative learning experience. The sixteen units that comprise the Dean of Students Office work collaboratively to accomplish this mission by:

- Promoting a campus environment which cultivates a sense of belonging.
- Respecting and incorporating human difference among our students.
- Challenging students to enhance decision-making skills, be independent learners and take responsibility for choices and actions.
- Facilitating students and families in crisis by providing on- and off-campus resources as situations arise.
- Empowering students as leaders to become civically engaged in global community issues.
- Creating opportunities for students to be academically successful through out-of-class experiences and student outreach.
- Collaborating strategically with the campus community and beyond, so that students benefit from a seamless experience.
- Advocating for all students.

The following are units within the Dean of Students Office. For more information see the individual web sites.

Academic Success Center

www.dso.iastate.edu/asc

Associate Dean of Students and Director: TBD

Assistant Director: Susan Rhoades, Ph.D.

1060 Hixson-Lied Student Success Center

(515) 294-6624; TTY (515) 294-6635

The Academic Success Center (ASC) encompasses several academic assistance programs. The services available at the ASC include the following: resources for students with disabilities (see Disability Resources); course-specific Tutoring Services and Supplemental Instruction; general assistance through the Learning Lab; individual consultation for those with needs related to study skills/time management; and a one-credit study skills class (Psychology 131). All programs are focused on helping students learn how to learn and achieve their academic goals.

Tutoring Services' mission is to enhance academic growth and success. Tutoring is the process by which students can get more individualized instruction for undergraduate courses offered at ISU. Staff members recruit and screen tutors, schedule convenient times to meet, collect fees, and pay tutors.

Supplemental Instruction (SI) is a free academic assistance program for difficult selected 100 and 200 level courses. Peer SI leaders who have demonstrated competence in the course attend classes and conduct biweekly sessions to help students learn and study the course material. A complete schedule can be viewed online.

The Learning Lab is a "learning how to learn" center. A service to students, the Learning Lab helps them with tips on how to succeed in the classroom. The Learning Lab is staffed by academic consultants who work with students to pinpoint areas in their study strategies that might need improvement.

Psychology 131, a one-credit study skills course, addresses academic success strategies as well as a variety of reading and study strategies and tactics from time management to test taking. It is offered each semester. Class size is limited to allow for group interaction as well as individual attention.

Greek Affairs

www.greek.iastate.edu

Assistant Dean of Students and Director: TBD

Assistant Director: Katy Cran, M.Ed

B0355 Memorial Union

(515) 294-1023

Greek Affairs provides advising, consultation, and educational services to the fraternities and sororities at ISU. Professional staff and graduate assistants work with student leaders, members, and chapter advisers to provide support to the chapters and to advise Collegiate Panhellenic Council, Interfraternity Council,

National Pan-Hellenic Council, Multicultural Greek Council, Greek Week, Fall/Spring Blood Drives, Order of Omega, Junior Greek Council, and other student organizations and activities affiliated with the Greek Community.

Fraternities and sororities have been active at ISU since 1875. The over 50 fraternities and sororities at ISU have more than 2,000 student members and represent about 11 percent of the undergraduate student population. The Greek Affairs staff and local alumni work with each fraternity and sorority to ensure that the chapter is meeting the educational objectives of the university, their national affiliations and the developmental needs of the students.

Hixson Opportunity Awards

www.dso.iastate.edu/hixson

Director: Debra Sanborn, M.A.

1080 Hixson-Lied Student Success Center

(515) 294-6479

The activities and programs offered to Hixson Scholars are designed to promote the retention and success of these students. These programs and resources aim to develop a community of students and friends within the larger Iowa State community. Programs include the Hixson Seminar (University Studies 111), Hixson News (a monthly newsletter), monthly activities, community service, Hixson Mentors, and the Hixson Leadership Seminars (University Studies 311 & 312).

Judicial Affairs

www.dso.iastate.edu/ja

Assistant Dean of Students and Director: Michelle Boettcher, M.Ed

Assistant Director: Sara Kellogg, M.S.

Assistant Dean of Students and Director: Assistant Director: Sara Kellogg, M.S.

1010 Student Services Building

(515) 294-1021

The Office of Judicial Affairs is responsible for the university's Centralized Judicial System. Representatives from the Office of Judicial Affairs interpret university policies and conduct student disciplinary hearings for academic and nonacademic violations of the Iowa State University Student Disciplinary Regulations (<http://policy.iastate.edu/policy/SDR>). As members of the ISU community, all students have certain rights and responsibilities. When an alleged violation of the Student Disciplinary Regulations occurs, a representative from the Office of Judicial Affairs investigates the complaint, interprets general university regulations and guidelines, conducts student discipline hearings which ensure the standards of due process, and consults with faculty, staff, and students regarding student conduct issues.

Student discipline hearings are conducted in accordance with the rules and regulations as set forth in university policies and procedures. Disciplinary hearings are administered by a member of the Judicial Affairs staff, the All Greek Judicial board, or by members of the All-University Judiciary (AUJ) committee. The Office of Judicial Affairs serves as a resource for anyone with questions regarding a student conduct issue.

Lesbian, Gay, Bisexual, and Transgender Student Services

www.dso.iastate.edu/lgbtss

Coordinator: Brad Freihoefer, B.S.

1034 Student Services Building

(515) 294-5433

lgbtss@iastate.edu

Lesbian, Gay, Bisexual, & Transgender Student Services (LGBTSS) is a resource center for all members of the university community to learn more about aspects of sexual identity and gender identity/expression. LGBTSS is committed to providing information and education that enhances the educational experience and overall quality of student life on the ISU campus. LGBTSS strives to increase the awareness of Lesbian, Gay, Bisexual, Transgender, Queer, and Ally (LGBTQA) issues on campus by providing a safe space, as well as informational and educational programming, resources, and support services. Our vision is to promote a welcoming and inclusive campus climate for LGBTQA persons and their allies and to eliminate homophobia, heterosexism, and sexism at Iowa State University.

LGBTSS services and programs include:

- Speaker's Bureau – Panel discussion presentations where LGBTQA people and allies share their own experiences and present on a vast array of LGBTQA issues.

- Safe Zone Program – Initiative to increase the visibility of allies on our campus. Displaying a safe zone symbol sends an important message of a willingness and commitment to provide an atmosphere of acceptance, understanding, and support to the LGBTQA community at ISU.
- Library – Information center with over 1,000 resources (non-fiction & fiction books, magazines, videos, and magazines) available for confidential checkout.
- Support Groups – Ongoing, confidential, peer-facilitated groups designed to provide a safe, supportive place for talking about important issues.
- Referrals – Contact information available for various campus and community resources for personal, legal, health services.
- Celebration Events – Programs where we recognize the accomplishments of LGBTQA campus members. The Small Victories Celebration takes place early in the spring semester and Lavender Graduation is in May.

Margaret Sloss Women's Center

www.dso.iastate.edu/mswc
 Interim Director: Chris Fowler, M.S.
 Interim Assistant Director: Som Mongtin, M.Ed.
 Sloss House
 (515) 294-4154

The Margaret Sloss Women's Center promotes the educational, personal, and career development of all women in the ISU/Ames community. Along with other departments, the Women's Center shares the university's responsibility of creating a safe and supportive environment for all individuals. The purpose of the Women's Center is to promote and sustain women through assistance, programs, and information and referral services.

The Women's Center provides:

- Assistance and support for women who work toward making change, on both personal and institutional levels.
- A safe space for women to meet, study, eat, network, discuss, find support, watch a video or just relax.
- A clearinghouse of information including a lending library, resource files, a calendar of events, and a variety of videos and audio tapes.
- Educational programming that focuses on helping students, staff, and faculty thrive in an academic environment by motivating them toward a greater understanding of, and involvement with, gender issues. Educational programs presented in residence halls, departments and organizations include workshops on a variety of topics.
- Coordination and co-sponsorship of special events including Women's Week, National Coming Out Days, Sexual Assault Awareness Month, and Women's History Month. Throughout the year, the Women's Center also sponsors a number of speakers on current issues, hosts conferences, and coordinates support and discussion groups.
- A place to gain experience and/or credit as a journalism or design intern, practicum student, student programmer, board member, or volunteer.

Other services include an electronic breast pump, lockers to rent, free condoms, meeting space for campus and community organizations, kitchen facilities, a TV and VCR.

Multicultural Student Affairs (MSA)

www.dso.iastate.edu/msa
 Assistant Dean of Students and Director: TBD
 2080 Student Services Building
 (515) 294-6338

The Multicultural Student Affairs office works to improve the retention of multicultural students with an emphasis on academic success and student leadership development that ultimately leads to graduation from the university. MSA partners with Iowa State University departments and related organizations in an effort to promote continuous improvements that respond to the needs of multicultural students.

Through its learning communities, academic enrichment programs, leadership opportunities, courses, workshops and community activities, MSA connects multicultural students to university and community resources that can assist in their persistence and graduation at Iowa State University. MSA provides specific programs and services that impact the retention of multicultural students and supports multicultural students as they acclimate to the university.

Working with university departments and related organizations, MSA achieves its goals through the following programs:

Academic success for first year multicultural students through early outreach programs

- Academic Program for Excellence (APEX) - an intensive eight week academic excellence summer program for entering first year multicultural students that prepares them for the collegiate environment
- Multicultural Visits- meetings and presentations scheduled with prospective students/families at high schools and community colleges

Retention of multicultural students through academic intervention and social support programs

- Academic support –access to free tutoring, study areas and computer labs
- George Washington Carver (GWC) Scholarship – a four year tuition scholarship awarded to incoming multicultural freshmen directly out of high school. Program also provides academic support, leadership development, cultural activities as well as professional development opportunities.
- Multicultural Vision Program (MVP) Scholar-ship- a four year tuition scholarship awarded to incoming multicultural freshmen directly out of high school. Program also provides academic support, leadership development, cultural activities as well as professional development opportunities.
- MLK Emergency Loan Program - an interest-free 30-day loan that addresses extenuating financial situations that may affect a student's educational goals.

Development of leadership skills for multicultural students through structured programs

- Black Cultural Center and Multicultural Center – these facilities provide meeting locations for multicultural student organizations, community groups, ISU faculty/staff and targeted multicultural student programming
- Iowa State Conference on Race and Ethnicity (ISCORE) project- provides participants with a better understanding of race and ethnicity in higher education as well as skill development in conducting research and presentations
- Multicultural Student Programming Advisory Council (MSPAC)- serves as a funding source for registered student organizations implementing programs and events that promote cross cultural collaboration at ISU

Success of multicultural students through programs incorporating social transition and academic achievement factors

- Multicultural Family Reception- welcome event for multicultural families and their students to ISU; introduces them to key ISU staff, faculty, and administrators
- Welcome and Transition- welcome event for multicultural students; includes a keynote speaker and sessions focusing on academic success and leadership
- Multicultural Tailgate and Football Game- athletic event that promotes a student's Cyclone identity by engaging them in the university community
- Spring Speaker Series- events for multicultural students that provides motivational speakers, workshops, and sessions focusing on academic success and leadership
- MSA Recognition Programs- events recognize multicultural students for their academic achievement, campus leadership and graduation from ISU

National Student Exchange (NSE)

www.dso.iastate.edu/nse
 Director: Debra Sanborn, M.A.
 1080 Hixson-Lied Student Success Center
 (515) 294-6479

Since 1968, National Student Exchange has offered students a domestic alternative to study abroad. What began with three campuses exchanging seven students is now 190 universities placing 4000 students a year. Iowa State University is pleased to offer exchanges in this program.

Since its founding, more than 80,000 students have participated in NSE. The National Student Exchange was founded as a counterpart to study abroad programs, recognizing that not every student is seeking a study opportunity outside the United States. NSE offers low-cost options for ISU students to study out-of-state, at culturally diverse campuses, with program compatibility to our campus.

Features of the National Student Exchange include:

- Access to additional courses and programs
- Exchange among university honors programs
- Multicultural opportunities
- Resident assistant exchange options

- Credits applied toward degree
- Tuition reciprocity across the United States

Exchange features and requirements:

- NSE campuses in 48 states, three U.S. territories, and six Canadian provinces
- Duration of exchange can range from one semester to one calendar year
- Exchanges can occur in different academic and calendar years
- Students must be full-time during application and exchange
- GPA of 2.5 on a 4.00 scale required

Parents' Association (ISUPA)

www.dso.iastate.edu/pa

Advisor: Keith Robinder, Ph.D.

1010 Student Services Building

(515) 294-6054

The Iowa State University Parents' Association (ISUPA) serves all Cyclone families by promoting parent programs and communicating university resources to enhance students' experiences and success at Iowa State. Informational resources and services sponsored by ISUPA are open to all parents and families of students enrolled at Iowa State. ISUPA is an auxiliary organization of the university, affiliated with the Dean of Students Office. ISUPA is governed by a volunteer Board of Directors comprised of parents of current Iowa State students.

ISUPA is funded by contributions and fundraisers, such as the annual discounted Football Ticket program for Cyclone Family Weekend. The ISUPA Board of Directors, along with members of the Dean of Students Office staff, sponsors several programs to help parents and families stay informed

- Parents' Advisory Line (PAL): Call 1-800-772-8546 or e-mail parents@iastate.edu for advice on how to help your student succeed or for assistance navigating university resources.
- Info for Parents and Families (<http://www.parents.iastate.edu>) : This website for parents and families provides a clearing house of resources and information, as well as links to various services for Cyclone families.
- *Family Handbook*: Distributed to all new students during summer orientation, the *Family Handbook* provides information on academic and student life.
- *Relatively Speaking*: this e-newsletter for families of ISU students keeps parents and families informed of timely topics and campus resources.
- ISUPA on Facebook: Share pictures and advice with other members of the Cyclone Family.

Through its fundraising efforts, the ISU Parents' Association is proud to sponsor several programs.

- Scholarships: ISUPA provides funding for several scholarships to help students and families finance the cost of higher education.
- Cyclone Family Weekend: ISUPA is a premier sponsor of the university's annual event for parents and families
- Involvement in ISU Orientation programs for students and families
- Provide additional funding for professional security services at VEISHEA, ISU's spring celebration

Parents interested in volunteering on the ISUPA Board of Directors can find the application form at the ISUPA web site.

Recreation Services

www.recservices.iastate.edu

Director: Mike Giles, M.S.

Associate Director: Scott White, M.S.

Associate Director: Garry Greenlee, M.S.

2220 State Gymnasium

(515) 294-4980

Recreation Services strives to provide a holistic and diverse approach to health and wellness that encompasses physical, spiritual, intellectual, environmental, social, and emotional wellness. The department offers high-quality recreational facilities and a wide variety of programs and services to promote a healthy mind and body and enhance the overall quality of the educational experience at Iowa State University.

Recreation Services offers five indoor facilities: Lied Recreation Athletic Center, Beyer Hall, State Gym, Forker Building and the Ames/ISU Ice Arena. The Lied Recreation Athletic Center houses two premier running tracks, multiple basketball, volleyball and racquetball courts, top-of-the-line exercise and weight training equipment, and a climbing wall. Beyer Hall has basketball, volleyball, racquetball and squash courts, and features an indoor pool used for recreational swimming, competitive events and special activities, including scuba diving and kayaking.

The State Gym renovation and expansion project, scheduled for completion fall 2011, provides approximately 100,000 square feet of new recreational space on the west side of campus. The addition offers three full size basketball/volleyball courts, a running track, an indoor pool, and weight and cardio equipment. Outdoor space of over 100 acres includes an 18-hole disc golf course, tennis and sand volleyball courts, an inline hockey rink, softball, flag football, and soccer fields to provide the perfect environment for friendly competition.

Participate in one of the largest intramural sports programs in the nation. With more than 40 different programs designed for individual, dual, team and co-ed competition, the Intramural program has something for everyone! Some of our unique and popular programs include broomball, curling, flag football, dodge ball, euchre, volleyball and badminton. Participate for the opportunity to win one of the most coveted items on campus - an Intramural Champion T-shirt!

If you are looking for a higher level of competition, there are over 50 Sport Clubs designed to meet individual interests in a variety of sports such as rugby, soccer, water-ski, lacrosse, ultimate Frisbee, ice hockey, ski and snowboard, martial arts, kayaking, crew, mountaineering, weight lifting, and boxing. The clubs participate in regional and national tournaments, and many have coaches who supervise organized practices.

Striving to improve health and fitness, our fitness program offers activities rich in variety and intensity levels. Certified instructors teach innovative, fun and safe fitness classes, including cardio workouts, kickboxing, cycling, sculpting, Pilates and yoga classes, along with deep and shallow aqua fitness workouts. Personal training sessions can be purchased to provide one-on-one training to enhance individual wellness. To stay interested and involved in a regular exercise, sign up for the Rec Miler program. The program allows you to earn "rec miles" for exercise and healthy habits and earn a variety of progress awards along the way!

Travel, attend a workshop, rent equipment, or climb the wall! Choose your landscape as you participate in one-day, weekend or extended trips throughout Iowa and the nation. Trips cover a broad range of activities and locations such as canoeing in Iowa, sea kayaking in Alaska, snowboarding and skiing in Colorado, mountain biking, whitewater rafting, hiking and climbing in Utah and surfing in California. Instructional workshops are also offered on various outdoor recreational skills. Rent equipment for camping, canoeing, skiing, backpacking, mountain biking, kayaking and many other activities. Also available to students is a 1,400 square foot climbing and bouldering wall at the Lied Recreation Athletic Center.

Part-time jobs in Recreation Services offer students flexible hours, valuable skills and work experience and competitive hourly wages. Over five hundred students are employed as building supervisors, lifeguards, office assistants, trip leaders, climbing wall supervisors, fitness instructors, personal trainers and intramural officials. Sixty percent of Recreation Services student fees are returned to students each year in the form of wages. Undergraduate and graduate students desiring to work in this healthy and enjoyable environment should visit our website for more information and application forms.

Student Assistance and Outreach

www.dso.iastate.edu/sa

Assistant Dean of Students and Director: Keith Robinder, Ph.D.

Assistant Director: Kipp Van Dyke, M.S.

1010 Student Services Building

(515) 294-1020

Student Assistance and Outreach staff members provide guidance for students who are dealing with issues that affect their personal, academic, and family lives. They help students understand university policies and navigate processes and procedures on campus in order to enhance their academic experience at ISU.

Consultation and assistance is provided with concern for each student's personal well being and educational objectives. Student Assistance and Outreach staff members coordinate the notification of faculty members for students who miss classes due to emergencies. They also advise students who wish to file formal academic grievances. Student Assistance and Outreach staff members work closely with ISU faculty and staff to identify the best possible options for ISU students who are seeking to help themselves. Personalized referrals to other University resources and services are used to provide proactive and comprehensive assistance to students.

Student Disability Resources (SDR)

www.dso.iastate.edu/dr

Director: Steve Moats, M.A.

Assistant Director: John Hirshman, M.A., Ed.S.

1076 Student Services Building

(515) 294-7220; TTY (515) 294-6635

Staff members in the Student Disability Resources office coordinate support services that students may need in order to reach their fullest academic potential. SDR staff members coordinate accommodations and serve as a resource within the university community concerning students who have qualifying disabilities. SDR provides assistance, information, support, counseling, education, referral, and promotes disability awareness in students, faculty, staff, the Ames community, and the state of Iowa.

Student Legal Services

www.dso.iastate.edu/sls

Student Legal Adviser: Paul Johnson, J.D.,
Student Legal Adviser: Michael Levine, J.D.
B0367 Memorial Union
(515) 294-0978

Funded entirely by the Government of the Student Body, Student Legal Services (SLS) is a legal aid office for students currently enrolled at Iowa State University and registered Iowa State University student groups. It is staffed by two attorneys who advise and often represent students in a variety of cases and are available for consultation with respect to most legal concerns.

The types of cases most often handled include:

- Family Law and Divorce
- Criminal Law
- Landlord - Tenant Problems
- Off-campus Employment Problems
- Consumer Issues
- Administrative Issues
- Notary Services

The services of SLS are available to students and registered Iowa State University student groups free of charge. Students must pay their own court costs and any out of pocket expenses.

SLS cannot represent students in fee generating cases, controversies involving student vs. student or student vs. ISU, ISU student judicial matters and generally does not handle felony defense or cases involving excessive time. However, consultation with an attorney regarding these matters is available.

Student Support Services Program

www.dso.iastate.edu/sssp

Director: Japannah Kellogg, M.S.
2010 Student Services Building
(515) 294-0210

Student Support Services Program (SSSP), a federally funded program, provides academic support to eligible students and is designed to increase the retention and graduation rates of low-income individuals who are first-generation college students or individuals with disabilities. The needs of the students who are accepted into SSSP are thoroughly assessed through testing and counseling. SSSP participants receive personal and career counseling, along with academic advice, tutoring, and assistance in receiving financial aid.

Participants in SSSP are encouraged to work with an SSSP student mentor to become acclimated to the ISU environment. These relationships also encourage participants to fully access ISU resources. Study skills improvement sessions and basic skills instruction are provided in the areas of math and writing. In addition, cultural enrichment (i.e. theatre, dance, and musical events) and educational activities (leadership conferences, graduate/professional, etc.) are planned. These services are provided free of charge to eligible students after they are accepted into the program.

Vocational Rehabilitation

www.dso.iastate.edu/vr

Counselor: Lynette Plander
1045 Student Services Building
(515) 294-5059

The State of Iowa Division of Vocational Rehabilitation Services Office provides services to students who based on medical documentation, have a disability and it is a substantial impediment to employment. Rehabilitation services may include the following: medical assessment; vocational evaluation; counseling and guidance; special adaptive equipment or devices; financial assistance toward training; and job placement assistance. No direct fees are charged, but there may be some costs through involvement with services.

Writing & Media Center

www.dso.iastate.edu/wmc
Director: Rachel Azima, Ph.D.
300 Carver Hall
(515) 294-5411

The Writing & Media Center helps students become stronger, more confident writers and communicators. The WMC offers tailored, one-on-one conferences for undergraduate students working on any form of written, oral, visual, or electronic communication. Students are welcome to bring work from any discipline at any stage of the process, from brainstorming to polishing a final draft. The WMC does not "fix" or proofread papers; rather, trained undergraduate peer tutors help students learn how to proofread, evaluate, and improve the effectiveness of their own work, whether it is a website, oral presentation, essay, or lab report.

Students can walk in to the WMC or sign up for 30- or 50-minute appointments in person, via phone, or online via the WMC's website. WMC services are free.

Thielen Student Health Center

Director: Michelle Hendricks

The mission of the Thielen Student Health Center is to promote the health of the university community by providing high quality, accessible, affordable and accountable health care that encompasses prevention, wellness and education. Thielen Student Health Center supports the academic success of Iowa State University students while building healthy habits for a lifetime.

The health center is located on the corner of Sheldon Avenue and Union Drive, just west of Beyer Hall. Clinical Services include illness and injury care, women's health, physical exams, allergy and travel care, immunizations, mental health care, laboratory and x-ray services, physical therapy, immunizations, pharmacy, and health care referrals. Prevention Services provides campus leadership to help reduce the negative impacts of high risk alcohol use, sexual misconduct and other health issues of importance to the college population.

All students enrolled in five or more credit hours pay the mandatory health fee each semester. The health center receives no funding from the state of Iowa and relies on the health fee for approximately 50% of its operating budget. Please note that the health fee is not health insurance. All students are encouraged to maintain adequate health insurance coverage while enrolled at Iowa State University. The health center will bill your health insurance for charges that apply from your visit if you have provided us with that information. Those taking 4 or fewer credits may still access services by paying the health fee. Spouses/domestic partners of students who opt to pay the health fee also have access to services. International students are required to pay the health fee.

Clinic hours:

Monday, 8 a.m.-6 p.m.; Tuesday, Thursday and Friday, 8 a.m.-5 p.m.;
Wednesday, 9 a.m.-5 p.m.; Saturday, 9 a.m.-12 noon.

Hours vary during breaks and summer session. The Thielen Student Health Center is closed during all University Holidays. Patients are seen by appointment. Please call 515-294-5801. Each patient has the option of seeing the provider he/she requests.

Providers: Robin Engstrom, M.D.; Rebecca Fritzsche, M.D.; Malhar Gore, M.D.; Scott Meyer, M.D.; Pauline Miller, M.D.; Robert Nathanson, D.O.; Carver Nebbe, M.D.; Maria Pringle, ARNP; Mary S. Raman, ARNP; Cosette Scallon, M.D.; Marc Shulman, M.D.; Lee Wilkins, M.D.

After hour service is available for urgent or emergency problems at McFarland Urgent Care Clinic or Mary Greeley Medical Center Emergency Room. The cost is the responsibility of the student and/or the student's insurance plan. The clinic's after hour phone message includes the option of connecting to a nurse help line called First Nurse. First Nurse provides assistance with urgent health questions, including whether or not it is advisable to seek care through the emergency room.

Student Counseling Service

Assistant Vice President and Director of Counseling: Terry W. Mason, Ph.D.

The Student Counseling Service (SCS) assists students in enhancing their academic success and personal well-being with a staff of professional psychologists and counselors. Services are available to help students sort through their feelings, strengths, and options to develop new perspectives and coping skills.

Services include:

- One-on-one counseling for any issue of personal concern, such as depression, anxiety, stress management, relationship issues, identity issues, and other forms of personal challenge. Students may also receive therapeutic services to deal with more severe mental health issues.
- Couples counseling for ISU students and their partners during times of relationship difficulty.
- Eating disorders assessment and treatment for students concerned with eating or body image issues. Students receiving treatment for eating disorders might also work with physicians, nutritionists, and personal trainers as their needs require.
- Substance abuse assessments to help students determine the nature and extent of their alcohol or other drug use and the impact of this use on their well being. Counselors offer recommendations and referrals for any concerns identified through the assessment.
- Career counseling to assist students having difficulty choosing a major or making decisions about their future after college.
- Group counseling is offered to facilitate personal growth and social skills learning. A list of the current semester's groups is available on the SCS web site.
- A variety of outreach programs are also available.

Counseling services are offered at no cost to ISU students. However, a nominal fee for testing may be required. Nominal fees are also charged for uncanceled missed appointments. Counseling is strictly confidential. SCS staff will not release any information to anyone outside of the Student Counseling Service without the written permission of the client unless an imminent harm condition exists.

In addition to providing counseling and outreach services to students, SCS provides training and consultation to faculty and staff to assist them in addressing the psychological needs of students.

SCS hours are Monday through Friday 8 a.m. - 5 p.m. The Student Counseling Service phone number is 515-294-5056.

The University Library

<http://www.lib.iastate.edu/info/6000>

Dean of the Library: Olivia M. A. Madison, M.L.A.

General Information—(515)-294-3642

Library Hours—(515)-294-4849

The University Library provides extensive research collections, services and information literacy instruction/information for all students. Facilities consist of the main Parks Library, the e-Library, the Veterinary Medical Library, two subject-oriented reading rooms (design and mathematics), and a remote library storage building.

The library's extensive collections include electronic and print resources that support research and study for all undergraduate and graduate programs. Nationally recognized collections support the basic and applied fields of biological and physical sciences. Library holdings include more than 2,937,529 volumes and approximately 100,528 current serial titles.

The Parks Library includes four public service desks: the Help and Information Desk (H&I), the Circulation Desk, the Media Center (including Maps, Media, Microforms, and Course Reserve collections), and Special Collections. The library's instruction program includes a required undergraduate information literacy course as well as a wide variety of subject-based seminars on effective use of library resources for undergraduate and graduate students.

The e-Library, accessed through the Internet, provides access to local and Web-based resources including electronic journals and books, local collections, online indexes, electronic course reserves and guides, and a broad range of subject research guides. Assistance in using this vast body of electronic resources is available at the H&I Desk in the Learning Connections Center, on the e-Library through the Ask Us! link, and through individually arranged appointments with subject librarians.

The Parks Library has a limited number of semiprivate study rooms available for faculty, graduate students, and professional and scientific staff. They are intended for research and other scholarly activities that require extensive use of library material. Normally, assignments are made for one year at a time.

Student Answer Center

<http://www.registrar.iastate.edu/AnswerCenter/>

Students who have questions but are not sure where to find an answer may contact the Student Answer Center located on the ground floor of Beardshear

Hall. A staff member will answer campus-related questions on the spot or provide referrals to other university departments as needed. Information may include registration instruction, financial aid status, or classroom directions. Students can pick up forms, information brochures, campus maps, or use one of the computers to log on to AccessPlus or e-mail. Questions can be answered by email at answercenter@iastate.edu or by phone 515-294-4469.

Career Services Offices

Agriculture and Life Sciences: 141 Curtiss Hall

Business: 1320 Gerdin Business Building

Design: 297 College of Design

Engineering: 308 Marston Hall

Graduate Business: 1360 Gerdin Business Building

Human Sciences: 131 MacKay Hall

Liberal Arts and Sciences: 202 Catt Hall

Veterinary Medicine: 2270A Veterinary Medicine Complex

Career Services is a coordinated network of career services offices offering a broad range of programs and services for undergraduate, professional, and graduate students, faculty, staff, alumni, and employers. These services include career exploration, career development, experiential learning, and professional career search assistance programs. The goal is to provide constituents with life-long skills to assist with career development and exploration.

Programs and services are offered including online registration, position listing and interview scheduling; résumé referral; coordination of co-op and internship programs; workshops and seminars on career exploration, résumé preparation, letter writing, job search techniques, interview skills, applying to graduate and professional schools, and adjusting to the first job.

Each year career services sponsors multiple career fairs, which bring to the ISU campus hundreds of employers. The career services offices also coordinate on-campus interview opportunities. Each college career services office serves as a point of entry for students, alumni, and employers to the entire ISU network of coordinated, decentralized career services.

In addition to the college-based career services offices, the Career Exploration Service provides a variety of services to students who are unsure about their major or future career path. Students can work one-on-one with a trained career counselor, use the many books and electronic resources in the Career Exploration Center, or enroll in LAS 104, Personal Career Choice. All services are free for students and confidential.

Additional information on career services is available at www.career.iastate.edu.

Child Care

Child Care Administration, a unit of Human Resource Services, supports Iowa State University families by linking them with programs and services that can help meet their child care needs. The university child care coordinator is available to assist families in accessing services available both on the campus and in the community.

Child care programs located on campus include:

- Center for Child Care Resources: Assistance in locating campus and community child care services, 100 University Village, Suite 1010, 515-294-8833 or 1-800-437-8599
- University Community Childcare, Family Resource Center, 100 University Village, 515-294-9838
- The Comfort Zone: Childcare for kids who don't feel so good, 100 University Village, 515-294-3333.
- Flex-Care: Part time care for children of ISU students, 100 University Village, 515-294-3388.
- University Child Care Center at Veterinary Medicine, 1700 Christensen Drive, 515-294-2273.
- ISU Child Development Laboratory School, Palmer HDFS Building, 515-294-3040.

For more information about child care options, contact the university child care coordinator at 515-294-8827.

International Students and Scholars

www.issso.iastate.edu

Director: James Dorsett

The International Students and Scholars Office (ISSO) provides a welcoming and supportive environment for international students and scholars, Iowa State University, and the Ames community. ISSO staff members orient and advise international students and scholars on university procedures, community resources, U.S. immigration regulations, and nonacademic personal concerns. ISSO intercultural programs, such as the Culture Corps, Friendships International, and activities developed with the International Student Council and dozens of international student organizations, bring international students and Americans together for mutual learning. We welcome volunteers to join these and other programs to help us maximize the international experience of students and scholars to the successful completion of their academic objectives and enhance their personal growth.

Veterans Center

Jathan A. Chicoine
Veterans Services Coordinator
3578 Memorial Union

Phone: 515-294-9801
Email: jathan@iastate.edu

The Iowa State University Veterans Center provides a comfortable space for veterans and military personnel to connect and find support for issues related to enrolling at Iowa State University, and also assists with finding resources to help these individuals with adjusting to life as a student. In addition, the center provides assistance to faculty or staff with questions about military protocol. For example, when a veteran deploys, the Veterans Center can provide resources to help explain the process so that faculty and staff can meet the unique needs of students who may have obligations of military service.

Students receiving military educational benefits must work with a Veterans Administration certifying official in the Office of the Registrar in order to be certified for educational benefits. The Veterans Center is not directly involved in the certification process, but works closely as a team with V.A. certifying officials in order to provide the best support possible to veterans and their families attending ISU.