

A GUIDE TO HELPING STUDENTS GET HELP

This guide can help faculty and staff determine where to refer students who are experiencing distressing and difficult situations. Faculty and staff may also utilize these services to learn of the best approaches to respond to their students' inquiries or needs.

GENERAL ADVOCACY AND ADVICE

- Feeling overwhelmed by a personal or family emergency, or legal issue
- Looking for a place to direct a question that doesn't have a clear answer
- Looking for a safe place to consult or an advocate for an issue
- Seeking a remedy to basic needs insecurity (housing, food, etc.)
- Seeking resources for undocumented students



Dean of Students Office

(309) 438-2008

387 Student Services Building

DeanofStudents@IllinoisState.edu

Did you know? The Dean on Duty in the Dean of Students Office is a campus resource when you or your students don't know who to ask.

ABSENCE AND LEAVE ISSUES

- Anticipating or returning from an extended absence
- Missing classes frequently or over consecutive dates
- Considering withdrawal from the current semester
- Considering a leave of absence for a future semester
- Requesting a courtesy (unexcused) absence notice be sent to instructors



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Did you know? A courtesy absence notice is not required by the University and does not excuse students. Faculty retain that authority in most cases. University policies override faculty decisions on student absences only for (1) bereavement due to the loss of a family member, (2) an isolation/quarantine period due to a communicable disease, (3) military duty/training obligations, (4) fulfillment of a religious obligation, and (5) participation in university sanctioned/directed activities (i.e. NCAA Athletics obligations).

MENTAL HEALTH CARE AND CONSULTATION

- Seeking or taking a student for emergency walk-in care
- Receiving triage for ongoing mental health services
- Seeking an individualized referral to off-campus mental health care



Student Counseling Services

(309) 438-3655

320 Student Services Building

Counseling@IllinoisState.edu

Did you know? An after-hours service is available by calling Student Counseling Services and pressing "2" at the prompt to speak with a counselor immediately.

MEDICAL CARE AND CONSULTATION

- Seeking general medical services
- Referral to an on-campus Psychiatrist
- Acquiring resources when concerned about substance use and compulsive behaviors
- Verifying positive COVID-19 results and issuing letters with required isolation dates



Student Health Services

(309) 438-8655

2nd Floor Student Services Building

Did you know? Student Health Services cannot excuse students from classes or work due to illness/injury (except when a student is required to isolate due to a communicable disease).

