

QUESTIONS AND ANSWERS

When does everything start?	1
Where am I going to live?	1
When do I pay my university bill?	1
How do I get around campus?	4
What if I need medical attention?	5
What will I need at Iowa State?	6
How can I get involved?	6
Talk like an Iowa Stater	7

WHEN DOES EVERYTHING START?

Being prepared is the first step in successfully making the transition to Iowa State. Continue reading to learn what's ahead, what the first days and weeks at Iowa State will be like, and what you need to do to prepare yourself for a successful college experience.

When does everything start?

The Department of Residence will notify you on AccessPlus about your assigned move-in day, which will be Tuesday, August 20 or Wednesday, August 21, before classes begin. Destination Iowa State begins Thursday evening, August 22, and runs through Saturday, August 24, 2019. Classes will begin on Monday, August 26, 2019.

WHERE AM I GOING TO LIVE?

Department of Residence options

Living on campus is definitely part of your adventure at Iowa State. And, trust us, the Department of Residence will provide you with much more than a place to sleep and study. We've built communities where lifelong friendships are made and invaluable academic support is available. We can't wait to welcome you in to our community of 11,000+ Cyclones!

Use AccessPlus to contract for housing and preferences as soon as you can. Beginning in June, your housing assignment, the name of your roommate(s), your mailing address and your move-in date will be available on AccessPlus. At that time, you can also select your meal plan in AccessPlus.

We have residence halls, suites and

apartments all on campus. Where you are eligible to live depends on your age. Most first-year students live in a residence hall or suite – it's an instant connection to Iowa State!

Questions? Visit housing.iastate.edu, call 515-294-2900, email housing@iastate.edu or stop by and see us in person at 2419 Friley Hall.

What happens on residence hall move-in day?

You will be assigned a move-in day. When you arrive, signs will direct you to your residence hall. Staff will help you park as close as possible. Student volunteers (Move-In Crew) will help carry items to your room. Once you've unloaded, you'll be directed to longer-term parking so others can park close to unload.

It sounds a little daunting now but the Department of Residence has a process in place to help make the day a smooth experience for everyone! More information specific to move-in will be sent to you from the Department of Residence.

Sorority and Fraternity community options

Of the sororities and fraternities on campus, 40 have chapter houses which provide housing for approximately 2,000 undergraduate students members. Many chapters do not have houses, but still provide the same scholastic, service, and social opportunities for their members. Sorority and fraternity houses are an excellent living option. These houses are similar to that of a private residence and include a living room, kitchen, den, laundry, and study area. The average cost of living in a sorority or fraternity house is very comparable to the residence halls with an average cost of \$3,525 per semester. This cost includes room, board and membership dues.

Students who join a fraternity with a house their freshman year may have the option to move directly into a fraternity house at the beginning of the academic year and typically continue to live there throughout their time

at Iowa State. Students must break their contract with the Department of Residence to not incur a penalty. First-year students who join a sorority with a house generally live in the residence halls their first year of membership and move into the sorority house during their sophomore or junior year. If you join a sorority or fraternity and would like to learn more about the live-in experience, please contact the Sorority and Fraternity Engagement Office at 515-294-1023 or visit sfe.dso.iastate.edu.

Off-campus options

Students are encouraged, but not required, to live on campus. Information about off-campus living options can be found in the Iowa State Daily, Ames Tribune Classifieds, amesrent.com, or cityofames.org/living/rent-smart-ames.

WHEN DO I PAY MY UNIVERSITY BILL?

When do I get a university bill (U-Bill) and when is it due?

Billing is done on a semester basis. Your U-Bill will be available on AccessPlus on August 1 for the fall semester and will be due by August 20. Your U-Bill for the spring semester will be available January 1 and due by January 20. If billing activity has occurred, an email will be sent to your ISU email address on the first of each month notifying you that your U-Bill is available. Electronic notification (email) is the official manner in which the university communicates this information. You must have a Net-ID (ISU email address) to receive your electronic notification.

You may create a third party access account for parents/guardians/third parties to view select confidential information, including but not limited to your U-Bill. You also have the option of having a copy of your bill mailed to a third party; authorize the release of this and supply an address in AccessPlus. An \$8 fee will be charged

CHECK IT!

Please check off each item during your orientation visit:

- ✓ Obtain your ISUCard.
- ✓ Sign up for your Net-ID (Iowa State email account), if not done prior to orientation.
- ✓ Meet with your academic adviser to discuss the requirements for your degree program.
- ✓ Select appropriate courses for the semester.
- ✓ Register for classes.
- ✓ Find answers to your questions about the university billing system, fee payment, and student financial aid.
- ✓ Learn about residence halls, fraternities, and sororities.
- ✓ Discover campus resources, such as tutoring and counseling, by attending orientation sessions.
- ✓ Register for Destination Iowa State.
- ✓ Get your questions answered.

to your account for the processing and mailing of one additional monthly billing statement per semester.

What are my payment options?

Account Balance: Submit payment for the balance in full by the first payment due date of each semester.

Deferred Billing Plan: This plan offers the option of making minimum payments for the first three months of each semester. Submit at least the minimum payment (as indicated on your U-Bill) by the first due date of each semester to enroll in this plan. There is a deferred billing fee of \$20 per semester associated with this option. You will be automatically enrolled in this plan if you do not pay the account balance in full*.

Monthly Payment Plan: This plan offers the option of paying for both fall and spring semesters over a period of 12, 11, 10, or 9 months. Enrollment for this plan is offered through AccessPlus April 1 through July 15 for the upcoming school year. A monthly debit from a checking or savings account for the budgeted amount will occur on the 20th of each month. A \$50 enrollment fee will be added to your first payment. To enroll, click on "Account/UBill" and then "Monthly Pmt Plan" in AccessPlus.

For more information on any of these payment options, contact the Accounts Receivable Office at 0880 Beardshear Hall, (515) 294-7388, or visit ubill.iastate.edu.

*If the minimum amount is not paid by the due date shown on the U-Bill, a finance charge may be assessed. In addition, if you do not pay at least the minimum by the due date, you will no longer be allowed to utilize the Deferred Billing Plan for the semester. The entire amount of your bill will be due at once. If your account becomes delinquent, your registration for the next semester may be restricted.

Fee payment

Tuition, fees, on-campus housing, meal plan, and various other university charges are billed to students through the Accounts Receivable Office via the U-Bill. On AccessPlus, under "Account/U-Bill," the U-Bill page shows real-time activity. You may also view the most recent 18 months of prior statements on the Prior Statements option of the Account/U-Bill page. An email is sent to the student's Iowa State University email address on the first of each month reminding them to review their U-Bill on AccessPlus. It is the student's responsibility to ensure that the university has the correct email address and to regularly check their university email account.

Students who are unable to use AccessPlus to view their bill or who do not receive a billing statement before the term begins should contact the Accounts Receivable Office to determine their balance due. Failure to view their account in AccessPlus or receive a billing statement will not exempt students from late penalties or from having a hold placed on their registration.

What are the accepted payment methods?

Pay Bill Online: Elect to pay the U-Bill with a safe and secure direct debit from a checking or savings account in AccessPlus.

Drop Box: Take your personal check or certified funds payment* to the drop box located behind the Student Answer Center on the ground floor of Beardshear Hall.

Mail: Mail your personal check or certified funds payment* (referencing student name and university ID number) to:

Iowa State University
Treasurer's Office
1220 Beardshear Hall
515 Morrill Rd.
Ames, IA 50011-2103

* Credit/debit card payments are NOT accepted for U-Bill payments.

Withdrawal date: Student pays:

Before first day of term	0%
Days 1–5 (of term)	10%
Days 6–10	25%
Days 11–15	50%
Days 16–20	75%
After day 20	100%

For more information or instructions on canceling registration or withdrawing visit registrar.iastate.edu/students.

NOTE: All policies, procedures, fees, and charges are subject to change at any time by appropriate action of the faculty, the administration, or the Board of Regents, State of Iowa.

When will I receive my financial aid?

Financial Aid funds (except Work-Study) are released on a semester basis. Generally, students will receive half of their financial aid funds at the start of the fall semester and the other half at the start of spring semester.

Available financial aid will begin disbursing (applying) directly to student U-Bills the week before classes begin every semester.

You can review your U-Bill electronically in AccessPlus. On the U-Bill, you will see your university charges as well as available financial aid. Work-Study eligibility will not be listed on the U-Bill because this is money you can earn by

working throughout the semester. As you earn your Work-Study funds, the funds will be paid directly to you.

All students must authorize their aid the first time they receive financial aid at Iowa State University. You can Authorize Aid in AccessPlus.

In addition to aid authorization, some types of financial aid may require that you take additional steps before it can be disbursed to your U-Bill. Borrowing student loans typically require additional steps. You can view what additional steps may be required by reviewing the "Aid Status" page within the Financial Aid menu in AccessPlus.

Approaching the start of a new semester, you should regularly check the status of your financial aid to ensure all necessary steps are taken to pay your U-Bill on time. To help ensure your financial aid is ready to apply to your U-Bill on time, review the Financial Aid Checklist available online at financialaid.iastate.edu/new. It is recommended that all necessary steps are completed approximately a month before classes begin to ensure aid can apply on time. Completing necessary steps after this time may result in funds not applying to the U-Bill on time.

After your U-Bill is paid in full, any excess financial aid will be refunded back to you to cover your cost of books, supplies or other educational expenses that are not charged to your U-Bill. Refunds will be direct deposited into the checking or savings account you set-up via Direct Deposit in AccessPlus. Any refund

created by the Federal Parent PLUS Loan will be mailed back to your parent unless your parent indicates the refund can go back to you.

How are scholarships handled?

All scholarships are considered financial aid regardless of who awarded you the scholarship. Scholarship funds will disburse to your U-Bill with all other financial aid or once the scholarship check is received by the Office of Student Financial Aid.

All outside scholarships, those you received from someone not affiliated with Iowa State University, should be reported under "Report Additional Aid" in the Financial Aid menu of AccessPlus. You must send outside scholarship checks to the Office of Student Financial Aid. Do not cash outside scholarships or deposit into your personal account. Include your university id number and mail the scholarship check to:

Office of Student Financial Aid –
Scholarship Unit
0210 Beardshear Hall
515 Morrill Rd.
Ames, IA 5001-2028

If the check is made payable to you or you and the university, please be sure to endorse the back of the check and write your University ID number below your signature. Unless the donor specifies otherwise, all scholarships in the amount of \$500 or more will be split evenly

between fall and spring semesters. If you have questions about your outside scholarships, please contact the scholarship donor directly.

Financial aid calendar 2019–2020

- Aug. 14 Available financial aid begins disbursing to student U-Bills
- Oct. 1 Start completing the 2020-2021 FAFSA. Start applying for scholarships at financialaid.iastate.edu/scholarships
- Jan. 7 Available financial aid begins disbursing to student U-Bills

Handling credit cards, loans, and lines of credit

Many students come to campus unprepared to manage the large amounts of financial aid they receive and the easy access to credit. Some may feel the need for general personal finance counseling and guidance. The Student Loan Education Office offers free financial counseling to students to address those concerns. Students can visit one-on-one in a confidential environment regarding student loan borrowing, budgeting, money management, identity protection, credit, or debt.

Students can contact the Student Loan Education Office for more information at NoFearFinance.com or at 515-294-0677. Students can email questions to loaneducation@iastate.edu or visit 0680 Beardshear Hall to meet with an adviser.

WHAT ARE MY ESTIMATED EXPENSES PER SEMESTER?

Differential tuition

In addition to the basic tuition charges provided in the adjoining table, students who are enrolled in certain majors are also assessed an additional tuition differential. More information is available at registrar.iastate.edu/fees.

Late registration fee

The Friday prior to the start of classes is the last day to initiate registration for that semester without a late registration fee. Beginning the first day of classes, undergraduate students are assessed a late registration fee of \$20.

Special course fees

Possible fees may include consumable materials, other lab fees, or field trip fees.

2018–2019 Expenses (Per Semester)

Below was the cost of attendance for the 2018–2019 academic year for full-time students (12 or more credits). For up-to-date information on tuition and fees, visit registrar.iastate.edu/fees.

	Iowa Resident	Out-of-State Resident
Tuition and Fees	\$4,494	\$11,696
Residence Hall Room and Board <i>(double occupancy; 14 meals/week dining plan)</i>	4,360	4,360
Total	\$8,854	\$16,056

*Total cost for attendance may vary based on a student's lifestyle, major, academic college, and academic progress. Student tuition, fees, and charges for room & board in university housing are set by the Board of Regents, State of Iowa, and are subject to change. Details can be found at financialaid.iastate.edu/cost.

Study abroad

In addition to program fees, students participating in study abroad experiences awarded ISU credit also pay all mandatory fees including the computer fee, activity services and building fee, health fee, and health facility fees.

These figures illustrate amounts that students pay directly to the university.

However, students also need to plan for the cost of books, personal expenses (clothing, transportation, laundry, health care), and extra fees for class materials.

How can I find out about part-time jobs?

All students have access to the Student Job Board via AccessPlus. Employers from across campus and the local community can notify the Student Employment Center of any job openings. Students can view and apply for these jobs in AccessPlus. New jobs are continually posted to the Job Board throughout the year.

Should I open a checking account in Ames?

You need to decide how to handle your personal finances. You may elect to open a local checking or savings account or to maintain an account in your hometown. Out-of-state students may find it easier to cash checks if they have local accounts. There are automatic teller machines on campus and in the Ames community that are connected to numerous banks.

Where do I buy my books, and when?

Your course material list is located in AccessPlus as soon as course registration is complete. Textbooks and course materials may be purchased at the Iowa State University Book Store in the Memorial Union. You may purchase your materials after July 15th for fall semester and December 1st for spring semester. You can also pre-order your course materials with the Early Bird Textbook Reservation program for a limited period of time each semester. Students may use their U-Bill to purchase course materials at the ISU Bookstore. Receipts are required for returns, which must be done within the allotted return time period.

HOW DO I GET AROUND CAMPUS?

Pedestrian

Iowa State is a largely pedestrian campus. Walking on campus is the primary method of travel, particularly for students who live on or nearby campus.

Bus

CyRide, the Ames public transportation system, is recognized as one of the safest and most effective systems in the country. CyRide, funded by the city of Ames, Iowa State University, and the Iowa State University Student Government, provides bus service on campus and throughout the community.

Bus service includes: fixed routes, free campus circulator routes, and free weekend late night service. Iowa State students paying tuition can ride any CyRide service free by showing their ISU student ID card to the driver.

For route information, call 515 292-1100 or visit cyride.com. Like CyRide on Facebook at [facebook.com/cyride](https://www.facebook.com/cyride) or follow CyRide on Twitter at twitter.com/cyride to receive additional service information.

Taxi

Multiple taxi services are available, including Cyclone Cab (515 232-1343), Big Dog Cab (515 608-8271) and Fitz's Taxi (515 451-8769).

Bicycle

Iowa State University and the City of Ames have a network of bicycle paths that provide access to all areas of ISU and Ames. Any bike ridden on campus must be registered with the Department of Public Safety (DPS) Parking Division.

Registration is free, and if a bike is lost or stolen, it will be a way to identify the proper owner. Visit parking.iastate.edu/permit/bike to register your bike.

Students are required to follow the university bicycle traffic regulations and to park and lock their bicycles in the bicycle racks provided on campus. Bicycles may not be taken inside any university building except those authorized by the Chief of Police.

Locks, chains, and cables deter theft of your bicycle. Always lock your bicycle to a bike rack. Anchor both wheels and the frame with your chain, cable, or quality lock. Insurance is a good investment. Most homeowner's and renter's insurance policies will cover the bicycle and lock.

If your bicycle or any other property is stolen, contact ISU Police immediately. Having your bike registered with DPS will increase your chance of having stolen items recovered.

Roller skates, roller blades, and skateboards

Roller skates, roller blades, and skateboards are permitted on most campus sidewalks, but they are not allowed on or in university structures, steps/stairs, or on planted, grassy, or seeded areas.

Bring a car to campus

All students who bring a car to campus are required to register their vehicles with the Department of Public Safety Parking Division, 2519 Osborn Dr, Room 27 Armory. Students may visit the Parking Division website for rules, regulations, and updates. There is no charge for students to register a vehicle with the university. However, there is a charge for parking permits for students living in the residence halls, and there is designated student parking for each residence hall complex.

Students who live within the Ames city limits are allowed to purchase a commuter permit if any are available. All areas available for parking on campus have signs explaining the restrictions for the parking lot/space. Restrictions apply from 7 a.m. to 5:30 p.m., Monday through Friday, unless otherwise posted. Temporary permits are issued to accommodate special circumstances.

If you have specific questions about operating a motor vehicle on campus and/or about parking, contact the Parking Division at 515 294-3388.

Parking Division provides a free motorist assist service called the HelpVan. If you have trouble with your vehicle, the HelpVan is available to assist with jump-starts, jacks, or other tools for a flat tire, gas assist, or shovel for scooping snow on campus when classes are in session. The service is available from 24 hours a day, 7 days a week. Call (515) 294-4444.

HOW DO I GET HOME?

Car

Ames is centrally located and well-served by ground transportation. North-south Interstate 35 passes through Ames and intersects east-west Interstate 80 just 25 miles south of Ames.

Bus

Jefferson Bus Lines and Burlington Trailways serve the Ames area. The Ames Intermodal Facility is located on Sheldon Avenue (Lot 60). Visit jeffersonlines.com or burlingtontrailways.com for schedule information.

CIT Signature Transportation offers direct, exclusive transportation to Iowa State students wanting to travel home to the Chicago and Minneapolis areas for Thanksgiving, Winter, and Spring Break.

Picking up and dropping off on the South side of the Memorial Union.

Our stops include:

- Chicago Area: Naperville, Schaumburg, Union Station, and Oak Lawn
- Minneapolis Area: Albert Lea, Burnsville, Bloomington, St. Paul, and Roseville

Booking information, pricing, dates and times can be found the following ways:

- citbus.com and clicking on CIT Express
- CIT Mobile app and clicking on CIT Express

(Booking site will go live July 1 for Fall Breaks. Spring Break bookings will be available January 1.)"

Plane

The closest commercial airport is the Des Moines International Airport, located 45 minutes south in Des Moines.

Driving directions to the Des Moines International Airport can be found at dsmairport.com.

Public transportation to and from the airport can be arranged through the following businesses:

- Executive Express (888 522-9899)
- Cyclone Cab (515 232-1343)
- Big Dog Cab (515 608-8271)
- Fitz's Taxi (515 451-8769)
- Des Moines International Airport (515 256-5000)

WHAT IF I NEED MEDICAL ATTENTION?

Student Health Center

Thielen Student Health Center is a full-service medical clinic staffed with physicians, advanced registered nurse practitioners, physician's assistants and nurses. Our team is available to care for the Iowa State University students' primary health care needs.

We understand the unique needs of students – things like working around your schedule to help you make an appointment or helping you transfer your medical records and prescriptions from home to school.

Conveniently located on campus at the corner of Sheldon and Union Drive, across from State Gym, the student health center offers an inclusive, non-judgmental environment where our diverse student body is treated with dignity and respect in a non-discriminatory way.

Health Requirements

Health requirements include:

- All students must show proof of immunity to measles (*rubeola*).
- International students must complete tuberculosis screening
- Students living in residence halls must acknowledge receiving information on the availability of a vaccine to help protect against bacterial meningitis.

View all mandatory health requirements at cyclonehealth.iastate.edu. Your immunization records must be submitted online through your Access Plus account. The Admissions Office does not forward health or immunization records.

A hold will be placed on your registration if you fail to submit your immunization records to Thielen Student Health Center by the due date. (Fall Entry: July 31 and Spring and Summer Entry: November 30)

Health Fee

All students enrolled in five or more credit hours are assessed the mandatory health fee each semester. The health fee enables the availability of high quality and accessible health care, including access to mental health services, to the ISU student community by helping support the overall costs of the health center. The health fee is not health insurance.

Thielen Student Health Center receives no funding from the state of Iowa and relies on the health fee for approximately 60% of its operating budget. The remainder of the funding needed to operate the health center comes from charges for medical services and procedures, medications, x-rays and lab tests.

Billing Your Insurance

Health insurance information needs to be provided to Student Health at the time of visit. Student Health will bill the insurance company for any charges incurred at the health center. If insurance is not provided at the time of visit, the charges will be transferred to the U-bill. Failure to provide current and complete medical insurance information prior to your insurance company's timely filing deadline (typically within 90 days of service) may mean that Student Health will be unable to bill insurance and charges will be your responsibility. Any services not covered by insurance, deductibles, copays, and coinsurance balances will be transferred to the student's U-bill.

Health insurance varies drastically not only by health insurance carrier, but also by plan. We encourage you to check with your insurance provider ahead of time to ensure they will cover any charges at Student Health. Many plans limit coverage to emergency room care while you are out of the plan area and would require the student to take time away from school and return home for treatment. This is especially common if you are from outside of Iowa.

The university offers a Student and Scholars Health Insurance Plan (SSHIP) through the Benefits office that protects students and scholars at home, at school, and while traveling or studying abroad. With a low deductible and premiums, this is a cost-effective option to consider and compare to your current plan. Student Health is not a Medicare provider and is unable to accept non-Iowa Medicaid plans.

Emergency & Local After-Hours Care

After hours, the clinic's, direct line (515-294-5801) provides students the option to speak with a 24-hour nursing triage call center for guidance on self-care and advice on emergencies.

Emergency services are provided by Mary Greeley Medical Center (MGMC). MGMC is located just two miles from campus at 1111 Duff Avenue. Students needing emergency medical services should call 911. Information on the medical center can be found at mgmc.org.

The McFarland Urgent and Express Care clinics provide care for acute, non-emergent health problems or injuries that require immediate attention. Locations and hours can be found at mcfarlandclinic.com.

Doctors Now walk-in care is close to campus and provides care for acute, non-emergent health problems or injuries that require immediate attention. Locations and hours can be found at doctorsnow.com.

Health and Dental Insurance - ISU Student and Scholar Insurance Program (SSHIP)

Affordable Health and Dental Insurance is available to eligible students, their spouses or domestic partners, and eligible dependents.

Premiums for the health and dental insurance are billed to the student's University bill and are subject to the rules of the ISU Accounts Receivable Office.

Enrollment information, eligibility requirements, policy descriptions, and plan cost may be found on the SSHIP webpage at sship.hr.iastate.edu or by contacting the University Human Resources SSHIP Team at isusship@iastate.edu or 515 294-4800.

Where can I go for help with personal problems?

For almost any question, your academic adviser is a good place to start, because they can refer you to the most appropriate service on campus for help.

You could call the Dean of Students Assistance Office at 515 294-1020 or visit the Student Counseling Service on the 3rd floor of the Student Services Building. Walk-in appointments are available several days per week from 8 am until 3 pm. More information about the Student Counseling Service is available online at counseling.iastate.edu or by calling 515 294-5056.

Student Accessibility Services

Student Accessibility Services (SAS) coordinates reasonable accommodations and other support services for eligible

CHECK IT!

Please check off each item after your orientation visit:

- ✓ Explore AccessPlus.
 - Verify ISU Alert information
 - Add emergency contact information
 - Decide on a professional user name and register for your Net-ID (Iowa State email account) and register your Net-ID, if not before orientation
 - Select meal plan with ISU Dining
 - Update mailing address and telephone number for accuracy and select privacy options
 - Submit all final transcripts of high school and/or college credit earned during high school to the Office of Admissions
 - Review class schedule for accuracy and room locations in late July/early August
 - Watch for university billing statement (message will be sent to your Iowa State email address)
 - Verify financial aid status
 - Return required forms
 - Review housing assignment and roommate information
 - View move-in details
- ✓ View immunization requirements at CycloneHealth.iastate.edu and submit your immunization records on AccessPlus.
- ✓ Contact your roommate to get to know each other and coordinate what to bring to campus. For questions about your residence hall room assignment, call 515 294-2900.
- ✓ If you change your mind about your major, contact either your college office or the Office of Admissions in 100 Enrollment Services Center, 515 294-5836.
- ✓ Watch for information from the Department of Public Safety Parking Division about obtaining a parking permit for a vehicle or motorcycle.

students with disabilities to promote equal access within the university. The programs and resources provided by Student Accessibility Services assist students with disabilities as they work with their instructors and advisors to reach their fullest academic potential. SAS staff determine eligibility and coordinate reasonable accommodations inside and outside of the classroom. SAS also provides advocacy, education, support, consultation, and referral assistance for students, faculty, and staff. Student Accessibility Services is a part of the Dean of Students Office in the Division of Student Affairs. For more information, call 515 294-7220, email accommodations@iastate.edu, or visit www.sas.dso.iastate.edu.

WHAT IF I HAVE AN EMERGENCY?

Many students unexpectedly face difficult times during college, be it for academic or personal reasons. Unexpected life events, personal crises, or other difficulties can interfere with college success. The Student Assistance staff in the Dean of Students Office can guide you to the appropriate campus or community resources.

The staff in Student Assistance is available to work with students and families to navigate the challenges students may encounter at Iowa State University. The information on the Student Assistance website (studentassistance.dso.iastate.edu) provides helpful information about how to respond to some of the more common issues students might experience.

Emergency Notifications

When students are absent due to a crisis situation or unexpected illness and unable to contact their individual instructors directly, Student Assistance staff can send out an Emergency Notification.

What is an Emergency Notification?

- An e-mail notification from Student Assistance staff to a student's faculty members and academic advisers. A copy of this message is sent to the student as well.
- An announcement that an emergency situation (hospitalization, accident, death in the family, etc.) 1` students from contacting instructors directly and may also prevent them from fulfilling academic responsibilities.
- A source of information so faculty

can anticipate the absence and, sometimes, know when to expect the student to return to class.

- A written reminder that students should work directly with instructors to determine how to complete any missed course work during the absence.

Each instructor has the authority to make decisions about students' absences and how the absence will affect students' grades. The Dean of Students staff encourage faculty to keep in mind that students who utilize the emergency notification service are typically recovering from a crisis and would benefit from appropriate consideration.

WHAT WILL I NEED AT IOWA STATE?

What you might want to bring to Iowa State:

- Orientation manual
- ISUCard
- Class schedule
- Medical insurance card
- Backpack
- Study lamp
- Fan
- School supplies
- Clothing for warm/cold weather
- First-aid kit and thermometer
- Umbrella
- Small tool kit
- Bicycle, if desired, with quality lock
- Bedding (extra long twin sheets)
- Clothing hangers
- Laundry supplies
- Shower flip-flops
- Toiletries and shower caddy
- Towels
- Coax cable for television
- Ethernet cable

What not to bring to campus:

- Firearms/weapons
- Halogen lamps
- Air conditioners
- Candles
- Pets other than fish
- Wireless routers

For more information, visit housing.iastate.edu.

Additional notes

All residence halls and Frederiksen Court have wireless internet. You don't need to bring your own router. They're not allowed because they slow down the system. Wired Ethernet is also available at the base of every wireless access point. Just bring an Ethernet cord and you can hard-wire your device.

HOW CAN I GET INVOLVED?

Iowa State has more than 900 recognized organizations for students to join.

Categories include: councils, academic, fraternity/sorority, honor societies, media, military, multicultural, music/performing arts, political, sports/recreational, religious, service, and special interest.

Students who get involved have the opportunity to develop skills in team working, conflict management, budgeting, marketing, and event planning, as well as make many professional and personal contacts. In each of these organizations you can become a part of a group with similar interests, which helps you belong at Iowa State.

Why should I get involved?

Here are some facts about the value of involvement:

- Organizations help you meet people and make friends.
- Students who become involved in student clubs and organizations are more likely to graduate.
- You develop friendships that last a lifetime.
- You can make a connection with a faculty or staff adviser.
- Contributing to your community provides satisfaction and a sense of purpose.
- You develop skills that will help you fulfill civic and social responsibilities in the future.
- Skills learned through organizational experiences are helpful in getting your first job and advancing in your career.
- Employers tell us they value the leadership skills of Iowa State graduates.

How can I find out about all the opportunities at Iowa State?

Plan to attend ClubFest on Wednesday, September 11, 2019 on Central Campus. Representatives of nearly 400 clubs and

organizations will be available to tell you about their activities.

On the Student Activities Center's website, sac.iastate.edu, click on 'Student Organizations' for lots of great information including the Student Organizations Database where you can search by keyword or browse by category to find more information on over 900 recognized student organizations. You can request to join and become a member or subscribe to their announcements and event listings.

If you don't find what you're looking for stop by the Student Activities Center in the East Student Office Space, Memorial Union first floor. The staff can give you information and advice about the clubs, organizations, and activities for students at Iowa State.

For more information, call 515 294-8081 or email sac@iastate.edu.

All Iowa State students have access to the Co-Curricular Transcript (CCT) system for creating customized and comprehensive co-curricular transcripts. You can include any and all involvement, achievements, and experiences while as an Iowa State student. This will give you a competitive edge when applying for internships, leadership opportunities, scholarships, graduate school, jobs and more. Visit cct.iastate.edu for more information.

How do I find shopping, dining, recreation, arts, and entertainment in the community?

Attend WelcomeFest on Wednesday, August 28, 2019, in the Great Hall, Memorial Union. Over 100 Ames businesses, community organizations, and Iowa State departments will be available to answer your questions about what to do in Ames. This can't miss event is your first opportunity to see what Ames is all about and get awesome freebies and free food.

Sorority and Fraternity Community

The sorority and fraternity community consists of more than 16 percent of the Iowa State undergraduate population. More than 60 sororities and fraternities make up the community and are among four governing bodies including the Collegiate Panhellenic Council, Interfraternity Council, Multicultural Greek Council, and National Pan-Hellenic Council. Our award-winning community and individual sororities and fraternities are recognized nationally for the quality experience they provide to our student members.

The values of the sorority and fraternity community include:

- Academics

- Civic Engagement
- Friendship
- Leadership
- Social Justice

Sorority and fraternity students have opportunities to enhance their academics through programs and scholarships provided by their local or international/national organization. Students who are part of the sorority and fraternity community graduate at a higher rate (81% six-year rate) than the all-university rate (74% six-year rate) and the all-sorority/fraternity GPA (3.22 Spring 2018) is consistently higher than the all-university GPA (3.09 Spring 2017). Not only do sorority and fraternity students enrich their classroom and extracurricular experiences at Iowa State, but they become part of an experience that will influence their lives for years to come.

Members of the sorority and fraternity community are active in the Iowa State, Ames, and greater Iowa communities providing services and donations to companies including the United Way of Story County, Special Olympics of Iowa, and Ames community schools. The Community donates over 60,000 hours of community service and over \$480,000 through philanthropic endeavors each year.

Sorority and fraternity students are leaders within their own sororities and fraternities, in the community, and on campus. Being in a sorority or fraternity provides avenues of opportunities like no other. Chapters range in size from five to 180 members which provide students an opportunity to connect with others in a smaller setting. These friends are not just for four years, but for many years through the alumni experience.

Interested students can join at any point during their undergraduate career. Many choose to join during their first year at ISU. Each of the four councils offer different recruitment or intake processes. To learn more, visit the Sorority and Fraternity Engagement website at sfe.dso.iastate.edu, call 515-294-1023 or visit their social media @ISUSFCCommunity on Facebook or @isusororityandfraternity on Instagram.

TALK LIKE AN IOWA STATER

It's important to know the "lingo." Here are some terms you will use frequently.

Academic adviser—Faculty or staff from your academic department assigned to help plan your academic career.

Academic probation—Issued when a semester GPA is less than 1.00 or if a semester GPA has been less than 2.00 for two consecutive semesters. Students who have attempted or earned 75 credits or more will be placed on probation if their cumulative GPA is less than a 2.00. Students on probation are required to develop an academic improvement plan in consultation with their academic adviser. Students on probation who do not earn at least a 2.00 semester GPA will be dismissed from the university.

Academic Success Center—The Academic Success Center (ASC), located in the Hixson-Lied Student Success Center, is a collection of services and programs designed to help you reach your academic goals. These services include Academic Coaching, Psych 131, Supplemental Instruction, and Tutoring Services.

Academic warning—Issued when a fall or spring semester GPA is between 1.00 and 1.99 and the student was not on academic probation or academic warning at the beginning of the semester. Students on warning are required to develop an academic improvement plan in consultation with their academic adviser.

AccessPlus—Information system available online. You may register for classes, pay your university bill, and access university and personal information, such as current term schedules, grades, and financial aid status.

Add/drop slip—Pink, multipage form that allows undergraduate students to add or drop classes, change sections, alter number of credits, waive restrictions, or select pass/not pass option. Obtained from your academic adviser.

ALEKS—Located in a student's AccessPlus account, ALEKS (Assessment and Learning in Knowledge Space), is a web-based assessment and learning system used to determine course placement in math for new students.

Audit—To enroll in a course without receiving credit for it. Does not count toward full-time enrollment.

CA—Community Adviser. Undergraduate student who advises and develops community programs within each residence hall house.

Canvas—A web-based system that allows faculty to create websites for courses that enhance or deliver course instruction. As a student, you have access 24/7 to support materials such as syllabi and assignments, links to web-based materials, discussion boards and chat rooms, and online quizzing.

Catalog, Iowa State University—Official university online publication

(catalog.iastate.edu), which includes information about degree programs in all colleges, residency requirements, financial aid, and course descriptions.

Classification—Student's status in the university: freshman (0–29 credits), sophomore (30–59 credits), junior (60–89 credits), senior (90+ credits).

College—Division of the university organized around similar disciplines (subject matter) and/or a common goal. Iowa State has six undergraduate colleges: Agriculture and Life Sciences, Debbie and Jerry Ivy College of Business, Design, Engineering, Human Sciences, and Liberal Arts and Sciences.

Contact hours—Number of hours actually spent in class each week (lecture hours + lab/studio hours). May be more than the number of credits a student is taking.

Conversations—This dining center located in the Oak-Elm residence halls offers meal bundles and a la carte breakfast in the mornings and all-you-care-to-eat service for lunch and dinner.

Credit or credit hour—Unit earned toward a degree. Each course has a certain number of credits. Most courses are worth three credits.

Curriculum—Program of study within a specified discipline, such as mechanical engineering or elementary education. The word 'major' is commonly used instead of 'curriculum' to describe the academic focus of all the degree programs.

Cyclone Aides—Undergraduate student leaders who facilitate new student programs throughout the year.

CyMail—Your official Iowa State email system.

CyRide—Bus system for the City of Ames, jointly funded by the city, Iowa State, and the Iowa State University Student Government. Iowa State students ride fare-free.

Dead week—The last week of classes before the final exam week of a semester. Meetings and activities for students are usually not scheduled during dead week.

Degree audit—Individualized report on your academic progress toward a specified degree. Your degree audit can be viewed on AccessPlus.

Degree—Title conferred to you by the university upon completion of a program of study. Examples: B.A., B.S., B.F.A., B.L.A., B.L.S., B.Arch.

Destination Iowa State—Welcome event for all new freshman and transfer students before the start of classes each semester.

Destination Iowa State Team Leader—Undergraduate student leaders who interact with and mentor new students during Destination Iowa State.

Elective—Course you choose to take. Each degree program has an elective portion which allows you to study courses different from or related to the ones in your major. Some students use electives to add a minor or certificate to their degree programs or to complete requirements for another major.

Emergency contact—The individual a student provides on AccessPlus that can be contacted in case of emergency.

GPA—Grade point average.

HD—Hall director. A professional staff member who supervises a residence hall.

Help session—Special class session arranged by the instructor (usually prior to a test).

House—A residence hall community made up of 40-60 students located in the same section of the hall.

Hub—Common meeting place on central campus for conversation, studying, a meal at Heaping Plato, coffee or other beverages at The Roasterie, or a snack from the vending machines.

ISSO—The International Students and Scholars Office (ISSO) assists international students and scholars with maintenance of their immigration status, U.S. employment regulations, and provides support with social, cultural, financial, and personal concerns. ISSO also leads a first-year international student course for one credit in the fall and spring semesters.

Iowa State email/phone directory—Directory (info.iastate.edu) lists your personal contact information as well as faculty, staff, departments, and other students. Your information will be public unless you go onto AccessPlus and suppress your information.

ISU Alert—The ISU Alert system quickly alerts Iowa State students, faculty, and staff of potentially dangerous situations. Emergency alerts can be sent by text message, email, and/or phone. ISU Alert complements other forms of emergency notification, such as the siren system, university website, public address systems, personal communication, and signage.

ISU Card—University identification card. It is also your library card and your access card for university services and buildings.

Learning community—Opportunity for students to develop an academic and social network with other students who have similar academic goals or interests.

Students in a learning community may take a common set of courses together during their first semester or first year and/or live in the same area of a residence hall.

LGBTQIA+—The Center for LGBTQIA+ Student Success provides programs, services, and resources focused on sexual orientation and gender identity/ expression for students.

Major—Set of specified courses within a broad curriculum. For example, English is a major in the liberal arts and sciences curriculum offered by the Department of English. The word ‘major’ is commonly used instead of ‘curriculum’ to describe the academic focus of all of the degree programs.

Midterms—Notification of less than satisfactory progress in a course. Midterm grade information will be available through AccessPlus. Instructors are to notify students earning grades of C- or lower. These grades do not go on your permanent record. Also, midterms are often referred to as the period during the middle of the semester when exams are given.

Minor—Set of courses required in an area of emphasis outside your major field of study. Fewer credits are required for a minor than for a major. Not all departments offer minors.

MU—Memorial Union. Many activities and meetings take place in the food court, Maintenance Shop, Student Activities Center, Browsing Library, Multicultural Center, CyBowl & Billiards, The Workspace, University Book Store, and other areas.

Multicultural Liaison Officer (MLO)—Each of Iowa State’s six colleges features a multicultural liaison officer, a staff member who serves as a resource for multicultural students navigating their experience at Iowa State.

Multicultural Student Affairs—The Multicultural Student Affairs (MSA) office works to improve the retention of multicultural students with an emphasis on academic success and student leadership development.

Net-ID (Iowa State email address)—The part of your email address before “@iastate.edu,” used to log into many online services such as CyMail and Canvas.

Office hours—All instructors set aside time when they are available in their office to meet with students. Students can arrange other meeting times if they are not available during the office hours listed in the course syllabus.

Peer mentor—Generally, an upperclass student who works in programs such as learning communities to help other students adjust to college and refers them to appropriate campus resources.

Prereq.—Prerequisite. Courses or knowledge required before taking a course.

RAN—Registration Access Number, an assigned number that provides you access to your registration information in most colleges. New RANs are assigned each term.

Rec Services—A collection of opportunities for students to participate in fitness, wellness activities, intramurals, sports clubs, and Outdoor Recreation. Workout facilities include the Lied Recreation Athletic Center and State Gym.

Recitation class—Small class, approximately 25 people, that accompanies a large lecture and is designed to promote discussion.

Registration—Process by which you become officially enrolled in the university for a given term. You select courses in consultation with your academic adviser and enroll in the courses via AccessPlus.

Room 10—Scheduling office in Enrollment Services Center for adding/dropping classes after the first week of classes.

Seasons Marketplace—Located on the east side of campus in the Maple-Willow-Larch Commons. This state-of-the-art dining center features six specialty stations and meeting space.

Semester—16-week period when courses are offered each fall and spring, including one week of final exams.

SI—Supplemental Instruction. SI sessions are facilitated by undergraduate students who have previously taken the course and demonstrated academic competency in the subject area. Three 50-minute sessions are held each week.

Solution Center—Information technology help desk, 192 Parks Library, 515 294-4000.

Sorority and Fraternity—A social organization for students to collaborate in community engagement, leadership, and the advancement of social justice

Student Accessibility Services—Provides accommodations, referral services, student advocacy, educational programming, and a variety of other services that complement the university’s goals and objectives for equal access and full participation. SAS staff help identify special services for students who have documented physical, psychological, and/or learning disabilities.

Student Government—Iowa State University Student Government legislates and administers student policies and provides services needed by students.

Summer session—Time when courses are offered between mid-May and early August. Specific dates vary depending on the course.

Syllabus—Schedule and policies for a particular course. Typically provided by the instructor on the first day of class or online.

TA—Teaching assistant; student who helps a professor teach a course. TAs come to Iowa State from all over the United States and the world. All TAs who aren’t native speakers of English are required to pass two oral proficiency tests.

Third party access—Third party access allows you to grant access to selected personal Iowa State information within AccessPlus to a trusted third party. For example, you may establish access for your parent(s) to pay your fees or view your grades. Go to the student tab on AccessPlus to grant third party access.

Top Hat—A standardized student response system used in some courses at Iowa State. This program is used to create interactive presentations and can also be used to take attendance, provide instant feedback for both students and instructors, collect students’ performance data, and manage students’ grades electronically. The technology can be purchased through the Iowa State University Book Store.

UDCC—Union Drive Community Center. The UDCC features many places to grab a bite to eat including the Union Drive Marketplace, West Side Market C-Store, and Clyde’s Sports Club. Also housed in the building are a document center, multi-purpose room, and post office for the Union Drive neighborhood.

University—All of Iowa State.

University ID—The middle nine-digit number on your ISUCard.

Writing & Media Center—The Writing & Media Center offers a comfortable environment where students can collaborate with peer consultants to develop their skills with all facets of written, oral, visual, and electronic communication.