## **Key Topics for** *Family Members*



## **Session** overview

- Student and Scholar Health Insurance
- Thielen Student Health Center
- AccessPlus and Third Party Access
- Residence hall move-in information
- Dining options
- Safety on campus
- Academic success tools
- Learn from Cyclone Aides



## **ISU Student and Scholar** *Insurance Program*

Wellmark BC/BS student health benefits include:

- Comprehensive world-wide medical coverage
- Emergency travel assistance services
- Prescription benefit

Delta Dental student dental benefits include:

- Two cleanings per year paid at 100 percent
- \$600 maximum coverage per plan year

Enrollment: Online through SSHIP webpage (sship.hr.iastate.edu) beginning July 1

### Your current insurance coverage

- Does your current provider network include the clinics and hospital in Ames?
- Does your student understand the current plan's definition of a medical emergency?
- Contact the SSHIP Office (515 294-4800 or isusship@iastate.edu) for other questions to ask your current health insurance carrier about coverage while your student is on campus and in Ames

## **ISU Student and Scholar** *Insurance Program*

University Human Resources – Benefits Office Room 3810 Beardshear Hall 515 294-4800 isusship@iastate.edu

## **Thielen Student** Health Center



## **Thielen Student** Health Center

#### 2647 UNION DRIVE

- West side of campus
- Corner of Union Drive and Sheldon Avenue
- Across from State Gym

## **Clinical** services

- Illness and injury care
- Physical exams
- Chronic condition care
- Women's health
- Mental health
- Allergy clinic
- Travel clinic
- Immunizations



### Chronic care

- Partnership with student's current physician to help meet needs
- Contact Student Health in advance



## **Diagnostic** services

- X-ray
- Laboratory



## **Pharmacy**

- New or refilled prescriptions
- 24-hour order line
- Receive a text when the Rx is ready
- Over-the-counter medications sold
- Located on the first floor of Thielen Student Health Center



# **Physical** therapy

- Sport/work related injuries
- Orthopedic surgery rehabilitation
- Located on second floor of Thielen Student Health Center



## **Scheduling and** hours

- Call to make an appointment
- Same day/next day visits
- Plan ahead for physical exams
- Hours vary during breaks



## First Nurse and after hours care

#### **MCFARLAND CLINIC**

Urgent Care // 3815 Stange Road // 515 956-4044 Express Care // Hy-Vee West // 515 956-4100 Express Care // Hy-Vee Lincoln Center // 515 956-4051 Hours: Weekdays until 7 p.m. // Saturday and Sunday until 5 p.m.

#### **DOCTORS NOW**

Walk-In Care // 3405 Lincoln Way // 515 598-4747 Hours: Weekdays until 8 p.m. // Saturday and Sunday until 6 p.m.

#### MARY GREELEY MEDICAL CENTER

Emergency department // 1111 Duff Avenue // 515 239-2011 Hours: Open 24 hours, 7 days a week

#### First Nurse

Free medical advice 24/7

### 515 294-5801

### **Self-care**

- What to bring with you to campus
- Pharmacy on site
- Resource nurse

#### SELF-CARE CHECKLIST

Be prepared. Bring these items with you to campus in case you need to care for yourself.

Don't forget about the possibility that you may get sick at school. To ensure that you have a safe and healthy start at lowa State, bring the following items along with you as a first-aid kit:

- Thermometer
- Bandages
- First-aid ointment
- Wraps for muscle strains or minor sprains
- Over-the-counter pain reliever and/ or fever reducer, such as ibuprofen, acetaminophen or both
- Over-the-counter allergy product with antihistamine
- Over-the-counter cough medicine containing dextromethorphan
- Over-the-counter cold product with a decongestant
- Over-the-counter anti-diarrhea medication
- A list of medications you take regularly
- A list of known or suspected medication allergies
- Photocopy of health insurance card(s) and policy holder information (date of birth, name, address)

If you run out of any of these items while on campus, our pharmacy has them available for restocking!

## **Charges for** services

- Health fee \$120
- Health facility fee \$8
- Charges for services
  - Sliding fee program available

cyclonehealth.iastate.edu

• Medical insurance

## **Insurance** information

- Make sure your student has a copy (front/back) of their health insurance and pharmacy benefits cards with them at Iowa State
- Check with your insurance company regarding coverage before receiving services
- Charges will be sent to your insurance company for payment following a visit

## Submit insurance information

- Online submission
  - AccessPlus
- Scan and email
  - submitinsurance@iastate.edu
- Drop-off in person
- Mail



- Student's right to privacy with health care information
  - Health Insurance Portability and Accountability Act (HIPAA)
- Release of Information (ROI)

	THIELEN	E OF PRIVACY PRACTICES FOR STUDENT HEALTH CARE CENTER ective Date: November 1, 2017
Your Rights. Your Informatio Our Responsibil		This Notice describes how medical information about you may be used and disclosed and how you can get access to this information. For purposes of this Notice, "we' and " refers to lowa State University's Thielen Student Health Center and their business associates. Please carefully review this Notice.
Student Hearth Denter (15 operations, astist with you hearth Insurance Portability your protocted hearth infe demographic Information, health condition and relative Notice.	HC) at may us un treatment, is thy and Account remation. "Pro- thet may iden ted health care This Not	blies, this holds of hrisky fractices Model describes how Taking and discipling or protocol faulth information is calculated by an of the start properties and the other properties fraction properties for any and the start protocol and the information of the start protocol and the information of the start protocol and
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Your Rights.	When it come	to your health information, you have certain rights. This section summar
Get a copy of your health and claims records	You c     other     We w	manance or investigation and a selectronic or paper copy of your medical record and an eak to use or get an electronic or paper copy of your medical record and medit information we have accurate your Advance of the selection of the Il provide a copy or a summary of your health information, usually within of your request. We may change a manacelable, cost-based for.
Ask us to correct health and claims records	or inc	an ask us to correct health information about your that you think is incorre emplote. Ask us how to do this. ay say "no" to your request, but we'll tell you why in writing within (0
Request confidential communications	phone	an ask us to contact you in a specific way (for example, home or office it or to send mail to a different address. If say "yes" to all reasonable requests.
Ask as to limit what we use or share	<ul> <li>Blyou</li> <li>Blyou</li> <li>Blyou</li> <li>not to</li> <li>your I</li> </ul>	an ask us not to use or share carbin health information for treatment, on, or our operations. We are not required to agree to your request, and y any "ro" if should affect your circu pay for a service or health are item our-of-pocks in full, you can ask us share that antomation for the pupping of payment or our operations with seath insure. We will say "yes" unlines a law requires us to share that whom
Get a list of those	• Yeu :	an ask for a list (accounting) of the times we have shared your health

# **COVID-19** updates





### Immunization requirements

- Make sure all immunizations are up-to-date
- Submit records online via AccessPlus

### **MEASLES, MUMPS, AND RUBELLA (MMR)**

• Required: Copies of immunization record with proof of 2 measles vaccines

#### MENINGITIS

• Not required: Highly recommended by the CDC and the American College Health Association

#### **TUBERCULOSIS (TB) SCREENING**

• Required for international students and recommended for high-risk groups

## **Student Health and Wellness Unit**

- Recreation Services
  - Wide range of facilities, programs, and activities
  - State Gym and Lied Recreation Center
- Student Wellness
  - Online education programs surrounding wellbeing
  - Friley Hall
- Student Counseling Services
  - Mental health professionals provide accessible and confidential services
  - Student Services Building

## **Student** Wellness

- Student Wellness
  - Located in Friley Hall
  - #choosewellisu
- AlcoholEdu and Kognito// July 1-31
  - studentwellness.iastate.edu
  - Online ducation programs
  - Required for all incoming students
  - Complete in Canvas
  - Deadline: August 1

## Keep in touch

- Put our number in your phone
  - 515 294-5801
- Check our website for information
  - cyclonehealth.iastate.edu
- Follow us on social media
  - Cyclone Health
  - #SaferState
  - #StrongerState



## Important dates

August 17-18 August 19-21 August 23 September 6 September 17-19 October 15 November 22-26 December 1

December 13-16 December 17 December 20 January 14 January 18 Residence hall move-in Destination Iowa State Fall 2021 classes begin Labor Day – No classes Cyclone Family Weekend Mid-term reports Fall break – No classes Priority deadline for 2021-2022 FAESA Final exams Fall semester ends Optional winter session begins Optional winter session ends Spring 2022 classes begin



### Communication

- Iowa State communicates with the student
- Most communication through AccessPlus
  - Grades
  - Financial aid
  - Bills
  - Transcripts



## **Using** AccessPlus

- Students log-in using university ID
- Family members log-in using third party access ID

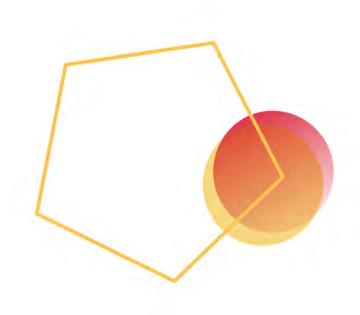


Login Method:	University I	D 🗸	Login Method?
Login ID:			
Password:		Forget your pa	ssword?
	Log in		

accessplus.iastate.edu

## Third party access

- Establish up to five active third party accounts
- Students decide who can view and what items are available for access:
  - Class schedule
  - Enrollment certification
  - Financial aid offer and aid award status
  - Grade report
  - Unofficial transcript
  - University bill (view and pay)
  - CyCash (view and add value)
  - Tax credit information



## Addresses are important

AccessPLUS About   Logout		A' Home	IOWA STATE UNIVERSITY Student Employee z@usiness	
Account/U-Bill Address Change Admissions Campus Dining Campus Housing Campus Org Events Class Registration Class Schedule Current Stdnt Info	Address Change ** Use this form to change your In-Session, Interim Updates will be processed within one business day be updated to the ISU Online Phone Book until the If you are no longer enrolled at ISU, please update and Non ISU E-mail. IMPORTANT REMINDERS: Be sure to review and update you Change your ISU Directory Information	of submission. Address changes will not last working day of the week. your Interim Address, Phone Number ur ISU Alert emergency notificatior	n information.	
CyCash Degree Audit Direct Deposit Emergency Contact Enrollment Cert Financial Aid	In-Session Address (where you live while classes are in session) Street: 123 University Drive City: AMES State: Iowa ‡ Zip: 50014 -	Interim Address       (where you want your mail sent between terms)       Street:     123 State Street       City:     AMES       State:     Iowa       Zip:     50014		
Gift Certificate Grad Stdnt Status Grades&Transcripts Graduation Health Insurance ISU Alert	Phone: ISU E-mail: amanda33@iastate.edu Non ISU E-mail: Parent/Guardian Address (Used primarily for m and give Name and Address for a Relative other t @Parent Guardian Spouse Othe	nan Parent or Guardian when appropriate.)	Students maintain three addresses:	n
Parking Division Student Job Board Tax Info (1098) Telephone Services Third Party Access Votes and Surveys Web Based Training	Mr     Name       Street:	(Last First MI)	<ul> <li>Daront or guard</li> </ul>	diar

Your name, ISU e-mail address, in-session address and phone number, curriculum and year-in-school will be published in the ISU Directory (phone bo registered unless you request that your information be suppressed. To restrict release of your information, update your privacy preferences for your IS confidentiality policy for more information.

### **Residence hall** move-in

- Tuesday, August 17 (odd-numbered rooms)
- Wednesday, August 18 (even-numbered rooms)
- Meal service begins with lunch on Tuesday, August 17
- Sorority recruitment participants will move into their assigned residence hall rooms on Friday, August 13
- Marching band members move in on Sunday, August 15 or Monday, August 16, depending on instrument

### Residence hall move-in

- Saturday, August 14: On-campus apartments
- Tuesday, August 17 (odd-numbered rooms)
- Wednesday, August 18 (even-numbered rooms)
- Meal service begins with lunch on Tuesday, August 17
- Sorority recruitment participants will move into their assigned residence hall rooms on Friday, August 13
- Marching band members move in on Sunday, August 15 or Monday, August 16, depending on instrument

## Move-in tips

- Allow plenty of time
- Utilize Move-In Crew
- Be prepared to move vehicle
- Involve siblings
- Pack patience
- Bring basic tools
- Use a hand truck/dolly
- Be flexible

FRESHMAN RESIDENCE HALL COMMUNITIES

Union Drive Richardson Court Buchanan/ Geoffroy Halls

## Move-in tips

- Allow plenty of time
- Utilize Move-In Crew
- Be prepared to move vehicle
- Involve siblings
- Pack patience
- Bring basic tools
- Use a hand truck/dolly
- Be flexible

TRANSFER HOUSING OPTIONS

Residence halls Frederiksen Court apartments SUV apartments



#### APPLIANCES

- Mini refrigerator
- Microwave

#### BEDDING

• Extra-long twin sheets

#### TECHNOLOGY

- Personal computing device
- Consult TechCyte

#### **ROOMMATE COMMUNICATION**

• Student may communicate with their roommate ahead of time to avoid bringing duplicate items.



### **Beds**

- All residence halls come with lofted beds
- Bed frames and XL twin mattresses are provided in all rooms
- Check the Department of Residence website for specific dimensions – housing.iastate.edu

## **ISU Dining:** Meal plan options

Plan	Meals/Access Per Semester	Flex Meals Per Semester	Dining Dollars Per Semester	Cost Per Semester \$2464 \$2249 \$2113
Cyclone	Unlimited	20	\$300 \$100 \$200	
Cardinal*	Unlimited	14 15		
Gold	200 meals			
CyFlex 220 meals		10/week	\$75	\$2464

### **Dining** Services

ISU DINING

ISU CATERING GET ORDER NOW CHECK MEAL PLAN BALANCE DINING ACCOUNT LOGIN 🔍 f 🗹 🎔 🗈

COVID-19 RESPONSE HOURS & MENUS MEAL PLANS & RATES NUTRITION SUSTAINABILITY EMPLOYMENT DIVERSITY ABOUT

# MEAL PLANS

#### Important information:

PURCHA

- Will display only plans available to the student
- Check balance on the GET App, through the dining website or at csgoldweb.its.iastate.edu

### Flex meals

- All meal plans have a specified number of flex meals
  - Memorial Union Food Court, Clyde's, markets, etc.
  - Flex meals can be used for friends or guests
- Each flex meal is worth
  - \$9 (Cardinal, Gold, Cyclone meal plans)
  - \$10.50 (CyFlex meal plan)
- If more than the cash value of the flex meal is spent, student pays the rest with Dining Dollars, cash, or credit

## **Dining** Dollars

- Part of all student meal plans
- Can be used at any ISU Dining location
- Adds flexibility to the meal plan
- Add more Dining Dollars on through the Housing and Dining portal
- Dining Dollars may be purchased individually by students without meal plans
- Discounted rate available when you purchase in bulk

## **Use Dining Dollars** here:

- Convenience stores (C-stores)
- Business Café
- Bookends Café (Parks Library)
- Gentle Doctor Café
- Clyde's
- Courtyard Café
- Design Café
- Whirlybird's (State Gym)
- Global Café

- ABE's Harvest Café
- Hawthorn Market & Café
- Heaping Plato
- The Roasterie
- MU Market & Café
- Memorial Union Food Court
- Dolce Freddo

## **Cy**Cash

- Begins as zero balance
- Add money through AccessPlus with a \$50 spending limit
- Used for campus laundry services, copy centers, University Book Store purchases, and on-campus food items

#### **Student Job** Board

ACCESSPUS		JOWA STATE UNIVERSITY						
About   Logout		A Home Student	Employee //Business					
View Jobs By Area By Location By Category	Student Job Board	Pre Enter keyword 🛛 🐼 2	🏩 Contract 🚊 Print. 😭 Help 🕢 Hide Table					
Recently Posted	Category		Count					
Summer Seasonal / Temporary	Childcare		20					
L	Clerical / Office / Administrative		18					
Account/U-Bill	Construction / Maintenance / Labor / Agriculture		32					
Address Change	Delivery / Transportation		2					
Admissions	Education / Tutor		16					
Benchworks	Food Service / Restaurant		32					
Campus Dining	Graduate Assistant		1					
Campus Housing	Graphic Art / Design / Media		14					
Campus Org Events	Health / Social Services		18					
<b>Class Registration</b>	Housekeeping / Custodial							
Class Schedule	Information Technology / Web Design							
Current Stdnt Info	Lab / Research		Important information:					
CyCash	Miscellaneous		importante information.					
Degree Audit	Personal Services		Dout time would outlone					
Direct Deposit	Sales / Retail		<ul> <li>Part-time work options</li> </ul>					
Emergency Contact	Security		available on-campus					
Enrollment Cert	Sports / Recreation		available off-campus					
Financial Aid	Telecommunications / Telemarketing		and in the Ames					
Grad Stdnt Status	Undergraduate Research Assistantship							
Grades&Transcripts	Veterinary Medicine & Animal Care		community					
Graduation	Volunteer / Unpaid							
Health Insurance		$\sim$	<ul> <li>Students can work up to</li> </ul>					

ork up to 20 hours/week at oncampus jobs

#### **Textbooks**

Iowa State University Book Store, Memorial Union

- New, used, rental, loose-leaf, and digital textbook options
- Pre-order for pickup
- Booklist available on AccessPlus
- Check out the Textbook Price Comparison tool
- Tech Cyte has computer recommendations and educational pricing
- Keep receipts through the first two weeks of class

#### **Bikes**

- Iowa State is a bike-friendly campus
- Register bikes online for free
  - Department of Public Safety, Parking Division website – parking.iastate.edu
- Use bike racks around campus
- Purchase a quality lock



- Students do not need to bring a vehicle to campus
- CyRide is fare-free
- Register vehicle with the Department of Public Safety through AccessPlus in July starting July 22
  - Purchase proper parking permit
    - \$119\* Stadium Lot Permit
    - \$160\* Residence Hall Lot Permit
    - \$62\* Motorcycle Permit
- Free commuter lot at the Iowa State Center for off-campus students
- Chicago bus service during academic breaks available through CIT Signature Transportation



- Department of Public Safety
  - More than 40 state-certified ISUPD officers
  - Iowa State Police help line: 515 294-4428
  - Help Van: 515 294-4444
  - Helpful apps
    - SafeRide ISU
    - ISU Guardian



### Safety

- Keep doors locked
- Do not leave belongings unattended
- Mark personal belongings
- Residence halls locked
- Campus notification systems
  - Loudspeaker system
  - Iowa State website
  - ISU Alert

### **ISU** Alert

Encourage your student to register to receive notifications

- Campus emergency notification system
- Phone, text, and email notifications
- Maintain information on AccessPlus

## Academic support

- Academic Success Center
  - Supplemental Instruction
  - Tutoring
  - Academic Coaching
  - Psychology 131
- Student Accessibility Services
- Writing and Media Center
- Instructor office hours
- Additional resources listed on the syllabus



#### Student grade report

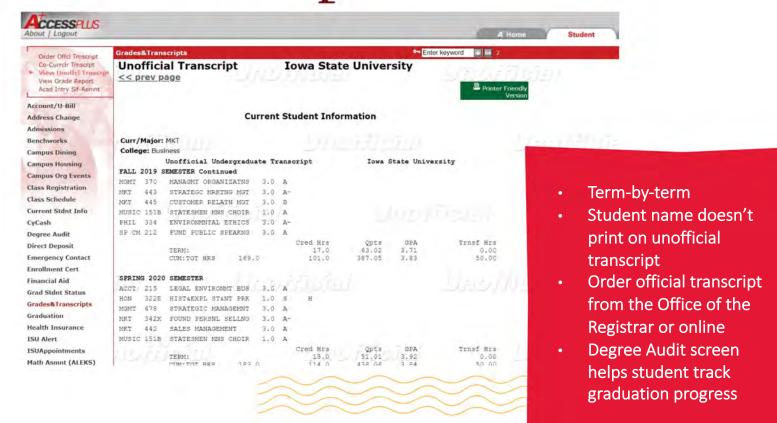
About   Logout							A Home	Student	1
Order Offici Trascript	Grades&Transcripts				Pri Enter k	eyword	¥ 🖬 2		
Co-Currclr Trinscript View Unoffcl Trinscript View Grade Report Acad Intry Sif-Asmit	Iowa State U Spring 2020 V Current Student Info Name: Show		5						
Account/U-Bill	Classification: Senior								
Address Change	Curr/Major: MKT								
Admissions	College: Busine								
Benchworks	Adviser: PISTIL	LI KELLY ANN 2nd	Adviser: PISTI	LLI KELLY ANN					
Campus Dining	Undergraduate Cours	e Work							
Campus Housing	Course	Section	Credit	Grade	Quality	Points			
Campus Org Events	ACCT 215	1	3.00	A		12.00			
Class Registration	H HON 322E	1	1.00	S					
lass Schedule	MGMT 478	14	3.00	A		12.00			
Current Stdnt Info	MKT 342X	1	3,00	A-		11.01			
CyCash	MKT 442	A	3.00	A		12.00			
Degree Audit	MUSIC 151B	1	1.00	A		4.00			
Direct Deposit	Explanation of Grade Re	port of Questions?						_	
Emergency Contact		Total Cred	its Earned	Hours (ISU)	<b>Quality Points</b>	GPA			
Enrollment Cert	Term Totals			13.00	51.01	3.92			
	Cumulative		183.00	114.00	438.06	3.84			
Financial Aid	Messages								
Financial Aid Grad Stdnt Status		g: 4							
	Course Drops Remainin								
Grad Stdnt Status Grades&Transcripts	Course Drops Remainin Displayed May 04, 2021	13:38 PM							
Grad Stdnt Status									



#### • Term

- College
- Adviser
- Year
- Grades
- Explanation of grades
- Opportunity to check status of grades at midterm

#### **Unofficial** transcript



#### **Student to-do** *list*

- Get ISUCard // 0530 Beardshear Hall
- Register for Net-ID (email address) // Parks Library, first floor
- Register for Destination Iowa State
- Complete online orientation (if not already finished)
- Obtain class schedule

#### **Destination** *Iowa State*

Register today!

- Make connections
- Explore campus
- Prepare for classes
- Experience traditions
- Join Cyclone Nation
- Make memories of a lifetime



#### **Promoting** conversation

- Pick up a "Start the Conversation" discussion tool
- Begin discussion between you and your student
- Checklist for your family after orientation

#### **START THE** CONVERSATION

After orientation there are many things to discuss with your student. Use this guide to start the conversation!

· What was screetling you isarned at coordation that surprised you?

What are your ecademic and social expectations for your first summary
 How will you handle things that don't ge as plarmed? What if you

don't get along with your roommate or struggle in class? • How will you handle stress?

-

 How often do you think we'll talk and communicate during your first semester? What are important issues for us to dispase? What will be the best times for us to commit?

 How do you feel about your class schedule? What excites you about your major?

\*What will you do it you get yourself into a jem?

· What are your cleas for staying mentally and physically healthy?

· How should we approach discussing money while you're at college?

\* What information will we share through third party access on AccessPlus?

What kind of must plan do you think is going to be best for you?

· Haw will we prepare for move-in day? What will it be like to say goodbyni

When you think alsout scarting your first year at lows State, what are you
most excited about? Most nervous about? You might want to share with
your student what excites you most tool



#### CHECK IT!

Encourage your student to complete all of these items before arriving back on campus for move-in!

Explore AccessPlus throughout the summer

Verify ISU Alert information

Add emergency contact information

Select a meal plan with ISU Dining
 Check mailing address for accuracy

View move-in details and make a packing list

· Contact roommate to coordinate who will bring what

Review class schedule for locations after August 1

 Watch for university billing statement after August 1 – when the bill is available a notification message will be sent to your student's lowa State email address

Verify your financial aid status

Return all the required forms

 Explore Canvase and complete the online wellness programs AlcoholEdu and Kognito between July 1 and July 31

 View mandatory health requirements at CycloneHealth org and submit your records on AccessPlus

Register for a parking permit after July 16

 Submit all final transcripts of high school and/or college credit earned during high school to the Office of Admissions

Reserve textbooks at isubookstore.com

 Download the MyState and SafeRide ISU apps to stay informed and gain access to resources across campus

 Register for Destination Iowa State (admissions.lastate.edu/ destination) by August 1 (if not done at orientation)

### Virtual resource fair

#### **35 Responses**

345 views 12.0 hours of orgagement















Mederslad

TALLY & WELLARDS

Pappajohn Center for Entre... Iowa State Daily The lowe State Daily is a student-run nisarship inducation paper, and is the main source of news...

ISU Police Department BU Police provides 24/7 safety and police services, including many.

Student Financial Success Student Financial Success helps students mensoe their bersonel.

Student Health And Wellness We provide students the convenience of holistic health and wellhest service





Writing and Media Center Void one stop shop for coarse materials. We'll help you with all your tech reads. Walk hour video to learn about how the . We offer one-on-one and group fultoring . W38 is a university department that and our Service Center is perfect for. Dean of Students Office can help YOU. for any written, cell, visual, and ...



collection objects and brings exhibitin-

Medical care is expensive, but

maximum can itale sectors some of .



supplies, tech and Curlone near

Student and Scholar Health ... University Book Store





TechCYTE

TECHCYTE

CARRIED SUPPOR

University Museums maintains +30000 U.S. Bank is proud to pertner with ISU to Academics. Civic Engagement. provide an optional student account...



a Smill



supports female-identifying students KINA STATE



Memorial Union & Student A .... Get involved with Student Activities & the Memorial Union! Find your people

NŚE RIMA STATE UNIVERSITY

students at colleges and universities L





Dean of Students Office







## Share your feedback

#### Your feedback matters to us.

Share your impressions of the OnCyte Orientation experience.



STUDENT

FAMILY





Scan the QR codes above to share your leedback so we can provide an even better Orientation experience.