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
Beardsheer Hall
515 294-4800
isusship@iastate.edu
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

**CLINIC HOURS**

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>8 a.m.–6 p.m.</td>
</tr>
<tr>
<td>Tuesday</td>
<td>8 a.m.–6 p.m.</td>
</tr>
<tr>
<td>Wednesday</td>
<td>9 a.m.–5 p.m.</td>
</tr>
<tr>
<td>Thursday</td>
<td>8 a.m.–5 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>8 a.m.–5 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>9 a.m.–Noon</td>
</tr>
</tbody>
</table>

Corner of Sheldon Avenue and Union Drive, across from State Gym
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
Self-care

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

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

cyclonehealth.iastate.edu
Submit insurance information

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

• Student’s right to privacy with health care information
  • Health Insurance Portability and Accountability Act (HIPAA)
  • Release of Information (ROI)
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
August 17-18  Residence hall move-in
August 19-21  Destination Iowa State
August 23     Fall 2021 classes begin
September 6   Labor Day – No classes
September 17-19  Cyclone Family Weekend
October 15    Mid-term reports
November 22-26 Fall break – No classes
December 1    Priority deadline for 2021-2022 FAFSA
December 13-16 Final exams
December 17    Fall semester ends
December 20    Optional winter session begins
January 14    Optional winter session ends
January 18    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
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

Students maintain three addresses:
- In-session
- Interim
- Parent or guardian
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
Move-in tips

• Allow plenty of time
• Utilize Move-In Crew
• Be prepared to move vehicle
• Involve siblings
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• Bring basic tools
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• Be flexible
Packing list

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

<table>
<thead>
<tr>
<th>Plan</th>
<th>Meals/Access Per Semester</th>
<th>Flex Meals Per Semester</th>
<th>Dining Dollars Per Semester</th>
<th>Cost Per Semester</th>
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</thead>
<tbody>
<tr>
<td>Cyclone</td>
<td>Unlimited</td>
<td>20</td>
<td>$300</td>
<td>$2464</td>
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<tr>
<td>Cardinal*</td>
<td>Unlimited</td>
<td>14</td>
<td>$100</td>
<td>$2249</td>
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<tr>
<td>Gold</td>
<td>200 meals</td>
<td>15</td>
<td>$200</td>
<td>$2113</td>
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<tr>
<td>CyFlex</td>
<td>220 meals</td>
<td>10/week</td>
<td>$75</td>
<td>$2464</td>
</tr>
</tbody>
</table>
Dining Services

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
CyCash

• 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

Important information:

- Part-time work options available on-campus and in the Ames community
- Students can work up to 20 hours/week at on-campus 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](http://parking.iastate.edu)
- Use bike racks around campus
- Purchase a quality lock
Parking

- 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

*Subject to approval by Board of Regents, State of Iowa
Safety

- 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

- Term
- College
- Adviser
- Year
- Grades
- Explanation of grades
- Opportunity to check status of grades at midterm
### Unofficial Transcript

#### Iowa State University

**Current Student Information**

<table>
<thead>
<tr>
<th>College: Business</th>
<th>Unofficial Undergraduate Transcript</th>
<th>Iowa State University</th>
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**FALL 2019 SEMESTER**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
<th>Grade</th>
<th>GPA</th>
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<tbody>
<tr>
<td>MGMT 370</td>
<td>MANAGER ORGANIZATIONS</td>
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<tr>
<td>MGMT 443</td>
<td>STRATEGIC MARKETING</td>
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<tr>
<td>MGMT 445</td>
<td>CUSTOMER RELATIONSHIP</td>
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<td>B</td>
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<tr>
<td>MUSIC 151B</td>
<td>STATEMENTS RNS CHOIR</td>
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<td>A</td>
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</tr>
<tr>
<td>PHIL 334</td>
<td>ENVIRONMENTAL ETHICS</td>
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<td>SF CH 212</td>
<td>FUND PUBLIC SPEAKING</td>
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</table>

**SPRING 2020 SEMESTER**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Credits</th>
<th>Grade</th>
<th>GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCT 215</td>
<td>LEGAL ENVIRONMENT ENS</td>
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<tr>
<td>HIST 3221</td>
<td>HISTORICAL STMT PERK</td>
<td>1.0</td>
<td>S</td>
<td></td>
</tr>
<tr>
<td>MGMT 478</td>
<td>STRATEGIC MANAGEMENT</td>
<td>3.0</td>
<td>A</td>
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</tr>
<tr>
<td>MKT 342X</td>
<td>FOUND PERSON SELLING</td>
<td>3.0</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>MKT 440</td>
<td>SALES MANAGEMENT</td>
<td>3.0</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>MUSIC 151B</td>
<td>STATEMENTS RNS CHOIR</td>
<td>1.0</td>
<td>A</td>
<td></td>
</tr>
</tbody>
</table>

- **Term-by-term**
- **Student name doesn’t print on unofficial transcript**
- **Order official transcript from the Office of the Registrar or online**
- **Degree Audit screen helps student track graduation progress**
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
Register today!

- Make connections
- Explore campus
- Prepare for classes
- Experience traditions
- Join Cyclone Nation
- Make memories of a lifetime
Pick up a “Start the Conversation” discussion tool

Begin discussion between you and your student

Checklist for your family after orientation
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 feedback so we can provide an even better Orientation experience.