



**Idaho State  
University**

# **Student Assistance Guide**

*Division of Student Affairs*

# Assisting Students in Distress

## Identifying Behaviors

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### Distressed/Disruptive Students

- Are irritable, sad, unduly anxious, withdrawn, confused, lacking motivation or concentration, seeking constant attention, showing lack of hygiene, or demonstrating bizarre, erratic, or concerning behaviors, including references to self-harm.
- Interfere in Idaho State University's learning environment with behavior that is reckless, disorderly, aggressive, defiant, destructive, threatening, and dangerous to self or dangerous to others.

### Students Concerned for Personal Safety

Typical stalking behaviors include:

- Repeated phone calls to home or work, including hang-ups.
- Unsolicited letters, email messages, or text messages.
- Unsolicited contact through any social media.
- Unsolicited sending or leaving of gifts.
- Notes on car or at personal residence.
- Surveillance behaviors, both on foot and by car.
- Unexpected appearances at frequented places (e.g. classrooms, stores).
- Contacting friends, family, or co-workers without consent or knowledge.
- Searching public and private records to get personal information.
- Vandalism (residence, car, personal possessions).
- Entering residence to move things or steal personal items.

## Responding to Students

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### Response

- Safety first. The welfare of the student and the campus community is our top priority when a student displays threatening or potentially violent behavior.
- Trust your instincts. Seek consultation from your department chair, supervisor, the Care Team, or ISU Counseling and Testing Services.
- Ask students if they feel their functioning is impaired, or have thoughts of harming themselves or others.
- Avoid threatening, humiliating, or intimidating statements.

### Documentation

- Maintain a record of all incidents/events.
- Keep all correspondence (e.g. notes, letters, emails, voicemails, Facebook messages, text messages, etc.).

### Making Reports

- Always report serious or persistent inappropriate behavior to the Office of the Dean of Students.
- Share information and consult with appropriate university personnel to coordinate care for the student.
- Safeguard the student's privacy rights.
- Keep the Care Team and the Dean of Students informed of new concerns.

## Assisting Victims of Sexual Assault, Dating Violence, or Stalking

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### Receive Information

- LISTEN ACTIVELY. Don't interrupt or inject your feelings. Your caring but silent attention will be invaluable.
- NEVER BLAME them for being assaulted. Even if the student reports feeling responsible, say clearly and caringly that it wasn't their fault.
- ASK before you touch. Don't assume that physical contact, even a gentle touch or hug, will be comforting to a survivor. Be patient and give them the space they need.

### Respond

- INFORM the student that you are glad that they chose to tell you and that you must now inform certain individuals within the university, including those that can offer them the best support and resources such as the Title IX Office.
- INFORM the complainant that certified victim advocacy services are available from Family Service Alliance (208) 232-0742.
- REFER complainant to the Title IX Office and notify the Title IX Office.
- TAKE ACTION per Idaho State University policy (ISUPP 3100).

# Laws and Codes

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## Receiving Information

The Family Educational Rights and Privacy Act (FERPA) permits communication about a student of concern under the following circumstances:

- ISU may disclose personally identifiable information from an “educational record” to appropriate individuals in connection with a health or safety emergency. Information may be released to parents, police, or others, if knowledge of the information is necessary to protect the health or safety of the student or other individuals.
- Information can be shared with university personnel when there is a specific need to know and should be limited to the essentials of university business.
- Observations of a student’s conduct or statements made by a student are not “educational records” and are therefore not protected by FERPA. Such information should be shared with appropriate consideration for student privacy.

## Student Code of Conduct

The Student Code of Conduct sets forth standards of student behavior and conduct necessary for the maintenance of a campus where ideas are freely exchanged, university property and processes are safeguarded, and conflicts are peacefully resolved. Each Idaho State University student shall be expected to

have knowledge of the contents of the Student Code of Conduct from the date of the student’s application to the University. Examples of behavior prohibited by the Code include:

- Physical assault, sexual assault, sexual misconduct, or domestic violence.
- Threats causing a person reasonably to be in sustained fear of one’s own safety or the safety of their immediate family.
- Intoxication or impairment through the use of alcohol or controlled substances to the point where one is unable to exercise care for one’s safety.
- Obstruction or disruption of teaching, research, administration, disciplinary procedures, or other University activities.
- Sexual harassment.
- Racial, ethnic, religious, sexual orientation, disability, gender identity/expression, and other forms of harassment.
- Stalking, hazing, and disorderly behavior.

## Complete details

Complete details can be found at:  
[isu.edu/deanofstudents](http://isu.edu/deanofstudents)

## Food Insecurity

Benny’s Pantry  
(208) 282-2794

Bengal Meal Share Program  
(208) 282-2794

## Homelessness

Aid for Friends  
(208) 232-5669

Freedom LZ Veterans Transitional Housing  
(208) 234-0966

## Equity & Inclusion

Office of Equity and Inclusion  
(208) 282-3964

Gender Resource Center  
(208) 282-3590

Native American Student Services (NASS)  
(208) 282-1218

## Employment

Idaho State University Career Center  
(208) 282-2380

TAKE IMMEDIATE ACTION IF THE STUDENT ...	RESOURCES
Threatens to injure, harm, kill, or risk the safety of self or others Acts in a frightening or threatening manner Refuses to leave the classroom after being asked to leave Reports or initiates a threat or bomb scare	Idaho State University Public Safety — Emergency Situation Call 911 — Campus Dispatch (208) 282-2911
REPORT BEHAVIOR OF CONCERN IF THE STUDENT ...	
Acts significantly out of character Acts in a way that causes harm Displays unhealthy or dangerous patterns of behavior	Care Team (208) 282-2794  Counseling and Testing (208) 282-2130  Public Safety (208) 282-2911
CONSULT FOR GUIDANCE OR SUPPORT IF THE STUDENT ...	
Appears to be out of touch with reality Reports suicidal thoughts or actions, depression, hopelessness, anxiety, difficulty dealing with grief, or any other mental health concerns	ISU Counseling & Testing Services (208) 282-2130 University Health Center (208) 282-2330
Reports having been a victim of stalking Reports sexual assault or relationship violence	Title IX Office (208) 282-1439
Is having academic difficulty due to physical, psychological, or learning disability Indicates a need for disability accommodations Indicates experiencing hate crimes, bias, or discrimination	Disability Services (208) 282-3599  Office of Equity and Inclusion (208) 282-3964
Reports having been a victim of hazing or other crime Exhibits behavior that substantially impairs, interferes, or obstructs orderly processes and functions of the university Exhibits behavior that deliberately interferes with instruction or office procedures Exhibits behavior that is lewd or offensive Exhibits behavior that breaches the peace Reports feeling overwhelmed by a family or personal emergency	Care Team (208) 282-2794
Is not attending class for an extended period of time Seems overwhelmed by problems that could affect university attendance or persistence	Care Team (208) 282-2794

## If you're not sure where to start ...

Care Team  
Office of the Dean of Students  
(208) 282-2794 | [isu.edu/deanofstudents](http://isu.edu/deanofstudents)  
After hours: (208) 220-5682

### EMERGENCY SITUATION

911 or (208) 282-2911

### UNSAFE SITUATION

**On-Campus**  
Public Safety  
(208) 282-2911  
[isu.edu/publicsafety](http://isu.edu/publicsafety)

**Off-Campus**  
Pocatello Police Department  
(208) 234-6100

**Idaho Falls**  
Idaho Falls Police Department  
(208) 529-1200

**Meridian**  
Ada County Sheriff  
(208) 377-6790

**Twin Falls**  
CSI Campus Security and Safety  
(208) 732-6605

### MENTAL HEALTH RESOURCES

**Pocatello**  
Counseling and Testing Services  
(208) 282-2130  
  
Southeast Idaho Behavioral Crisis Center  
(208) 909-5177  
  
University Health Center  
(208) 282-2330

**Idaho Falls**  
Counseling and Testing  
(208) 282-7750

**Meridian**  
Counseling and Testing  
(208) 373-1723

**Twin Falls**  
CSI Counseling Services  
(208) 732-6260

### SEXUAL MISCONDUCT/ DATING VIOLENCE/TALKING

Title IX Coordinator  
(208) 282-3964  
  
Gender Resource Center  
(208) 282-2805  
  
Rape Victim Advocacy and  
Domestic Violence Family Service Alliance  
(208) 232-0742

### ILLNESS/INJURY

**Pocatello**  
University Health Center  
(208) 282-2330  
  
Portneuf Medical Center  
(208) 239-1000

### Idaho Falls

Eastern Idaho Regional Medical Center  
(208) 529-6111

### Meridian

St. Luke's Medical Center  
(208) 706-5000

### Twin Falls

Physicians Immediate Care Center  
(208) 736-7422

### ACADEMIC ISSUES

Academic Advising  
(208) 282-3277  
  
Student Success Center  
(208) 282-3662  
[isu.edu/success](http://isu.edu/success)  
  
Student Affairs  
(208) 282-2794

### RESOURCES AND SERVICES

Disability Services  
(208) 282-3599  
  
Equity and Inclusion  
(208) 282-3964  
  
International Programs Office  
(208) 282-4320  
  
University Housing  
(208) 282-2120  
  
University Ombudsperson  
[isu.edu/ombud](http://isu.edu/ombud)

### CARE TEAM

Dean of Students  
(208) 282-2794  
  
Director of Public Safety  
(208) 282-2911  
  
Director of Counseling and Testing  
(208) 282-2130  
  
Director of Human Resources  
(208) 282-2517  
  
Vice President for Student Affairs and  
Enrollment Management  
(208) 282-2794

The Care Team combines expertise in the areas of law enforcement, mental health, student support, employment law, and other legal issues.

The goal of the Care Team is to provide an integrated and coordinated process for identifying and responding to students, faculty, staff, and other individuals who may be at risk of harming themselves or others.