

NAVIGATING ITHACA COLLEGE:

A GUIDE FOR HOW TO BEST SUPPORT STUDENTS AND FIND ANSWERS

ACADEMIC QUESTIONS ANSWERED

Center for Academic Advancement

The CAA includes the Academic Advising Center, Student Accessibility Services (SAS), and Tutoring Services. The CAA also responds to all Academic Alerts submitted by faculty.

Academic Advising Center - provides advising tools for faculty; is a great resource for advising around the ICC; offers 30-min drop-in advising for students via zoom; provides information on time-management, note-taking skills, etc; provides specialized support for transfer students and veteran students

<https://www.ithaca.edu/academic-advising-center>

Student Accessibility Services - provides resources to faculty on accessible audio/video, course material and a pre-drafted syllabus insert; helps students register a disability, verify documentation, and develop accommodation plans; offers testing accommodations; provides extensive information about note-taking accommodations

<https://www.ithaca.edu/student-accessibility-services>

Tutoring Services - runs the free Learning Coach program for over 50 courses; offers small group tutoring; shares academic tips; manages the tutoring request form for students

<https://www.ithaca.edu/tutoring/>

Academic Alerts - faculty can share academic concerns (ASAP) with the CAA about a student like: absenteeism, poor grades, missing assignments, being disengaged, etc.

<https://www.ithaca.edu/academic-advising-center/academic-alert-program>

The Writing Center

The Writing Center consults with faculty on designing effective writing assignments, authors instructional handouts, provides conferences with students about course papers, offers group workshops with students from your class to peer-review, and makes informational class visits

<https://www.ithaca.edu/academics/writing-center/faculty-links>

Library

IC librarians support students with research, citations, chat & Zoom reference, digitized course reserves, (a)synchronous instructional sessions, & more. During COVID, the library is offering curbside pick-up & digitization of physical materials. Also, look for a white of interactive tutorials in Kaltura on the channel: *Engaging with Scholarly Content*.

<https://library.ithaca.edu/services/faculty.php>

Academic Dean's Offices

Your school's Dean's Office is a helpful place for an unanswered academic concern. Those listed below are points of contact for helping students, families & supporters navigate resources within their respective school and the college.

School of Business

Dawn Kline, Associate Dean

Katy Hall, Academic Services Coordinator

<https://www.ithaca.edu/academics/school-business/current-students>

School of Communications

Bryan Roberts, Associate Dean

Kristin Morse, Academic Services Coordinator

<https://www.ithaca.edu/academics/roy-h-park-school-communications/current-students-faculty>

School of Health Sciences & Human Performance

Jana Waller, Interim Associate Dean

<https://www.ithaca.edu/academics/school-health-sciences-and-human-performance/current-students>

School of Humanities and Sciences

Amy O'Dowd, Assistant Dean

Jim Riegel, Academic Services Coordinator

<https://www.ithaca.edu/academics/school-humanities-and-sciences/for-faculty-and-staff>

School of Music

Ivy Walz, Interim Associate Dean

<https://www.ithaca.edu/academics/school-music/current-students>

SUPPORTING A STUDENT IN DISTRESS

ICare Referral

Submit an ICare referral if you have concerns about a student such as: uncharacteristic behavioral concerns, changes in mood / hygiene / appearance, coping with a stressful life circumstance (like death of a loved one, financial strain, physical illness, etc.), considering harming themselves or others, aggressive or reckless behavior, lack of social support, etc. Important: ICare is NOT an emergency service; for emergencies, contact OPS at 607.274.3333 <https://www.ithaca.edu/icare-home-page/behaviors-concern-signs-distress#a38682>

CAPS (Counseling & Psychological Services)

CAPS offers faculty consultations, a mental health crisis prevention training for faculty & staff called "Pathways," same-day crisis services weekdays 2:30-4:30 for students, individual and group counseling for students, and support for off-campus mental health referrals. After hours phone support is available 5p - 8:30p weekdays & all day/night on weekends at 607.274.3136 <https://www.ithaca.edu/center-counseling-and-psychological-services/services>

Center for Health Promotion

CHP is our campus resource for wellness-related support and education. Confidential services include 1:1 meetings for students focused on alcohol & other drug use (the BASICS Program) or other health concerns such as sleep, exercise, stress management (THRIVE@IC). Free safer sex supplies, Tick Removal Kits, and Sleep Kits are also available <https://www.ithaca.edu/center-health-promotion/about-us>

Office of Religious and Spiritual Life

ORSL is available to all students regardless of religious, spiritual, or secular worldview. Their staff is trained to listen, care, and counsel students. Weekly drop in hours are Fridays 2:30-4:30 with Hierarchy Osorto, Director of Religious & Spiritual Life - hosorto@ithaca.edu <https://www.ithaca.edu/spirituallife>

Title IX Office / SHARE (Sexual Harassment and Assault Response & Education)

Students who experience dating violence, stalking, sexual assault, sexual violence, or sexual discrimination based on gender or sexual identity are encouraged to report their experience to the Title IX coordinator for resources and reporting options. www.ithaca.edu/share

Bias Impact Reporting

If you know a student who experienced or witnessed a bias incident on campus, via social media, virtually, or at a college-affiliated event, encourage them to use the form link below. Please note it may take up to 3 business days for reply. https://cm.maxient.com/reportingform.php?IthacaCollege&layout_id=6

PRO-TIPS FOR MAKING CONNECTIONS

The Go-Tos

If a student you know is struggling to get engaged, is bored, or wants even more ways to connect to the IC community, suggest:

[IC Events Calendar](http://events.ithaca.edu)

<http://events.ithaca.edu>

[IC Engage](https://ithaca.campuslabs.com/engage)

A student-facing software application that features profiles from over 150 student organizations, an array of student events, and many IC office programs (e.g. Student Leadership Institute, or SLI)

<https://ithaca.campuslabs.com/engage>

[SACL Virtual Engagement Website](https://www.ithaca.edu/student-affairs-and-campus-life/virtual-student-engagement)

The site features a robust assortment of engaging programs built especially for our remote, Fall 2020 semester. Program topics include: anti-racism, voting, meditation, virtual residential communities, virtual fitness classes, esports, virtual volunteering, and much more

<https://www.ithaca.edu/student-affairs-and-campus-life/virtual-student-engagement>

[Follow the Instagram Accounts of Campus Offices](#)

A number of campus offices have engaging social media accounts. A few to follow are:

[@Ithacasacl](#) - follow for near-daily updates on campus events

[@IC_LGBT](#) - livestreams, chats, connect with staff, info on virtual resource room times, etc.

[@IC_spiritual_life](#) - speakers, services, chats - a support for wherever you are on your journey

[@centerforideas](#) - a toolkit for learning about equity & practicing social change

[@ose_ic](#) - a home for student club info and meaningful leadership opportunities

[@ICCareers](#) - virtual Career Check-Ins for advice, workshops, networking connections, etc.

[@ICsgc](#) - Student Governance Council is the governing body for IC's student body

[@ICreslife](#) - find upcoming virtual residence hall events, housing dates, and more

[@ICtransition](#) - learn about upcoming events for first-year, first-gen, and transfer students

[@IC_offcampus](#) - instagram for off-campus students who want to stay in touch

[@IC.campuscenter](#) - instagram for the campus center highlighting many events

[@bomber_sports](#) - instagram for IC athletics - follow to show your Bomber pride!

[@IC_counseling](#) - follow for mental wellness tips, info on groups, and other CAPS services

[@ICboldwomen](#) - BOLD Scholars highlight women empowerment and social justice issues

[@ICcampusrec](#) - instagram for rec sports; follow for recipes, fitness challenges, & tips

[@IthacaCollegeIT](#) - instagram for Information Technology at IC

[Office of Student Engagement](https://www.ithaca.edu/office-student-engagement)

OSE is a great resource for ALL students - from those struggling to fit in to those who have the social scene completely figured out! OSE is home to student organizations, leadership experiences, and community engagement. OSE utilizes the talent of Student Leadership Consultants to provide peer-to-peer advice on how to get involved at IC.

<https://www.ithaca.edu/office-student-engagement>

FINANCIAL LITERACY & RESOURCES

Student Financial Services

SFS is a one-stop location for all financial aid and billing matters including help with applying for aid, scholarships, bill pay, financing options, and more.

Change of Financial Status Form

SFS helps students who have a change in family circumstances that impacts their ability to pay for college, such as: a sibling attending college, loss of income or savings, household move, or retirement of a parent. Most changes are captured on the FAFSA, but if a student has a new circumstance, they should contact SFS to learn if they are eligible.

<https://www.ithaca.edu/tuition-financial-aid/change-financial-status>

COVID-19 Appeal Form

With recognition that COVID-19 has caused unforeseen financial hardship for many IC families, SFS created a form to help students detail their circumstances and request a review of their financial aid award.

<https://www.ithaca.edu/return-to-campus/students/financial-matters>

Emergency Loans and Advances

SFS offers two options for students who might need help covering college expenses: (1) Aid advance (i.e. an advance on expected credit balance on student account) and (2) Ebsary loan (i.e. an interest free, emergency loan).

<https://www.ithaca.edu/tuition-financial-aid/billing-payments/emergency-loans-and-advances>

Financial Avenue

A free, self-paced financial literacy course for all members of the IC community covering topics such as loan repayment, budgeting, and money & college.

<https://www.ithaca.edu/tuition-financial-aid/financial-literacy>

"Textor" the Chatbot

SFS has a new AI chatbot embedded directly on their website. It contains a wealth of information for students seeking answers to questions. Faculty can use it too!

<https://www.ithaca.edu/tuition-financial-aid>

Financial Security Support

Student Affairs and Campus Life (SACL) developed a website centralizing resources to support students with financial insecurity including: the Student Emergency Relief Fund, Food Security Support, Career Closet, Laptop Loaner Program, VITA program, Textbook Support, Summer Internships, and GMAT waivers.

<https://www.ithaca.edu/student-affairs-and-campus-life/supporting-financial-security>

Student Emergency Relief Fund

Students with emergency financial needs can seek financial assistance for things like: emergency travel, rent and utilities, shipping/storage, food, and academic needs. These are one-time allocations usually limited to \$500.

https://cm.maxient.com/reportingform.php?IthacaCollege&layout_id=11

Food Security Support

Any IC community member who needs support meeting their food and nutritional needs can use: the Mobile Food Pantry, our on-campus food pantry located on the first floor of campus center, or the Swipe Out Hunger Program (students only).

<https://www.ithaca.edu/student-affairs-and-campus-life/working-food-security>

RESIDENTIAL LIFE

RL supports students around on-campus housing and residential community engagement. During Fall 2020, RL is offering a virtual residential experience (complete with virtual RAs!) to promote connection among students. To engage with the virtual experience, students should follow their community's instagram handle.

[@ic_towers](#)

[@ic_terraces](#)

[@ic_upperquads](#)

[@ic_lowerquads](#)

[@ic_circles](#)

TECHNOLOGY SUPPORT & SERVICES

Keep Learning - Student Technology Request Form

During a "normal" year, long-term laptop loans are available to students with financial need by contacting your school's Dean's office. While we operate remotely, students should use the Keep Learning - Student Technology Request Form for a laptop or other technology need.

<https://ecm.ithaca.edu/forms/fr/keep-learning/technology-request/new>

Home Internet Support

IT developed a website to support students in troubleshooting an array of connectivity issues.

<https://www.ithaca.edu/information-technology/home-internet>

Resources for Remote & Hybrid Learning

Housed on the IT website, this webpage shares tips/resources about Sakai, Zoom, library access, specialized software, Kaltura, media.ithaca.edu, and much more.

<https://www.ithaca.edu/information-technology/student-it-resources/learning-remotely>

Information Technology Service Desk

The Service Desk provides telephone, email, chat, and in-person support for all aspects of campus technology. The online client portal has up to date contact information, as well as hundreds of helpful guides and articles.

<https://ithaca.teamdynamix.com/TDClient/34/Portal/Home/>

IC Web Applications

Visit our centralized place for all IC supported web applications

apps.ithaca.edu

ADDITIONAL STUDENT SUPPORT SERVICES

These resources are available to faculty and staff who have specific questions or need guidance on a particular student. Be careful not to automatically or exclusively refer a student to a resource based on their (assumed or real) identity.

Center for IDEAS

The Center is focused on supporting students in their journey to better connect their lived experiences to larger ideals of Inclusion, Diversity, Equity, and Social Change (IDEAS) through creating culturally validating spaces to empower marginalized students. Use the site below to share Instagram handles and emails of the Center staff with students requesting support.

<https://www.ithaca.edu/center-ideas>

First-Generation Center

New Student & Transition Programs, the home of the First-Gen Center is a robust resource for students who identify as the first in their family to attend college. For direct support, contact the Assistant Director for NSTP, [Lia Muñoz at lmunoz1@ithaca.edu](mailto:lmunoz1@ithaca.edu)

International Student Support Services

International Student & Scholar Services supports international students with visa, immigration & tax information, transitions to life in the US & at IC, and more. Contact the Director of ISSS, [Diana Dimitrova at ddimitrova@ithaca.edu](mailto:ddimitrova@ithaca.edu) & visit the website for online drop-in hours

<https://www.ithaca.edu/international-student-and-scholar-services/iss-and-covid-19>

Center for LGBT Education, Outreach & Services

The Center fosters the academic success and personal growth of LGBTQ+ students, and even virtually, continues to offer college-wide services to enhance the campus community's understanding and appreciation of LGBTQ+ people and themes. Contact the Director, [Luca Maurer at lmaurer@ithaca.edu](mailto:lmaurer@ithaca.edu)

Office of Religious and Spiritual Life

ORSL helps students find belonging, make meaning out of the human experience, and join with people of religious, spiritual, or secular worldviews to make a difference in Ithaca and the world.

For direct support, contact the Executive Director, [Hierald Osorto at hosorto@ithaca.edu](mailto:hosorto@ithaca.edu)

Transfer Student Support

Transfer students can find support by connecting with the Director for the Center of Academic Advancement, [Sally Neal at sneal@ithaca.edu](mailto:sneal@ithaca.edu) or the Associate Director for New Student & Transition Programs, [Kevin Perry at kperry1@ithaca.edu](mailto:kperry1@ithaca.edu). Both Sal and Kevin support transfer students on a daily basis and are an excellent starting point for transfer resources.

Veteran Student Support

Veteran students can find support by connecting with the Credit Evaluation Coordinator in the Office of the Registrar, [Holley Westbrook at hwestbrook@ithaca.edu](mailto:hwestbrook@ithaca.edu) or the Director of New Student & Transition Programs, [Jacqueline Winslow at jkwinslow@ithaca.edu](mailto:jkwinslow@ithaca.edu). Holley is the VA certifying official and Jacqueline supports connection and engagement opportunities for veteran students.

NOT SURE WHO OR WHAT RESOURCE YOU NEED?

IC Resources

A newly designed website with direct links to a number of helpful areas for students such as: health and wellness, academic success, social engagement, campus services, and more.

<https://www.ithaca.edu/resources>

Stay Informed

Follow and read IC News, Intercom, etc. for critical (inter-)campus messages that will help you support your students.

<https://www.ithaca.edu/resources/campus-and-community-media>

Google It

If you cannot find the resource you need, trying googling the concern + "Ithaca College" to see what campus office pages rise to the top. Often, using a powerful search engine helps you find subpages of the IC website with the information you need.

ICare Form

If you are concerned about a student & would like a caring staff member to provide outreach & offer assistance connecting with supports / resources, please fill out an ICare referral

https://cm.maxient.com/reportingform.php?IthacaCollege&layout_id=1

Dean of Students

If you have exhausted the resources available to you via this resource guide and still aren't sure where to direct a student for additional support, IC's Dean of Students, [Bonnie Prunty at bprunty@ithaca.edu](mailto:bprunty@ithaca.edu) is a great resource for exceptional cases.