**Frequently Asked Questions**

**Q: How much does orientation cost?**

A: Yes. This amount is included in the student bill and will not be requested until after the student has attended orientation.

**Q: What does my student do if he/she has roommate conflicts?**

A: An important part of residence hall life is living with your roommate. If you have never shared a room before, it can be an adjustment. We encourage you and your roommate to sit down with your Resident Assistant the very first week of school and complete a "Roommate Agreement". This is a form that helps you outline guidelines and expectations that you have for sharing space. Doing this early will help avoid conflict with your roommate.

If you do have issues, don't let them go unaddressed. This will only make matters worse. If you are unable to resolve the issues and need help, contact your Resident Assistant (RA). RAs are trained in conflict mediation and can help define what the issues are and help roommates come to a resolution. The Area Director and Assistant Hall Directors (AHDs) are also available to help with roommate conflicts. If the difficulties cannot be reconciled between the roommates, and mediation is unsuccessful one or both roommates may be moved to another room or Hall.

<https://www.indstate.edu/reslife/resources/housing-information/faq>

**Q: Who do I talk to about to about Financial Aid?**

A: The Financial Aid Office is located at 220 North 7th Street, Terre Haute, IN 47809; Tirey Hall 150.

**Office Hours:**
Monday-Thursday:  9:00 a.m. - 5:00 p.m.
Friday:  9:00 a.m. - 4:30 p.m.

**Phone**
(800) 841-4744
(812) 237-2215

Indstate.edu.finaid

**Q: Is there a bank/ ATM on campus?**

A: There is not a physical bank on campus, however we do have multiple ATMs scattered throughout campus. We also have several full service banks located not far from campus. Locations include:

**Fifth Third Bank**
350 Wabash Ave.
Terre Haute, IN
(812) 462-0222

**First Financial Bank**
First Financial Plaza
Terre Haute, IN
(812) 238-6000

**Old National Bank**
701 Wabash Ave.
Terre Haute, IN
(812) 462-7000

**ISU Federal Credit Union**
444 N. 3rd St.
Terre Haute, IN 47807
(812) 234-1021

**Q: What can my student do if they get sick while at school?**

A: If your student becomes sick or injured while away at school, we have the UAP Clinic located on campus. All undergraduate and graduate students taking one or more credit hours at Indiana State are eligible to receive services at the Health Center.

<https://www.indstate.edu/health-center>

**Q: What can my student do if they are stressed out?**
A: The Student Counseling Center (SCC) on campus provides counseling services to all registered students at Indiana State University. The counselors at the SCC provide confidential, culturally sensitive support dealing with the variety of personal concerns you may have. The Student Counseling Center can be reached at: 812-237-3939.

**Q: What can I do to get my student help without them knowing?**

A: At Indiana State, we care for our student’s overall well-being. We want to help them get the care, referrals, and answers they need to ensure their success. Sycamores Care is a campus-wide program that cares for students in distress. The Dean of Students collaborates with all Indiana State departments, faculty, staff, students, and their families to create a caring culture at Indiana State.

Family members, fellow students, faculty, staff, and employers can make a referral to Sycamores Care. Students can also refer themselves. Referrals can be made through the [Sycamores Care Referral Form](http://cm.maxient.com/reportingform.php?IndianaStateUniv&layout_id=3), emailing ISU-DeanOfStudents@mail.indstate.edu, or calling **812-237-3829**.

*If you need immediate assistance, please contact*[*ISU Public Safety*](http://www2.indstate.edu/pubsafety/index.php)*at 812-237-5555.*

<https://www.indstate.edu/student-affairs/sycamores-care>

**Q: As a parent or guardian will I receive a copy of my student’s grades?**

A: In accordance with Federal privacy Laws, the university is not at liberty to release students’ grades to parents without consent on the part of the student. For more information about the Family Educational Rights and Privacy Act, visit the [U.S. Department of Education's website](http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html).

Proxy Access allows students to designate an individual to view information about the academic records. More information about Proxy Access can be found at: <https://www.indstate.edu/registrar/student-resources/proxyaccess>

**Q: What can students do on campus other than go to class?**

A: Here at State we have between 250-300 student organizations to get involved with. At the beginning of each semester there is an involvement fair, which is a great opportunity for your student to get information on organizations

If we do not have a student organization that interest your student, they can create their own by contacting the Office of Campus Life.

<https://www.indstate.edu/student-affairs/campus-life/student-org>

**Q: Are there options for meal plans?**

A: For students living on campus and off! More information about meal plans is available from our campus dining services Follow the link below to find more information on each specific meal plan.

<https://indstate.sodexomyway.com/my-meal-plan>

**Q: What is the transportation system around town / campus like?**

A: Terre Haute Transit provides service around campus and the downtown area; just show your student ID when boarding. Bus service is free for all ISU students. Busses run every day except Sunday's. Information on the bus service will be provided at

<http://www.terrehaute.in.gov/departments/transit-department>.

**Q: Where can my student go to get the necessary help if they have a disability or IEP in high school?**

A: The Center for Student Success is located on the first floor of Normal Hall. Their office provides resources to help students get the accommodations they need here on campus to be successful.

<https://www.indstate.edu/services/student-success/cfss/student-support-services/disability-student-services>

**Q: Are tutoring services available?**

A: The Center for Student Success is located on the first floor of Normal Hall. There you can sign up for a tutor for a specific subject or class. Tutoring is free of charge to all ISU students and it can be done 1-on-1 or in a group session. <https://www.indstate.edu/services/student-success/cfss/tutoring-services/tutorial-services>

Our campus also offers a Math & Writing lab that is located on the second floor of the Cunningham Memorial Library. More information about their hours and services can be found [here](http://libguides.indstate.edu/c.php?g=423656).

**Q: What if my student has dietary restrictions?**

A: Our on campus dining service is mindful of common dietary restrictions when planning their menus. For specific concerns you can contact them (hyperlink text) or students can speak with the chef in their dining area. If you have dietary restrictions, please follow this link to their page.

[https://indstate.sodexomyway.com/explore/nutrition#](https://indstate.sodexomyway.com/explore/nutrition)

**Q: Is my student safe on campus?**

A: The University Police Department is staffed by 25 police officers including detectives, five police dispatchers in the 911 center, full-time civilians, and over 20 student workers. The Police Department is available 24/7 and provides all law enforcement services to the campus community.

**SERVICES PUBLIC SAFETY OFFERS:**

* Rave Alerts – an emergency text message system to keep students and their families informed
* Rave Guardian for your student – an easy access emergency services app for their cell phone
* CSO Program - The Community Service Officer Program provides safety escorts, building and event security, motorist assistance, battery jumps, and lockout assistance
* Blue Light Phone System – Phone towers to directly connect callers to emergency dispatch
* RAD Program – The Rape Aggression defense program is a free twelve-hour class to empower women
* Alcohol and Drug Abuse Prevention Programs

**Q: How does parking on campus work?**

A: The Office of Parking Services is in charge of providing parking passes. There are multiple different types of parking passes available that vary in prices. For more information about parking passes and guest parking, click [here](https://www.indstate.edu/parking/parking-permits).

**Q: Where can my student look for Scholarships?**

A: Indiana State University students have access to many scholarships to make college more affordable. Once a student has set up their MyISU Portal, they can use that same information to log in to the [Branch](https://www.indstate.edu/scholarships) where they will find all the scholarships offered by ISU.