YOUR GUIDE TO
STUDENT HEALTH AND WELLNESS
ON CAMPUS
I’m excited to welcome you to Iowa State University and share this guide about Student Health and Wellness with you.

The combined Student Health and Wellness unit offers comprehensive services for students; there is no wrong door, we will make sure that you are connected with the appropriate resource based upon your individual need(s). We value holistic health and wellness and provide students the convenience of services and resources right here on campus.

Iowa State and national college health data shows that student health and well-being is inextricably connected to academic success, retention and persistence to graduation. Our unit priorities continue to help us grow and develop the health and wellness unit on campus and continue to expand services for the growing student body at Iowa State.

Again we welcome you to Iowa State where we hope you will BE HEALTHY, BE MINDFUL, BE ACTIVE, BE WELL AND BE IOWA STATE!

Erin Baldwin, MHA, MPH, FACHE
Assistant Vice President, Student Health and Wellness
Director, Thielen Student Health Center

“I really appreciate the time and dedication of the Student Health and Wellness team. My life has improved thanks to this experience, and I can’t say thanks enough for that.”
-Iowa State Student
RECREATION SERVICES

MISSION STATEMENT:
Creating exceptional experiences in a respectful, welcoming, and fun environment while empowering the ISU community to enhance personal well-being.

VISION STATEMENT:
To positively impact lives through innovative and inclusive collegiate recreation.

STUDENT WELLNESS

MISSION STATEMENT:
Student Wellness enhances the holistic health, wellbeing, and safety for all students through prevention and health promotion strategies that support academic success, promote student development, and achieve health equity.

VISION STATEMENT:
Create a campus culture of wellbeing so all students can thrive.

2642 Union Drive
Corner of Sheldon & Union, Across from Thielen Student Health Center

Administration Hours
MONDAY - FRIDAY: 8AM - 5PM
*Please refer to website for most up-to-date hours.

515-294-4980
receservices.iastate.edu

A37 Friley Hall
Across from Friley Windows Dining Center and Lake Laverne

Office Hours
MONDAY - FRIDAY: 8AM - 5PM
*Please refer to website for most up-to-date hours.

515-294-1099
wellness.iastate.edu
MISSION STATEMENT:
Student Counseling Services (SCS) provides clinical and campus-based services to help students achieve their educational and personal goals. SCS supports the holistic well-being of every Iowa State student and promotes a healthy and inclusive community through clinical services, outreach, consultation, crisis intervention and collaboration with campus partners.

STUDENT COUNSELING SERVICES

MISSION STATEMENT:
To promote the optimal health of our university community by providing high quality, accessible, affordable and accountable health care that encompasses prevention, wellness and education and to support the academic success of the Iowa State University students while building healthy habits for a lifetime.

VISION STATEMENT:
To be a center for excellence and the preferred provider of campus health care by improving the health and well-being of the student population and by supporting the university’s efforts to become the very best land grant university in the nation.

THIELEN STUDENT HEALTH CENTER
It’s a hectic time and we want to set you up for success when it comes to Health and Wellness here on campus.

Here are all the things you need know before coming to campus.

**IMMUNIZATION REQUIREMENTS**

**MEASLES REQUIRED**
Iowa State requires that all new (including transfer and graduate) students born on or after January 1, 1957, show proof of immunization or immunity to measles. Measles immunizations may be found on your immunization record listed as Measles, MMR, MR or Rubeola (titer).

To meet the requirement, you must provide ONE of the following:

1. Proof of two measles and/or combination measles, mumps, rubella (MMR) vaccination dates. The first measles vaccination must be administered after one year of age; the second measles vaccination must be administered at least 28 days after the first vaccination.
2. Proof of immunity to measles by positive rubeola (measles) titer or history of measles disease.
3. Proof of religious or medical exemption by submitting the Iowa Department of Public Health Exemption Form. Download form at www.idph.state.ia.us.

**RECOMMENDED VACCINES**
The State of Iowa requires that all colleges and universities provide information on the meningitis vaccination to incoming students. If you will be living in the residence halls, it is recommended by the Centers for Disease Control and Prevention (CDC) that you receive this vaccination. This vaccination is not required, but it is recommended. If you have already received the meningitis vaccination, you will be prompted to document the vaccination in the immunization submission site.

We also recommend COVID-19 and influenza vaccines per recommendations from the CDC.

**TUBERCULOSIS (TB) SCREENING**
All students will be asked screening questions during the immunization submission process. Students will be contacted directly by a Thielen Student Health Center nurse if additional information is needed.

Documentation of the required immunizations is due by **JULY 31** for fall semester entries and November 30 for spring/summer entries. If you do not provide the information by that date, it will interfere with your ability to register for classes the next semester.
SUBMIT YOUR IMMUNIZATION RECORDS ONLINE

FINDING YOUR RECORDS
Your immunization records can be obtained from your health care provider’s office. They may also be available from your high school or from other colleges or universities you have attended. Public health department and military records are also acceptable. Please note that all immunization dates and tests must include the month, day, and year.

SUBMITTING YOUR RECORDS
First you must scan or take a photo of your immunization document and must include student’s name and date of birth. Please note the scanned immunization document or photo must be one of the following file types: PDF, GIF, JPG, PNG and TIF.

Next take the following steps to access the immunization submission site.

1. Log into AccessPlus
2. Click on the Student tab in the top right.
3. Click on Student Health Ctr in the left navigation bar.
4. Click on Immunization in the left navigation bar.
5. Click the Continue button.

You will receive two emails. The email will be sent to the email address you provided in AccessPlus. The first email is to confirm that your information was received. You will receive a second e-mail within 7-10 business days to confirm that the information you provided meets Iowa State University requirements. You may also return to the immunization submission site to view the current status of your submission.

ALCOHOL EDUCATION ONLINE PROGRAM REQUIREMENT

MENTAL HEALTH EDUCATION ONLINE PROGRAM REQUIREMENT

Every year, students entering Iowa State University will be required to complete the online educational modules on topics such as alcohol risk reduction and mental health. These science-based, interactive online programs provide students with important, reliable health information as well as including surveys and tests of knowledge. Students access these programs through Canvas (Iowa State University’s Learning Management System). Completion of both programs is required for new first year students. Completion of the mental health program is required for all students.

YOU MUST COMPLETE BOTH ON-LINE PROGRAMS IN CANVAS BY JULY 31.

PRESCRIPTION TRANSFERS

For more information on transferring your prescriptions or other pharmacy services, please contact the pharmacy directly by calling (515) 294-7983 or sending an e-mail to pharmacy@iastate.edu.
INSURANCE AND BILLING INFORMATION

CLINIC AND PHARMACY CHARGES AND INSURANCE
For the best clinical billing experience possible, the health center recommends the following:

• Check with your insurance provider ahead of time to ensure they will cover charges from Thielen Student Health Center. Make sure to check out the questions to ask your current health insurance company.

• Be sure your current health insurance information is on file at the health center.

If you have private health insurance, it will be billed for any charges first. Any charges that are not covered by your insurance company will be transferred to your university bill.

Often times your health insurance and prescription insurance are on different plans and you may need to provide both cards.

BILLING QUESTIONS
For questions about billing for services provided at Thielen Student Health Center, please stop by or call the billing and insurance desk during clinic hours.

OUT-OF-STATE MEDICAID
We are unable to accept non-Iowa Medicaid plans. You are still welcome to be seen by our providers; however, you will be responsible for charges incurred.

IOWA MEDICAID
To check eligibility and options please visit: dhs.iowa.gov

The billing and insurance desk phone number is (515) 294-7523.

QUESTIONS TO ASK YOUR CURRENT HEALTH INSURANCE COMPANY:
1. Will my insurance work for my child while attending Iowa State University in Ames, Iowa?
2. Which medical facilities in Ames and the surrounding area are covered by my health insurance?
3. Will it cover more than a medical emergency? What is considered a medical emergency?
4. Does it cover mental health appointments?
5. Is my child covered through the summer months even if not taking summer classes?
6. Does my insurance cover expenses worldwide if my child decides to study abroad?
7. If you have a HMO insurance plan: Do you have a “Guest Membership” option and what would be covered in the Ames area with this Guest Membership?

SUBMIT YOUR INSURANCE INFORMATION
Scan or copy the front and back of your insurance card(s) and then select a submission option below. Submitting online is the quickest and easiest!

SCAN & EMAIL:
submitinsurance@iastate.edu
Be sure to include the health insurance form found at CycloneHealth.org.

DROP OFF IN PERSON or MAIL TO:
2647 Union Drive, Ames, Iowa 50011-2029

SUBMIT ONLINE
1. Log into Access Plus.
2. Click on the Student tab in the top right.
3. Click on Student Health Ctr in the left navigation bar.
4. Click on Insurance in the left navigation bar.
5. Click the Continue button.
INFORMATION FOR PARENTS AND FAMILIES

SUPPORTING YOUR STUDENT

- Stay in touch. Contact your student on a regular basis. Even though college can be a time to experiment with independent choices, your student still needs to know that you are there and available to talk.

- Listening is vital. Be open to hearing about both normal events and difficult issues.

- Be realistic about academic achievements and grades. The transition to college-level academic demands can be difficult and take time. Developing or refining the capacity to work independently and consistently can be more important than grades, as long as the student meets the basic academic requirements set out by the university.

- Allow your student to set the agenda for some of your conversations. Make room for touchy subjects that may arise and respond calmly.

- If your student experiences difficulties while at Iowa State, there are a wealth of resources available on campus. Please have them reach out.

ACCESSING STUDENT HEALTH INFORMATION

Students who wish to have a parent or family member involved in their care can complete a release of information request form after their first visit.

CONSENT TO TREAT MINORS

Students who are under 18 will need to have their parent/guardian complete the Consent to Treat form for minors prior to medical or mental health appointment at the clinic or with Student Counseling Services.

CLASS EXCUSE POLICY

Class attendance is an individual student responsibility and a matter between you and your professors. Thielen Student Health Center (TSHC) providers do not provide “class excuses.” If you will be absent due to illness, you are responsible for calling or emailing your instructors as soon as possible to notify them of your illness and to determine how best to make up the class time or missed assignments.

SEE COMPLETE POLICY: CycloneHealth.org/classexcuse

SELF-CARE KIT

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 Iowa State, bring the following items along with you:

- Digital thermometer
- Bandages and antibiotic ointment
- Cold relief medications: cough drops, nasal spray, and vitamin C
- Hand sanitizer and surface disinfectant
- Over-the-counter pain reliever
- Reusable cold pack
- A list of medications you take regularly
- A list of known or suspected medication allergies
- Photocopy (or photo on your phone) of health insurance card(s) and policy holder information (date of birth, name, address)
PROGRAMS

ADVENTURE PROGRAM
Get some fresh air with our adventure trips and workshops. We also provide equipment rentals for all your adventures.
- Workshops geared toward beginners to intermediate level held on campus
- Group trips customized for you from canoeing, camping, and hiking, to skiing or rock climbing
- Outdoor equipment rentals from tents to canoes to camp stoves and game equipment

JOYFUL EATING PROGRAM
Food, nutrition, and body respect are important parts of wellbeing. Joyful Eating is a non-diet, weight neutral approach to food, nutrition, and body image.

Programs and services from Student Wellness do not focus on weight loss, good/bad foods, or eating specific calorie amounts. Instead, programs and services are based on Health at Every Size®, which is a holistic definition of health that includes principles of weight inclusivity, health enhancement, respectful care, life-enhancing movement, and eating for well-being. This philosophy is directly linked to our department’s vision, which is to create a campus culture of wellness and student success so that all students can thrive.

The Student Wellness Dietitian focuses on and provides leadership for health promotion efforts campus and community wide related to:
- Eating disorder prevention, awareness, and resources for treatment
- Body respect
- Promotion of nourishing, accessible food

COLLEGIATE RECOVERY COMMUNITY
Collegiate Recovery Community (CRC) is a peer support-based community to provide and connect folks in recovery or seeking recovery from chemical and/or behavioral addiction (such as substance use, eating disorders, gambling, gaming, and more) to the necessary services, resources, and opportunities to help them thrive at Iowa State University.

The CRC is committed to providing addiction recovery support during the challenges and growth that come with higher education. Recovery can include gaining independence from alcohol, other substance use, gambling, or other behavioral addictions.

Our membership and focus are on students to make meeting your recovery and academic goals approachable and relevant. We aim to provide a variety of resources to assist a wide range of situations, which include:
- CRC Student Organization (Rootless)
- Weekly Peer Support Meetings
- Mentorship Opportunities with Alumni/Staff in Recovery
- Dedicated space for students in recovery to learn, relax, and have fun
- Substance Free Social Programming Opportunities
- Connections to Academic Supports, Treatment Options on Campus and in the Community, and more!

FITNESS PROGRAMS
Fitness offers a variety of programs specialized for anyone, from a beginner to an expert. Programs include:
- Over 100 group fitness classes offered each week including Yoga, TRX, Zumba, cardio sculpting and aqua classes
- Personal training
- Small group fitness classes
- Wellness assessments
Food security and food accessibility are vital to well-being and success in college. Student Wellness helps support and co-advise the SHOP, student run food pantry, as well as leading the food security committee on campus.

The SHOP (Students Helping Our Peers)
- Located on campus (1306 Beyer Hall); students can procure fresh, frozen, and boxed/canned goods free of charge
- Resources available for assistance with other basic needs

Food Security Committee
Comprised of anti-hunger advocates across campus and in the community who collaborate, share and create resources and programs to serve the students to ensure students have nourishing and accessible food.

Green Dot at Iowa State
Green Dot is a violence prevention strategy that promotes bystander intervention. Student Wellness provides leadership for Green Dot and works collaboratively with campus and community partners on violence prevention efforts.

A green dot is any choice, behavior, word, or attitude that promotes safety and communicates intolerance for power-based personal violence in our community.

How students can get involved:
- Participate in a Green Dot Overview, Bystander Training, or Enhancement Session
- Participate in Green Dot Action Month and Sexual Assault Awareness Month events
- Do proactive Green Dots with your group and social networks
- Explore Iowa Student University Green Dot website (CycloneHealth.org/greendot)

Health Promotion Outreach
Student Health and Wellness provides a variety of trainings for students, faculty, and staff including:
- Cyclone Support Training
- Substance Use Training and Presentations
- Recovery Ally Training
- Violence Prevention Training
- Eating Disorder Prevention Presentations
- Wellbeing Presentations

Intramural Sports Program
Recreation Services invites you to participate in one of the largest and best intramural sports programs in the nation. With an overall philosophy of “something for everyone,” the Intramural Program offers over 46 sports to meet the diverse interests of the student, faculty and staff population.

Online Wellness Programs
Every year, all first-year students entering Iowa State University from high school and new transfer students will be required to complete the online educational modules on topics such as alcohol risk reduction and mental health. These science-based, interactive online programs provide students with important, reliable health information as well as including surveys and tests of knowledge. Students access these programs through Canvas (Iowa State University’s Learning Management System).

Peer Wellness Educators (PWE)
Peer Wellness Educators are student employees who work with students to increase access to wellness information. Peer Wellness Educators engage with other students on campus to facilitate wellness workshops, implement programs, and support various health promotion strategies. Students can apply during the year to get involved in this paid leadership opportunity.

QPR (Question, Persuade, and Refer) Gatekeeper Training
This training for suicide prevention is a one hour educational program designed to teach lay and professional “gatekeepers” the warning signs of a suicide crisis and how to respond. Gatekeepers can include anyone who is strategically positioned to recognize and refer someone at risk of suicide. The process follows three steps: (1) Question the individual’s desire or intent regarding suicide, (2) Persuade the person to seek and accept help, and (3) Refer the person to appropriate resources.
SPORT CLUB PROGRAM
If you’re looking to compete beyond campus in a sport you’re passionate about join one of our Sport Clubs.
• Over 50 sport clubs that compete regionally or nationally
• Clubs include rugby, soccer, water-ski, lacrosse, ultimate Frisbee, snowboarding, martial arts, boxing, baseball, tennis, hockey and more
• Opportunities to start your own club
• Online club directory
• Wellness assessments

TAO (THERAPY ASSISTANCE ONLINE) ★
TAO is an online library of engaging, interactive programs that help you learn life skills and bounce back from disappointments and stumbling blocks. As you watch their videos and engage with the interactive components, you’ll gain the necessary knowledge and self-awareness to achieve your specific goals. Sponsored by Student Government.

WELLBEING COACHING PROGRAM ★
Wellbeing Coaching programs are confidential programs facilitated by students, for students. While not counseling or medical treatment, these are student-to-student programs that focus on providing students a safe, confidential space to learn about areas of wellbeing that may be affecting students, to learn about resources of support available, and to help students generate some next steps they can do. Student Wellness offers three different wellbeing coaching programs that students can enroll in for support.

Holistic Wellbeing
• Students complete a confidential wellbeing survey and complete a brief reflection activity. Then, meet one on one with a Wellbeing Coaching student to help create a self-driven plan focused on strengths.

Substance Use Wellbeing Coaching (Alcohol & Cannabis)
• A 2-session program that uses an empathetic, non-judgmental style to help meet students where they are at with their alcohol and/or cannabis use.

Recovery Coaching
• Students meet with College Recovery Staff to discuss goals and strategies for the academic year, develop strategies that work best for their pathway to recovery, and get information on support to help them in their recovery journey.

Student Health and Wellness Advisory Board
• Advisory Board members provide honest, thorough, and critical feedback to questions and scenarios to help guide the work of student health and wellness at ISU, including providing feedback on programs, initiatives, marketing efforts, strategic planning, and more.

SERVICES

ALLERGY CLINIC ●
The Allergy Clinic is staffed with professionals who have experience in allergy immunotherapy. Our staff works with your allergist to provide continued care and allergy maintenance for students receiving allergy injections or other treatments.

ALLERGY INJECTIONS ON CAMPUS ●
All allergy patients must have a brief appointment with one of our healthcare providers prior to receiving ongoing injections in the Allergy Clinic. If you’re just starting allergy treatments, you should set up a specific treatment plan and receive your first allergy injection at your allergist’s office. You can then make arrangements with your allergist to have your allergy serum and orders sent to Student Health.

BIOFEEDBACK ★
This popular service is offered through the mind body program. With the aid of specialized computer technology, students can access a variety of programs to learn and practice skills which may reduce stress, anxiety and many other concerns. Biofeedback can be accessed by students following an orientation to learn the equipment.

CAREER COUNSELING ★
We can assist students having difficulty choosing a major or making decisions about their future after college. Career counseling can be supplemented with specialized assessments, such as computer testing to help students find the right path for themselves.
PROGRAMS AND SERVICES

CHRONIC OR ONGOING MEDICAL CONDITIONS ●
From ongoing treatment for asthma to diabetes management, we know that managing chronic healthcare issues is a vital part of being a successful student. Our team will work with you and your healthcare team to make sure that all of your health needs are met while you’re at Iowa State. Give us a call at (515) 294-5801, and we’ll help you sort out the details!

CRISS COUNSELING SERVICES ★
Counselors at Student Counseling Services are available Monday through Friday 8AM-5PM to any student in need of immediate care.

DIAGNOSTIC CAPABILITIES ●
Student Health has extensive diagnostic capabilities to keep you on campus when you’re injured or ill. With a state-of-the-art laboratory and digital x-ray right here in the clinic, our providers have the tools they need to help diagnosis your condition and create a treatment plan that will get you back to class in no time.

DIETITIAN SERVICES ▲
Students can meet with the Student Wellness Dietitian for any nutrition related reason:
  • Eating disorders and disordered eating
  • Chronic health conditions that could be improved with nutrition
  • Meal planning
  • Food insecurity and resources
Services are all free of charge:
  • 1:1 Appointments with the dietitian.
  • Small group classes such as flexible meal planning, making peace with food and more.
Joyful eating online programs (self-guided, interactive programs)

GROUP COUNSELING ★
Groups typically consist of 5-8 students and is a proven and powerful mode of treating a variety of clinical concerns.

ILLNESS AND INJURY CARE ●
Student Health is available by appointment to see you for any illness or injury. We treat a variety of primary health care concerns such as upper respiratory infections, strep throat, rashes, infections, sprains, minor broken bones and more.

IMMUNIZATIONS ●
As a student who is part of a large student body, it is very important that you stay up-to-date on all recommended vaccinations. From the required vaccinations for all new students to annual flu vaccinations, the student health center can provide any and all recommended adult immunizations you’ll need while on campus.

INDIVIDUAL COUNSELING ★
Student Counseling Services provides an opportunity for students to meet individually with a trained clinician to address a variety of issues, from developmental needs to treatment of mental health concerns.

MENTAL HEALTH SERVICES ● ★
Student Health providers can assist you with a broad spectrum of mental health concerns and issues such as depression or anxiety. In addition, we have dedicated psychiatrists and nurse practitioners available for appointments.

PHARMACY ●
Located inside the main doors of the clinic, the pharmacy offers a convenient location, dependable service, and competitive prices for students. We’re happy to help you transfer a prescription from your home pharmacy to school and back again during breaks.

PHYSICAL EXAMS ●
Physical exams, or physica, are different from routine office visits and could more appropriately be called “preventive exams”. These exams pro-actively focus on health issues based on specific criteria such as age, previous health history, social habits, lifestyle, and other factors. Be sure to ask about charges when you call to schedule a physical exam, as additional fees may be associated with preventative care.
PHYSICAL THERAPY AND SPORTS MEDICINE
Whether you’re recovering from a surgery or simply had an intramural accident, physical therapy and sports medicine rehabilitation services are available on the second floor of the health clinic. Iowa State students, faculty, and staff members benefit from the restorative techniques and cutting-edge equipment provided by the certified physical therapy staff.

PUBLIC HEALTH
Iowa State University’s Public Health Team is dedicated to promoting and safeguarding the health and wellbeing of the entire ISU campus community. We achieve this by:

- Implementing strategic initiatives to promote, support, and uphold a university culture that empowers wellbeing for all
- Providing resources and recommendations to prevent and mitigate diseases and other public health issues that impact humans, animals, and the environment
- Collaborating with campus partners to prevent, prepare for, respond to, and recover from emergencies that impact the university and broader community

SEXUAL AND REPRODUCTIVE HEALTH
Comprehensive health services including pelvic, breast and testicular exams, pap screening and treatment for specific health concerns are available at the clinic. In addition, we provide education and prescriptions for a variety of birth control options, pregnancy testing and Pre-exposure prophylaxis (PrEP).

From free safer sex item availability program to a variety of prescription birth control options, the clinic offers students the reproductive health services they need while on campus. In addition, on-site sexually transmitted disease testing is available for students in a confidential and non-judgmental environment.

SPORTS PSYCHOLOGY
Our team is committed to offering quality and comprehensive psychological services to ISU student-athletes. We believe that athletes are able to achieve optimal performance (both on and off the field/court/pitch/mat) when they are a “whole healthy athlete.” Consistent with this belief, we aim to help student-athletes navigate and address a wide range of issues including, but not limited to: adjusting to college, enhancing athletic performance, depression, anxiety, relationship issues, disordered eating and body image concerns, academic challenges, increasing confidence, and goal-setting. Our staff aspires to provide these services while recognizing the unique challenges and values associated with elite level athletics in order help student-athletes’ reach their goals and promote holistic well-being.

TRANS AND GENDER NON-CONFORMING CARE
We provide a welcoming, comfortable environment for all students. Currently, health center staff are prepared to meet general health care needs for trans and gender non-conforming students.

TRAVEL CLINIC
There is a Travel Clinic located within Thielen Student Health Center and can provide the information and advice you need to prepare for international travel, whether it’s on your own or with a study abroad program. Travelers can make an appointment with our Travel Clinic to receive necessary vaccinations and travel information for worldwide destinations.

WORKSHOPS
Student Counseling Services provides workshops each semester that are designed to help build skills across a variety of areas in which students experience difficulty. These workshops are offered at various times each week to accommodate students’ busy schedules.
Student health and wellbeing is inextricably linked to your academic success, retention, persistence to graduation, and personal success. We are proud to share these wellbeing resources with you. Our team is here to support you on your wellbeing journey.

**SLEEP**

Complete the SLEEP WELL self-guided program
Attend a FITNESS CLASS
Workout at STATE, LIED OR BEYER
Complete a TAO SESSION (search “sleep”)

**STRESS**

Attend a student WELLBEING COACHING SESSION
Visit THE SHOP, student food pantry (for financial/basic need security stress)
Attend a FITNESS CLASS
Hang out at the CLIMBING WALL – State Gym and Lied
Rent some outdoor gear and go on an ADVENTURE
Play INTRAMURALS
Join a SPORT CLUB
Try an activity (racquetball, swimming/hot tub, weights, cardio) at Recreation Services
Drop in and use the punching bags at State Gym
Attend a LET’S TALK session
Complete a TAO SESSION (search “stress”)
Try out BIOFEEDBACK

**MOTIVATION**

Attend a student WELLBEING COACHING SESSION
Hire a PERSONAL TRAINER
Go for a walk or run on the indoor tracks at Lied and State Gym
Workout or lift with a friend
Swim laps at Beyer
Participate in the MOTIVATION AND PROCRASTINATION WORKSHOP
Complete a TAO SESSION (search “motivation”)

**CARE**

Schedule AN APPOINTMENT with a primary care, psychiatry, or physical therapy provider
Visit the TSHC PHARMACY to purchase over the counter medications or fill prescriptions
Get support for SEXUAL HEALTH
24/7 access for HEALTH QUESTIONS
Get VACCINATED
Take a JOYFUL EATING self-guided program
Meet with a DIETITIAN

**COMMUNITY**

Attend a COLLEGIATE RECOVERY COMMUNITY meeting or program
Request a COMMUNITY OF CARE presentation
Apply to be a PEER WELLNESS EDUCATOR
Attend a FITNESS CLASS
Sign up for a SMALL GROUP FITNESS TRAINING
Set up a pickup game of sand volleyball, softball, baseball, soccer at the SE Complex or MWL Fields
Apply for a JOB at Rec Services
Check out the ESPORTS ROOM at Beyer
Complete a TAO SESSION (search “connection”)
Try out BIOFEEDBACK
Recreation Services has three rec facilities on campus. Lied Rec is on the East side of campus next to Maple Willow Larch dorms. State Gym and Beyer Hall are connected by a sky walk and are on the West side of campus next to the Thielen Student Health Center. You need to be a currently enrolled student or member to use the facilities and participate in programs. Visit our website for specific building and pool hours.

**REC FEE**
Students enrolled in the current academic semester at Iowa State University AND have the Activity, Services, Building & Recreation Fee assessed on their U-Bill are automatically issued a membership to Recreation Services. Enrolled students can access Recreation Services facilities and programs with their ISU Card.

**PARKING**
Pay-for-parking spaces are available to use near the fitness buildings. General Parking spaces may be used weeknights after 5:30PM – 7:00AM and on weekends – Friday after 5:30PM until Monday 7:00AM.

**CYRIDE**
There are several CyRide routes that stop near all of our facilities.
STATE GYM

- Basketball courts (5)
- Volleyball/Badminton Courts (3)
- Weight and cardio equipment (125) with cable television and phone connection
- Indoor running tracks (2)
- Indoor leisure pool with spa, vortex, diving platform; water basketball, water volleyball, lap swim lanes (3)
- Rock climbing wall (40’) and bouldering wall (13’)
- Cycling Studio
- Fitness Suite with yoga and pilates/barre fitness classrooms
- Multipurpose activity rooms (2)
- Skywalk featuring Precor® Ellipticals that connects the State Gym to Beyer Hall
- Locker rooms with lockers to rent and individual changing/shower rooms
- Day Use Lockers
- Recreation Services Administration Offices
- Adventure Program

BEYER HALL

- Basketball/Volleyball Courts (3)
- Racquetball Courts (4)
- Squash Court (1)
- Large gym equipped with black lights
- Functional Training Room
- Competition Swimming Pool (75’)
- Locker rooms with lockers to rent
- Day Use Lockers
- Multipurpose Room
- Weight Club Training Room
- Outdoor Basketball Courts
- Classrooms (2)
- Recreation Services Marketing Suite
- Intramural and Sport Club Offices
- S.H.O.P. Food Pantry

LIED RECREATION ATHLETIC CENTER

- Basketball Courts (20)
- Badminton/Volleyball Courts (8)
- 50 yd x 60 yd Artificial Turf
- Racquetball Courts (7)
- Indoor running tracks (2)
- Weight and cardio equipment (94) with cable television and phone connection
- Bouldering Wall
- Locker rooms with lockers to rent
- Men’s and Women’s Steam Rooms
- Day Use Lockers
- Stretching/Warm-Up Area
- Boxing Studio
- Functional training equipment space
Student Wellness is conveniently located on the corner of Welch Road and Union Drive, on the west side of Lake LaVerne. We are located within Friley Hall near Windows Dining.

Student Wellness provides leadership in HEALTH PROMOTION AND PREVENTION on campus. With values rooted in social justice, Student Wellness works with campus partners to address health inequity on campus and reduce health disparities. Utilizing a public health approach and a holistic wellness model, centered in the eight dimensions of wellness, Student Wellness focuses on topics such as power-based personal violence, substance use, mental health, nutrition, body image, and more to enhance student wellbeing.

CYRIDE
There are several CyRide routes that stop near our office.
WHAT WE DO

• Work with campus partners to plan, implement and evaluate initiatives to improve student health and wellbeing

• Coordinate and administer various health and wellness assessments to track student health behavior and perceptions

• Enhance student’s personal skills through evidence-based workshops, trainings and programs

• Focus on population level strategies and system changes to improve campus culture and create more health promoting spaces on campus

PEER WELLNESS EDUCATORS

• Work with campus partners to plan, implement and evaluate initiatives to improve student health and wellbeing

• Coordinate and administer various health and wellness assessments to track student health behavior and perceptions

• Enhance student’s personal skills through evidence-based workshops, trainings and programs

• Focus on population level strategies and system changes to improve campus culture and create more health promoting spaces on campus
Student Counseling Services (SCS) is conveniently located right on Iowa State University’s campus on the 3rd floor of the Student Services Building.

To get started with counseling or other SCS services, please call 515-294-5056 during SCS business hours to schedule an initial appointment. During the initial appointment you will complete paperwork and meet briefly with a counselor to get connected to the services that best meet your needs.

**PARKING**
There are a few parking meters available right outside of the Student Services Building.

**CYRIDE**
There are several CyRide routes that stop near the Student Services Building.
OUTREACH AND CONSULTATION SERVICES
We collaborate with our colleagues in the Student Health and Wellness unit to offer educational presentations and provide consultation to students, faculty and staff. Consult our website for the most up-to-date list of presentation topics.

STUDENT COUNSELING SERVICES STAFF
Our professional staff members have doctoral degrees in counseling or clinical psychology, master degrees in mental health counseling, social work or marriage and family therapy, are licensed in the state of Iowa or are being supervised by a licensed staff member. In addition, we are a training facility and utilize postdoctoral fellows, psychology doctoral interns, graduate assistants and graduate-student practicum counselors in our daily schedule.

ELIGIBILITY FOR SERVICES
Students must be currently enrolled or registered as Iowa State students.

CRISIS SERVICES
SCS is available weekdays 8AM-5PM for students in personal crisis who are in immediate need of assistance.

FEES FOR SERVICES
Most professional services of the SCS are provided by the university at no charge to the student. When testing is recommended, there is a minimum fee designed to recuperate the cost of the test. This fee can be charged to the student’s U-bill if desired. NOTE: NO SHOW FEES are applied when appointments are not canceled in advance.

CONFIDENTIALITY
In compliance with federal laws and regulations, all services of the Student Counseling Services (SCS) office are strictly confidential. With rare legal exceptions, our staff does not release information regarding students, or the services they receive, to anyone outside SCS without the written permission of the client.

*Refer to the Programs and Services section for specific assistance provided.

CRISIS RESOURCES
- For life-threatening emergencies, please call 911
- Campus police at (515) 294-4428
- Mary Greeley Medical Center Emergency Room 1111 Duff Avenue
- National Suicide Prevention Lifeline (800) 273-8255
- Text the 24 hours Crisis Text line: Text ISU to 741741
The Thielen Student Health Center (TSHC) at Iowa State University is a full service health center staffed with physicians, physicians assistants, advanced registered nurse practitioners, physical therapists and trained healthcare professionals available to see you for your primary health care needs.

**PARKING**
Patient parking is available next to the clinic. Upon check-in to your appointment or entrance into the pharmacy, students may register for a parking pass. This will allow students free parking while visiting the clinic and pharmacy.

**CYRIDE**
The CyRide red and green routes stop in front of Student Health.
AFTER HOURS CARE OPTIONS

FIRST NURSE CALL CENTER
Calls are answered 24/7
800-524-6877

MARY GREELEY EMERGENCY DEPARTMENT
1111 Duff Avenue | (515)239-2011
Open 24 hours

MCFARLAND CLINIC
Urgent Care
3815 Stange Road: 515-956-4044
Express Care
Hy-Vee West | 515-956-4100
Hy-Vee Lincoln Center | 515-956-4051
Hours: Weekdays until 7:00PM, Saturdays & Sundays Until 4:00PM

STUDENT HEALTH FEE
All students are assessed the mandatory health fee each semester. The health fee is not health insurance.

Thielen Student Health Center receives no funding from the State of Iowa and relies on the health fee for approximately 60% of its operating budget. The remainder of the funding needed to operate the health center comes from charges for medical services and procedures, medications, x-rays, and lab tests.

THE HEALTH FEE PROVIDES ACCESS TO THESE SERVICES AT A REASONABLE COST:
• Routine visits with physicians and nurse practitioners
• Physical exams
• Immunizations
• Public health screenings
• Mental health
• Laboratory
• X-ray services
• Physical therapy
• Pharmacy
All undergraduate students who are enrolled at Iowa State University are eligible to enroll in the Iowa State Student & Scholar Health Insurance Plan (SSHIP). In addition, all international students are required to carry health insurance for themselves for any semester in which they are registered at Iowa State University.

Thielen Student Health Center is the Tier One provider for the services covered in the insurance plan and receives no additional benefits or incentives for students enrolled in the plan. Any questions about coverage for the plan should be directed to the SSHIP office. Any questions about coverage for the plan should be directed to the SSHIP office.

Except for care received at the Thielen Student Health Center, where most services are 100% covered, SSHIP plan members pay a deductible and then co-insurance for care at in-network providers. Prescription drugs have a co-pay and no deductible. For many students, the SSHIP plan can offer great benefits at a lower cost than what their family’s insurance offers. Refer to the worksheet on cyclonehealth.org/SSHIP to determine what choice is right for you.

To learn more about the plan or to register for coverage, please visit the Student and Scholar Health Insurance Plan website, visit the SSHIP office located at 3810 Beardshear Hall, or call (515) 294-4800.
HEALTH INSURANCE GLOSSARY

**BENEFITS MAXIMUMS**
Benefits maximums are the maximum benefit amounts that each member is eligible to receive.

**CO-INSURANCE**
Refers to money that an individual is required to pay for services, after a deductible has been paid. In some health care plans, co-insurance is called “co-payment.” Coinsurance is often specified by a percentage.

**CO-PAYMENT**
This is a fixed dollar amount that you pay each time you receive certain covered services.

**COVERED MEDICAL EXPENSES**
The costs for any treatment, service, or supplies covered by the policy which are: (a) not more than the insurance company considers a reasonable charge; or (b) not more than would have been charged if you did not have this coverage; and (c) charged without actually having paid for the insurance—within the time period covered.

**DEDUCTIBLE**
This is a fixed dollar amount you pay for covered services in a benefit year before medical benefits become available.

**EXCLUSION**
A provision within a health insurance policy that eliminates coverage for certain acts, property, types of damage or locations.

**HMO - HEALTH MAINTENANCE ORGANIZATION**
A type of plan that usually limits coverage to care from doctors who work for or contract with the HMO. It generally won’t cover out-of-network care except in an emergency. May require you to live or work in it’s service area to be eligible for coverage.

**LIMITATIONS**
A limit on the amount of benefits paid out for a particular covered expense, as disclosed on the Certificate of Insurance.

**OFFICE VISIT**
An appointment with a provider for routine care or for diagnosis and treatment of an illness or injury.

**OUT-OF-POCKET MAXIMUM**
The out-of-pocket maximum is the maximum amount you pay, out of your pocket, for most covered services in a benefit year. Many amounts you pay for covered services during a benefit year accumulate toward the out-of-pocket maximum.

**POLICY YEAR MAXIMUM**
The maximum benefit that will be paid under the policy for all covered medical expenses you have in one year.

**PPO - PREFERRED PROVIDER ORGANIZATION**
A type of plan that contracts with medical providers to create a net-work. You pay less if you use providers that belong to the plan’s network but you can use doctors, hospitals and providers outside of the network for an additional cost.

**PREMIUM**
The cost you pay for insurance coverage.

**PROVIDER**
A term used for health professionals who provide health care services. Sometimes, the term refers only to physicians. Often, however, the term also refers to other health care professionals such as hospitals, nurse practitioners, chiropractors, physical therapists, and others offering specialized health care services.
2021 UNIT IMPACT

OUTREACH/PRESENTATIONS/PROGRAMS/TRAININGS
287 EVENTS IMPACTED 29,323 STUDENTS

RECREATION SERVICES
SERVICES
- Facilities
- Fitness Classes
- Intramural Sports
- Outdoor Recreation Program
- Sport Clubs

IMPACT
- Facility Visits .............................................447,068
- Group Fitness Participants..........................2,790
- Intramural Participants.................................4,458
- Outdoor Recreation Participants....................999

UNIQUE STUDENT REACH.................. 50.5%
PATRON SATISFACTION........................... 95%

STUDENT WELLNESS
SERVICES
- Peer to Peer Programs
- Power Based Violence Prevention (Green Dot)
- Collegiate Recovery Community
- Substance Use Prevention
- Suicide Prevention/Mental Health Promotion
- Dietitian/Joyful Eating Services
- Holistic Wellness Programs and Outreach
- Food Insecurity
- Sexual Wellness Programs
- Screening and Brief Intervention Strategies

IMPACT
- Peer to Peer Student Reach..........................2,098
- Green Dot Participants.................................6,533
- Nutrition Sessions.................................. 200
- Food Insecurity
  - SHOP Food Pantry Visitors.........................1,426
  - Pounds of Food.....................................18,009
- Collegiate Recovery Meetings/Attendance........258
- Safer Sex Item Distribution .......................20,725
- Screening and Brief Intervention............... 1,798

UNIQUE STUDENT REACH ................... 32.9%

STUDENT COUNSELING SERVICES
SERVICES
- Workshops
- Group Counseling
- Couples Counseling
- Individual Counseling
- Career Counseling
- Crisis Counseling
- Biofeedback
- Embedded Counselors
- RESPOND Training

IMPACT
- Total Visits ............................................. 8,342
  - Access Appointments............................. 1,622
  - Clinical Services..................................5,003
  - Crisis Sessions.....................................203
  - Group Services.....................................1,514

UNIQUE STUDENT REACH ................. 3.4%
CLIENT SATISFACTION ..................... 4.5/5.0

THIELEN STUDENT HEALTH CENTER
SERVICES
- Illness, Injury Care and Physical Exams
- Chronic or Ongoing Medical Conditions
- Lab and Radiology Services
- Mental Health Services
- Sexual and Reproductive Health
- Allergy and Travel Clinic
- Pharmacy
- Physical Therapy

IMPACT
- Total Patient Visits .................................. 34,197
  - Primary Care Visits.................................23,346
  - Mental Health Visits...............................4,876
  - Nurse Visits.........................................2,789
  - Physical Therapy Visits .........................3,386
  - Lab Tests ...........................................195,801
  - Radiology Exams..................................1,140
  - Prescriptions Filled..............................25,694
  - Patient Portal Enrollments..................... 598
  - Sliding Fee Adjustments.........................58,445
  - Phone Calls Answered............................53,753

UNIQUE STUDENT REACH ................. 65%
PATIENT SATISFACTION .................... 4.71/5.0

COLLECTIVE STUDENT REACH
OF THE SH&W DEPARTMENTS
80.26% of student body
NEW STUDENT CHECKLIST

☐ Submit IMMUNIZATIONS

☐ Compare SSHIP INSURANCE PLAN WITH CURRENT PLAN

☐ Submit HEALTH INSURANCE

☐ Complete MENTAL HEALTH PROGRAM ONLINE (ALL STUDENTS)

☐ Complete ALCOHOL PROGRAM ONLINE (FIRST YEAR STUDENTS)

☐ Review CLASS EXCUSE POLICY

☐ Prepare a SELF-CARE KIT

☐ Buy IOWA STATE GEAR

STUDENT HEALTH AND WELLNESS
cyclonehealth.org
515-294-5802