

# The Campus Questions Guide

**Collected and Organized for Students by:**



**STUDENT GOVERNMENT  
ASSOCIATION**  
*Illinois State University*

**“MAKING CHANGE, WORKING FOR YOU!”**

## **Forward (Instructions)**

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**Ever find yourself asking a question and have no idea where to go to get it answered? You are certainly not alone! Many students find that with so many University offices on-campus it is hard to determine where to go with what problem. The Campus Questions Guide compiled by YOUR **Student Government Association (SGA)** is here to help you find where to go with your questions.**

**The Guide has a list of the most often asked questions asked on campus from departments and offices of the University. Since the majority of students ask questions that need an answer that is specific to them, the guide provides the contact information for the office that you should contact to receive your answer.**

**To use the guide use the “search” feature located in the toolbar to locate the question that is closest to the one you have. Try using a key word, if your question is about graduation requirements then search “Graduation.”**

**If your search returns no results, or the guide just simply does not have an answer to your question the best thing to do is visit, call, or email the **Dean of Students Office** (Located on the first floor of the Bone Student Center across from the Cage II, 1-309-438-2008, deanofstudents@ilstu.edu).**

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# **Academic Questions**

## **Academic Records and Evaluation Services**

### **I have a question regarding my academic progress summary, where do I go?**

Visit or contact **Academic Records and Evaluation Services**, Campus Box 2202.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday – Friday  
Phone: Records: (309) 438-2198  
Evaluations: (309) 438-2282  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where do I go to take care of my Advanced Placement (AP) or CLEP credit?**

Visit or contact **Academic Records and Evaluation Services**, Campus Box 2202.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday – Friday  
Phone: Records: (309) 438-2198  
Evaluations: (309) 438-2282  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where do I go to ask questions about course articulation or course by course transfers?**

Visit or contact **Academic Records and Evaluation Services**, Campus Box 2202.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday – Friday  
Phone: Records: (309) 438-2198  
Evaluations: (309) 438-2282  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where can I get my GPA calculated?**

Visit or contact **Academic Records and Evaluation Services**, Campus Box 2202.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday – Friday  
Phone: Records: (309) 438-2198  
Evaluations: (309) 438-2282  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where can I transfer credit from other colleges?**

Visit or contact **Academic Records and Evaluation Services**, Campus Box 2202.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday – Friday  
Phone: Records: (309) 438-2198  
Evaluations: (309) 438-2282  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

## **Developmental Mathematic Program Office**

### **What courses are taught by the Developmental Math Program?**

Visit or contact the **Developmental Mathematic Program Office** located in Schroder Hall 118.

Hours: 8am – 4:30pm M-F  
Phone: (309) 438-3360  
E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)  
Website: [http://www.ucollege.ilstu.edu/teaching/dev\\_math/](http://www.ucollege.ilstu.edu/teaching/dev_math/)

### **Do Developmental Math courses count toward graduation? Do the credit hours from Developmental Math courses count toward my status as a full-time student?**

Visit or contact the **Developmental Mathematic Program Office** located in Schroder Hall 118.

Hours: 8am – 4:30pm M-F  
Phone: (309) 438-3360  
E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)  
Website: [http://www.ucollege.ilstu.edu/teaching/dev\\_math/](http://www.ucollege.ilstu.edu/teaching/dev_math/)

### **What types of assistance will I receive through the Developmental Math Program?**

Visit or contact the **Developmental Mathematic Program Office** located in Schroder Hall 118.

Hours: 8am – 4:30pm M-F  
Phone: (309) 438-3360  
E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)  
Website: [http://www.ucollege.ilstu.edu/teaching/dev\\_math/](http://www.ucollege.ilstu.edu/teaching/dev_math/)

### **Is there a charge for the tutoring or use of the Developmental Math Lab?**

Visit or contact the **Developmental Mathematic Program Office** located in Schroder Hall 118.

Hours: 8am – 4:30pm M-F  
Phone: (309) 438-3360  
E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)  
Website: [http://www.ucollege.ilstu.edu/teaching/dev\\_math/](http://www.ucollege.ilstu.edu/teaching/dev_math/)

### **Honors Program office**

#### **Do you have a general question about the Honors program?**

Visit or contact the **Honors Program office** located on the corner of North Street and Fell Street adjacent to Watterson Towers

Hours: 8am- 4:30pm M-F  
E-mail: [honors@ilstu.edu](mailto:honors@ilstu.edu)  
Phone: (309) 438-2559  
Webpage: [www.ilstu.edu/honors](http://www.ilstu.edu/honors)

#### **How do I get into the Honors Program?**

Visit or contact the **Honors Program office** located on the corner of North Street and Fell Street adjacent to Watterson Towers

Hours: 8am- 4:30pm M-F  
E-mail: [honors@ilstu.edu](mailto:honors@ilstu.edu)  
Phone: (309) 438-2559  
Webpage: [www.ilstu.edu/honors](http://www.ilstu.edu/honors)

#### **When is the application deadline for the Honors program? What are the requirements of the honors program?**

Visit the **Honors Program office** webpage located at [www.ilstu.edu/honors](http://www.ilstu.edu/honors). For further information contact the **Honors Program office** located on the corner of North Street and Fell Street adjacent to Watterson Towers

Hours: 8am- 4:30pm M-F  
E-mail: [honors@ilstu.edu](mailto:honors@ilstu.edu)  
Phone: (309) 438-2559

## **Student Service and Referral Center**

### **What do I do if I want to withdraw from the university (permanently or just for a semester)?**

Contact the **Student Service and Referral Center**, a division of the University Registrar, located in Moulton Hall room 107.

Hours: 8 am - 5:30 pm Monday – Thursday  
8 am - 4:30 pm Friday  
Summer Hours: 8 am - 4:30 pm Monday - Friday  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)  
Phone: (309) 438-2188

### **If I am sick and going to miss several days of classes what do I do?**

Contact the **Student Service and Referral Center**, a division of the University Registrar, located in Moulton Hall room 107.

Hours: 8 am - 5:30 pm Monday – Thursday  
8 am - 4:30 pm Friday  
Summer Hours: 8 am - 4:30 pm Monday - Friday  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)  
Phone: (309) 438-2188

### **I have Academic policy and procedure questions, who do I talk to?**

Visit or contact the **Student Service and Referral Center (SSRC)** located in Room 107 of Moulton Hall.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday - Friday  
Phone: (309) 438-2188  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)  
Website: [www.registrar.ilstu.edu](http://www.registrar.ilstu.edu)

### **I need to change my address, where do I go?**

Visit or contact the **Student Service and Referral Center (SSRC)** located in Room 107 of Moulton Hall.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday - Friday



Phone: (309) 438-2188  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)  
Website: [www.registrar.ilstu.edu](http://www.registrar.ilstu.edu)

### **I where do I register for the proficiency exam ?**

Visit or contact the **Student Service and Referral Center (SSRC)** located in Room 107 of Moulton Hall.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday - Friday

Phone: (309) 438-2188  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)  
Website: [www.registrar.ilstu.edu](http://www.registrar.ilstu.edu)

### **I have a question or concern regarding course registration, who do I talk to?**

Visit or contact the **Student Service and Referral Center (SSRC)** located in Room 107 of Moulton Hall.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday - Friday

Phone: (309) 438-2188  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where do I go to request privacy for me “directory information?”**

Visit or contact the **Student Service and Referral Center (SSRC)** located in Room 107 of Moulton Hall.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday - Friday

Phone: (309) 438-2188  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where do I go to reset my Personal Identification Number (PIN) for iCampus?**

Visit or contact the **Student Service and Referral Center (SSRC)** located in Room 107 of Moulton Hall.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday - Friday

Phone: (309) 438-2188  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where can I have an official schedule printed out for me?**

Visit or contact the **Student Service and Referral Center (SSRC)** located in Room 107 of Moulton Hall.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday - Friday

Phone: (309) 438-2188  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where do I go to withdraw from a course or from the University?**

Visit or contact the **Student Service and Referral Center (SSRC)** located in Room 107 of Moulton Hall.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday - Friday

Phone: (309) 438-2188  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Do you have question about academic policy or procedure question?**

Visit or contact the **Student Service and Referral Center (SSRC)** located in 107 Moulton Hall.

Fall/Spring Semester Hours:  
8 am - 5:30 pm M – Th  
8 am - 4:30 pm F

Summer Hours:  
8 am - 4:30 pm M- F

Phone: (309) 438-2188  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

## **Julia N. Visor Academic Center**

### **What services are offered by the Julia N. Visor Academic Center?**

Visit or contact the **Julia N. Visor Academic Center** located on the first floor of Vrooman Hall.

Hours: 8:00 am – 9:00 pm M – Th  
8:00 - 4:30 pm F  
4:00 pm. - 8:00 pm Sun  
Phone: (309) 438-7100  
E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)  
Website: <http://www.ucollege.ilstu.edu/tutoring/>

### **I'd like to attend a workshop on how to better my time management skills. How do I sign up?**

Visit or contact the **Julia N. Visor Academic Center** located on the first floor of Vrooman Hall.

Hours: 8:00 am – 9:00 pm M – Th  
8:00 - 4:30 pm F  
4:00 pm. - 8:00 pm Sun  
Phone: (309) 438-7100  
E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)  
Website: <http://www.ucollege.ilstu.edu/tutoring/>

### **How do I sign up for tutoring sessions for one of my classes? I am interested in working as a tutor. Who do I talk to?**

Visit or contact the **Julia N. Visor Academic Center** located on the first floor of Vrooman Hall.

Hours: 8:00 am – 9:00 pm M – Th  
8:00 - 4:30 pm F  
4:00 pm. - 8:00 pm Sun  
Phone: (309) 438-7100  
E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)  
Website: <http://www.ucollege.ilstu.edu/tutoring/>

### **Where can I get assistance with my writing skills?**

Visit or contact the **Julia N. Visor Academic Center** located on the first floor of Vrooman Hall.

Hours: 8:00 am – 9:00 pm M – Th  
8:00 - 4:30 pm F  
4:00 pm. - 8:00 pm Sun  
Phone: (309) 438-7100  
E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)  
Website: <http://www.ucollege.ilstu.edu/tutoring/>

## **Office of Financial Aid**

### **If I have a scholarship or if I am looking for a scholarship where do I go to find more information?**

Contact the **Office of Financial Aid** located in Fell Hall room 231.

Hours: 8 am – 4:30 pm Monday – Friday  
E-mail: [financialaid@IllinoisState.edu](mailto:financialaid@IllinoisState.edu)  
Phone: (309) 438-2231

## **Office of the Registrar**

### **What are my requirements to graduate?**

Contact or visit the **Office of the Registrar** located in 107 Moulton Hall.

Hours: 8 a.m. - 5:30 p.m. M - F  
Summer hours: 8am -4:30pm M - F  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)  
Phone: (309) 438-2188

### **Can I order transcripts and how can I pay for them?**

Visit the **Cashier's Office** in the Student Accounts Building located at the corner of Kingsley St. and Dry Grove St. Forms of payment in the Cashier's Office are cash and check. A photo ID must be presented to purchase the transcript.

Hours: 8:30am-4:30pm M-W  
9:00am-4:30pm Th  
8:30am-4:30pm F  
Closed Saturday and Sunday  
Phone: (309) 438-5643  
E-mail: [stuacct@IllinoisState.edu](mailto:stuacct@IllinoisState.edu)

Or, visit **the Student Service and Referral Center** (SSRC) located in 107 Moulton Hall. The SSRC accepts cash, check and credit card. A photo ID must be presented to purchase the transcript.

Fall/Spring Semester Hours:  
8 am - 5:30 pm M – Th  
8 am - 4:30 pm F  
Summer Hours:  
8 am - 4:30 pm M- F  
Phone: (309) 438-2188  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

Also, Transcripts can also be ordered on-line with a credit card by accessing the **University Registrar** website (<http://www.registrar.ilstu.edu/>).

## **Orientation and Transition Services**

### **My younger sibling is attending ISU next fall, is Preview required?**

Contact **Orientation and Transition Services** located Fell Hall in room 329

Hours: 8am – 4:30pm M-F

Phone: (309) 438-8486

E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)

Website: <http://www.ucollege.ilstu.edu/orientation/>

### **How do I apply to be a Preview Guide?**

Contact **Orientation and Transition Services** located Fell Hall in room 329

Hours: 8am – 4:30pm M-F

Phone: (309) 438-8486

E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)

Website: <http://www.ucollege.ilstu.edu/orientation/>

### **My friend is coming to ISU as a transfer student. How do they sign up for classes?**

Contact **Orientation and Transition Services** located Fell Hall in room 331

Hours: 8am – 4:30pm M-F

Phone: (309) 438-8486

E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)

Website: <http://www.ucollege.ilstu.edu/orientation/>

## **Scholarship Resource Office**

### **Where do I turn in my scholarship check?**

All scholarship checks must be turned in to the **Scholarship Resource Office** in 214 Fell Hall. You are required to notify this office of any awards that you receive.

Hours: M - F 8 am - 4:30 pm

E-mail: [scholarships@IllinoisState.edu](mailto:scholarships@IllinoisState.edu)

Phone: (309) 438-2740

### **Where do I turn in my scholarship check?**

All scholarship checks must be turned in to the **Scholarship Resource Office** in 214 Fell Hall. You are required to notify this office of any awards that you receive.

Hours: 8 a.m. - 4:30 p.m. M- F

E-mail: [scholarships@IllinoisState.edu](mailto:scholarships@IllinoisState.edu)

Phone: (309) 438-2740

## **Transcript and Verification Services**

### **Where can I get enrollment verification for my insurance company?**

Visit or contact the **Transcript and Verification Services** located in Moulton Hall, with Campus Box 2207.

Hours: **Fall/Spring Semester Hours**

8 am - 5:30 pm Monday - Thursday

8 am - 4:30 pm Friday

**Summer Hours**

8 am - 4:30 pm Monday - Friday

Phone: (309) 438- 2188

E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where can I get a statement of my academic standing?**

Visit or contact the **Transcript and Verification Services** located in Moulton Hall, with Campus Box 2207.

Hours: **Fall/Spring Semester Hours**

8 am - 5:30 pm Monday - Thursday

8 am - 4:30 pm Friday

**Summer Hours**

8 am - 4:30 pm Monday - Friday

Phone: (309) 438- 2188

E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where can I get a copy of my transcripts after graduation?**

Visit or contact the **Transcript and Verification Services** located in Moulton Hall, with Campus Box 2207.

Hours: **Fall/Spring Semester Hours**

8 am - 5:30 pm Monday - Thursday

8 am - 4:30 pm Friday

**Summer Hours**

8 am - 4:30 pm Monday - Friday

Phone: (309) 438- 2188

E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where can I get verification of my anticipated graduation date?**

Visit or contact the **Transcript and Verification Services** located in Moulton Hall, with Campus Box 2207.

Hours: **Fall/Spring Semester Hours**

8 am - 5:30 pm Monday - Thursday

8 am - 4:30 pm Friday

**Summer Hours**

8 am - 4:30 pm Monday - Friday

Phone: (309) 438- 2188

E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

**Where can I get verification of my class standing?**

Visit or contact the **Transcript and Verification Services** located in Moulton Hall, with Campus Box 2207.

Hours: **Fall/Spring Semester Hours**

8 am - 5:30 pm Monday - Thursday

8 am - 4:30 pm Friday

**Summer Hours**

8 am - 4:30 pm Monday - Friday

Phone: (309) 438- 2188

E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

**Where can I get verification of my cumulative and semester GPA?**

Visit or contact the **Transcript and Verification Services** located in Moulton Hall, with Campus Box 2207.

Hours: **Fall/Spring Semester Hours**

8 am - 5:30 pm Monday - Thursday

8 am - 4:30 pm Friday

**Summer Hours**

8 am - 4:30 pm Monday - Friday

Phone: (309) 438- 2188

E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

**Where can I get verification of my cumulative total hours earned and current semester hours earned?**

Visit or contact the **Transcript and Verification Services** located in Moulton Hall, with Campus Box 2207.

Hours: **Fall/Spring Semester Hours**

8 am - 5:30 pm Monday - Thursday

8 am - 4:30 pm Friday

**Summer Hours**

8 am - 4:30 pm Monday - Friday

Phone: (309) 438- 2188

E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

**Where can I get verification of current or past enrollment?**

Visit or contact the **Transcript and Verification Services** located in Moulton Hall, with Campus Box 2207.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday - Friday

Phone: (309) 438- 2188  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where can I get verification of my degree?**

Visit or contact the **Transcript and Verification Services** located in Moulton Hall, with Campus Box 2207.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday - Friday

Phone: (309) 438- 2188  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where can I get verification of my home and local addresses?**

Visit or contact the **Transcript and Verification Services** located in Moulton Hall, with Campus Box 2207.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday - Friday

Phone: (309) 438- 2188  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

## **TriO Student Services Office**

### **What is TriO? Who is eligible to participate in TriO? How do I apply for TriO support Services?**

Visit or contact the **TriO Student Services Office** located 387 Fell Hall.

Hours: 8am – 4:30pm M-F  
Phone: (309) 438-2099  
E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)  
Website: [http://www.ucollege.ilstu.edu/mentoring/ss\\_s\\_trio/](http://www.ucollege.ilstu.edu/mentoring/ss_s_trio/)



## **What are the benefits of being a part of TriO or Student Support Services?**

Visit or contact the **TriO Student Services Office** located 387 Fell Hall.

Hours: 8am – 4:30pm M-F

Phone: (309) 438-2099

E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)

Website: [http://www.ucollege.ilstu.edu/mentoring/ss\\_trio/](http://www.ucollege.ilstu.edu/mentoring/ss_trio/)

## **University College Academic Advisement Office**

### **Who is my advisor? How do I make an appointment to meet with an advisor?**

Contact the **University College Academic Advisement Office** located in 340 Fell Hall or visit their website.

Hours: 8:00am – 4:30pm

Phone: (309) 438-7604

E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)

Website: <http://www.ucollege.ilstu.edu/advising/>

### **Why do I have an advisement block on my registration?**

Contact the **University College Academic Advisement Office** located in 340 Fell Hall or visit their website.

Hours: 8:00am – 4:30pm

Phone: (309) 438-7604

E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)

Website: <http://www.ucollege.ilstu.edu/advising/>

## **University College Office**

### **What is University College? What campus units/offices are parts of University College?**

Visit or contact the **University College Office** located in 340 Fell Hall.

Hours: 8:00am – 4:30pm

Phone: (309) 438-3217

E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)

Website: <http://www.ucollege.ilstu.edu/>

### **I received information about Project Success. What does that mean?**

Visit or contact the **University College Office** located in 340 Fell Hall.

Hours: 8:00am – 4:30pm  
Phone: (309) 438-7604  
E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)  
Website: <http://www.ucollege.ilstu.edu/advising/>

### **What is the 75 hour policy? Am I required to file an appeal?**

Visit or contact the **University College Office** located in 340 Fell Hall.

Hours: 8:00am – 4:30pm  
Phone: (309) 438-3217  
E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)  
Website: <http://www.ucollege.ilstu.edu/>

## **University College Testing Services**

### **Where can I take the COMPASS Math Placement Exam? How much does it cost to take the COMPASS Math Placement Exam?**

Contact or visit **University College Testing Services** located in Fell Hall room 346.

Hours: 8am – 4:30pm M - F  
Phone: (309) 438-2100  
E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)  
Website: <http://www.ucollege.ilstu.edu/testing/>

### **Where can I take the Illinois and/or U.S. Constitution Exam? How much does it cost to take the Constitution Exams?**

Contact or visit **University College Testing Services** located in Fell Hall room 346.

Hours: 8am – 4:30pm M - F  
Phone: (309) 438-2100  
E-mail: [uCollege@IllinoisState.edu](mailto:uCollege@IllinoisState.edu)  
Website: <http://www.ucollege.ilstu.edu/testing/>

## **Veteran Services**

### **Where can I get information about military grants and scholarships?**

Visit or contact **Veteran Services** located in Moulton Hall.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday – Friday  
Phone: Records: (309) 438-2198

Evaluations: (309) 438-2282  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where can I get assistance if I am a National Guard member?**

Visit or contact **Veteran Services** located in Moulton Hall.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday – Friday  
Phone: Records: (309) 438-2198  
Evaluations: (309) 438-2282  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where can I find Veterans Affairs educational benefits assistance?**

Visit or contact **Veteran Services** located in Moulton Hall.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday – Friday  
Phone: Records: (309) 438-2198  
Evaluations: (309) 438-2282  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

### **Where can I find Veterans' children, spouse, and/ or survivor educational assistance?**

Visit or contact **Veteran Services** located in Moulton Hall.

Hours: **Fall/Spring Semester Hours**  
8 am - 5:30 pm Monday - Thursday  
8 am - 4:30 pm Friday  
**Summer Hours**  
8 am - 4:30 pm Monday – Friday  
Phone: Records: (309) 438-2198  
Evaluations: (309) 438-2282  
E-mail: [registrar@ilstu.edu](mailto:registrar@ilstu.edu)

## **On-Campus Living Questions**

### **The Association of Residence Halls Office**

**Where can I go to get information about the Association of Residence Halls?  
Why should I get involved with an Area Government, Unity, or ARH?**

Contact or visit **The Association of Residence Halls Office** located in Watterson Towers room 210.

Phone: (309) 438 - 2015

E-mail: [arh@exchange.ilstu.edu](mailto:arh@exchange.ilstu.edu)

**Where can I suggest or make changes to the Residence Halls?**

Contact or visit **The Association of Residence Halls Office** located in Watterson Towers room 210.

Phone: (309) 438 - 2015

E-mail: [arh@exchange.ilstu.edu](mailto:arh@exchange.ilstu.edu)

**Dining Services**

**How do I sign up for a meal plan?**

All students living in the residence halls are required to purchase a meal plan. New students select their meal plans via [www.Welcome2ISU.ilstu.edu](http://www.Welcome2ISU.ilstu.edu). Returning students select their meal plan during the Room Renewal Process. Off-Campus students can purchase a meal plan via [www.Dining.ilstu.edu](http://www.Dining.ilstu.edu).

For more information contact **Dining Services** located at 600 W. Gregory St in Normal (across from University High School)

Phone: (309) 438-8351

Email: [campusdining@ilstu.edu](mailto:campusdining@ilstu.edu)

Website: <http://www.dining.ilstu.edu/>

**Do I receive a refund for unused meals or Flex Dollars?**

There are no refunds for unused meals; all meals expire at the end of the semester. Flex Dollars will roll over from the Fall to Spring semester, providing a meal plan is purchased in the Spring. All Flex Dollars will expire at the end of the Spring semester; there are no refunds.

For more information contact **Dining Services** located at 600 W. Gregory St in Normal (across from University High School)

Phone: (309) 438-8351

Email: [campusdining@ilstu.edu](mailto:campusdining@ilstu.edu)

Website: <http://www.dining.ilstu.edu/>

**Can I change my meal plan?**

Students can make changes to their meal plans PRIOR to a semester beginning. A change request form is available at [www.Dining.ilstu.edu](http://www.Dining.ilstu.edu) for students to make changes to an upcoming semester's plan. Requests for changes after the first day of classes must be made by contacting Campus Dining: (309) 438-8351.

For more information contact **Dining Services** located at 600 W. Gregory St in Normal (across from University High School)

Phone: (309) 438-8351  
Email: [campusdining@ilstu.edu](mailto:campusdining@ilstu.edu)  
Website: <http://www.dining.ilstu.edu/>

### **How do I cancel my meal plan?**

Contact Campus Dining Services at (309) 438-8351. Please note, if you cancel your housing contract, your meal plan contract is not automatically canceled. You need to contact Campus Dining to avoid further charges.

For more information contact **Dining Services** located at 600 W. Gregory St in Normal (across from University High School)

Phone: (309) 438-8351  
Email: [campusdining@ilstu.edu](mailto:campusdining@ilstu.edu)  
Website: <http://www.dining.ilstu.edu/>

### **Where can I use my meal plan?**

Students are able to eat in all three dining centers on campus: Watterson Commons (located at Watterson Towers), Southside in Feeney (located at Atkin-Colby, Hamilton-Whitten), and Marketplace at Linkins (Haynie, Wright, Wilkins). There is no dining center located at East Campus (Hewett, Manchester), but these students tend to dine at Watterson Commons, located one block away.

Flex Dollars can be used at retail restaurants on campus: Bone Student Center (McAlister's Deli, Pizza Hut Express, Burger King, Freshens, the coffee shop), Subway restaurants in the residence halls, Airport Lounge in CVA, the Business Bistro in the College of Business Building, and residence hall vending machines.

For more information contact **Dining Services** located at 600 W. Gregory St in Normal (across from University High School)

Phone: (309) 438-8351  
Email: [campusdining@ilstu.edu](mailto:campusdining@ilstu.edu)  
Website: <http://www.dining.ilstu.edu/>

### **How can I check my plan balances?**

Log in to [www.iCampus.ilstu.edu](http://www.iCampus.ilstu.edu); click on the Financial Tab, and click View My Plan Balances to view your meal plan and Flex Dollar balances.

For more information contact **Dining Services** located at 600 W. Gregory St in Normal (across from University High School)

Phone: (309) 438-8351  
Email: [campusdining@ilstu.edu](mailto:campusdining@ilstu.edu)  
Website: <http://www.dining.ilstu.edu/>

### **What types of plans are available; how much do they cost?**

Information on all of our On-Campus and Off-Campus Meal Plans is available at [www.Dining.ilstu.edu](http://www.Dining.ilstu.edu). We offer a wide variety of plan types and choices to meet the needs of our students.

For more information contact **Dining Services** located at 600 W. Gregory St in Normal (across from University High School)

Phone: (309) 438-8351  
Email: [campusdining@ilstu.edu](mailto:campusdining@ilstu.edu)  
Website: <http://www.dining.ilstu.edu/>

### **Can you accommodate special diets or allergies?**

Yes! Campus Dining is committed to helping all of our students receive the food and nutrition they need while on our campus. We can accommodate Vegetarian and Vegan diets, Celiac disease, as well as many other allergies and needs. Please contact our Registered Dietitian, Dianne Feasley, to discuss all of your options: [dfesas@ilstu.edu](mailto:dfesas@ilstu.edu) or (309) 438-8351.

For more information contact **Dining Services** located at 600 W. Gregory St in Normal (across from University High School)

Phone: (309) 438-8351  
Email: [campusdining@ilstu.edu](mailto:campusdining@ilstu.edu)  
Website: <http://www.dining.ilstu.edu/>

### **Can I use my meal plan to purchase meals for my guests?**

Meal Plan holders can use their Flex Dollars to purchase meals for guests. The rates are \$5.50 for breakfast; \$7.75 for lunch; \$9 for dinner.

For more information contact **Dining Services** located at 600 W. Gregory St in Normal (across from University High School)

Phone: (309) 438-8351  
Email: [campusdining@ilstu.edu](mailto:campusdining@ilstu.edu)  
Website: <http://www.dining.ilstu.edu/>

### **Do you have menus or nutritional information?**

The Campus Dining Web site [www.Dining.ilstu.edu](http://www.Dining.ilstu.edu) includes nutritional information for all of our menu items, as well as daily menus for each of our dining facilities. Our Web site also lists all of our special meal events and our semester calendar.

For more information contact **Dining Services** located at 600 W. Gregory St in Normal (across from University High School)

Phone: (309) 438-8351

Email: [campusdining@ilstu.edu](mailto:campusdining@ilstu.edu)

Website: <http://www.dining.ilstu.edu/>

## **University Housing Services**

### **Do you have a general question regarding living in a residence hall (dormitory)?**

Visit or contact **University Housing Services**, start by visiting their webpage at [www.housing.ilstu.edu](http://www.housing.ilstu.edu).

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)

Phone: (309) 438- 8611

### **What do I do if I am having problems with my Roommate?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)

Phone: (309) 438-8611

### **How do I request a room change?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)

Phone: (309) 438-8611

### **How do I get this item fixed in my room?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)

Phone: (309) 438-8611

### **Where do I get a loft kit? Can I get a loft kit for free through ISU?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)

Phone: (309) 438-8611

**How many guests can visit me at one time? How many people can I check-in overnight? How many people am I allowed to have in my room?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)  
Phone: (309) 438-8611

**Why doesn't East Campus have a food court? Where can I learn more about renovations and construction on campus?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)  
Phone: (309) 438-8611

**Is alcohol allowed in the residence halls if you are over the age of 21? What happens if I get caught with something I'm not supposed to have? If I don't drink in my room but am found drunk, can I still get in trouble?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)  
Phone: (309) 438-8611

**How can I get involved at ISU within the residence halls?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)  
Phone: (309) 438-8611

**What kind of pets can I bring to my room? Am I allowed to bring a microwave?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)  
Phone: (309) 438-8611

**Is there a microwave/kitchen I can use in the building?**



Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)  
Phone: (309) 438-8611

### **How do I rent things from the front desk?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)  
Phone: (309) 438-8611

### **How do I set up Res Net?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)  
Phone: (309) 438-8611

### **How do I make a call from my room phone? What is my room phone number?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)  
Phone: (309) 438-8611

### **Where do I go to get a job here on campus?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)  
Phone: (309) 438-8611

### **Is there a curfew for the residence halls?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)  
Phone: (309) 438-8611

## **What is an RA? How do I become an RA?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)

Phone: (309) 438-8611

## **What happens if I have to stay on campus during a break?**

Contact your resident assistant (RA), the front desk of your residence hall, or **University Housing Services** at:

E-mail: [housing@ilstu.edu](mailto:housing@ilstu.edu)

Phone: (309) 438-8611

## **What accommodations can be made to allow me to park closer to my residence hall if I have mobility issues?**

To make accommodations or for more information contact or visit **Office of Disability Concerns** located in 350 Fell Hall.

Hours: 8am- 4:30pm M-F

E-mail: [ableisu@ilstu.edu](mailto:ableisu@ilstu.edu)

Phone: (309) 438-5853

(309) 438-8620 (TTY)

Website: [www.disabilityconcerns.ilstu.edu](http://www.disabilityconcerns.ilstu.edu)

## **General Campus Questions**

### **Braden Box Office**

#### **How do I get general information about the Braden Box Office?**

Visit the **Braden Box Office** located on the first floor of the Bone Student Center

Hours: 10am- 6pm M-W

10am- 7pm Th-F

10am- 2pm Saturday

Closed Sunday, additional hours during scheduled events

E-mail: [bradenboxoffice@ilstu.edu](mailto:bradenboxoffice@ilstu.edu)

Phone: (309) 438-5444

#### **Where do I go to purchase a bus ticket for Peoria Charter Coach or Burlington Trailways?**

Visit the **Braden Box Office** located on the first floor of the Bone Student Center

Hours: 10am- 6pm M-W

10am- 7pm Th-F  
10am- 2pm Saturday  
Closed Sunday, additional hours during scheduled events  
E-mail: [bradenboxoffice@ilstu.edu](mailto:bradenboxoffice@ilstu.edu)  
Phone: (309) 438-5444

### **Where can I go to cash a check? Where can I cash my student payroll or refund check?**

Student payroll and refund checks can be cashed at the **Braden Box Office** located on the first floor of the Bone Student Center. There is a \$.50 charge for each check cashed and refund checks are only cashed up to a limit of \$500.

Hours: 10am- 6pm M-W  
10am- 7pm Th-F  
10am- 2pm Saturday  
Closed Sunday, additional hours during scheduled events  
E-mail: [bradenboxoffice@ilstu.edu](mailto:bradenboxoffice@ilstu.edu)  
Phone: (309) 438-5444

Or, visit the **Cashier's Office** in the Student Accounts Building located at the corner of Kingsley St. and Dry Grove St. There is a \$.50 charge for each check cashed and refund checks are only cashed up to a limit of \$500.

Hours: 8:30am-4:30pm M-W  
9:00am-4:30pm Th  
8:30am-4:30pm F  
Closed Saturday and Sunday  
Phone: (309) 438-5643  
E-mail: [stuacct@IllinoisState.edu](mailto:stuacct@IllinoisState.edu)

### **Where can I go to purchase athletic tickets?**

Visit the **Braden Box Office** located on the first floor of the Bone Student Center

Hours: 10am- 6pm M-W  
10am- 7pm Th-F  
10am- 2pm Saturday  
Closed Sunday, additional hours during scheduled events  
E-mail: [bradenboxoffice@ilstu.edu](mailto:bradenboxoffice@ilstu.edu)  
Phone: (309) 438-5444

Visit the **Redbird Athletics main ticket office** located at the north entrance of Redbird Arena

Hours: 9 am- 5 pm M-F  
Summer hours are: 9am- 4:30pm M-F  
E-mail: [tickets@ilstu.edu](mailto:tickets@ilstu.edu)  
Phone: (309) 438-8000

Or Visit the **Alamo II Bookstore ticket kiosk** located inside the Alamo II Bookstore

Hours: 10am- 5pm M-F  
Closed over school breaks and on weekends

**Where do I go to purchase tickets for Bone Student Center and Braden Auditorium events as well as Ticketmaster tickets?**

Visit the **Braden Box Office** located on the first floor of the Bone Student Center

Hours: 10am- 6pm M-W  
10am- 7pm Th-F  
10am- 2pm Saturday  
Closed Sunday, additional hours during scheduled events  
E-mail: [bradenboxoffice@ilstu.edu](mailto:bradenboxoffice@ilstu.edu)  
Phone: (309) 438-5444

**Career Center**

**Where do I go to get help finding a job after College? What can I do with my major after College?**

Visit the **Career Center** located on the first floor of the Student Services Building (SSB) room 185.

Hours: M – F: 8:00 am - 4:30 pm  
**Walk-in Hours:**  
Mon - 11:00 am - 1:00 pm  
Tue - 1:00 pm - 3:00 pm  
Wed- 9:00 am - 11:00 am  
Thurs- 11:00 am - 1:00 pm  
Fri - 10:30 am - 12:30 pm  
Email: [CareerCenter@ilstu.edu](mailto:CareerCenter@ilstu.edu)  
Phone: 309-438-2200  
Website: [CareerCenter@ilstu.edu](http://www.careercenter.ilstu.edu)

**Can I set up an appointment with a career advisor?**

Yes, go to the **Career Center** webpage where you will find a list of advisors and the majors they advise as well as their contact information to set up a meeting.  
(<http://www.careercenter.ilstu.edu/students/interview/CareerCenterStudentsCareerAdvice.html> )

Hours: Mon – Fri: 8:00 am - 4:30 pm  
Email: [CareerCenter@ilstu.edu](mailto:CareerCenter@ilstu.edu)  
Phone: 309-438-2200  
Website: [CareerCenter@ilstu.edu](http://www.careercenter.ilstu.edu)

**Where can I have someone look over my resume?**

Visit the **Career Center** located on the first floor of the Student Services Building (SSB) room 185.

Hours: Mon – Fri: 8:00 am - 4:30 pm

**Walk-in Hours:**

Mon - 11:00 am - 1:00 pm

Tue - 1:00 pm - 3:00 pm

Wed- 9:00 am - 11:00 am

Thurs- 11:00 am - 1:00 pm

Fri - 10:30 am - 12:30 pm

Email: [CareerCenter@ilstu.edu](mailto:CareerCenter@ilstu.edu)

Phone: 309-438-2200

Website: [CareerCenter@ilstu.edu](http://CareerCenter@ilstu.edu)

**What services does the Career Center provide for both alumni and current students?**

Visit the **Career Center** located on the first floor of the Student Services Building (SSB) room 185.

Hours: Mon – Fri: 8:00 am - 4:30 pm

**Walk-in Hours:**

Mon - 11:00 am - 1:00 pm

Tue - 1:00 pm - 3:00 pm

Wed- 9:00 am - 11:00 am

Thurs- 11:00 am - 1:00 pm

Fri - 10:30 am - 12:30 pm

Email: [CareerCenter@ilstu.edu](mailto:CareerCenter@ilstu.edu)

Phone: 309-438-2200

Website: [CareerCenter@ilstu.edu](http://CareerCenter@ilstu.edu)

**When are the career fairs?**

Visit the **Career Center** located on the first floor of the Student Services Building (SSB) room 185.

Hours: Mon – Fri: 8:00 am - 4:30 pm

**Walk-in Hours:**

Mon - 11:00 am - 1:00 pm

Tue - 1:00 pm - 3:00 pm

Wed- 9:00 am - 11:00 am

Thurs- 11:00 am - 1:00 pm

Fri - 10:30 am - 12:30 pm

Email: [CareerCenter@ilstu.edu](mailto:CareerCenter@ilstu.edu)

Phone: 309-438-2200

Website: [CareerCenter@ilstu.edu](http://CareerCenter@ilstu.edu)

**Where can I go to help chose a major?**

Visit the **Career Center** located on the first floor of the Student Services Building (SSB)

room 185.

Hours: Mon – Fri: 8:00 am - 4:30 pm

Walk-in Hours:

Mon - 11:00 am - 1:00 pm

Tue - 1:00 pm - 3:00 pm

Wed- 9:00 am - 11:00 am

Thurs- 11:00 am - 1:00 pm

Fri - 10:30 am - 12:30 pm

Email: [CareerCenter@ilstu.edu](mailto:CareerCenter@ilstu.edu)

Phone: 309-438-2200

Website: [CareerCenter@ilstu.edu](mailto:CareerCenter@ilstu.edu)

### **Where can I go to gain access to eRecruiting?**

Visit the **Career Center** located on the first floor of the Student Services Building (SSB) room 185.

Hours: Mon – Fri: 8:00 am - 4:30 pm

Walk-in Hours:

Mon - 11:00 am - 1:00 pm

Tue - 1:00 pm - 3:00 pm

Wed- 9:00 am - 11:00 am

Thurs- 11:00 am - 1:00 pm

Fri - 10:30 am - 12:30 pm

Email: [CareerCenter@ilstu.edu](mailto:CareerCenter@ilstu.edu)

Phone: 309-438-2200

Website: [CareerCenter@ilstu.edu](mailto:CareerCenter@ilstu.edu)

## **Cashier's Office**

### **Can I use a credit or debit card to pay my student account bill?**

The University only accepts payment with check or cash in person or by mail. Credit or debit card payments may be made on-line at [www.illinoispay.com](http://www.illinoispay.com). The State of Illinois assesses a convenience fee and only MasterCard, Discover and American Express are accepted. Student Account Bills cannot be made with your Redbird Card.

For more information visit the **Cashier's Office** in the Student Accounts Building located at the corner of Kingsley St. and Dry Grove St.

Hours: 8:30am-4:30pm M-W

9:00am-4:30pm Th

8:30am-4:30pm F

Closed Saturday and Sunday

Phone: (309) 438-5643

E-mail: [stuacct@IllinoisState.edu](mailto:stuacct@IllinoisState.edu)

### **How do I sign up for direct deposit?**

You can sign up for direct deposit of your student paycheck and also your student refunds. For payroll direct deposit you will need to complete a Payroll Direct Deposit Authorization form and return the form to Payroll. Direct deposit for refund checks can be set up through your i-Campus portal account.

For more information visit the **Cashier's Office** in the Student Accounts Building located at the corner of Kingsley St. and Dry Grove St.

Hours: M-W 8:30 am-4:30 pm  
Th 9:00 am-4:30 pm  
F 8:30 am-4:30 pm  
Closed Saturday and Sunday  
Phone: (309) 438-5643  
E-mail: [stuacct@IllinoisState.edu](mailto:stuacct@IllinoisState.edu)

### **Where can I get a copy of my student account bill?**

Visit or contact the **Cashier's Office** in the Student Accounts Building located at the corner of Kingsley St. and Dry Grove St.

Hours: 8:30am-4:30pm M-W  
9:00am-4:30pm Th  
8:30am-4:30pm F  
Closed Saturday and Sunday  
Phone: (309) 438-5643  
E-mail: [stuacct@IllinoisState.edu](mailto:stuacct@IllinoisState.edu)

### **Why did I incur a late charge on my student account bill?**

Late fees are assessed each month when payment is not received by the billing due date. Make sure your address is current to prevent any delays in receiving your bill. Not receiving a bill does not release you from the late fees.

For more information visit the **Cashier's Office** in the Student Accounts Building located at the corner of Kingsley St. and Dry Grove St.

Hours: 8:30am-4:30pm M-W  
9:00am-4:30pm Th  
8:30am-4:30pm F  
Closed Saturday and Sunday  
Phone: (309) 438-5643  
E-mail: [stuacct@IllinoisState.edu](mailto:stuacct@IllinoisState.edu)

## **Community Rights and Responsibility Office**

### **Where do I go to pay for fines?**

Students go to 220 Student Services Building. This is Student Health Services business office, inside clinic 1, to the right of the reception desk.

Visit or contact the **Community Rights and Responsibility Office** located on the first floor of the Student Services Building (SSB) room 120 (next to the Student Government Association Office).

Hours: 8 am – 4:30 pm  
Phone: (309) 438-8621  
Email: [crr@ilstu.edu](mailto:crr@ilstu.edu)

### **How do I sign up for the alcohol class?**

Students must go in person to 228 Student Services Building, which is the Health Stop Resource Center. They will not take sign ups over the phone.

Visit or contact the **Community Rights and Responsibility Office** located on the first floor of the Student Services Building (SSB) room 120 (next to the Student Government Association Office).

Hours: 8 am – 4:30 pm  
Phone: (309) 438-8621  
Email: [crr@ilstu.edu](mailto:crr@ilstu.edu)

### **I got an e-mail that I have a required meeting. I don't think I did anything wrong so why do I have to come in to CR&R?**

If CR&R receives a report from a source, we determine whether or not there might be a violation of the Code of Student Conduct. If there might be a violation of the Code of Student Conduct, students are required to come in and meet with a staff member. Just because a student is charged does not mean they are in violation, but we need to determine that at the meeting.

Visit or contact the **Community Rights and Responsibility Office** located on the first floor of the Student Services Building (SSB) room 120 (next to the Student Government Association Office).

Hours: 8 am – 4:30 pm  
Phone: (309) 438-8621  
Email: [crr@ilstu.edu](mailto:crr@ilstu.edu)

### **What do I do with sanction papers once they are completed?**

Papers can be e-mailed back to the office using our e-mail [crr@ilstu.edu](mailto:crr@ilstu.edu).

Visit or contact the **Community Rights and Responsibility Office** located on the first floor of the Student Services Building (SSB) room 120 (next to the Student Government Association Office).

Hours: 8 am – 4:30 pm  
Phone: (309) 438-8621  
Email: [crr@ilstu.edu](mailto:crr@ilstu.edu)



## **What else does the CR&R staff do?**

We can help with roommate problems, help if you feel you are being treated unfairly by a faculty or staff member, and provide information regarding campus resources. Students should feel free to call the office or e-mail if they need to talk to someone about conflict resources.

Visit or contact the **Community Rights and Responsibility Office** located on the first floor of the Student Services Building (SSB) room 120 (next to the Student Government Association Office).

Hours: 8 am – 4:30 pm

Phone: (309) 438-8621

Email: [crr@ilstu.edu](mailto:crr@ilstu.edu)

## **Events Calendar**

### **When is Homecoming? Family Weekend? Fall/winter/spring break?**

Visit the Illinois State University **Events Calendar** at [www.events.illinoisstate.edu](http://www.events.illinoisstate.edu)

### **When is first day of classes?**

Visit the Illinois State University **Events Calendar** at [www.events.illinoisstate.edu](http://www.events.illinoisstate.edu)

## **Graduation Services**

### **I have a question about the commencement (graduation) ceremony, i.e. time and location, gowns, etc. who do I talk to?**

Contact **Graduation Services** located on the first floor of the Bone Student Center as a division of the Dean of Students Office.

Hours: 8am- 4:30pm

E-mail: [graduationservices@ilstu.edu](mailto:graduationservices@ilstu.edu)

Phone: (309) 438-2836 (VOICE)

## **Greek Affairs**

### **How do I get information about/join a Greek organization?**

Visit or contact **Greek Affairs** located in room 387 of the Student Services Building (SSB).

Hours: M-F 8 am – 4:30 pm

Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)

Phone: (309) 438-2151

**What are the media lab hours and do we (as a Greek Organization) have a key?**

Visit or contact **Greek Affairs** located in room 387 of the Student Services Building (SSB).

Hours: M-F 8 am – 4:30 pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-2151

**What is the procedure for hosting an event with alcohol?**

Visit or contact **Greek Affairs** located in room 387 of the Student Services Building (SSB).

Hours: M-F 8 am – 4:30 pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-2151

**During formal recruitment, the schedule/requirements for sorority recruitment how can I make an appointment with a staff member, from either Greek Affairs or Diversity Advocacy?**

Visit or contact **Greek Affairs** located in room 387 of the Student Services Building (SSB).

Hours: M-F 8 am – 4:30 pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-2151

**Leadership and Service Office**

**How can I sign up for the leadership conferences?**

Visit or contact the **Leadership and Service Office** located on the Second Floor of the Bone Student Center (across from Freshens).

Hours: 8 am – 4:30 pm  
Phone: (309) 438-7346  
Email: [Leadership.Service@ilstu.edu](mailto:Leadership.Service@ilstu.edu)

**I want/need to volunteer, what can I do?**

Visit or contact the **Leadership and Service Office** located on the Second Floor of the Bone Student Center (across from Freshens).

Hours: 8 am – 4:30 pm  
Phone: (309) 438-7346  
Email: [Leadership.Service@ilstu.edu](mailto:Leadership.Service@ilstu.edu)

**I have a question about turning in applications and money for Alternative Spring Break or Civil Rights Movement Trip, where do I go?**

Visit or contact the **Leadership and Service Office** located on the Second Floor of the Bone Student Center (across from Freshens).

Hours: 8 am – 4:30 pm  
Phone: (309) 438-7346  
Email: [Leadership.Service@ilstu.edu](mailto:Leadership.Service@ilstu.edu)

### **How committed do you have to be to the Leadership and Service Office service projects?**

Visit or contact the **Leadership and Service Office** located on the Second Floor of the Bone Student Center (across from Freshens).

Hours: 8 am – 4:30 pm  
Phone: (309) 438-7346  
Email: [Leadership.Service@ilstu.edu](mailto:Leadership.Service@ilstu.edu)

## **Office of Parking and Transportation**

### **Where are the bus stops located on campus?**

The locations of posted bus stops can be found on the parking web site under “Redbird Ride”. A link to the Bloomington-Normal Public Transit System fixed route schedules can be found on the parking web site too. Printed brochures are also available on the website, on the bus, and at the Office of Parking and Transportation.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

For information on routes call the **Office of Parking and Transportation** or visit their website:

Phone: (During service times and on service evenings only)  
(309) 438-RIDE (Voice)  
Special Service: 438-8080 (TDD)  
Website: <http://www.parking.ilstu.edu/>

### **Do I have to be at the posted bus stop to catch the bus?**

No, the bus will stop at any point on the route (provided that conditions permit them to do so safely) to load and off load passengers. However, it is recommended that riders proceed to the nearest intersection to board the bus.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

For information on routes call the **Office of Parking and Transportation** or visit their website:

Phone: (During service times and on service evenings only)  
RedbirdRide Routes: 438-RIDE (Voice)  
NiteRide Routes: 438-RIDE (Voice)  
Special Service: 438-8080 (TDD)  
Website: <http://www.parking.ilstu.edu/>

### **What if I do not have my university ID card but want to ride the bus?**

You can still ride the bus, but if you do not present your valid university ID card you will have to pay a fare. The current fare is \$1.00. However, the Redbird Express does not require that you show an ID card and does not charge a fare to any rider.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

### **If I leave something on the bus how can I attempt to retrieve it?**

Items left on the bus will probably be returned to the Bloomington-Normal Public Transit System garage, the Office of Parking and Transportation, or the ISU Police Department. Anyone attempting to locate items left on buses should call the Office of Parking and Transportation for instructions. Note: there is no guarantee that lost items can be returned, but every attempt will be made.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

### **If I have a complaint about the service or a bus driver, what should I do?**

Concerns about the RedbirdRide Transportation Program should be relayed to the Office of Parking and Transportation. This may be done by calling their office during their business hours or sending an e-mail.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

### **Do the buses run every day during the school year?**

No, the Redbird Express buses run Monday through Friday when school is in session. NiteRide runs 7 nights per week when school is in session. There are some exceptions to this due to holidays. Students should become familiar with the exact dates of operation for the various routes. This information can be found on the Redbird Ride web site (accessible through the parking web site). When the Redbird Ride programs are not running, students can still take advantage of the Bloomington-Normal fixed routes for free when they show their valid university ID card.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

For information on routes call the **Office of Parking and Transportation** or visit their website:

Phone: (During service times and on service evenings only)  
(309) 438-RIDE (Voice)  
Special Service: 438-8080 (TDD)  
Website: <http://www.parking.ilstu.edu/>

### **When the weather is bad, how will I know if the buses are running?**

When extreme weather conditions prevent the buses from running, this information will be communicated to the local radio station. You should tune into local radio station **WJBC-AM 1230**. They will carry announcements regarding termination of service and will announce when service resumes.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

### **Can my visitors ride the bus with me?**

Yes, anyone can board the Redbird Ride buses. The Redbird Express does not require a valid university card to be presented to ride the bus and does not charge a fare. The other routes, however, will require that a valid university ID card be presented to ride for free. Visitors will simply pay the current fare to ride, the current fare is \$1.00.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

For information on routes call the **Office of Parking and Transportation** or visit their website:

Phone: (During service times and on service evenings only)  
(309) 438-RIDE (Voice)  
Special Service: 438-8080 (TDD)  
Website: <http://www.parking.ilstu.edu/>

### **Where can I park with my permit?**

The lots and times that your permit is valid are specified on the back of each non-temporary permit. This information can also be found under “permit descriptions” on the parking web site.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

### **Can the cost of my permit be added to my student account?**

No, payment in full is required at the time of permit purchase.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

### **Where can my visitor park while they are on campus?**

The Bone Student Center pay lot and the South University Street Garage pay lot are intended for visitor use. Overnight parking is not allowed in the pay lots. There are also numerous meters on campus that visitors may use. The campus parking lot map on the web site shows the location of visitor parking areas. If overnight visitor parking is needed, permits are available for purchase at the Office of Parking and Transportations for a minimal cost.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

### **Is there any free parking on campus?**

There is free parking in the red and green surface lots Monday through Friday beginning at 7:00 pm and ending at 4:00 am the following day. On weekends the red and green surface lots are free beginning at 7:00 pm on Friday until 4:00 am on the following Monday. Overnight parking is allowed only on the weekends and all vehicles must be removed by 4:00 am on Monday. This allowance does not include meters, pay lots, reserved spaces or zones, business or service spaces or student storage lots. Visitors or students taking advantage of the free parking should note any lot closures or restrictions related to special events on campus and avoid those lots.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

### **If I bring a different car to campus, is my permit valid in that vehicle?**

Yes, your permit can be moved from one vehicle to another. If you will be bringing the alternate vehicle to campus on a regular basis you must register it with the Office of Parking and Transportation. This can be done via phone or through an e-mail to the web site.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

### **Can I purchase a permit for one semester only?**

Permits are sold by the year and not by the semester. However, permit costs are pro-rated and permits that are no longer needed can be returned for a partial refund.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

### **Why can't I park in certain lots while campus events are taking place?**

Our office reserves the right to re-designate parking areas depending on demand and other factors. When major events are happening on campus it is sometimes necessary to restrict certain lots for parking related to the event. When this happens, permit holders must access other lots for parking

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

### **When I receive a ticket, how can I dispute it?**

Anyone who receives a citation on campus has the right of appeal. The procedures for appeal can be found on the web site under "citation information". The appeal must be initiated within 7 calendar days of receiving the citation. Appeals can be made in person at our office or through the web site.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm  
Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

### **How did my parking fines end up on my student account bill?**

Parking fines that remain unpaid in our office are transferred to Student Accounts for collection purposes. This transfer occurs approximately every 4 weeks.

For more information visit or contact the **Office of Parking and Transportation** located 709 N. Main St.

Hours: Mon - Fri: 7:30am - 4:30pm



Email: [parking@ilstu.edu](mailto:parking@ilstu.edu)  
Phone: (309) 438-8391  
Website: <http://www.parking.ilstu.edu/>

## **Office of University Marketing and Communications**

### **Why can't I create my own Illinois State logos for my RSO to use on our marketing materials?**

Contact **the Office of University Marketing and Communications** located in the Alumni Center on Main Street in Normal.

Phone: (309) 438-8404  
Email: [universitymarketing@IllinoisState.edu](mailto:universitymarketing@IllinoisState.edu)  
Website: <http://www.universitymarketing.ilstu.edu>

### **Is my RSO required to use the University logos?**

Contact **the Office of University Marketing and Communications** located in the Alumni Center on Main Street in Normal.

Phone: (309) 438-8404  
Email: [universitymarketing@IllinoisState.edu](mailto:universitymarketing@IllinoisState.edu)  
Website: <http://www.universitymarketing.ilstu.edu>

### **Where can I get versions of the University logos?**

Contact **the Office of University Marketing and Communications** located in the Alumni Center on Main Street in Normal.

Phone: (309) 438-8404  
Email: [universitymarketing@IllinoisState.edu](mailto:universitymarketing@IllinoisState.edu)  
Website: <http://www.universitymarketing.ilstu.edu>

### **How do I properly use the University logos?**

Contact **the Office of University Marketing and Communications** located in the Alumni Center on Main Street in Normal.

Phone: (309) 438-8404  
Email: [universitymarketing@IllinoisState.edu](mailto:universitymarketing@IllinoisState.edu)  
Website: <http://www.universitymarketing.ilstu.edu>

### **Do my RSO materials have to be approved by someone if I use Reggie or other Illinois State logos that I get a hold of or create?**

Contact **the Office of University Marketing and Communications** located in the Alumni Center on Main Street in Normal.

Phone: (309) 438-8404  
Email: [universitymarketing@IllinoisState.edu](mailto:universitymarketing@IllinoisState.edu)  
Website: <http://www.universitymarketing.ilstu.edu>

**Why can't I use a non-university licensed approved vendor if I have the university logos or Reggie on them?**

Contact **the Office of University Marketing and Communications** located in the Alumni Center on Main Street in Normal.

Phone: (309) 438-8404  
Email: [universitymarketing@IllinoisState.edu](mailto:universitymarketing@IllinoisState.edu)  
Website: <http://www.universitymarketing.ilstu.edu>

**Why can't I alter Reggie to represent my student group?**

Contact **the Office of University Marketing and Communications** located in the Alumni Center on Main Street in Normal.

Phone: (309) 438-8404  
Email: [universitymarketing@IllinoisState.edu](mailto:universitymarketing@IllinoisState.edu)  
Website: <http://www.universitymarketing.ilstu.edu>

**Who are the "logo police" anyway, and why do I have to follow their policies? Don't I have creative freedom?**

Contact **the Office of University Marketing and Communications** located in the Alumni Center on Main Street in Normal.

Phone: (309) 438-8404  
Email: [universitymarketing@IllinoisState.edu](mailto:universitymarketing@IllinoisState.edu)  
Website: <http://www.universitymarketing.ilstu.edu>

**Program Office**

**When is commencement? Are there tickets for commencement?**

Visit or contact the **Program Office** located in 1<sup>st</sup> East Lounge of the Bone Student Center (across from McAllister's Deli).

Hours: M-F 8 am – 4:30 pm  
Email: [GraduationServices@IllinoisState.edu](mailto:GraduationServices@IllinoisState.edu)  
Phone: (309) 438-2836  
Website: <http://www.graduationservices.ilstu.edu/>

**What do I need to do to participate in the Commencement Ceremony?**

Visit or contact the **Program Office** located in 1<sup>st</sup> East Lounge of the Bone Student Center (across from McAllister's Deli).

Hours: M-F 8 am – 4:30 pm  
Email: [GraduationServices@IllinoisState.edu](mailto:GraduationServices@IllinoisState.edu)  
Phone: (309) 438-2836  
Website: <http://www.graduationservices.ilstu.edu/>

### **Does my family need tickets to attend?**

Visit or contact the **Program Office** located in 1<sup>st</sup> East Lounge of the Bone Student Center (across from McAllister's Deli).

Hours: M-F 8 am – 4:30 pm  
Email: [GraduationServices@IllinoisState.edu](mailto:GraduationServices@IllinoisState.edu)  
Phone: (309) 438-2836  
Website: <http://www.graduationservices.ilstu.edu/>

### **Is there a limit on the number of people I can invite?**

Visit or contact the **Program Office** located in 1<sup>st</sup> East Lounge of the Bone Student Center (across from McAllister's Deli).

Hours: M-F 8 am – 4:30 pm  
Email: [GraduationServices@IllinoisState.edu](mailto:GraduationServices@IllinoisState.edu)  
Phone: (309) 438-2836  
Website: <http://www.graduationservices.ilstu.edu/>

### **When/What is Passages?**

Visit or contact the **Program Office** located in 1<sup>st</sup> East Lounge of the Bone Student Center (across from McAllister's Deli).

Hours: M-F 8 am – 4:30 pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-2836  
Website: <http://www.passages.ilstu.edu/>

### **Do I have to attend Passages?**

Visit or contact the **Program Office** located in 1<sup>st</sup> East Lounge of the Bone Student Center (across from McAllister's Deli).

Hours: M-F 8 am – 4:30 pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-2836  
Website: <http://www.passages.ilstu.edu/>

### **What types of things happen at Passages?**

Visit or contact the **Program Office** located in 1<sup>st</sup> East Lounge of the Bone Student Center (across from McAllister's Deli).

Hours: M-F 8 am – 4:30 pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-2836  
Website: <http://www.passages.ilstu.edu/>

### **Do I have to attend Passages?**

Visit or contact the **Program Office** located in 1<sup>st</sup> East Lounge of the Bone Student Center (across from McAllister's Deli).

Hours: M-F 8 am – 4:30 pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-2836  
Website: <http://www.passages.ilstu.edu/>

### **Should my family plan to spend the weekend like they did at Preview?**

Visit or contact the **Program Office** located in 1<sup>st</sup> East Lounge of the Bone Student Center (across from McAllister's Deli).

Hours: M-F 8 am – 4:30 pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-2836  
Website: <http://www.passages.ilstu.edu/>

### **I attended Preview, so why do I have to attend Passages?**

Visit or contact the **Program Office** located in 1<sup>st</sup> East Lounge of the Bone Student Center (across from McAllister's Deli).

Hours: M-F 8 am – 4:30 pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-2836  
Website: <http://www.passages.ilstu.edu/>

## **Recreation Services**

### **Where is “The Rec” (Recreation Services building) located?**

The Rec is located at 500 N. Beech Street in Normal.

For more information contact **Recreation Services**.

Hours: Mon- Thurs: 5:30am – Midnight  
Fri: 5:30 am – 8:00 pm  
Sat: 8:00 am – 8:00 pm  
Sun: 12pm – 10:00 pm  
Email: [IllStateRecServices@ilstu.edu](mailto:IllStateRecServices@ilstu.edu)

Phone: (309) 438-PLAY (7529)  
Website: [www.rec.ilstu.edu](http://www.rec.ilstu.edu)

### **To use the Recreation Services building do I need to pay membership?**

For more information contact **Recreation Services**.

Hours: Mon- Thurs: 5:30am – Midnight  
Fri: 5:30 am – 8:00 pm  
Sat: 8:00 am – 8:00 pm  
Sun: 12pm – 10:00 pm  
Email: [IllStateRecServices@ilstu.edu](mailto:IllStateRecServices@ilstu.edu)  
Phone: (309) 438-PLAY (7529)  
Website: [www.rec.ilstu.edu](http://www.rec.ilstu.edu)

### **Where is the pool located on campus? Do I need a membership to swim?**

Contact **Recreation Services** located at 500 N. Beech Street in the town of Normal.

Hours: Mon- Thurs: 5:30am – Midnight  
Fri: 5:30 am – 8:00 pm  
Sat: 8:00 am – 8:00 pm  
Sun: 12pm – 10:00 pm  
Email: [IllStateRecServices@ilstu.edu](mailto:IllStateRecServices@ilstu.edu)  
Phone: (309) 438-PLAY (7529)  
Website: [www.rec.ilstu.edu](http://www.rec.ilstu.edu)

### **Can I use The Rec with just my student ID?**

Contact **Recreation Services** located at 500 N. Beech Street in the town of Normal.

Hours: Mon- Thurs: 5:30am – Midnight  
Fri: 5:30 am – 8:00 pm  
Sat: 8:00 am – 8:00 pm  
Sun: 12pm – 10:00 pm  
Email: [IllStateRecServices@ilstu.edu](mailto:IllStateRecServices@ilstu.edu)  
Phone: (309) 438-PLAY (7529)  
Website: [www.rec.ilstu.edu](http://www.rec.ilstu.edu)

### **Can I attend fitness classes at any location when I buy a Group Fitness pass? Where and how do I purchase a Group Fitness pass?**

Contact **Recreation Services** located at 500 N. Beech Street in the town of Normal.

Hours: Mon- Thurs: 5:30am – Midnight  
Fri: 5:30 am – 8:00 pm  
Sat: 8:00 am – 8:00 pm  
Sun: 12pm – 10:00 pm  
Email: [IllStateRecServices@ilstu.edu](mailto:IllStateRecServices@ilstu.edu)  
Phone: (309) 438-PLAY (7529)

Website: [www.rec.ilstu.edu](http://www.rec.ilstu.edu)

**How do I sign up for a trip? When signing up for a trip what does the member/non-member rate mean and what does it cover for each?**

Contact **Recreation Services** located at 500 N. Beech Street in the town of Normal.

Hours: Mon- Thurs: 5:30am – Midnight  
Fri: 5:30 am – 8:00 pm  
Sat: 8:00 am – 8:00 pm  
Sun: 12pm – 10:00 pm  
Email: [IllStateRecServices@ilstu.edu](mailto:IllStateRecServices@ilstu.edu)  
Phone: (309) 438-PLAY (7529)  
Website: [www.rec.ilstu.edu](http://www.rec.ilstu.edu)

**How do I get a job with Recreation Services?**

Contact **Recreation Services** located at 500 N. Beech Street in the town of Normal.

Hours: Mon- Thurs: 5:30am – Midnight  
Fri: 5:30 am – 8:00 pm  
Sat: 8:00 am – 8:00 pm  
Sun: 12pm – 10:00 pm  
Email: [IllStateRecServices@ilstu.edu](mailto:IllStateRecServices@ilstu.edu)  
Phone: (309) 438-PLAY (7529)  
Website: [www.rec.ilstu.edu](http://www.rec.ilstu.edu)

**How do I sign up for RecSports if I don't have a team? What is RecSports?**

Contact **Recreation Services** located at 500 N. Beech Street in the town of Normal.

Hours: Mon- Thurs: 5:30am – Midnight  
Fri: 5:30 am – 8:00 pm  
Sat: 8:00 am – 8:00 pm  
Sun: 12pm – 10:00 pm  
Email: [IllStateRecServices@ilstu.edu](mailto:IllStateRecServices@ilstu.edu)  
Phone: (309) 438-PLAY (7529)  
Website: [www.rec.ilstu.edu](http://www.rec.ilstu.edu)

**How do I get involved in Sport Clubs?**

Contact **Recreation Services** located at 500 N. Beech Street in the town of Normal.

Hours: Mon- Thurs: 5:30am – Midnight  
Fri: 5:30 am – 8:00 pm  
Sat: 8:00 am – 8:00 pm  
Sun: 12pm – 10:00 pm  
Email: [IllStateRecServices@ilstu.edu](mailto:IllStateRecServices@ilstu.edu)  
Phone: (309) 438-PLAY (7529)  
Website: [www.rec.ilstu.edu](http://www.rec.ilstu.edu)

## **How do I get a job with Recreation services?**

Contact **Recreation Services** located at 500 N. Beech Street in the town of Normal.

Hours: Mon- Thurs: 5:30am – Midnight

Fri: 5:30 am – 8:00 pm

Sat: 8:00 am – 8:00 pm

Sun: 12pm – 10:00 pm

Email: [IllStateRecServices@ilstu.edu](mailto:IllStateRecServices@ilstu.edu)

Phone: (309) 438-PLAY (7529)

Website: [www.rec.ilstu.edu](http://www.rec.ilstu.edu)

## **Redbird Athletics Main Ticket Office**

### **What is a Red Alert Pass? And how do I purchase a Red Alert Pass?**

A Red Alert pass lets holders receive first priority for available student tickets and/or admission to regular season home athletics events. Students must pick up a hard ticket for ALL home football and men's basketball games. A Red Alert pass does not guarantee you admission or a ticket. For more information contact the Redbird Athletics main ticket office (information listed below)

To purchase visit **Redbird Athletics main ticket office** located at the north entrance of Redbird Arena

Hours: 9 am- 5 pm M-F

Summer hours are: 9am- 4:30pm M-F

E-mail: [tickets@ilstu.edu](mailto:tickets@ilstu.edu)

Phone: (309) 438-8000

Or Visit the **Alamo II Bookstore ticket kiosk** located inside the Alamo II Bookstore

Hours: 10am- 5pm M-F

Closed over school breaks and on weekends

### **Have a question regarding YOUR Red Alert Pass?**

Contact or visit the **Redbird Athletics main ticket office** located at the north entrance of Redbird Arena

Hours: 9 am- 5 pm M-F

Summer hours are: 9am- 4:30pm M-F

E-mail: [tickets@ilstu.edu](mailto:tickets@ilstu.edu)

Phone: (309) 438-8000

### **Can a student get a ticket in the student section without having a Red Alert pass?**

ISU students can get a ticket in the student sections for men's basketball and football after Red Alert members have had first priority. If Red Alert members fill the student section, a student that does not have a Red Alert card will not be able to get a ticket in the student section. There are specific dates for Red Alert members to start picking up tickets for football and men's basketball as well as specific dates for students who are not Red Alert members to pick up tickets for these events. Tickets in the student section for non-Red Alert members are \$5 per event. To receive the student ticket, a student must show his/her student ID.

For more information visit or contact the **Redbird Athletics main ticket office** located at the north entrance of Redbird Arena

Hours: 9 am- 5 pm M-F  
Summer hours are: 9am- 4:30pm M-F  
E-mail: [tickets@ilstu.edu](mailto:tickets@ilstu.edu)  
Phone: (309) 438-8000

## **Redbird Card Office**

### **What if I have lost my university ID card?**

For a replacement card visit the **Redbird Card Office** located on the second floor of the Bone Student Center

**Fall/ Spring Hours:** 9:00 am- 5:30 pm M-F  
**Summer Hours:** 9:00 am- 5:00 pm M-F  
E-mail: [idcard@ilstu.edu](mailto:idcard@ilstu.edu)  
Phone: (309) 438-CARD (2273)

## **Student Accounts office**

### **What happens if my account is past due?**

Contact the **Student Accounts office** located at 607 W. Dry Grove Street.

Hours: M-W: 8:30 am – 4:30  
Th: 9am- 4:30 pm  
Fri: 8:30 am – 4:30 pm  
Phone: (309) 438-5643  
Email: [stuacct@IllinoisState.edu](mailto:stuacct@IllinoisState.edu)  
Website: <http://www.comptroller.ilstu.edu/studentaccounts/faq/#delinquent>

### **What is the credit card policy for paying my bill?**

Contact the **Student Accounts office** located at 607 W. Dry Grove Street.

Hours: M-W: 8:30 am – 4:30  
Th: 9am- 4:30 pm  
Fri: 8:30 am – 4:30 pm  
Phone: (309) 438-5643



Email: [stuaccts@IllinoisState.edu](mailto:stuaccts@IllinoisState.edu)

Website: <http://www.comptroller.ilstu.edu/studentaccounts/billing-dates/>

### **What are general fees?**

Contact the **Student Accounts office** located at 607 W. Dry Grove Street.

Hours: M-W: 8:30 am – 4:30

Th: 9am- 4:30 pm

Fri: 8:30 am – 4:30 pm

Phone: (309) 438-5643

Email: [stuaccts@IllinoisState.edu](mailto:stuaccts@IllinoisState.edu)

Website: <http://www.comptroller.ilstu.edu/studentaccounts/billing-information/general-fees.shtml>

### **Why did I receive a 1098-T form?**

Contact the **Student Accounts office** located at 607 W. Dry Grove Street.

Hours: M-W: 8:30 am – 4:30

Th: 9am- 4:30 pm

Fri: 8:30 am – 4:30 pm

Phone: (309) 438-5643

Email: [stuaccts@IllinoisState.edu](mailto:stuaccts@IllinoisState.edu)

Website: <http://www.comptroller.ilstu.edu/studentaccounts/tax-credit/>

### **Where can I cash a check on campus?**

Contact the **Student Accounts office** located at 607 W. Dry Grove Street.

Hours: M-W: 8:30 am – 4:30

Th: 9am- 4:30 pm

Fri: 8:30 am – 4:30 pm

Phone: (309) 438-5643

Email: [stuaccts@IllinoisState.edu](mailto:stuaccts@IllinoisState.edu)

Website: <http://www.comptroller.ilstu.edu/studentaccounts/faq/#cashck>

### **Where can I get information regarding my bill?**

Contact the **Student Accounts office** located at 607 W. Dry Grove Street.

Hours: M-W: 8:30 am – 4:30

Th: 9am- 4:30 pm

Fri: 8:30 am – 4:30 pm

Phone: (309) 438-5643

Email: [stuaccts@IllinoisState.edu](mailto:stuaccts@IllinoisState.edu)

Website: <http://www.comptroller.ilstu.edu/studentaccounts/billing-information/>

### **What happens to excess money on my student account?**

Contact the **Student Accounts office** located at 607 W. Dry Grove Street.

Hours: M-W: 8:30 am – 4:30

Th: 9am- 4:30 pm

Fri: 8:30 am – 4:30 pm

Phone: (309) 438-5643

Email: [stuaccts@IllinoisState.edu](mailto:stuaccts@IllinoisState.edu)

Website: <http://www.comptroller.ilstu.edu/studentaccounts/faq/#refunds>

### **How is financial Aid applied to my account?**

Contact the **Student Accounts office** located at 607 W. Dry Grove Street.

Hours: M-W: 8:30 am – 4:30

Th: 9am- 4:30 pm

Fri: 8:30 am – 4:30 pm

Phone: (309) 438-5643

Email: [stuaccts@IllinoisState.edu](mailto:stuaccts@IllinoisState.edu)

### **Why do I need to keep my address up to date?**

Contact the **Student Accounts office** located at 607 W. Dry Grove Street.

Hours: M-W: 8:30 am – 4:30

Th: 9am- 4:30 pm

Fri: 8:30 am – 4:30 pm

Phone: (309) 438-5643

Email: [stuaccts@IllinoisState.edu](mailto:stuaccts@IllinoisState.edu)

### **Where do I find information regarding direct deposit of refunds?**

Contact the **Student Accounts office** located at 607 W. Dry Grove Street.

Hours: M-W: 8:30 am – 4:30

Th: 9am- 4:30 pm

Fri: 8:30 am – 4:30 pm

Phone: (309) 438-5643

Email: [stuaccts@IllinoisState.edu](mailto:stuaccts@IllinoisState.edu)

Website: [http://www.comptroller.ilstu.edu/studentaccounts/news.shtml#Direct\\_Deposit](http://www.comptroller.ilstu.edu/studentaccounts/news.shtml#Direct_Deposit)

## **Student Health Services**

### **What is the difference between the Student Health Services medical clinic and the Student Health Services Student Insurance?**

Student Health Services is an on-campus service similar any family practice clinic. It is staffed by physicians, physician assistants and advanced practice nurses. In addition, laboratory, radiology and pharmacy services are available. The Student Insurance program is designed to

assist in coverage of expenses incurred in the outside community or as a part of your course of treatment at Student Health Services (i.e., a lab test sent to an outside lab for processing). Cancellation of your student insurance does not affect your eligibility to use the medical clinic.

For more information visit or contact **Student Health Services** located on the second floor of the Student Services Building (SSB).

Hours: Mon- Fri: 8 am – 5 pm  
Email: [SHSQuestions@exchange.ilstu.edu](mailto:SHSQuestions@exchange.ilstu.edu)  
Phone: (309) 438-8655  
Website: <http://www.shs.ilstu.edu>

### **What services does Student Health Services provide?**

Student Health Services offers a student-oriented clinic providing examinations, treatment, urgent care, and minor surgical procedures. As an Illinois State University student you have access to quality, convenient, primary health care. All students may use the Student Health Services. The Student Insurance plan is not needed to access care at Student Health Services. Services include:

- [General medical clinic](#)
- [Women's health clinic](#)
- [Psychiatric service](#)
- [Preventive medicine - immunizations, TB testing, and allergy injections](#)
- [Laboratory](#)
- [X-ray](#)

For more information visit or contact **Student Health Services** located on the second floor of the Student Services Building (SSB).

Hours: Mon- Fri: 8 am – 5 pm  
Email: [SHSQuestions@exchange.ilstu.edu](mailto:SHSQuestions@exchange.ilstu.edu)  
Phone: (309) 438-8655  
Website: <http://www.shs.ilstu.edu>

### **How do I schedule an appointment?**

The Student Health Services medical clinic sees patients by appointment. To schedule an appointment at a convenient time for you, visit our secure Web site at [Click here](#). You may also schedule an appointment by calling 438-APPT (438-2778) during regular business hours.

For more information visit or contact **Student Health Services** located on the second floor of the Student Services Building (SSB).

Hours: Mon- Fri: 8 am – 5 pm  
Email: [SHSQuestions@exchange.ilstu.edu](mailto:SHSQuestions@exchange.ilstu.edu)  
Phone: (309) 438-8655  
Website: <http://www.shs.ilstu.edu>

### **Who can use Student Health Services?**

Fee-paying students are eligible to use the Student Health Services. Student Insurance is not required to use the Student Health Services Medical Clinic.

For more information visit or contact **Student Health Services** located on the second floor of the Student Services Building (SSB).

Hours: Mon- Fri: 8 am – 5 pm  
Email: [SHSQuestions@exchange.ilstu.edu](mailto:SHSQuestions@exchange.ilstu.edu)  
Phone: (309) 438-8655  
Website: <http://www.shs.ilstu.edu>

### **How can I get a note from a doctor to miss class?**

Student Health Services does not provide notes for missed classes; this can be verified on our web site. The professor should be contacted if the student knows (s)he is going to be absent. Patients, who have visited Student Health Services, may obtain a copy of their bill or medical record.

For more information visit or contact **Student Health Services** located on the second floor of the Student Services Building (SSB).

Hours: Mon- Fri: 8 am – 5 pm  
Email: [SHSQuestions@exchange.ilstu.edu](mailto:SHSQuestions@exchange.ilstu.edu)  
Phone: (309) 438-8655  
Website: <http://www.shs.ilstu.edu>

### **What are the credentials of the SHS clinical staff?**

Student Health Services employs licensed physicians, physician assistants and advance practice nurses. In addition, pharmacy, radiology and laboratory services are also available.

For more information visit or contact **Student Health Services** located on the second floor of the Student Services Building (SSB).

Hours: Mon- Fri: 8 am – 5 pm  
Email: [SHSQuestions@exchange.ilstu.edu](mailto:SHSQuestions@exchange.ilstu.edu)  
Phone: (309) 438-8655  
Website: <http://www.shs.ilstu.edu>

### **Who can use the Pharmacy?**

Students do not need to have purchased/retained the Student Health Insurance in order to use the Pharmacy. The following people are eligible to use the Student Health Service Pharmacy:

- ❑ Students, domestic partners, spouses, summer camp/workshop attendees, ELI students, Lincoln College students and any others who have paid the Student Health Service fee.
- ❑ Students who are student teaching and requested a refund of the Student Health Service fee.
- ❑ Students who have left the University may continue to have prescriptions refilled for 90 days – no new prescriptions will be filled for these students.
- ❑ Visiting students from other universities based on the intergovernmental cooperative agreement for student health care.

- ❑ During summer session, students who are returning in the fall (even if not registered for summer classes).
- ❑ Please note: The ISU Student Insurance does not cover prescriptions.

Patients may have prescriptions from dentists and outside providers filled at our Pharmacy. Contact the Pharmacy at (309) 438-4479 for prices/availability of medication.

For more information visit or contact **Student Health Services** located on the second floor of the Student Services Building (SSB).

Hours: Mon- Fri: 8 am – 5 pm  
Email: [SHSQuestions@exchange.ilstu.edu](mailto:SHSQuestions@exchange.ilstu.edu)  
Phone: (309) 438-8655  
Website: <http://www.shs.ilstu.edu>

### **Does SHS do Sexually Transmitted disease testing?**

Yes Student Health Services provides testing for Chlamydia, gonorrhea, syphilis, genital warts, Hepatitis B, Hepatitis C and HIV.

For more information visit or contact **Student Health Services** located on the second floor of the Student Services Building (SSB).

Hours: Mon- Fri: 8 am – 5 pm  
Email: [SHSQuestions@exchange.ilstu.edu](mailto:SHSQuestions@exchange.ilstu.edu)  
Phone: (309) 438-8655  
Website: <http://www.shs.ilstu.edu>

### **Does the Pharmacy accept prescription insurance plan cards?**

Yes, the Pharmacy accepts most major prescription insurance plan cards. To find out if we accept your prescription card, call the member service phone number on the front or back of your prescription card and ask them if the ISU Pharmacy with an NABP # (National Association of Boards Pharmacy) of 1461033 can submit claims.

If you do not have your prescription insurance card, you can ask the cardholder to fax a copy of the front and back of the card to the Pharmacy.

You may also [download a copy of the prescription card form](#) and submit it by:

**Mail:**

Student Health Service Pharmacy ISU  
Campus Box 2540  
Normal, IL 61790

**Fax:**

(309) 438-7569

**Drop Off:**

293 Student Services Building

For more information visit or contact **Student Health Services** located on the second floor of the Student Services Building (SSB).

Hours: Mon- Fri: 8 am – 5 pm

Email: [SHSQuestions@exchange.ilstu.edu](mailto:SHSQuestions@exchange.ilstu.edu)  
Phone: (309) 438-8655  
Website: <http://www.shs.ilstu.edu>

**How can I pay for my Student Health Services charges, prescription or over-the-counter item?**

The ISU Pharmacy accepts payment by cash; personal check; major credit card; or by charging to your student account.

For more information visit or contact **Student Health Services** located on the second floor of the Student Services Building (SSB).

Hours: Mon- Fri: 8 am – 5 pm  
Email: [SHSQuestions@exchange.ilstu.edu](mailto:SHSQuestions@exchange.ilstu.edu)  
Phone: (309) 438-8655  
Website: <http://www.shs.ilstu.edu>

**Will the ISU Pharmacy fill a prescription from my home town doctor?**

Yes, if the medication is on the ISU drug formulary. Please contact the Pharmacy to see if your medication is supplied or if it can be ordered. You can bring a written prescription to the Pharmacy or ask your doctor to phone (309-438-8713) or fax (309-438-7569) your prescription to the Pharmacy.

For more information visit or contact **Student Health Services** located on the second floor of the Student Services Building (SSB).

Hours: Mon- Fri: 8 am – 5 pm  
Email: [SHSQuestions@exchange.ilstu.edu](mailto:SHSQuestions@exchange.ilstu.edu)  
Phone: (309) 438-8655  
Website: <http://www.shs.ilstu.edu>

**I have a prescription with refills at my home town pharmacy. Can I refill the prescription here?**

Yes, in most cases. Call the ISU Pharmacy (309-438-8713) with the name of the medication, along with the name and phone number of your home pharmacy, to have your prescription transferred.

For more information visit or contact **Student Health Services** located on the second floor of the Student Services Building (SSB).

Hours: Mon- Fri: 8 am – 5 pm  
Email: [SHSQuestions@exchange.ilstu.edu](mailto:SHSQuestions@exchange.ilstu.edu)

Phone: (309) 438-8655  
Website: <http://www.shs.ilstu.edu>

### **Can I purchase over-the-counter medications at the ISU Pharmacy?**

Yes. The Pharmacy carries thermometers, Band-Aids, cold medications, vaporizers and more.  
[Click here](#) to view a list of [Over-The-Counter items](#)

For more information visit or contact **Student Health Services** located on the second floor of the Student Services Building (SSB).

Hours: Mon- Fri: 8 am – 5 pm  
Email: [SHSQuestions@exchange.ilstu.edu](mailto:SHSQuestions@exchange.ilstu.edu)  
Phone: (309) 438-8655  
Website: <http://www.shs.ilstu.edu>

## **Student Insurance Office**

### **How can I cancel the student health insurance that is automatically assessed to my student account?**

Visit the **Student Insurance Office** located at 230 Student Services Building. To apply for the student insurance waiver, students must provide proof of equal or better coverage and complete a written application at the Student Insurance Office.

Hours: M - F 8 am- 4:30 pm  
E-mail: [Student\\_Insurance\\_Contact@exchange.ilstu.edu](mailto:Student_Insurance_Contact@exchange.ilstu.edu)  
Phone: (309) 438-2515

### **My RSO needs to pay a bill/access money in our account, where do I go?**

Visit or contact the **Student Involvement Center** located on the Second Floor of the Bone Student Center (Across from Pizza Hut).

Hours: M - Th: 9 am to 9 pm  
Fri: 9 am - 4:30 pm  
Email: [studentorganizations@ilstu.edu](mailto:studentorganizations@ilstu.edu)  
Phone: (309) 438-3212

### **How do I get involved in a student organization on campus?**

Visit or contact the **Student Involvement Center** located on the Second Floor of the Bone Student Center (Across from Pizza Hut).

Hours: M - Th: 9 am to 9 pm  
Fri: 9 am - 4:30 pm  
Email: [studentorganizations@ilstu.edu](mailto:studentorganizations@ilstu.edu)

Phone: (309) 438-3212

### **What student organizations exist on campus?**

Visit or contact the **Student Involvement Center** located on the Second Floor of the Bone Student Center (Across from Pizza Hut).

Hours: M - Th: 9 am to 9 pm  
Fri: 9 am - 4:30 pm  
Email: [studentorganizations@ilstu.edu](mailto:studentorganizations@ilstu.edu)  
Phone: (309) 438-3212

### **Students' Attorney**

#### **Who do I contact to receive legal counsel? I have a question for the Student's Attorney, who do I contact?**

Contact the **Students' Attorney** an office of the Dean of Student's Office located on the first floor of the Bone Student Center.

Hours: 8am- 4:30pm  
Phone: (309) 438-5951

#### **Where can I find a notary public?**

Contact the **Students' Attorney** located within the Dean of Students Office Administrative Suite on the first floor of the Bone Student Center across from Einstein Bagels to make an appointment.

Hours: M-F 8am- 4:30pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-5951  
Website: [http://www.deanofstudents.ilstu.edu/about\\_us/legal.shtml](http://www.deanofstudents.ilstu.edu/about_us/legal.shtml)

#### **My landlord will/will not \_\_\_\_\_, what should I do?**

Contact the **Students' Attorney** located within the Dean of Students Office Administrative Suite on the first floor of the Bone Student Center across from Einstein Bagels to make an appointment.

Hours: M-F 8am- 4:30pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-5951  
Website: [http://www.deanofstudents.ilstu.edu/about\\_us/legal.shtml](http://www.deanofstudents.ilstu.edu/about_us/legal.shtml)

#### **My roommate is/is not \_\_\_\_\_, what should I do?**

Contact the **Students' Attorney** located within the Dean of Students Office Administrative Suite on the first floor of the Bone Student Center across from Einstein Bagels to make an appointment.

Hours: M-F 8am- 4:30pm



Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-5951  
Website: [http://www.deanofstudents.ilstu.edu/about\\_us/legal.shtml](http://www.deanofstudents.ilstu.edu/about_us/legal.shtml)

### **Is there a charge to visit the Students' Attorney office?**

No! Take advantage of this service because once you graduate you will learn that a lot of attorneys bill over \$150 an hour. My services are free to all ISU students!  
Contact the **Students' Attorney** located within the Dean of Students Office Administrative Suite on the first floor of the Bone Student Center across from Einstein Bagels to make an appointment.

Hours: M-F 8am- 4:30pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-5951  
Website: [http://www.deanofstudents.ilstu.edu/about\\_us/legal.shtml](http://www.deanofstudents.ilstu.edu/about_us/legal.shtml)

### **Do I only need the Students' Attorney when I am in trouble?**

No, a large capacity of their work is devoted to preventative measures, advising student so they can avoid problems in the future.  
Contact the **Students' Attorney** located within the Dean of Students Office Administrative Suite on the first floor of the Bone Student Center across from Einstein Bagels to make an appointment.

Hours: M-F 8am- 4:30pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-5951  
Website: [http://www.deanofstudents.ilstu.edu/about\\_us/legal.shtml](http://www.deanofstudents.ilstu.edu/about_us/legal.shtml)

### **Does the Students' Attorney office draft wills and power of attorney documents?**

Yes! Contact the **Students' Attorney** located within the Dean of Students Office Administrative Suite on the first floor of the Bone Student Center across from Einstein Bagels to make an appointment.

Hours: M-F 8am- 4:30pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-5951  
Website: [http://www.deanofstudents.ilstu.edu/about\\_us/legal.shtml](http://www.deanofstudents.ilstu.edu/about_us/legal.shtml)

### **Should I have my lease reviewed prior to signing the legally binding document? Where can I have my lease reviewed?**

YES! Contact the **Students' Attorney** located within the Dean of Students Office Administrative Suite on the first floor of the Bone Student Center across from Einstein Bagels to make an appointment.

Hours: M-F 8am- 4:30pm  
Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)  
Phone: (309) 438-5951

Website: [http://www.deanofstudents.ilstu.edu/about\\_us/legal.shtml](http://www.deanofstudents.ilstu.edu/about_us/legal.shtml)

### **Will the Students' Attorney go to court with me?**

No, the office does not provide representation in court but the office does assist students with resolving/settling matters outside of the courtroom. The office also provides assistance with finding an attorney who can represent you in court if needed.

Contact the **Students' Attorney** located within the Dean of Students Office Administrative Suite on the first floor of the Bone Student Center across from Einstein Bagels to make an appointment.

Hours: M-F 8am- 4:30pm

Email: [deanofstudents@ilstu.edu](mailto:deanofstudents@ilstu.edu)

Phone: (309) 438-5951

Website: [http://www.deanofstudents.ilstu.edu/about\\_us/legal.shtml](http://www.deanofstudents.ilstu.edu/about_us/legal.shtml)

### **University Help Desk**

#### **I need to reset my iCampus password, what do I need to do? Who do I contact with iCampus concerns or maintenance?**

Contact the **University Help Desk** located in Julian Hall 115.

Hours: 10am- 5pm M-Th

10am- 4pm Friday

Closed Saturday and Sunday

E-mail: [helpdesk@ilstu.edu](mailto:helpdesk@ilstu.edu)

Phone: Call center is open until 9pm (309) 438-HELP (4357)

Visit the **TechZone Service Center** located on the second floor of the Bone Student Center, across from the Barnes and Noble Bookstore.

Hours: 10am- 5pm M-TH

10am- 4pm Friday

Closed Saturday and Sunday

E-mail: [techzone@ilstu.edu](mailto:techzone@ilstu.edu)

Phone: (309) 438-8334

#### **Where do I go if I have a question regarding using my computer's internet on campus?**

Contact the **University Help Desk** located in Julian Hall 115.

Hours: 10am- 5pm M-Th

10am- 4pm Friday

Closed Saturday and Sunday

E-mail: [helpdesk@ilstu.edu](mailto:helpdesk@ilstu.edu)

Phone: Call center is open until 9pm (309) 438-HELP (4357)