



STUDENT ASSISTANCE CENTER

(217) 333-0050

300 Student Services Building, 610 East John Street, Champaign, IL 61820

odos.illinois.edu/studentassistance/

We help students find their way:

- We **educate** students about academic policies and procedures.
- We **connect** students to university resources.
- We **support** students in crisis.

Our Mission

The Student Assistance Center in the Office of the Dean of Students seeks to support the academic and social development and retention of University of Illinois students. Through our services and programs we:

- Enhance students' knowledge of and access to university resources.
- Facilitate students' ability to successfully navigate the various policies, procedures, and processes of the university;
- Support students experiencing unusually difficult life circumstances and crises;
- Empower students to develop effective communication and decision-making skills, personal responsibility and the ability to function autonomously.

Hours and Location

The Student Assistance Center office hours are Monday–Friday from 8:30 am–5 pm. We are located on the third floor of the Turner Student Services Building in the Office of the Dean of Students. You may call our office at (217) 333-0050. We are closed on university holidays.

How does the Student Assistance Center work?

There is an Assistant Dean on Duty available to meet with or talk to students in person, by phone, or e-mail from 8:30 am–5 pm, Monday–Friday. You may walk in to our office, call us at (217) 333-0050, or contact us by e-mail at helpdean@illinois.edu. We respond to e-mails during business hours only. We serve students on a first-come, first-served basis. Some people refer to us as the “emergency dean”.

When to contact the Student Assistance Center?

Some of the common reasons students seek our services include:

- Absence letters
- Medical withdrawals and medical re-entry
- Academic difficulty due to health or mental health issues
- To report a concern about the well-being or safety of self, another student, or the broader campus community
- Extenuating life circumstances impacting academic performance and/or overall functioning
- Seeking information about university policies and procedures (e.g., how to drop a course, how to withdraw from the University)
- Difficulty with a professor or TA
- Need help finding or getting connected to support services on campus
- Not sure where else to go

2015-2016 Numbers

8,928 Total contacts

473 Total incidents

932 Absence letters

2014-2015 Numbers

7,674 Total contacts

466 Total incidents

2,780 Absence letters