

PARENT & FAMILY *Services*

ILLINOIS STATE
UNIVERSITY

September 2018



(309) 438-2008



ParentServices@IllinoisState.edu



Parent and Family Services
at Illinois State University

Family Weekend

Family Weekend offers an opportunity for families to visit with their students and experience Illinois State University together. Join us October 26-28, and make some Redbird memories enjoying Redbird football, dueling pianos, Adam Trent's magical performance, academic open houses, and more. With a wide range of activities planned, families can choose to spend the day or the entire weekend. Registration is not required for Family Weekend; however, some events require advance ticket purchase. For a complete schedule of events or to purchase tickets, visit the [Family Weekend website](#). Check out past years' photos on social media under **#RedbirdFamily**.

Academic Advising

University College academic advisors advise all students who have less than 24 credit hours earned, with the exception of those students participating in the [Honors Program](#). Advisors are available during designated times for drop-in questions. Students can stop by the third floor of Fell Hall during these times to speak to their advisor without having an appointment scheduled. Students should call (309) 438-7604 to determine their advisor's drop-in hours. If their regularly assigned advisor is unavailable, students can utilize the [Advisor on Call service](#). Students may stop in during the times below without having an appointment and are assisted on a first come, first served basis.

- Monday: 1-4 p.m.
- Tuesday: 9 a.m.-noon
- Wednesday: 1-4 p.m.
- Thursday: 1-4 p.m.
- Friday: 9 a.m.-noon

Roommate Conflicts

Living with a roommate isn't always easy whether students knew each other before becoming roommates or not. Things that seemed minor or perhaps bothered your student early in the semester may start to build as the semester progresses. The good news is that most often these conflicts can be resolved with mature and respectful conversations between the roommates. Below are some resources for students living on and off campus to help deal with conflict.

Residence Halls

All roommates were asked to complete a [Roommate Bill of Rights](#) (PDF) to assist them in understanding boundaries for one another and to use if a conflict should arise. Roommates that need additional assistance should seek help from the residence hall staff; there is a Residence Assistant (student leader) on every floor and Residence Hall Coordinator (full-time staff member) in every building. Cardinal Court, Fell Street, and School Street apartments have Community Assistants (student leader) in each building and a Coordinator (full-time staff member) assigned to the complex.

Off-Campus Living

Most often we see that conflict between students living off campus is rooted in lack of communication and differing expectations. We encourage students to speak directly to each other and discuss the concern at hand. Rarely will apartment management permit a student to move to another unit. If a student leaves the apartment, they are still expected to pay rent based on the terms of the lease.

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Resources

- [Conflict Resolution Services](#)—Staff can offer conflict coaching to individual students and arbitration or mediation to two or more students.
- [Students' Attorney](#)—If off-campus students have legal concerns related to their roommate conflict, they can speak with the attorney.
- [Student Counseling Services](#)—Your student may want to speak to a counselor about the stress the roommate conflict is causing them.

Work Orders for Residence Halls

University Housing Services is here to help your student feel comfortable in their home-away-from-home. To that end, there is an opportunity for students to submit a [work order](#) if there is a problem with their room in the residence hall. Students are requested to submit these work orders themselves, so the RA/CA or a full-time staff member can follow up with them directly to ensure that the problem has been fixed.

Resources for Off-Campus Students

Off-Campus Services is just one of the support services that the Dean of Students Office provides for Illinois State students. This month, Off-Campus Services will be hosting several Off-Campus 101 (OC101) sessions. Sessions are offered by staff and students to provide an overview of the apartment search and leasing process, as well as general information about living off campus. These sessions will be held in each residence hall area on the follow dates and times:

- Tri-Towers: Wednesday, September 12, from 7-8 p.m. in the Shawnee Conference Room
- Hewett/Manchester: Monday, September 17, from 5-6 p.m. in the Escalante Room
- Cardinal Court: Wednesday, September 19, from 5-6 p.m. in the Cardinal Court Theatre
- Watterson: Thursday, September 27, from 6-7 p.m. in the Rosa Parks Room

For more information on [Off-Campus Services](#) or the OC101 sessions, call (309) 438-2008.

Flu shots available from Student Health Services

Student Health Services will once again offer flu shots to all current Illinois State students free of charge. Students may schedule appointments online at [HealthServices.IllinoisState.edu/Secure](#) or by calling the appointment line at (309) 438-2778. Encourage your student to be proactive in staying healthy this flu season by getting the shot.

Course Drops and Withdrawal Dates

If your student is interested in dropping a course or withdrawing from Illinois State University, the charges for tuition, mandatory fees, and outreach fees will be adjusted based on the date of the course drop or withdrawal.

For more information about this process, visit the [Office of the University Registrar website](#).

Student Account Due Dates

If enrolled in the payment plan, the second payment for fall 2018 is due to the Student Accounts Office by September 14. Past due balances place a hold on your student's account, which can affect their course registration for the following semester. Other due dates for fall include October 12, November 9, and December 14. You can visit the [Student Accounts website](#) or contact them at stuacct@IllinoisState.edu or (309) 438-5643 with any specific questions.

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Transportation Options

The Office of Parking and Transportation offers multiple bus services to students to transport them not only around campus, but also throughout the greater Bloomington-Normal area. All services are free with a valid ISU ID. For a list of transportation options, visit the [Office of Parking and Transportation](#).



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