Important Academic and Personal Support Services, Administrative Offices, and Student Resources

Academic Colleges:

Education – www.IllinoisState.edu/education, 506 DeGarmo, 438-5415

Admissions – www.IllinoisState.edu/admissions
201 Hovey Hall, 438-2181 (voice), 438-2006 (TTY), admissions@IllinoisState.edu
Go to this Web site to apply for admission to Illinois State University (applications are available online, as downloadable pdf’s, or you can request to have information mailed to you.) You will also find application deadlines, admission requirements, and much, much more about life at Illinois State University.

Adult Learner Services – www.enrollmentmanagement.ilstu.edu/adultlearnerservices
308 Hovey Hall, 438-2156, EMAS@IllinoisState.edu
Adult Learner Services at Illinois State provides general counseling, referrals to various campus support services, and serves as an advocate for the needs Illinois State’s Adult Learners. As an Adult Learner one of the services EMAS will provide you with is a personal connection to campus support groups such as the Women’s Mentoring Network and the Nontraditional Student Association.

Campus Dining – www.cds.ilstu.edu
438-8351 (voice), 438-8283 (TTY)
Campus Dining’s Web site includes a list of the various campus dining areas. In addition, a weekly menu for each dining center is available on a weekly basis as well as their operating hours.

Career Center – www.careercenter.ilstu.edu
185 Student Services Building, 438-2200
Information about internships, careers, resume building, interview skills, and on- and off-campus job availability. You can also explore majors/careers by using SIGI, a free computer program. In addition, career fairs are sponsored throughout the year, which provide students with an opportunity to meet and interview with employers.
Child Care Center – www.childcarecenter.ilstu.edu
124 Turner, 438-5026
Offers on-campus child care for children ages 3 – 8 years old, Monday through Friday, from 7:30 a.m. until 5 p.m. This facility is only available for Illinois State students, and is open when classes are being held.

Clinical Experiences and Certification Processes – www.coe.ilstu.edu/teacheredcenter/cecp
56 DeGarmo, 438-5416,
Oversees teacher education students and coordinates the clinical experience placements of the state-approved entitlement programs at Illinois State University. This includes maintaining records of student assignments in schools, making appropriate pre-student teaching placements, monitoring the 100 clock hour clinical experience requirement, documenting all clinical experiences, processing stipends for cooperating teachers, issuing tuition waivers to eligible schools and teachers and arranging student placements in cooperation with major departments across campus.

Dean of Students Office – www.deanofstudents.ilstu.edu
Community Rights and Responsibilities – www.crr.ilstu.edu
120 Student Services Bldg, 438-8621
Oversees student conduct/discipline, conflict resolution/mediation, off-campus services, and student legal services.

Diversity Advocacy – www.interculturalprograms.ilstu.edu
305 N. School Street, 438-8968
The office facilitates a supportive campus environment in which underrepresented students can flourish academically and socially by participating in programs and taking advantage of services designed to better recruit, educate, and retain them.

Off-Campus and Non-traditional Student Services – www.deanofstudents.ilstu.edu/offcampus/
438-3565
Offers a variety of services for students who live off campus, including, but not limited to, serving as an advocate for student legal needs.

Parent Services – www.deanofstudents.ilstu.edu/parents
387 Student Services Bldg, 438-3753
A contact and advocate for parents of Illinois State students.

Student Government Association – www.sga.ilstu.edu & www.deanofstudents.ilstu.edu
130 Student Services Bldg, 438-7423
The Student Government Association is the official student governing body of the University. The members of the Student Government Association are committed to proactively effecting change in the best interests of the student body; furthering the cultural and social growth of the student body; and generally advocating the interests of the student body to the University and community

Student Involvement – www.studentlife.ilstu.edu & www.deanofstudents.ilstu.edu
387 Student Services Bldg, 438-2151 (voice), 438-2762 (TTY)
The Student Volunteer Center's mission is to enhance and expand student involvement through meaningful community service. The Student Volunteer Center encourages students to become active within their communities and to make community service and civic activism a valued part of their educational experience.

Directory Assistance – www.telcom.ilstu.edu
438-2111
Staffed by university operators from 7 a.m. until 5 p.m., Monday through Friday.

Disability Concerns – www.disabilityconcerns.ilstu.edu
350 Fell, 438-5853 (voice), 438-8620 (TTY)
Disability Concerns is the designated office to provide approved accommodation services for faculty, staff, students, and university guests with disabilities.

Diversity and Affirmative Action – www.diversity.ilstu.edu
208 Hovey Hall, 438-3383 (voice), 438-2554 (TTY)
Promotes Illinois State University’s policy on equal opportunity, affirmative action, and diversity.

Enrollment Management and Academic Services – www.enrollmentmanagement.ilstu.edu
308 Hovey Hall, 438-2156, EMAS@IllinoisState.edu
The Office of Enrollment Management and Academic Services (EMAS) oversees various university policies, procedures, and requirements related to university and program enrollment management in addition to initiatives which promote the academic success of prospective and current students. The Office of Admissions, Financial Aid Office, the Office of the University Registrar, and University College are included as EMAS units.
The EMAS Central Management Unit, coordinates enrollment management strategies for the University, reviews academic policies and procedures that impact student success and progress toward graduation, works to enhance and promote opportunities which assist General Students (undecided students) with declaring a major, coordinates the academic probation and reinstatement process, and works as an advocate for special needs groups such as former Illinois State and adult learner/non-traditional students, as well as students serving in the military.

English Language Institute – www.english.ilstu.edu/eli
438-2072
The Intensive English Program (IEP) focuses on practical learning and the special needs of adult language learners. They follow a communicative approach to language learning - one that believes the most natural way to learn a language is to use it. Along with courses in Reading/Writing and Speaking/Listening, the IEP offers Academic Lecture courses and TOEFL preparation classes. Most of our students live in the university's campus housing, giving them a chance to interact with students of all backgrounds.
Evaluations – www.arr.ilstu.edu/registrar/general/evaluations.stm
107 Moulton, 438-2282
Evaluations is a division of the Office of the University Registrar. Evaluations places transfer, exchange, military, and examination credit on qualified students’ academic records, verifies and places Illinois State University credit on students’ academic records, distributes and processes applications for bachelor’s degrees and teacher certification, awards Baccalaureate degrees and mails diplomas to qualified students, and provides student access to the Course Articulation Handbook for Illinois Community Colleges.

Extended University – www.exu.ilstu.edu
CSB (south door) 301 S. Broadway, 438-5288
Primary services include conference services, extended learning, training programs, public service and outreach, Gamma Phi Circus, and maintenance of the University Calendar. Services for adult learners/non-traditional students, senior professionals, youth activities, corporate assistance, distance education, and technology certification are also offered.

Faculty Technology Support Services (FTSS) – http://training.ilstu.edu
Instructional Development and Technology Center (IDT) 109, 438-2542
IDT offers non-credit courses in all areas of technology including word processing, spreadsheets, Power Point presentations, electronic mail, and Web publishing. All currently enrolled students may attend these courses free of charge.

Financial Aid – www.financialaid.ilstu.edu
231 Fell, 438-2231, askfao@IllinoisState.edu, scholarships@IllinoisState.edu
Financial Aid will assist you with obtaining the maximum amount of assistance you are eligible to receive. The Scholarship Resource Office, housed within Financial Aid, is available to assist you with your search, providing various resources to help you find additional sources of aid – regardless of whether the funds are private or institutionally based.

General Education – www.gened.ilstu.edu
141 Stevenson, 438-5669
The General Education program offers a variety of courses designed to enhance a liberal education in any major that we offer. The goal of the program is to prepare you for the expectations that the world will place on you once you finish school.
The General Education program contains inner, middle, and outer cores, which upon completion will be 15 courses and 45 semester hours, which is approximately one-third of the total credits required for graduation. For detailed program requirements and policies please visit the online Undergraduate Catalog found at www.ilstu.edu/home/catalog/undergrad.

Graduate School – www.grad.ilstu.edu
309 Hovey, 438-2583
Contact the Graduate School for more information about admission to graduate programs, graduate student organizations, research symposia, assistantships, and scholarship opportunities.

Grammar Hotline – www.ucla.ilstu.edu
401 Stevenson, 438-2345
Need help finding the right place for a comma? How do you use a semicolon? Call the Grammar Hotline.
Honors Program – www.IllinoisState.edu/honors
Corner of North and Fell, 438-2559, honors@IllinoisState.edu
Contact the Honors Program with your questions about admission to the honors program and the many benefits you will receive as an Illinois State honor student.

International Studies – www.internationalstudies.ilstu.edu
308 Fell, 438-5365/5276
Assists and offers support for international students at Illinois State. In addition, the office coordinates the University’s International Study Abroad and National Student Exchange programs.

Mathematics Tutor Center
330 Stevenson
Open Monday through Thursday, from 9 a.m. until 6 p.m., the center can help you with a specific math class or assist you with study skills. Textbooks and solution manuals are also available and well as private tutors, when available.

Milner Library – www.mlb.ilstu.edu
438-3451 (voice), 438-5942 (TTY)
The library offers various services, including – but not limited to – an online catalog used for locating books and other materials at Milner Library, electronic reserves, and access to 65 other academic libraries collections in Illinois; faculty that provide research assistance and library instruction customized to meet the needs of students and users of all types and skill levels; more than 1.6 million books, 5,000 magazine and journal subscriptions, 16,500 electronic journals and 32,000 multimedia items. Reference services include email and real time chat available on Milner’s web site through “Ask a Librarian.”

News Hot Line
438-8371
Call this number to find out if classes are cancelled due to weather conditions. In addition, you can also listen to local radio stations (WBNQ, WJBC, etc.), watch local news channels (WHOI, WEEK, etc.), or visit the Illinois State University home page, www.IllinoisState.edu.

Non-traditional Student Association – www.studentclubs.ilstu.edu/ntsa/
438-8669
Want to meet other adult learner/non-traditional students on campus? Join the Non-traditional Student Association. Students meet at various times during the week. They also offer a listserv that keeps students up-to-date with events the group is planning, as well as events or information that may be valuable from the campus community.

Parking Services – www.parking.ilstu.edu
709 N. Main Street, 438-8391
Contact this office at the beginning of each term for information about parking permits/decals, on-campus parking lots, meter parking, and hourly parking.
Police –
All emergencies – 911
Illinois State University – www.ilstu.edu/depts/police, Nelson Smith Bldg, 438-8631 (voice), 438-8266 (TTY),
Town of Normal – www.npd.org, 100 E. Phoenix Ave., 454-9535
City of Bloomington – www.cityblm.org, 305 South East Street, 434-2700

Records – www.arr.ilstu.edu/registrar/common/academicrecords.stm
107 Moulton, 438-2421
Records is responsible for processing and sending to students notification of grade changes made by instructors,
processing and sending to students notification of credit hours awarded for AP, CLEP, and departmental proficiency
examinations, sending to students enrolled in independent study a course description form to be completed and kept on
file in the records office, verifying student enrollment, and managing transcripts. The records office is a division of the
University Registrar.

Recreation Services – www.rec.ilstu.edu
You can involve yourself in personal fitness opportunities such as cardio equipment, weights, and aerobics; open gym
programming; a complete schedule of intramural sport competitions; outdoor trips and equipment rentals; and various
Sports Clubs offering extramural competitions. Additionally, various non-credit enrichment classes, an 18-hole golf
course, numerous tennis courts, and the Bowling & Billiards Center are also available to you as an Illinois State student.
For more information visit the Web site or visit any of these locations – Student Recreation Building, 500 N. Beech, 438-
7529; Outdoor Adventure Center, 500 N. Beech, 438-7529; University Golf Course, 438-8065

Redbird Ride – www.redbirdride.ilstu.edu
Nite Ride: A transportation program offered in conjunction with the Bloomington-Normal Public Transit system.
Students, faculty, and staff can ride busses at no cost with a Redbird ID card. A schedule is accessible on the Web
site. For more information call 438-7433 (voice), 438-8080 (TTY) (special services van is available).
Redbird Express Campus Shuttle: This shuttle service provides transportation around the Illinois State
University campus, Monday through Friday, from 7:30 a.m. to 7 p.m., during the fall and spring semesters, on all
regular scheduled class days. This service is free to all faculty, staff, students, and visitors of Illinois State
University. For more information call 438-7433 (voice), 438-8080 (TTY) (special services van is available).

Redbird ID Card Office – www.comptroller.ilstu.edu/redbird
Bone Student Center 2nd Floor, 438-2273
The Redbird Card Office distributes the Illinois State University ID cards to all students, faculty, and staff as well as
receives deposits for the Redbird Debit Account, monitors the card system, and is responsible for the accounting of the
Redbird Debit Account. Every student must have an ID card to use many of the services available to them at Illinois
State.
Residence Halls:

Atkin-Colby   436-6  261 (voice), 436-1699 (TTY)
Dunn-Barton   436-4  515 (voice), 436-0419 (TTY)
Hamilton-Whitton  436-9263 (voice), 436-1899 (TTY)
Hay  nie  436-4  517
Hewett  436-4  518 (voice), 436-0427 (TTY)
Manchester   436-9  267 (voice), 436-0324 (TTY)
Walker  436-4  519
Watterson Towers   436-0249 (voice), 436-0370 (TTY)
Wright  436-4  514

Student Accounts – [www.comptroller.ilstu.edu/studentaccounts](http://www.comptroller.ilstu.edu/studentaccounts)

607 W. Dry Grove, 438-5856

Student Accounts is a customer service department working with many facets of the campus community including students, parents, and with the Offices of Financial Aid, Student Services Referral Center, University Housing Services and many others. They also handle sending out bills to students, collecting payments, and handles the collection of confirmation of attendance and enrollment deposits.

Student Affairs – [www.studentaffairs.ilstu.edu](http://www.studentaffairs.ilstu.edu)

301 Hovey, 438-5451 (voice), 438-3288 (TTY)

Oversees departments on campus such as: Bone Student Center, Campus Dining, Career Center, Dean of Students, Disability Concerns, Student Life, Student Counseling Services, Student Health Services, and University Housing, to name a few.

Student Counseling Services – [www.counseling.ilstu.edu](http://www.counseling.ilstu.edu)

320 Student Services Bldg, 438-3655 (voice), 438-5489 (TTY)

Offers counseling services, but also information on how to find a major/career. Presents workshops that entails dealing with homesickness, study skills, communication in relationships, assertiveness, stress management, body image, how to choose a major, and resumes and job search letters.

Student Employment – [www.financialaid.ilstu.edu](http://www.financialaid.ilstu.edu)

110 Student Services Bldg, 438-2027, email - jobs@IllinoisState.edu, askfao@IllinoisState.edu

On campus positions require enrollment for a minimum of six hours during the semester. Students may search for on- and off-campus employment opportunities using the Financial Aid Office’s Web site.
Student Health Services – www.shs.ilstu.edu
226 Student Services Bldg, 438-8655 (voice), 438-2498 (TTY)
Students who register for one or more credit hours are assessed a fee within tuition and fees, and are entitled to use all of the services of the Student Health Service for the entire term.

Ad ministration 438-2956
Appointments 438-2778
Ask-A-Nurse 438-7676
Business Office 438-8793
Pharmacy 438-8713
Student Health Insurance 438-2515

TechZone – www.techzone.ilstu.org
206 Bone Student Center, 438-8334
Offers discounts and buying assistance to all members of the University community on personal computers, software, peripherals, and supplies. They can help you purchase everything from complete computer systems to ordering extra printer ink cartridges.

University College – www.ucollege.ilstu.edu
Academic Advisement Center – www.advising.ilstu.edu, 438-7604, 340 Fell Hall
The Academic Advisement Center serves all freshmen as well as pre-nursing and undeclared students (general students) regardless of class status.

FirstYearLinC – www.firstyearlincenter.ilstu.edu, 438-3859, 389 Fell Hall
First Year LinC (Learning in Communities) is a program designed to assist incoming first-year students in the transition from high school to college.

Developmental Mathematics – www.developmentalmath.ilstu.edu, 438-3360, 123 Schroeder
The Developmental Math unit of University College offers courses in Beginning Algebra, Intermediate Algebra, and College Algebra.

Minority Student Academic Center – www.msac.ilstu.edu
Campus Religious Center, 210 W. Mulberry St., 438-3159
The Minority Student Academic Center (MSAC), a component of University College, functions primarily to enhance the academic success and retention of minority undergraduates at Illinois State University by offering academic reinforcement in a designated location. They offer a computer lab, study center, tutorial assistance, and additional support.

Student Support Services – www.sss.ilstu.edu, 438-2099, 374 Fell Hall
Student Support Services (SSS) is a federally funded TRIO program designed to enhance the academic success, retention, transfer, and graduation rates of post-secondary students. The Student Support Services program at Illinois State University has provided opportunities for first-generation and/or low income students since 1980.

University Center for Learning Assistance (UCLA) – www.ucla.ilstu.edu, 438-7100, 133 Stevenson Hall
UCLA provides flexible forms of assistance, including one-to-one tutoring, small group tutoring, group study sessions, and learning skills seminars. Students who want to ensure academic success should take advantage of their services.

University Testing Office – www.uto.ilstu.edu, 438-2100, 346 Fell Hall
Administers constitution, math placement, and various standardized exams.
University Computer Help Desk – [www.ilstu.edu/helpdesk](http://www.ilstu.edu/helpdesk)
115 Julian Hall, 438-HELP (4357)
Provides computer support to students of Illinois State University through walk-in and phone support. Internet Tools, a suite of Internet applications which includes McAfee VirusScan, is also distributed free of charge.

University Housing Services – [www.housing.ilstu.edu](http://www.housing.ilstu.edu)
ORL Bldg, 438-8611 (voice), 438-8177 (TTY)

Veterans’ Affairs – [www.arr.ilstu.edu/registrar/Veterans](http://www.arr.ilstu.edu/registrar/Veterans)
112 Moulton, 438-2207
Veterans Services seeks to provide assistance to all student-veterans at Illinois State University. Services are available for eligible veterans of the U.S. Armed Forces (Illinois residents and nonresidents), eligible reservists and National Guard members, children and spouses or survivors of veterans whose deaths or permanent and total disabilities were service-connected, children of servicemen or servicewomen missing in action or held as prisoners of war for more than 90 days.

Welcome2ISU – [www.IllinoisState.edu/welcome2isu](http://www.IllinoisState.edu/welcome2isu)
Welcome2ISU is a personalized Web portal for prospective Illinois State students. Apply for admission, check the status of your application, learn about financial aid, find reminders for important dates and deadlines, and much more. Log on today!

Wellness Program – [www.wellness.ilstu.edu](http://www.wellness.ilstu.edu)
438-8845
Has information about how to obtain wellness through various dimensions including intellectual, emotional, physical, social, vocational, environmental, and spiritual. Offers a range of services to achieve wellness.

Women’s Mentoring Network – [www.mentoringnetwork.ilstu.edu](http://www.mentoringnetwork.ilstu.edu)
438-8669
The primary purpose of the Illinois State University Women's Mentoring Network is to provide support and information to nontraditional women students beginning (or returning to) college after an interruption in their formal education.