

March 12, 2020
Updated March 20, 2020

Greetings Iowa State Community:

As a result of the decision to move all classes to an online format, the Academic Success Center (ASC) will enact the attached plan for the delivery of services. Most services will be available virtually. There will be no in-person services offered by the ASC while the University is in an online instruction period. We will continue to post updated information on our [website](#). All activities outlined in this plan will be conducted in Central Daylight Time (CDT).

Students who are already engaged with ASC services and our 300+ student employees have received email messaging with details about service delivery for the programs with which they are engaged.

Prior to the announcement of the move to online course delivery, per our normal operations, the ASC conducted midterm outreach for every student who is not affiliated with a support program and who has received midterm grades in 70% or more of their enrolled courses. This communication directed students to their advisers should they need guidance before the course drop deadline and informed students of a midterm workshop hosted by the ASC, which will now be conducted virtually (see attached plan). We are sharing this message here in lieu of sending an individualized email to advisers of these students, which was our standard protocol.

If students have a documented disability and need accommodations to access Academic Success Center remote services, they need to contact the Student Accessibility Services Office (SAS) by email at accessibility@iastate.edu or phone at 515-294-7220.

Contact information for each program is as follows:

Academic Coaching and Outreach: amg1@iastate.edu

Supplemental Instruction: sistaff@iastate.edu

Tutoring Services: rgnation@iastate.edu

PSYCH 131: leolsen@iastate.edu

Thank you all for your patience and cooperation as we make these changes. We are all in this together and the ASC's commitment to helping Cyclones succeed remains.

Sincerely,



Katie Whipple
Director, Academic Success Center
whipplek@iastate.edu

