What is Student Life Assistance?

Student Life Assistance is a service in the Office of the Dean of Student Life delivered by a group of OSU professionals known as the Student Life Assistance Team. The service helps students, parents, families, faculty, staff, and advisors navigate the non-academic student issues they may encounter. Many students face difficult times during college; unexpected life events, personal crises, mental health struggles, academic difficulties are examples of challenges that can interfere with college success. Students, parents, families, faculty, staff, and advisors benefit from consultation and support of the SL Assistance Team. The Student Life Assistance Team assists, but does not replace the function of academic advisors or other University professional staff who specialize in student support services. The Team works collaboratively to provide accurate information and to direct students to the appropriate resources to resolve their concerns or manage their situation.

SL Assistance is designed to help faculty, staff, and advisors:
• Verify situation-applicable Oregon State University policies and procedures
• Access referrals for non-academic student matters/emergencies
• Navigate processes for resolving concerns and grievances

Student Assistance is designed to help students, parents, and families:
• Learn and understand Oregon State University policies and procedures
• Problem solve within the university and community
• Access referrals for personal matters/emergencies
• Navigate processes for resolving concerns and grievances

Who can obtain student-related assistance?
All faculty, staff, and advisors are welcome to connect with the SL Assistance Team. Currently enrolled and recently enrolled OSU students – Corvallis campus, ECampus, and Bend campus; undergraduate and graduate – may request assistance. Parents and families of currently enrolled and recently enrolled OSU students – Corvallis campus, ECampus, and Bend campus; undergraduate and graduate - may request assistance.

When can one obtain assistance?
Assistance may be requested at any time by calling the Office of the Dean of Student Life at 541-737-8748 and selecting option 1 for students, option 2 for parents and families, option 3 for faculty, staff and advisors. Calls will be returned within 24 hours during weekdays. For matters related to safety or medical emergency select option 0 to reach OSU’s Public Safety dispatcher or direct dial 911.
Web:
http://oregonstate.edu/deanofstudents/students/studentassistance
http://oregonstate.edu/deanofstudents/parentsfamily/slpfassistance
http://oregonstate.edu/deanofstudents/faculty/slfassistance
Email: SLAssistance@oregonstate.edu
Walk in: A200 Kerr or B009 Kerr

How is the Student Life Assistance Team different from the Student Care Team?
The Student Life Assistance Team assists students parents, families, faculty, and staff with the more routine matters that can be addressed with understanding of a regulation or referral to a campus resource. The Student Care Team manages situations that involve multiple departments, offices, or service areas; when there is concern about a threat of violence to the community; when there is a pattern of disruption that does not clearly fir student conduct or other disciplinary practices; or when a student’s behavior or interactions are overlapping between varied groups.