

## Student Support Resources Relevant to COVID-19

---

This document is intended for staff and faculty within The College to act as a list of known ASU and community resources related to student concerns and crises related to COVID-19.

This content can be shared with students as relevant, but **this document in its entirety should not be shared with students.**

While the resources listed are here to help, below are some guidelines to help manage difficult conversations with your students who are demonstrating concerning behavior.

### **DO...**

Speak with the individual privately • Let him or her know you are concerned about their welfare • Speak in a matter-of-fact, even tone of voice • Tell the individual that you are willing to help • Listen carefully • Make a referral to the appropriate university department; be sure to provide specific name and contact information, if known, of the individual of concern • Point out that help is available and that ASU is committed to student wellness and academic success • Recognize your limits • Document the interactions or incident • Call ASU Police (480-965-3456) if you feel threatened or are concerned about the immediate safety of the student

### **DON'T...**

Promise confidentiality • Judge or criticize • Ignore unusual behavior • Personalize the problems • Involve yourself beyond the limits of your time, skill, or role

### Please note:

This information was up to date as of the individual date shown with each entry. When changes occur we will do our best to make sure the information is updated as we become aware. Feel free to send the authors updated information to assist us in keeping this document accurate.

Email Jeffrey Banner at [jeffrey.banner@asu.edu](mailto:jeffrey.banner@asu.edu) and Kamran Samadi at [kamran.samadi@asu.edu](mailto:kamran.samadi@asu.edu) with any updates or suggestions for additional content.

For the latest **ASU updates on the Coronavirus, including FAQs related to many student services**, please go to [coronavirus.asu.edu](https://coronavirus.asu.edu).

## Table of Contents

[Direct ASU Support](#)

[Information and Updates on COVID-19](#)

[Academic Support](#)

[Financial Support](#)

[Local Food/Shelter Resources](#)

[Community Action Agencies](#)

[Mental Health/Behavioral Health](#)

[Flights/Transportation](#)

[Computing, Internet and Phone Connectivity](#)

[Prescriptions](#)

[Storage](#)

[Delivery Services](#)

[Domestic Violence](#)

[Sexual Violence and Assault](#)

[Family/Victim Advocacy Centers](#)

[Emergency Contact Numbers](#)

## Direct ASU Support

### **The College Academic Advising:**

Info on how to connect to advisor

Advisors are available by Zoom, phone or email to assist and answer any academic questions students may have. Set up an advising appointment by visiting your [My ASU](#) or by emailing your advisor directly.

*\*Information last checked/updated: 3/25/20*

### **ASU Counseling:** <https://eoss.asu.edu/counseling>:

ASU Counselors are available to talk to isolated students via telephone.

Phone for all campus locations: 480-965-6146

After-hours/weekends: Call EMPACT 24-hour ASU crisis hotline: 480-921-1006

*\*Information last checked/updated: 3/20/20*

### **Disability Resource Center (DRC):** <https://eoss.asu.edu/drc>

To qualify for disability accommodations, students must be registered with their campus DRC. If a student approaches you asking for accommodations, you should first ask about their DRC registration status. If students are registered, they will have been assigned to a disability professional who can facilitate the accommodation process.

If students haven't previously used the Disability Resource Center but need accommodations, they can register with the center using the [New Student Application](#).

*\*Information last checked/updated: 4/3/20*

### **ASU Health Services:** <https://eoss.asu.edu/health>

Phone for all campus locations: 480-965-3349

In the event of an emergency: Call 911

After-hours/weekends: for after-hours medical advice, call (800) 293-5775

Novel Coronavirus announcements: <https://eoss.asu.edu/health/announcements/coronavirus>

*\*Information last checked/updated: 3/20/20*

### **EMPACT 24 Hour Crisis Line:**

Phone: 480-921-1006 or Text: text HOME to 741741

*\*Information last checked/updated: 3/20/20*

### **Student Advocacy and Assistance (SAA):**

<https://eoss.asu.edu/dos/srr/StudentAdvocacyandAssistance>

SAA aids students in resolving educational, personal and other campus impediments toward successful completion of their academic goals. They assist with absence notifications and work with students and their families to negotiate the various administrative options available to them. Students who disclose that they need assistance managing academic/personal issues and emergency situations will benefit from SAA services.

Tempe: 480-965-6547

Downtown: 602-496-0670

Polytechnic: 480-727-5269

West: 602-543-8152

*\*Information last checked/updated: 4/3/20*

### **Devils 4 Devils Support Circles:**

Students supporting students. Offered through Zoom, students can connect with other ASU students for peer-led discussions.

<https://eoss.asu.edu/devils4devils/support-circles>

*\*Information last checked/updated: 4/1/20*

### **Live Well @ ASU: Build Your Best You**

The Live Well @ ASU program has shifted focus to provide general wellness resources for students in our remote learning environment through the Build Your Best You program. This program provides resources and support to promote student health and wellness goals.

You can find shareable resources at this link:

<https://drive.google.com/drive/folders/1PXULsbhCh93gEqpNzlgduejF8o6raCeU>.

Main page: <https://wellness.asu.edu/>

*\*Information last checked/updated: 4/1/20*

### **ASU University Housing**

All students in residence being asked to move off campus by April 15th if they have other reasonable accommodations. Nonrefundable credit being offered for eligible students to minimize the burden caused by this request. Please find more information on the credit and FAQs at: <https://housing.asu.edu/housing-resources/coronavirus>

*\*Information last checked/updated: 4/3/20*

### **Graduation Ceremonies**

Spring 2020 graduation ceremonies (commencement and convocations) will be taking place in a virtual format. Please visit the graduation FAQ page for more information:

<https://graduation.asu.edu/ceremonies/faq>

Student questions regarding The College Convocation can be directed to

[thecollegeconvocation@asu.edu](mailto:thecollegeconvocation@asu.edu)

*\*Information last checked/updated: 4/3/20*

## **Information and Updates on COVID-19**

### **Center for Disease Control and Prevention COVID-19 Updates:**

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

[Back to Table of Contents](#)

## **Academic Support**

**First-Year Success Center Coaching:** FYS provides peer-to-peer coaching for first-year students, transfer students, out-of-state students, and sophomores. Success coaches are currently offering Zoom coaching sessions for students. To connect with a success coach, email [fys@asu.edu](mailto:fys@asu.edu), call 480-965-3289 or send a message in the ASU Community Slack channel #fys-center and a member of their staff will support you.

*\*Information last checked/updated: 3/20/20*

**Free Text Books:** Thanks to the work of ASU, ASU Bookstores, Follett and RedShelf, students can access textbooks at no cost for the spring semester from the most common publishers. Instructions available here:

[https://uto.asu.edu/sites/default/files/accessing\\_no\\_cost\\_textbooks\\_via\\_redshelf.pdf](https://uto.asu.edu/sites/default/files/accessing_no_cost_textbooks_via_redshelf.pdf)

*\*Information last checked/updated: 3/20/20*

**Remote Learning at ASU:** <https://provost.asu.edu/remoteducation>

*\*Information last checked/updated: 3/20/20*

**UASP Tutoring:** <https://tutoring.asu.edu>

Subject Area Tutors (math, science, business, engineering) have moved their in-person hours to online via Zoom. Students can make an online appointment for writing and graduate tutoring as well. Live-streams and recordings of all review sessions will be available. The schedule can be viewed [here](#).

Subject Area hours of operation are now:

Monday-Thursday 8am-11pm

Friday: 8am-3pm

Sunday: 12pm-11pm

*\*Information last checked/updated: 3/26/20*

**Career & Professional Development Services:** <https://career.asu.edu/>

Virtual services being offered from CPDS including: Career advising appointments via phone and Zoom, Virtual Drop-in Advising, Resume Dropbox, InterviewStream for virtual interview practice. Extended service hours: Mon-Thurs 7am-6pm and Fri 7am-5pm.

[Back to Table of Contents](#)

## Financial Support

**Buros Short Term Loan Application:** This is a resource if you are a student with a pressing or emergency financial need. Examples include, but are not limited to, inability to provide for basic food needs or rent/home cost, computer being lost, stolen or damaged. This resource is not available for full-time online students. You can apply for up to \$500. A full description can be found here: <https://www.asu.edu/aad/manuals/ssm/ssm302-01.html>

**How do I apply?** Contact Jenny Smith at [jenny.smith@asu.edu](mailto:jenny.smith@asu.edu) and Casey Self at [casey.self@asu.edu](mailto:casey.self@asu.edu) to request an application and for any questions about the application. Please put BUROS LOAN APPLICATION and your NAME in the subject line when returning.

*\*Information last checked/updated: 3/25/20*

**Chauncey Short Term Loan Program:** <https://students.asu.edu/forms/short-term-loan>

Short term loans are available through the Chauncey Short Term Loan Program for students who are in emergency financial situations. **Short term loans must be repaid within 30 days or**

at the end of the current semester, whichever comes first. The maximum amount of a short term loan is \$500 per semester with a \$15 service charge. *Please email the [ASU Financial Aid and Scholarships Department](#) for information on how to submit the form digitally.*

*\*Information last checked/updated: 3/20/20*

**ASU Foundation Student Crisis Fund:** Aims to help alleviate some of the financial burdens students are experiencing such as: unexpected travel expenses, access to technology, food insecurity, relocation expenses, and more. Application and criteria can be acquired by emailing [deanofstudents@asu.edu](mailto:deanofstudents@asu.edu). Donations can be made to the fund through ASU Foundation: <https://www.asufoundation.org/health-and-welfare/individual-emergency-support/student-crisis-fund-CA108747.html>

*\*Information last checked/updated: 3/25/20*

### **Laid off because of the virus?**

<https://des.az.gov/services/employment/unemployment-individual>

There is a good chance you qualify for unemployment benefits. If you are new to all of that, [here are the basics](#) in a helpful and free explainer from The New York Times. Unemployment benefits, both amount and the duration of benefits, is evolving based on current federal legislation.

*\*Information last checked/updated: 3/25/20*

### **[Back to Table of Contents](#)**

## **Local Food/Shelter Resources**

### **TEMPE/EAST VALLEY**

**Gilbert Community Action Program** (shelter/housing referrals, food/clothing referrals, case mgmt.): 480-892-5331; <http://azcend.org/community-action-program/>

**Chandler Community Action Program** (shelter/housing referrals, food/clothing referrals, case mgmt.): 480-963-1423; <http://azcend.org/community-action-program/>

**Tempe Community Action Agency** (food and housing assistance): 480-422-8922; <https://tempeaction.org/what-we-do/>

**The YRC** (food, showers, clothing, housing, connection to resources): 480-263-0635; 215 E. University Dr., Tempe; walk-in, Monday-Friday from noon to 3:30 p.m.

### **PHOENIX/CENTRAL**

**One-N-Ten (LGBTQ)** (shelter, housing, connection to support services): 602-279-0894; <https://oneten.org/>

**Phoenix Family Services Centers** (services offered to families in crisis): 602-534-AIDE (2433)

**St. Vincent De Paul:** (food, medical, referrals and support for homeless individuals and families, serves all Maricopa County): 602-266-4673  
<https://www.stvincentdepaul.net/programs>

**UMOM/Tumbleweed** (emergency shelter for young people in crisis): 602-841-5799;  
<https://umom.org/>

## WEST

**Glendale Neighborhood and Family Services** (utility, rent, mortgage assistance):  
623-930-3590

## ALL MARICOPA COUNTY

**Association of Arizona Food Banks** <http://www.azfoodbanks.org/>

Go to [azfoodbanks.org](http://www.azfoodbanks.org) and type in your zip code (right side) for the closest food banks and dining rooms. Call 211 for the most up-to-date information on a nearby food bank/community dining rooms, food pantries, infant boxes and food co-op boxes. Languages: English and Spanish

### **Applying for Nutrition Assistance:**

<https://des.az.gov/services/basic-needs/food/nutrition-assistance-formerly-food-stamp-program>

### **Congregate and Home-Delivered Meals:**

<https://des.az.gov/services/older-adults/healthy-living/congregate-home-delivered-meals>

**FoodPantries.Org** <https://www.foodpantries.org/st/arizona>

**St. Vincent De Paul:** (food, medical, referrals and support for homeless individuals and families, serves all Maricopa County): 602-266-4673  
<https://www.stvincentdepaul.net/programs>

## ONLINE RESOURCE SITES

**Arizona 2-1-1:** <https://211arizona.org/>

**Find Help Phoenix:** <https://www.findhelpphx.org/>

**Aunt Bertha:** <https://www.auntbertha.com/> Search for aid/support services in your zip code. This includes, but is not limited to, food.

**Veterans National Homeless Call Center:** 1-877-424-3838;  
<https://www.veteranscrisisline.net/>

[Back to Table of Contents](#)

## Community Action Agencies

Community action agencies can help with things like utility or mortgage assistance, eviction or foreclosure prevention assistance, rental deposits, and emergency shelter. We have listed several options in Arizona, but there will likely be other resources depending on where you are currently living.

**Arizona List of Community Action Programs:**

<https://des.az.gov/services/basic-needs/community-action-agencies>

**City of Glendale Community Action program:** (utility, rent, mortgage assistance): 623-930-2460, <https://www.glendaleaz.com/cap/>

**Gilbert Community Action Program:** (shelter/housing referrals, food/clothing referrals, case mgmt.): 480-892-5331; <http://azcend.org/community-action-program/>

**Tempe Community Action Agency:** (food and housing assistance): 480-422-8922; <https://tempeaction.org/services/emergency-services/>

**California Community Action Agencies:**

<https://www.hud.gov/states/california/homeless/commaction>

**HUD Resources by State:** <https://www.hud.gov/states>

[Back to Table of Contents](#)

## Mental Health/Behavioral Health

### Helping a Student Who Demonstrates Concerning Behavior

Students with Behavioral Concerns – [https://eoss.asu.edu/sites/default/files/BHF\\_Generic\\_0.pdf](https://eoss.asu.edu/sites/default/files/BHF_Generic_0.pdf)  
Generally, faculty and staff have a good idea which situations they feel comfortable dealing with themselves and when the situation needs disciplinary or police response. If the behavior feels intimidating, threatening, or disturbing, it is wise to call 911 first then consult with various ASU services to discuss the incident and determine what steps to take next. The non-emergency contact for ASU Police is 480-965-3456.

Student with Emotional Concerns – <https://eoss.asu.edu/counseling/info/faculty>

As faculty/staff members you will be attuned to the behavior of your students and sometimes that behavior can be concerning. Always feel free to discuss your concerns directly and plainly with the student and listen for the student's response. Talking about a problem is the first step to resolving it. If you feel it is warranted you may refer a student to ASU Counseling. ASU Counseling Services are available to all students and provide crisis intervention for students who are experiencing a mental health crisis.

**NAMI HelpLine Coronavirus Information and Resource Guide:** This guide provides resources on anxiety, feeling lonely or isolated, how to get care if you do not have insurance, how to get your medications and other support areas.



<https://www.nami.org/getattachment/About-NAMI/NAMI-News/2020/NAMI-Updates-on-the-Coronavirus/COVID-19-Updated-Guide-1.pdf?lang=en-US>

**Some Quick Tips from NAMI:**

1. For anyone who is unsure about attending therapy sessions outside the home, especially those whom the CDC has described as being at higher risk, you can ask your health care provider about tele-therapy or mental health services online.
2. For anyone who is worried about access to prescribed medications, you can ask your health care provider about getting 90-day supplies vs. a 60- or 30-day supply. If this is not possible, we encourage you to refill your medications as soon as they are allowed. *Note: If healthcare providers deny/decline making accommodations, challenge the decisions at least three times. Decision-makers on making health plan adjustments may change if/as conditions worsen.*
3. Listen to and follow your local public health care provider expectations.
4. Provide self-care, especially if in the higher risk population as defined by the CDC. Pay attention to emerging symptoms. Reach out to family and friends.

**NAMI (National Alliance on Mental Illness) Hotline:** 1-800-950-6264 or <https://www.nami.org/#>

**Alcoholics Anonymous:** <https://www.aa.org/> or for local Phoenix metropolitan information <http://aaphoenix.org/meetings/>

**Depression and Bipolar Support Alliance:** <https://www.dbsalliance.org/>

**Maricopa RX:** <https://www.maricoparx.org/services-andprograms/>

**Narcotics Anonymous:** <https://www.narcotics.com/> or 1-800-407-7195

**Arizona Suicide Prevention Coalition:** <https://www.azspc.org/>

**National Suicide Prevention Lifeline:** 1-800-273-8255 or <https://suicidepreventionlifeline.org/>

**Teen Lifeline:** 602-248-8336 or <https://teenlifeline.org/>

[Back to Table of Contents](#)

## Flights/Transportation

**Frontier:** <https://www.flyfrontier.com/students-fly-free/?mobile=true>

Purchase before March 23, 2020 and one student can fly free for every one-way or round-trip Discount Den Fare purchased on qualifying flights and dates.

*\*Information last checked/updated: 3/20/20*

**Enterprise Rent-A-Car:** Enterprise is waiving young renter's fee for college students and reducing the minimum age to rent a vehicle to 18 years old.

*\*Information last checked/updated: 3/20/20*

[Back to Table of Contents](#)

## Computing, Internet and Phone Connectivity

### **Laptop and Hotspot Check-Out: ASU Library**

The ASU Library has limited laptops and hotspots that students are able to check out. Find more information and submit requests at <https://lib.asu.edu/laptops-and-hotspots>

*\*Information last checked/updated: 4/3/20*

**FCC agreement** stating that providers will waive late fees, not cutoff service for lack of payment, and open hot-spots: <https://docs.fcc.gov/public/attachments/DOC-363033A1.pdf>

**Spectrum:** 1-844-488-8395

Offers students 60 days of free broadband and WiFi internet access; installation fees waived for new student households.

Wi-Fi hotspots are also open for public use.

**Comcast COVID-19 response:** <https://corporate.comcast.com/covid-19>

Offers free WiFi for 2 months to low-income families plus all Xfinity hot-spots are free to the public during this time

**Charter Free Internet offer for 2 months:**

<https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-d-wifi-for-60-days-for-new-K12-and-college-student-households-and-more>

**AT&T COVID-19 response:** <https://about.att.com/pages/COVID-19.html>

Offers open hot-spots, unlimited data to existing customers, and \$10/month plans to low-income families

**Verizon COVID-19 response:** <https://www.verizon.com/about/news/our-response-coronavirus>

No special offers, but following the FCC agreement.

**Sprint COVID-19 response:**

<https://newsroom.sprint.com/covid-19-updates-sprint-responds.htm>

Follows FCC agreement, provides unlimited data to existing customers, and, starting Tuesday, 3/17/2020, will allow all handsets to enable hot-spots for 60 days at no extra charge.

**T-Mobile COVID-19 response:**

<https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response>

Follows FCC agreement, plus unlimited data to existing customers, and, coming soon, will allow all handsets to enable hot-spots for 60 days at no extra charge.

[Back to Table of Contents](#)

## Prescriptions

**CVS:** <https://www.cvs.com/content/delivery>

Offers free prescription delivery for applicable medication. Aetna waives early refill limits on 30-day prescriptions for medicines typically needed to address chronic conditions.

**Riteaid:**

[https://www.riteaid.com/?utm\\_source=ebay\\_affiliate&utm\\_medium=affiliate&utm\\_term=92415&utm\\_campaign=Affiliate&utm\\_content=8-9870&source=pepperjam&publisher=92415&click=3034489000&clickId=3034489000](https://www.riteaid.com/?utm_source=ebay_affiliate&utm_medium=affiliate&utm_term=92415&utm_campaign=Affiliate&utm_content=8-9870&source=pepperjam&publisher=92415&click=3034489000&clickId=3034489000)

Offers free shipping with code FREESHIP, no minimum purchase required.

[Back to Table of Contents](#)

## Storage

**U-Haul:** 30 days of free self-storage for students:

<https://www.uhaul.com/Articles/About/20625/College-Students-U-Haul-Offers-30-Days-Free-Self-Storage-amid-Coronavirus-Outbreak/>

**College Box:** 30 days of free self-storage to college students in U.S. and Canada.

Collegeboxes kits for free, which include 5 standard-sized boxes which will be shipped to students for free: <https://www.collegeboxes.com/>.

[Back to Table of Contents](#)

## Delivery Services

**Walgreens:** <https://www.walgreens.com/> Offering free shipping, no minimum purchase.

**Grubhub, UberEats, Postmates, Doordash:** Offering contact-free delivery, i.e., you can specify where you want your order delivered. Some offer free delivery.

[Back to Table of Contents](#)

## Domestic Violence

**National Domestic Violence Hotline:** 1-800-799-SAFE (7233); <https://www.thehotline.org/>

**Sexual and Domestic Violence Services Helpline:** 602-279-2900; 800-782-6400;  
<http://www.azcadv.org/>

**Maricopa County Shelter Line:** 480-890-3039

[Back to Table of Contents](#)

## Sexual Violence and Assault

**ASU Sexual Violence Prevention Resources:** <https://sexualviolenceprevention.asu.edu/>

**Sexual Assault Hotline (RAINN):** 1-800-656-HOPE(4673) or <https://www.rainn.org/>

**Sexual and Domestic Violence Services Helpline:** 602-279-2900; 800-782-6400;  
<http://www.azcadv.org/>

[Back to Table of Contents](#)

## Family/Victim Advocacy Centers

Offer services to victims on a 24-hour basis, including Orders of Protection, medical exams and documentation, child protective services, victim advocacy and crisis counseling.

**Family Advocacy Center (Phoenix):** 602-534-2120;  
<https://www.phoenix.gov/humanservices/programs/victims/fac/>

**Mesa Family Violence Unit:** 480-644-4075;  
<https://www.mesaaz.gov/residents/police/divisions/mesa-family-advocacy-center>

**Glendale Family Advocacy Center:** 623-930-3720;  
[https://www.glendaleaz.com/live/city\\_services/public\\_safety/police\\_department/about\\_us/glendale\\_family\\_advocacy\\_center](https://www.glendaleaz.com/live/city_services/public_safety/police_department/about_us/glendale_family_advocacy_center)

**Scottsdale Family Advocacy Center:** 480-312-6309  
<http://www.acfan.net/centers/scottsdale-family.htm>

**ASU PD Victim Advocacy Services:** 480-965-0107

**Maricopa County Attorney's Office:** 602-506-8522;  
<https://www.maricopacountyattorney.org/35/Victims>

[Back to Table of Contents](#)

## Emergency Contact Numbers

**Student Advocacy:**

Expressed the desire to harm oneself or others or is exhibiting aggressive behavior, immediately contact [Student Advocacy](#) at 480-965-6547 and Campus Police non-emergency number at 480-965-3456 if necessary. Please call 911 for an immediate response if necessary. Claimed to witness, have experienced or committed a sexual assault, immediately contact [Student Rights and Responsibilities](#) at 480-965-6547 and Campus Police at 480-965-3456 if necessary.

*\*Information last checked/updated: 3/20/20*

**Counseling Services**

Expressed emotional distress (with no imminent threat of harm), contact [Counseling Services](#) at 480-965-6146 to learn more about what you can do to assist the student.

If you need assistance outside of business hours, please call **EMPACT's 24-Hour ASU-dedicated Crisis Line** at 480-921-1006.

*\*Information last checked/updated: 3/20/20*

[Back to Table of Contents](#)