

## REQUESTS FOR INFORMATION & EMERGENCY NOTIFICATION PROCEDURAL GUIDELINES

- Updated August 2009 by the Office of Student Affairs

Minnesota State University, Mankato has developed the following procedures to identify how the University will provide general information and emergency assistance in locating individuals who are students, staff or visitors to the University campus. Certain offices have been identified as offices of record for particular information and resources. **\*GIVEN TO STUDENT ONLY; OTHERS MUST PROVIDE A WRITTEN REQUEST SIGNED BY STUDENT.**

*INSISTENT CALLERS SHOULD BE DIRECTED TO YOUR SUPERVISOR  
NOT TO ANOTHER OFFICE. It is advisable to check with another office to make sure they can  
address the caller's concern before transferring the call.*

<b><u>Information requested</u></b>	<b><u>transfer to</u></b>	<b><u>or send to</u></b>
<b>*ACADEMIC ADVISOR</b> , request for name of one's own advisor	6266	Registrar/132WA; FYE/10GC; Registration Help Ctr/132WA; or Depts.
<b>ACADEMIC HOLDS</b>		
Probation hold - Declared Majors	N/A	Student Relations Coordinator in that College or Advisor
Probation hold - Undeclared Majors	5498	First Year Experience/10GC
Suspension hold - All Majors	1333	Academic Affairs 315WA
<b>ADDRESS/PHONE # of student</b>	6266	Registrar/132 WA; Campus Hub/117SU
<b>*CLASS SCHEDULE</b> , information about one's own schedule	N/A	www.mnsu.edu/msureg (need Tech ID & Pin)
<b>DIRECTORY INFO</b> (public)	6266	Registrar/132WA
<b>*DIRECTORY INFO</b> , request to make info confidential	6266	Registrar/132WA; Campus Hub/117SU
<b>*EMPLOYMENT</b> , location of & verification	2265 2015	Student Payroll/236WA(verification only) Human Resources/336WA (Faculty&Staff)
<b>EMERGENCY NOTIFICATIONS/Includes:</b>		
-Medical emergency( <u>hospitalization</u> ) of a family member due to accident, serious illness, labor	2111	Security/222WC
-Death	2111	Security/222WC
-Daycare provider/school calling about a sick child	2111	Security/222WC
-Fire	2111	Security/222WC
-Natural disaster	2111	Security/222WC
-Military deployment	2111	Security/222WC
-Car pool driver when emergency consists of 1 of the above	2111	Security/222WC
-Missing student	2111	Security/222WC

**Information requested                      transfer to                      or send to**

**NON-EMERGENCY NOTIFICATIONS                      NOT PROVIDED BY ANYONE !!! (See notation).**

**NON-EMERGENCY NOTATION:** The following circumstances are **not** considered an emergency and, therefore, the University will not make contact with a student.

1. Arranging a social engagement (lunch/visit)
2. Contacting a car pool driver (unless the driver needs to transport someone for one of the previously listed emergencies)
3. Business or appointment contact (bill collector, change of doctor's appointment)
4. Change in work schedule
5. "Personal" need with no further information given
6. Difficult weather emergencies/conditions; also policies are in effect for local school bus employees to notify their own staff. MSU is **NOT** part of that process.

<b>ENROLLMENT</b> , verification of	6266 5166 automated	Registrar/132WA
<b>EVENTS</b> , activities about CSU	2223	University Scheduling/219CSU Student Activities, <a href="http://www.boredboard.org/">www.boredboard.org/</a>
<b>*FEES</b> , payment of tuition, room & board	1866	<a href="http://www.mnsu.edu/msureg">www.mnsu.edu/msureg</a> (need Tech ID & Pin)
<b>*FINANCIAL AID</b>	1866	Campus Hub, <a href="http://www.mnsu.edu/campushub">www.mnsu.edu/campushub</a> ; link to financial programs, for specific student information, <a href="http://www.mnsu.edu/msureg">www.mnsu.edu/msureg</a>
<b>*GRADES</b> , GPA	NA	<a href="http://www.mnsu.edu/msureg">www.mnsu.edu/msureg</a> (Need Tech ID & Pin)
<b>HAVEN'T HEARD FROM STUDENT IN AWHILE</b> (On-campus resident)	1011	Residential Life/111CC
(Off-campus resident)	2121	Student Affairs/228WA
<i>After hours:</i> (On-campus resident)	2111	Security/222WC
(Off-campus resident)	911	Mankato Dept. of Public Safety
<b>*LEGAL ISSUES</b> , including info requests from law enforcement	1112	President's Office/309WA
<b>NOTIFICATION OF PROFESSORS</b> of extended <b>student illness</b>	2825	Office of Disability Services/132ML
<b>NOTIFICATION OF PROFESSORS</b> of extended <b>family emergency</b>	2121	Student Affairs/228WA
<b>POLICIES (General requests)</b> (Note: Call individual offices for <u>specific policy</u> information)	<a href="http://www.mnsu.edu/acadaf/policies/">www.mnsu.edu/acadaf/policies/</a>	
<b>SERVICES</b> , of University	1866	Campus Hub/117SU
<b>*SOCIAL SECURITY NUMBER</b>	<b>NOT PROVIDED BY ANYONE</b>	
<b>*STUDENT CONDUCT</b> , discipline & holds	2121	Student Affairs/228WA
<b>*SUBPOENA</b> , serving of	1112	President's Office/309WA

<b>SUICIDE INTERVENTION</b> (EMERGENCY)	Dial 911 or 2111	Security/222WC
<b>*TRANSCRIPTS</b>	6266 5166 automated	Campus Hub, in person, unofficial; Registrar/132WA, in person, official
<b>*WARRANTS</b> , serving of	1112	President's Office/309WA
<b>*WITHDRAWAL</b> forms		
To discuss whether to withdraw		Refer student to academic advisor
To obtain withdrawal form	1866	Campus Hub/117SU

<p><b>The Campus Hub</b> is MSU's "<b>one stop shop.</b>" Services provided include account information; financial assistance; bus passes; campus phone numbers; change of address forms; direct deposit for student payroll and financial aid; graduation application; locker registration; free notary public service; parking fine payment, ticket appeals, purchase of parking permits; student payroll information and verification of enrollment.</p>	1866	117SU
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**\*Given to student only; others must provide a written request signed by student.**