

Reference Guide for ODU Support Services

- **Student Outreach & Support (S.O.S.)** provides support to students who experience administrative, academic, or personal roadblocks.
 - Students can be referred to SOS for assistance with administrative withdrawals and extended absence notifications. They can help to address student concerns, clarify university policies, and serve as a referral resource.
 - Sometimes referred to as the Student Ombudsperson
 - Utilized by faculty members, staff members, and fellow students who are concerned for the well-being of a student after a student experiences a tragedy or seems to be in distress.
 - Office Phone: 757.683.3442
 - Contact: oducares@odu.edu
 - Website: <https://www.odu.edu/life/dean-students/student-outreach>
- **ODU Cares and the Care Team** is an extension of Student Outreach & Support. The Care Team provides a university-wide system of care and support for students who experience an unexpected crisis or are in distress.
 - The Care Team's role is to determine effective strategies for addressing concerns and connecting students with the appropriate resources.
 - Referrals are made from a link on the following page:
https://cm.maxient.com/reportingform.php?OldDominionUniv&layout_id=5
- **Counseling Services** provides comprehensive mental health services to enrolled students.
 - Provides consultation, individual and group counseling, psychiatric services, crisis intervention, and variety of outreaches and workshops.
 - Emergencies handled immediately
 - offering on demand, same-day counseling appointments. Students can call, walk-in, or [self-schedule](#) on the ODU counseling website for an appointment.
 - Crisis or Urgent Services: “ProtoCall” is their urgent care crisis line that is available 24/7. Students, or individuals who are concerned about a student in distress, can call their office number during office hours; or dial option #2 to immediately speak with a counselor after hours.
 - Instagram page can be found at [@ODU_CounselingServices](#) where they provide information re: upcoming events, group/workshop schedules, psychoeducation, helpful coping skills, etc.
 - Website: <https://www.odu.edu/counselingservices>
 - Office Phone: 757-683-4401
 - Located in Webb University Center, room 1526
- **Student Health Services** provides primary care including assessment, diagnosis and treatment of acute illness and ongoing care for chronic conditions such as asthma, diabetes and high blood pressure. They also provide family planning services, including annual gynecological exams and pap smears, emergency contraception, and screening for sexually transmitted infections. They offer tuberculosis screening and all the state required vaccines. In the fall, flu shots are offered for students. Students needing allergy shots can receive them for a nominal fee at Student Health, but the first shot must be given at the allergist's office. They also offer psychoeducation pertaining to topics such as substance abuse prevention, stress management and wellness.
 - Office Phone: 757-683-3132
 - Website: <https://www.odu.edu/studenthealth>
 - Located in 1007 Webb University Center
- **The Women and Gender Equity Center** offers programs and services designed to promote gender equity and address the unique challenges and opportunities female students encounter in the pursuit of higher education. Issues related to Title IX addressed.
 - Office Phone: 757-683-4109
 - Website: <https://www.odu.edu/life/support/wgec>
 - Located in 1101 Monarch Hall

- **Educational Accessibility** provides support services for students who experience disabilities so they can be successfully accommodated and included in the rich diversity of university life.
 - Students must register with this office in order to receive accommodations in classes
 - Contact the office when questions arise about accommodations
 - Office Phone: 757-683-4655
 - Located in the Student Success Center in the Perry Library
 - Website: <https://www.odu.edu/accessibility>
- **Student Conduct and Academic Integrity** provides support and procedures to address student conduct issues, such as disruptive students in class, and academic integrity issues, such as plagiarism.
 - Incident report forms are available on their website: <https://www.odu.edu/oscai>
 - Call to ask questions: 757-683-3431
- **Academic Success Center** empowers learners to thrive academically, personally, and professionally. Provides Tutoring, Academic Skills, Mentoring, Transfer Assistance, Experiential Learning, and the University Testing Center
 - Many resources online: <https://www.odu.edu/success/center>
 - Office Phone: 757-683-3699
 - Located in the Student Success Center in the Perry Library
- **Office of Visa & Immigration Service Advising** is geared towards international students and their success at the university. This office gives resources on different types of VISAs a student can obtain, required documentation, international housing, graduation, etc.
 - This office also engages in programing for the students, faculty and staff.
 - Office Phone: 757-683-4756
 - Email: intlstu@odu.edu
 - Website: <https://www.odu.edu/visa>
 - Located in 2006 Dragas Hall
- **Office of Student Financial Aid** assists students with issues regarding financial aid. This office helps with applying for financial aid, accepting financial aid, and other financial aspects of the student experience.
 - Helps explore funding options for students
 - Office Phone: 757-683-3683
 - Website: <https://www.odu.edu/finaidoffice>
 - Contact: <https://forms.odu.edu/view.php?id=327527>
 - Located in 2002 Rollins Hall
- **For emergencies, call 911 and/or Old Dominion University Police at (757) 683-4000**

Students may be in need of services from more than one office concurrently. Referrals to multiple offices on behalf of a student may be appropriate. For example, a student may experience a traumatic event and need support addressing issues of equity through the Women and Gender Equity Center while also addressing the trauma through Counseling Services.

When encountering a student who seems in significant distress, it is important to link the student to services immediately. It is recommended that you call one of the support offices above, confirm that someone is available to address the student's needs, and escort the student to the office. If you are unable to secure support from one of the offices or feel uncomfortable escorting the student yourself, contact either ODU Police or 911 for assistance.

Attendance Policy suggested language:

For extraordinary circumstances, and within the bounds of the university attendance policy, additional absences beyond what is normally allowed may be excused if supporting documentation is approved by the university's Student Ombudsperson located in Student Outreach and Support (SOS).