

**We help students
find their way!**

STUDENT ASSISTANCE CENTER

OFFICE OF THE DEAN OF STUDENTS

The Student Assistance Center serves as the first point of contact for students who call or walk in to the Office of the Dean of Students. Our assistant deans help students understand university policies and procedures, educate them about and connect them to campus resources, and support students in crisis.

Students visit us regarding a broad range of issues which may be impacting their academic performance including those related to health/mental health, course attendance issues, questions about where to go on campus to seek different services, options for withdrawing from the university, or because they need help and just aren't sure where to go.



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Student Assistance Center
STUDENT AFFAIRS

300 Turner Student Services Building
610 East John Street, Champaign, Illinois 61820
(217) 333-0050
helpdean@illinois.edu

go.illinois.edu/sac



go.illinois.edu/sac



The Student Assistance Center offers appointments and drop-in hours for students who wish to meet with a Dean. Students can schedule an appointment by calling (217) 333-0050, or drop-in to address a specific question from 10 am-3 pm, Monday-Friday.

When to contact the Student Assistance Center

Some of the common reasons students seek our services include:

- Academic difficulty due to physical or mental health issues
- Extenuating life circumstances impacting academic performance and/or overall functioning
- Seeking assistance finding or getting connected to support services on campus
- Medical withdrawal and re-entry
- To report a concern about the well-being or safety of themselves, another student, or the broader campus community
- Seeking information about university policies and procedures
- Difficulty with a professor or TA
- Absence letters
- Not sure where else to go

Hours and Location

The Student Assistance Center hours are Monday through Friday from 8:30 am-5 pm. We are located on the third floor of the Turner Student Services Building in the Office of the Dean of Students. You may call our office at (217) 333-0050 or reach us by email at helpdean@illinois.edu. We respond to emails during business hours only and are closed on university holidays. Additional information about Student Assistance Center resources is available at go.illinois.edu/sac.

Mission

The Student Assistance Center in the Office of the Dean of Students seeks to support the academic and social development and retention of University of Illinois students. Through our services and programs we:

- Enhance students' knowledge of and access to University resources
- Facilitate students' ability to successfully navigate the various policies, procedures and processes of the University
- Support students experiencing unusually difficult life circumstances and crises
- Empower students to develop effective communication and decision-making skills, personal responsibility and the ability to function autonomously

Vision

The Student Assistance Center advocates for a University community that actively nurtures the intellectual, social, and personal development of its student body. We aspire to create a University climate that challenges and supports students to develop the skills of critical thinking, self and other awareness, independence, and healthy lifestyle choices that will serve them across a lifetime.

Core Values

- Excellence
- Student-Centered
- Collaboration
- Respect
- Equity, Fairness and Inclusiveness
- Personal Responsibility and Accountability