

Adviser Access:

Departmental steps for adding a new Adviser at <http://www.registrar.iastate.edu/policies/procedures>. Also, contact Sarah Frette at ablasian@iastate.edu of a new hire as many of the University systems require College permission. More information for new Advisers at <http://www.it.iastate.edu/services/adin/systems>.

Add Access for ADIN (Registrar's information) and AccessPlus (New & Existing Users):

- To request permission to access **Administrative Systems** have your supervisor fill out the **Administrative Systems Request**.
- Detailed steps on filling out this form are provided to supervisors on the how to **Get Access to Administrative Systems**.
- For a new user, the data requested may be provided through ADIN. If so, ITS will set up sign on access. The user will also need to install software to connect to ADIN (see "Install Software" below).
- The department or office responsible for the data will be automatically contacted once your supervisor fills out the **Administrative Systems Request**.

Add Access for ADIN (Admission's information):

- Access for **AD in ADIN** fill out at https://www.admissions.iastate.edu/forms/access_request.php. Check no for the DocFinity.
- After completing, you will receive an electronic confidentiality agreement to sign.

Degree Audit Access:

- To request permission to access degree audits, fill out the [Degree audit Access form](#).
- Send completed form to Sarah Frette at ablasian@iastate.edu or mail at 123 Catt Hall.
- Degree audit instruction manual separate.

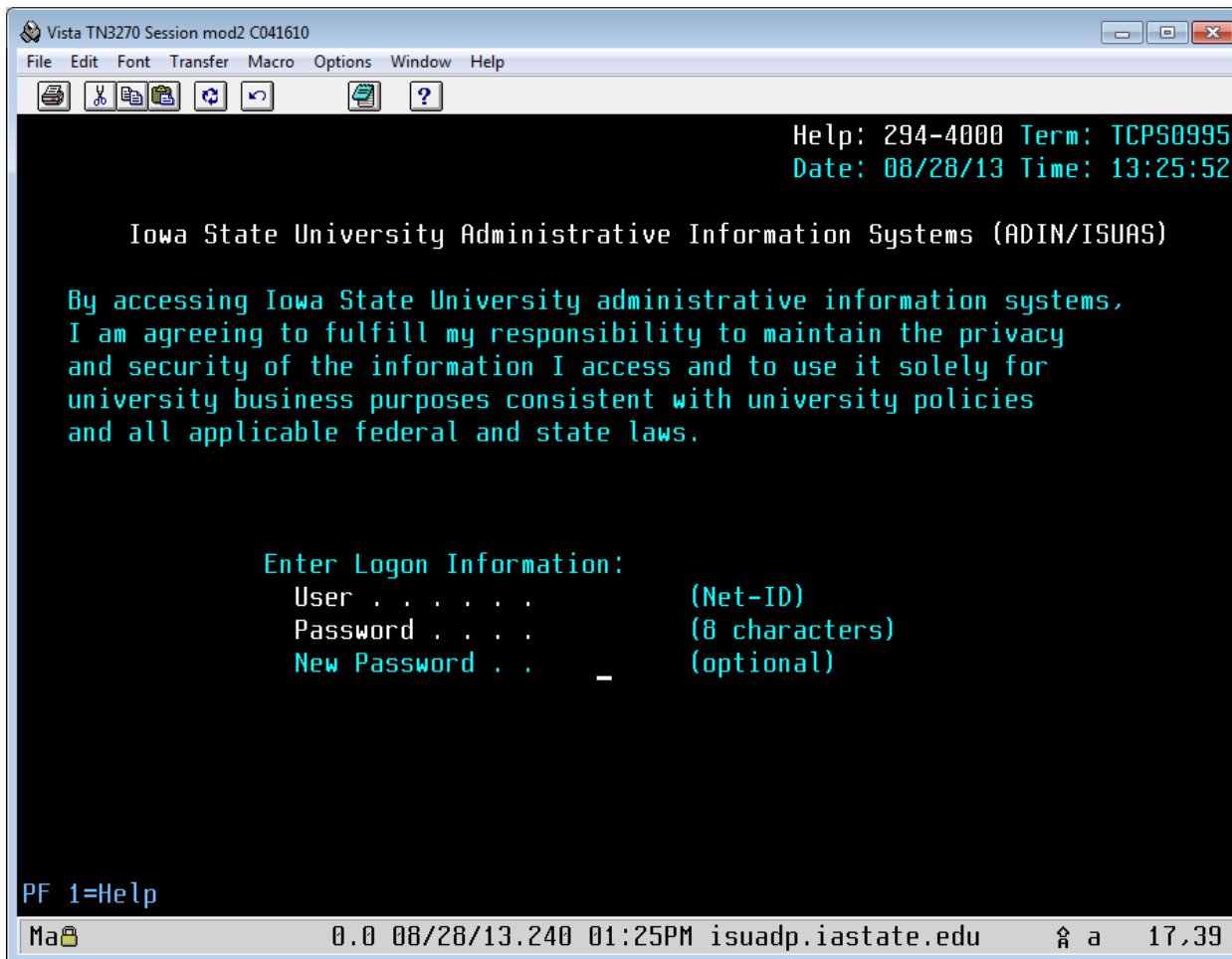
Remove Access (Existing Users):

- When transferring to another department, your former supervisor/representative should complete the **Administrative Systems Request** form to remove data access.
- For further instructions on removing access, refer to how to **Get Access to Administrative Systems**.

Training:

- Once access has been granted to the requested system(s), training for using the system(s) is usually provided by the department or office responsible for the data.
- Contact Departmental Liaison for adviser training.
- Contact Sarah Frette for training in ADIN, AccessPlus, Degree Audits, DAAF, and forms.

ADIN:



AD - Admissions (Prospective students, “new”) information
Everything else is the Registrars (Current Students) information.

Main Menu:

- AD – Admissions information used for Orientation or Prospective students
- DR – Degree audit catalog, graduation date, graduation application, Honors, Majors/Degrees, Minors, Certificates
- PR – Permanent Record by semesters
- TU – Add or drop courses, holds, RAN, class and waiting lists, drop limits
- ASUP – Student information, term and cumulative gpa, take off academic holds, advising holds

- F1 – Key
- F3 – Back to sub menu
- F4 – Back to main menu
- F7 – Backwards
- F8 - Forward
- ESC – Logoff or 1 to log on
- Ctrl Alt PrtScn – Screen shot

Use Tab and Enter while in they system
Home key to take you to the top of the screen

Main Menu:

AD – Admission Application Data

```
Vista TN3270 Session mod2 C041610
File Edit Font Transfer Macro Options Window Help
[Icons]
FUNC      ID/SSN 602719117 I   TERM F 2013   AP TYPE      ADDR TYPE
NAME SCOTT KATHERINE RUTH JENSEN

Date 08-28-2013  ADMISSION INFORMATION SYSTEM (>= SUMMER 2002)      Time 13:18
ISU Information Technology Services                               Solutions Center: 294-4000

FUNCTION          -          FUNCTION
BR  Browse Student Name
PB  Browse Prospect Name
BB  Browse Student Birthdate
TR  Browse Undergrad Transcript
UE  Browse Undergrad Exam Data
GT  Browse Graduate Transcript
GE  Browse Grad Exam Scores
AC  Browse Activity Log
BI  Browse Student Name UID
BS  Browse Special Population
GA  Graduate Program Data
AP  Application Data
SD  Student Data
FD  Family Data
HI  High School Data
NO  Notations

AM700
F1=HELP;  F3=MENU;  F4=TRANSFER

Ma  0.0 08/28/13.240 01:18PM isuadp.iastate.edu  a  6.23
```

Sub Menu:

BR – Browse Student Name

AP – Application Data (find if they paid their acceptance fee, ethnicity, offer date & other demographic info)

<u>CODE</u>	<u>DESCRIPTION</u>
CRT	Certificate Program
DIST	Distance Education
EXCH	Iowa State Exchange Program
GPIDEA	Great Plains Interactive Distance Edu Alliance
IEOP	Intensive English and Orientation Program
NSE	National Student Exchange
OTH	Other
PSEO	Post-Secondary Enrollment Options
WKSHP	Workshop

AC – Browse Activity Log (if attended Orientation or not, changed majors)

SD – Student Data (home address, phone number & e-mail)

HI – High School Data (rank, RAI & courses taken by semester)

UE – Browse Undergrad Exam Data (ACT, SAT & TOEFL records)

TR – Browse Undergrad Transcript (transfer school credits & cumulative GPA)

Main Menu:

DR – DARS – Full update

Vista TN3270 Session mod2 C041610

File Edit Font Transfer Macro Options Window Help

FUNC US ID/SSN 808428621 I LEVEL U NAME DECOUDREAUX CHRISTINE R
DEG/PROG CATLG REQMT
ENTRY: F 2007 LAST: F 2013 CURR: JL MC S4 RES CD: 211 FILE: ACTIVE

Date 08-28-2013 DARS Update Student Whole Record Time 01:49

DARS	Abrvn	Ctlg	Maj	Hnr	Term	Appl	Change Date	Adin	ID
S	JL MC B	2009	D		S	2014	2013-08-25	R4810	WEB
MIN	EPRST	2009	ENTREPRENEURIAL				2013-02-12	LAS	079
MIN	EVENT	2012	EVENT MANAGEMENT				2013-02-15	LAS	079

R3006 RECORD MAY BE UPDATED
F1=Help; F3=Exit; F4=Transfer;

Ma 0.0 08/28/13.240 01:49PM isuadp.iastate.edu a 5.21

Sub Menu:

NB – Browse Registrar Student Name

US – View/Update Student Record (degree audit information)

Main Menu:

PR – Permanent Record – DB2

```
Vista TN3270 Session mod2 C041610
File Edit Font Transfer Macro Options Window Help
[Icons]
FUNC  ID/SSN 808428621 I  LEVEL      TERM      SEQ
      NAME DECOUDREAU CHRISTINE R  BROWSE

Date 08-28-2013          Permanent Record - DB2          Time 01:53
ISU Information Technology Services          Solution Center: 294-4000

FUNCTION              FUNCTION
NB  Name Browse
BP  Browse Permanent Record
BL  Browse Latest Data
BN  Browse Notations
BM  Browse Notation Master
BC  Browse Courses
BT  Browse Transfer Courses
PC  Browse Previous Courses
BS  Browse Summary Data
BD  Browse Degrees

UL  Update Latest Data
UN  Update Notation
UM  Update Notation Master
UC  Update Course
US  Update Summary
UD  Update Degree

-

R4150
F1=Help;  F3=Exit;  F4=Transfer;  F7/F8=Browse;
Ma 0.0 08/28/13.240 01:53PM isuadp.iastate.edu  a 18.42
```

Sub Menu:

NB – Name Browse

BP – Browse Permanent Record (courses by semester & when changed or added majors)

PC – Browse Previous Courses (designated repeats)

Main Menu:

TU – Scheduling/Department Updates

```
Vista TN3270 Session mod2 C041610
File Edit Font Transfer Macro Options Window Help
FUNC _ ID/SSN 160518358 I TERM F 13 NAME MONTUORO RILEY ELDON
DATE 08/28/13 STUDENT SCHEDULING SYSTEM TIME 01:57
ISU Information Technology Services Solution Center: 294-4000
FUNC -----DESCRIPTION-----
CB COURSE ENROLLMENT BROWSE
PA PERSONAL ACCESS INFORMATION
SB SCHEDULE BROWSE
NB NAME BROWSE
DR DESIGNATED REPEAT
WL WAIT LIST BROWSE
TD TERM DATES
FUNC -----DESCRIPTION-----
EB ENROLLMENT BROWSE
ST CURRENT SCHEDULE WITH TIMES
SU SCHEDULE UPDATE
AB SCHEDULE ACTIVITY BROWSE
VS VERIFY SCHEDULE
CL CLASS LIST BROWSE
SA SECTION ACTIVITY BROWSE
SD SESSION DATES
R2050 SELECT FUNCTION
F4=Transfer;
Ma 0.0 08/28/13.240 01:58PM isuadp.iastate.edu a 1,7
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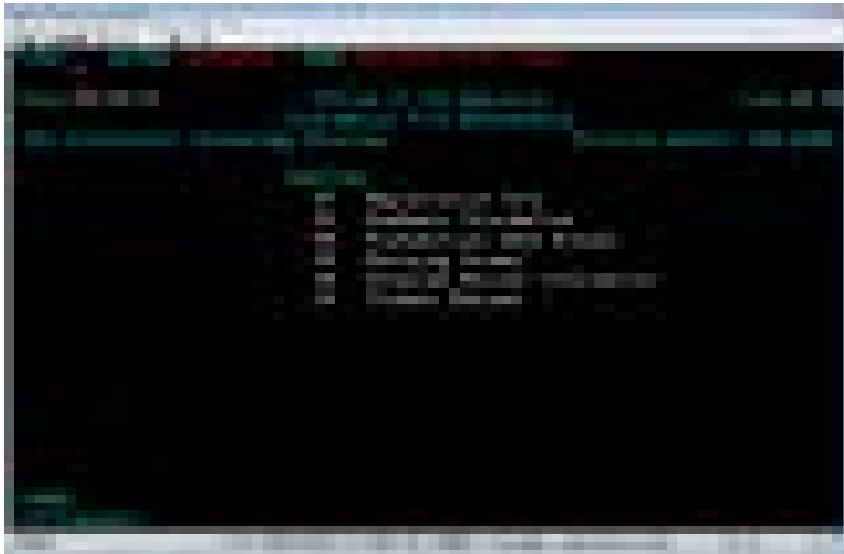
Sub Menu:

- NB - Name Browse
- EB – Enrollment Browse (courses totals, enrollment & today limits)
- SU – Schedule Update (add, change or delete student courses)
- VS – Verify Schedule (verify if a conflict of times and days)
- ST – Current Schedule with Times (student schedule)
- AB – Schedule Activity Browse (history of student scheduling activity)
- PA – Personal Access Information (RAN #, Credit limit & holds)
- CL – Class List Browse (list of students in a course)
- WL – Wait List Browse (students waiting to get into specific course)
- SD – Session Dates (last day to add or drop courses)

Main Menu:

ASUP – Student Information/AS update

This screen is like SI – Student Information, but where an adviser can take off probation holds or assign adviser



```
Vista TN3270 Session mod2 C041610
File Edit Font Transfer Macro Options Window Help
[Icons]
FUNC AS ID/SSN 808428621 I NAME DECOUDREUX CHRISTINE R
REG. -----STUDENT NAME----- ---MAJOR--- ENTRY TYPE BIRTHDAY RES. SEX REL
F13 DECOUDREUX CHRISTINE R JL MC S 4 F07 1 11 08 88 211 F
ACTIVE
APP MM/YY RANK% RAI 6-DIGIT NATL HIXSON/ 4-YEAR H.S. ANTP 1ST 2ND DEG
06 07 064 000 140723 M/A MVP/GWC CONTRACT UNMET GRAD OBJ OBJ PROG
B
SAT SCORES ----- ACT SCORES -----
VERBAL 000 MATH 000 00 ENGL 00 MATH 00 READING 00 SCI REAS 00
ENGL 150 STA DIVERSITY ENGL BUS BASIC NATV FOREIGN CNCRNT CNT 2ND PROBATH
TESTOUT PGM U.S. INTL PROF RQMNT PROG LANG LANG REQ ENRL COL CNT CD HOLD
E 2 S W Y
IASTATE E-MAIL: chrissyd@iastate.edu
NON-ISU E-MAIL:
ADVISER ID TYPE NAME
1ST- eabbott ABBOTT ERIC ALAN
2ND-
R4027 RECORD MAY BE UPDATED
F3=Menu; F4=Transfer;
Ma 0.0 10/07/13.280 08:26AM isuadp.iastate.edu a 14.44
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Sub Menu:

AN – Alphabetical Name Browse

GS – Academic Information (term & cumulative GPA & credits, drop limits)

AS – Advising Screen (take off probation holds & assign advisers)

SA – Student Address (address, phone & e-mail address)

EA – Enhanced Adviser Information (student high school info)

AccessPlus:



Faculty/Adviser tab: All student information for Advisers and Advising Services 1

A screenshot of the AccessPlus web application interface. The top navigation bar includes "Home", "Student", "Employee", "Faculty/Adviser" (highlighted), and "iBusiness". Below the navigation bar is a search area with "Student ID", "ID Type", and "Student Name" fields. A sidebar on the left contains a "Browse" menu with options like "Name Browse", "Name Browse Admsn", and "TCE Browse", and a "Display" menu with options like "Class Schedule", "Degree Audit", and "Grad Stdnt Status". The main content area displays a message: "Degree Audit has been added to Advising Services! For help with finding your way around ISU Degree Audit, click the link below: ISU Degree Audit Guide." It also lists several instructions for using the system.

BROWSE:

- **Name Browse** – Look up current student by last name (add first name if a common last name) and click on Name Browse
- **Name Browse Admsn** – Look up new, prospective students
- **TCE Browse** – Student’s Transfer Credit Evaluation

DISPLAY:

- **Class Schedule** – student’s class schedule for Fall, Spring & Summer
- **Degree Audit** – student’s degree audit. Can run “what if” audits, if they want to change, add or delete majors or minors.
- **DegreeAuditAdj** – where you enter degree audit changes for your student’s audit. *separate instruction manual
- **Grad Stdnt Status** – **graduate students ONLY**
- **Grade Report** – grade report explanation and what marks and symbols mean
- **Student Info** – student’s information which includes their picture
- **Internal Transcripts** – student’s courses listed per semester along with CUM credits and GPA
- **Academic Interventn** – the Self-Assessment if student is on academic probation or warning
- **Graduation Status** – if your student has applied for graduation or not.
 1. Shows what graduation requirements have or have not been meet on student’s degree audit.
 2. Link to apply for graduation
- **Advisee List** – list of all students you advise
- **Advisees w/Midterms** – list of all your students who received midterms

ADMISSIONS:

- **Admission Info** – **new** student’s application information
- **Admission Notice** – **new** student’s copy of admission notice
- **Transfer Credit Eval** – **new** student’s transfer credit evaluation

FORMS:

University Forms are found on the Registrar’s website under Forms. College forms are found on the LAS website under Current Students/Academic Services/Forms. ALWAYS print forms from the websites as they are the most accurate and updated.

UNIVERSITY FORMS: Registrar website <http://www.registrar.iastate.edu/forms>

A	Transfer Course Request (to meet D/IP requirement) – transfer courses met either International Perspectives or U.S. Diversity. Approval from the department of the course needed, send to Sarah (123 Catt Hall) for college signature and to update degree audit (No DAAF is needed).
B	Cross Enrollment – student can take one course at DMACC while attending ISU. Advisers need to verify requirement’s listed on the form have been met and send to Sarah (123 Catt Hall) for college signature.
C	Request for Department Review of Transfer Course or Military Credit – transfer courses or military credit evaluated for an ISU course. Approval from the department of the course needed, send to Sarah (123 Catt Hall) for college signature and to update degree audit (No DAAF is needed).
D	Change of curriculum/major or adviser – if student has only one curricula and their previous and current curricula is within the LAS College. Fill out form completely with all signatures and send to 102 Catt Hall for processing.
E	File Transmittal Form-for changing curriculum/college – if student is changing curricula across colleges. Fill out form completely and send to 102 Catt Hall for processing. If student has multiple majors, have to complete a “Multiple Curricula or Multiple degrees” as well.
F	Minor, Request for/Cancellation – if student is declaring or cancelling a minor. Fill out completely with all signatures and send to 102 Catt Hall for processing.
G	Multiple Curricula or Multiple degrees – if student is declaring or cancelling a second and/or third major or changing primary major but have other curricula. Fill out completely with all signatures and send to 102 Catt Hall for processing.
H	Certificate – Undergraduate request, change, cancel – if student is declaring or cancelling a certificate. Fill out completely and send to 102 Catt Hall for processing.

COLLEGE FORMS: LAS website <https://las.iastate.edu/students/academic-services/forms/>

I	Credit Limit Waiver – only use the form over 20 credits for Fall or Spring semester and over 14 credits for Summer semester. Fill out completely and send to 102 Catt Hall for Administrative Adviser approval. Administrative Adviser meetings are every Wednesday. <i>If requesting fewer credits, send e-mail to Sarah Frette at ablasian@iastate.edu with Student Full name, ID#, semester and total credits.</i>
J	Late Drop/Add Request – during period 3: add/drop with extenuating circumstances. Fill out completely and send to 102 Catt Hall for Administrative Adviser approval.
K	Departmental Signatories List – departmental approvers who sign for the “Request for Departmental Review of Transfer Course or Military Credit” form.
L	Policy Petition Form – if student wants a waiver of any college policy. Fill out completely and send to 102 Catt Hall for college approval. Once it’s approved or not by a LAS Associate Dean or an Administrative Adviser and student will receive an e-mail.
M	Curriculum Change after Graduation – if student is returning after graduation for minor, certificate, major, degree or to take a course (LAS S). Fill out completely and send to 102 Catt Hall for processing. Will give student access to register after they graduate.
N	Curriculum Change for Reentry/Reinstatement – Reentry - if student sits out over a year or Reinstatement - has been dismissed from ISU. Fill out completely and send to 102 Catt Hall for processing.

Content of Academic Advising Notes – FERPA Considerations

What is Protected Under FERPA?

FERPA generally requires that advisors not disclose to third parties the personally identifiable information contained in students' education records. FERPA defines education records broadly to include most any record maintained by the institution regarding a student. Advisors are wise to assume that any email or record system—paper or electronic—where they maintain correspondence with or notes on advisees would qualify as education records under FERPA.

Tangible Education Records

A frequently over-looked aspect of the notion of education records under FERPA is that the law applies only to information from tangible records. Information that advisors learn from students through conversation is not protected by FERPA. That is, FERPA does not create an advisor-advisee privilege around advising conversations such that advisors are prohibited from disclosing the substance of those conversations to third parties.

Disclosing Student Education Record Information

The general rule with education records protected under FERPA is that advisors should **not** disclose information from those records to third parties. There are, however, five scenarios that typically arise in advising where advisors are permitted to disclose and remain in compliance with FERPA.

1. Directory Information

The main exception to the general rule of non-disclosure is in the case of directory information. Directory information includes information which would not generally be considered harmful or an invasion of privacy if disclosed. Generally, directory information may be disclosed to third parties, unless the student has requested that directory information not be disclosed. When students ask to protect their directory information, a FERPA privacy notice will appear in ACCESS plus.

Directory information at ISU includes: • Name and in-session address
• Telephone number • Campus e-mail address • College, curriculum, year in school • Enrollment status (registered). *Other public information*: • Mailing address • Date and place of birth • Hometown • Dates of attendance at ISU

- Expected date of graduation
- Name(s) of adviser(s)
- Awards and academic honors
- Iowa State degree(s) and date(s) awarded
- Previous educational institutions attended, degrees received, dates of attendance
- Full- or part-time status
- Participation in officially recognized activities and sports
- Weight and height of members of athletic teams

2. Legitimate Educational Interest

The second common scenario includes disclosures to school officials with a legitimate educational interest.

At ISU, a "school official" is a person employed by the university in administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the university has contracted; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks.

A school official has a "legitimate educational interest" if the official needs to review an education record in order to fulfill his or her professional responsibility.

- Never access or share records of any student for personal / non-professional reasons.
- Although an individual has been designated as a "school official," he/she does not have a right to access any or all student education records. Case-by-case determination.

3. Consent-based

A third scenario is where consent is present. In this scenario, students consent to release of personally identifiable information from their education records through a signed, written consent form specifying the person (or group of people) to whom disclosures may be made. Advisors should contact University Counsel and/or the Office of the Registrar before proceeding with a disclosure under this scenario.

4. Tax-Dependent Status (Parents)

A third common disclosure scenario in advising is in the tax dependent exception. FERPA allows—but never mandates—institutions to disclose information from a student's education record to a parent who claims that student as a tax dependent. Advisors should contact University Counsel and/or the Office of the Registrar before proceeding with a disclosure under this scenario.

5. Health and Safety Exception

In 2008, regulatory updates to FERPA clarified the health and safety exception. Under the health and safety exception, advisors may share information from an education record (e.g., a troubling email) if doing so is necessary to protect the health and safety of that student or others. As with the tax-dependent status exception, disclosures under the health and safety exception must be recorded in a log.

There are two issues related to the health and safety exception advisors should consider. If the troubling information is coming not from an education record but from a conversation with a student in distress, FERPA does *not* apply, so there would be no need to look for a disclosure exception. The second issue to keep in mind is that ISU considers their advisors to be mandatory reporters of sexual misconduct occurrences, meaning disclosures of such information would not merely be permissible, disclosures would be expected (see below).

"Sole Possession" (Anecdotal) Notes on a Student

Legally all information the University maintains about a student that contains personally identifiable information (e.g., name, id, SSN) is considered part of the educational record. One exemption to this is "sole possession notes" where the note is maintained by the creator of the note and only accessible to that person – the intent of this portion of FERPA is to allow for 'memory jogger' type notes, *not* as a way to generally maintain notes on students. Only notes that are kept in the sole possession of the maker, have not been created with the assistance of any-one else, and are accessible only to a temporary substitute, are not covered by FERPA.

NOTE, all information, whether part of the educational record or 'sole possession notes' are subject to subpoena or review in connection with a grievance or student request. In other words, "sole possession notes" are *not* private.

Rights of Students Under FERPA

In addition to understanding the obligations imposed by FERPA, it is important that advisors understand the following rights granted to students under FERPA:

1. Students have the right to access their education records. This means advisors should assume that anything they put in writing regarding a student could eventually be accessed by the student. This is true whether that writing be in paper or electronic file or in an email.

2. Students have the right to opt out of having their directory information published. Advisors should therefore take care when publishing lists of their advisees' contact information or awards lists such as Dean's Lists. Such information is directory information and therefore publishable but only if the student has not opted out of directory information publication.

3. Students have a right to annual notification of their institution's FERPA compliance policies and procedures. If changes are made to those practices, students need to be updated.

Finally, it is important to note that these rights associated with FERPA belong to the student as soon as the student is in attendance at the institution of higher education. This is true regardless of whether the student is still a minor.

Advisor Note Taking - Best Practices

- Assume that what you write may be viewed by students and/or their parents.
- Ensure that the statements you make orally and in writing are factual and appropriate.
- The primary purpose in writing notes should be to convey to a reader the main substance of the consultation, the goals and outcomes of the meeting, and any agreed upon follow up activities.
- Document all referrals and document when student accepts or rejects recommendation.

Sensitive Information

- Advisors should exercise caution when documenting topics that contain sensitive information. Subjects considered sensitive include: disability, religious/political affiliation, perceived or disclosed sexual orientation, family emergencies, sexual assaults, crimes (whether perpetrator or victim), eating disorders, and medical or mental health issues or diagnoses.
- Use general or nondescript language—and your own good judgment—to describe such sensitive information. Instead of including details write “personal information” or “personal circumstances” were disclosed.

- Focus on steps already taken and/or steps that are necessary to address the circumstances. Do *not* diagnose or offer judgment on the student or circumstances.
- Always document your referral; this indicates you did something about the student's situation. Listing the exact office is fine but keep the reason more general.

Medical Documentation

- Federal and state laws protect the confidentiality of medical records, and as a result, medical documentation should **not** be included in the advisor note section and, thus, in the student's academic record.
- To the extent the advisor is provided and asked to review medical documentation by a student, the advisor may not include that documentation in the notes section. However, the advisor may use general or nondescript language to describe such sensitive and confidential information.

NOTE TAKING EXAMPLES:

Example 1: Student discloses sexual assault

Too much information: Jane disclosed that she was assaulted at an off-campus party this weekend. I confirmed that the alleged perpetrator has been arrested and does not pose a continuing threat to Jane's safety. We discussed the communication of excused absences to her professors for the duration of her hospitalization. To fulfill my Title IX reporting obligation, I contacted Margo Foreman in the Office of Equal Opportunity immediately after our advising meeting. I also set up a meeting for Jane with Kip Van Dyke in the Office of Student Assistance for ongoing support.

More appropriate: After Jane disclosed a recent incident of a personal nature, I helped her obtain officially excused absences and spoke with Margo Foreman in the Office of Equal Opportunity. I also scheduled a meeting between Jane and Kip Van Dyke in the Office of Student Assistance for additional support.

NOTE: Remember that as employees of a state institution of higher education we are subject to mandatory reporting of child abuse.

In addition, university policy identifies academic advisors as "responsible employees." Responsible employees have a *duty* (i.e. must) to promptly report

incidents of sex discrimination, sexual harassment, sexual assault, sexual misconduct, interpersonal violence, and stalking to the University Title IX Coordinator (eooffice@iastate.edu). Responsible Employees are *not* confidential reporting resources.

Example 2: Illness (mental or physical) disclosed by student

Too much information: Met with Joe to reduce his course load because he indicated that he is suffering from bipolar disorder and cannot handle three courses this semester. Joe stated that he is working with a psychologist and is currently taking medication. Joe will consult with me for future term scheduling.

More appropriate: Met with Joe to reduce his course load because he provided documentation of a medical situation. Joe will consult with me for future term scheduling.

Example 3: Student discloses learning disability

Too much information: Jane came in to discuss her lack of success in her course work this term. After an extensive conversation of how she is approaching her schoolwork I decided to refer her to Disability Services for consultation because I really think she might have attention deficit disorder.

More appropriate: Jane came in to discuss her lack of success in her course work this term. After an extensive conversation of how she is approaching her schoolwork I referred her to Disability Services.

Example 4: Student discloses that they are suicidal

Too much information: Met with student to talk about next semester's classes. Recommended he gets started on his foreign language requirements. At the end of our meeting, when I asked him how things are going, John said "I'm going to commit suicide before the semester is over". I immediately walked John to the Student Counseling Center.

More appropriate: Met with student to talk about next semester's classes. Recommended he get started on her foreign language requirements. At the end of our meeting, when I asked him how things are going, John disclosed a serious personal situation so I immediately walked John to the Student Counseling Center.