

Sept. 7, 2020

Dear Iowa State Community,

The primary concern of the [ISU Police Department](#) is the safety and well-being of all students, faculty and staff at Iowa State University. To help us help you, I want to make sure you're aware of the public safety tools available to all of you.

[ISU Alerts](#) are issued to notify the Iowa State community of emergencies posing an immediate danger to the university community. If officers responding to an emergency call quickly determine there is no ongoing threat, an ISU Alert will not be sent. ISU Police dispatchers are responsible for sending these emergency messages that include basic information and provide instructions on how to obtain more details.

In the event that an ISU Alert is issued, however, I want to be sure you get the message. Please review and update your ISU Alert notification options by going to [AccessPlus](#) and choosing "ISU Alert" from the left navigation menu on the homepage. ISU Alert text messages come from 226787 or 67283, emails come from [isualerts@iastate.edu](mailto:isualerts@iastate.edu) and phone calls come from 515-294-4111.

ISU Alerts are just one way that we deliver critical emergency information to campus. Updates are also posted on the [university homepage](#) and through [official ISU social media](#). There are also warning sirens and public address announcements.

Download the [ISU Guardian app](#) to designate a virtual guardian to walk you home on and off campus. The app allows you to determine a "guardian" who can follow your GPS location as you travel. It also includes a full contact list of emergency and non-emergency personnel, push notifications about campus activity and crime, and a tip button for easy submissions to ISU Police.

Starting Tuesday, Sept. 8, SafeRide will resume service. If walking on campus at night makes you feel uneasy, you can request a ride through [SafeRide](#) from 6 p.m. – 5:30 a.m. ISU students, faculty and staff can request a ride through the SafeRideISU app. Visitors and others who do not have the app can call SafeRide at 515-294-4444.

In addition, please check that your **emergency contact information** is up to date. Information is provided to your designated contact(s) in case of a personal emergency. To update your information, students can go to [AccessPlus](#) and choose "Emergency Contact" from the left navigation menu on the homepage. Employees can go to [Workday](#) and choose "Personal Information," followed by "Emergency Contacts."

It takes all of us to make sure we have a safe and secure campus. Please look out for each other and never hesitate to contact police if you feel unsafe. If you need additional support, please access the following resources:

[Student Counseling Services](#), 515-294-5056  
[Student Assistance](#), 515-294-1020  
[Thielen Student Health Center](#), 515-294-5801  
[Crisis Text Line](#), text "ISU" to 741741 (available 24/7)

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