Student Resource List

AMBS desires to be a supportive, caring community. This Student Resource List offers the names of people who are ready to support and help you as much as they can. Please remember that staff and faculty will not automatically know what students need; students will need to take the responsibility to reach out for assistance. If you don't feel comfortable asking for help directly, or if you have questions about anything listed here, please send me an email (pkeim@ambs.edu). – Paul Keim, Student Services Coordinator

Academic concerns: If you experience academic concerns or difficulties in a particular class, inform the professor and ask for a meeting time to discuss your experience and to hear their recommendations. If you are not comfortable speaking directly with your professor, or if your concerns are more general and not related to a specific course, ask your advisor to meet with you. If you are not comfortable speaking with your advisor about your concern, you may ask to meet with the Academic Dean, Beverly Lapp (bklapp@ambs.edu) or with the Assistant Dean and Registrar, Scott Janzen (registar@ambs.edu). A member of the Conflict and Grievance Response Team can also help you process your concern; see Conflict and Grievance Team Members.

Food: Students are expected to cover their own basic needs and living expenses. We recognize that sometimes budgets are very tight, and we do not want you or family members to be hungry because of that. If you find yourself needing assistance with food, there are several resources available:

- There is a food pantry behind the library, with food items that have been donated for students. Groceries are on the shelves and in the cabinet, and meat is in the freezer.
- Church Community Services in Elkhart has a food pantry that you can visit once a month. See www.churchcommunityservices.org/foodpantry for information.
- If you need more assistance, talk with Janeen Bertsche Johnson (jbjohnson@ambs.edu) or Paul Keim (pkeim@ambs.edu). They may have Kroger gift cards available that can be used for perishables such as milk and fruit or other avenues of support to recommend.

Finances: Sometimes unexpected financial expenses occur beyond the usual budgeting items. You may pursue one or more of these options:

- In some situations, Janeen Bertsche Johnson puts out a call to the AMBS community for a mutual aid collection. The need is named, and members of the AMBS community can contribute toward the need. Speak with Janeen if you want more information about this option.
- Check with your pastor or another member of the church where you attend and share about your experiences and your financial need. Many congregations have funds to help people with unexpected expenses. *Please do not contact congregations other than the one you attend.*
- Financial aid and scholarship options might apply, so talk with Teresa Thompson Sherrill (tsherrill@ambs.edu) about your situation. She might also be aware of other funding options.

Health care: We strongly encourage students to become a patient at a health care center. You will need to do this prior to being sick, so contact a health care center and ask what their procedure is for new patients. Most likely, they will set up an appointment for you to have a physical exam, and they will also ask you important information that they need for their files. Maple City Health Care Center (Goshen, www.mchcc.com) and Heart City Health (Elkhart, www.heartcityhealth.org) are two places that work on a sliding scale fee and are good options for AMBS students.

- Call your health care center/ doctor when a health care need arises. They will help you determine if you should seek medical attention or if there are other options to pursue.
- We expect all students to have health insurance.

- ✔ U.S. students can talk with their health care provider about signing up for low-cost options.
- ✔ International students have their insurance purchased through a company that AMBS works with. Insurance can be hard to understand (even for U.S. citizens), and it's okay to speak up and ask questions of both your doctor and the insurance company. You may contact Paul Keim (pkeim@ambs.edu) if you need help.

Housing: For those who live in on-campus apartments:

- For questions about your apartment or questions about rent payment, talk with Linsey Vandrick (lkvandrick@ambs.edu).
- If you are an international student and need items to furnish your apartment, such as cookware, contact Linsey Vandrick.
- For a maintenance issue, send an email to maintenance@ambs.edu. For issues with water or heat, call or text Norm Cender (574-238-5233) or Orion Blaha (574-202-2567). If they don't answer, leave a message about the problem along with a return phone number.
- For security issues, call or text Norm Cender, or email maintenance@ambs.edu.
- If anything is stolen from campus, contact Deanna Risser (darisser@ambs.edu).
- If there is an intruder/burglar in the building, call the police (911).

Mental health care: Taking care of your mental health is important. If you feel overwhelmed, depressed or are unable to focus on your studies, it is important to speak with someone who can help you.

- Allan Rudy-Froese (arfroese@ambs.edu) and Janeen Bertsche Johnson (jbjohnson@ambs.edu) are both available for pastoral care (even for students who do not live in the area). They also have a list of mental health providers and resources in the area and can help set up referrals if desired.
- Your health care provider can refer you to someone who can help. Some health care centers have counselors on staff.

Spiritual direction: Many AMBS students benefit from meeting with a spiritual director once a month. This allows students to share whatever they want with a trained guide who will help them look for God's activity in their lives, engage spiritual questions or struggles, and/or deepen their faith. Allan Rudy-Froese and Janeen Bertsche Johnson have the names of spiritual directors — both people in the area and some who are willing to meet online. Those on our list are willing to meet with students at a reduced rate or for whatever you can afford to pay. Check with Allan or Janeen to get the list or if you want help deciding who would be a good fit for you.

Student accounts

- If you have a question about paying your AMBS bill, or are wanting information about your student account, check your Populi account or contact the Business Office (businessoffice@ambs.edu).
- Students who have extra funds may request money from their student account by emailing the Business Office. State the requested amount and your bank's routing and account numbers if you want the money to be electronically deposited into your bank account. Otherwise a check will be written the next time the Business Office prints checks.

Visa issues

- If you have a question about your international student visa, contact Scott Janzen (registrar@ambs.edu).
- If you need your I-20 signed, set up a time to meet with Mary Ann Weber (maweber@ambs.edu).

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