

# Student Programs and Services

## Academic Affairs Mission Statement

Phone: (540) 568-6616

Web site: <http://www.jmu.edu/acadaffairs>

Our mission is to provide an exceptional educational experience, designed to meet the changing needs of our students in society and dedicated to achieving the highest level of excellence within our academic programs. We strive to focus on the student both as an individual and as a member of the global community. Our faculty members are dedicated mentors who are scholars, innovative teachers, and models of responsibility and accountability. Our staff members are creative and talented colleagues who are committed to providing a supportive environment that facilitates learning and development.

## Administration and Finance Mission Statement

Phone: (540) 568-6434

Web site: <http://www.jmu.edu/adminfinance/>

The Division of Administration and Finance is committed to the preparation of students to be educated and enlightened citizens who will lead productive and meaningful lives. The division supports the university's commitment to excellence by empowering our staff to communicate effectively with the university community and provide proactive approaches to satisfy customer expectations.

## Student Affairs and University Planning Mission Statement

Phone: (540) 568-3685

Web site: <http://www.jmu.edu/stuaffairs/>

We are committed to preparing students to be educated and enlightened citizens who will lead productive and meaningful lives.

## Business Services

### Bookstore

211 Bluestone Drive, MSC 2902

Phone: (540) 568-6121

Web site: <http://www.jmu.edu/bookstore>

The JMU Bookstore stocks all textbooks used by the academic schools and departments, as well as a large selection of general and technical books. The store also sells school, office and computer supplies, software, clothing, gifts, magazines and greeting cards. For students' convenience, the bookstore provides services including special orders for books, textbook buy back, gift certificates, film processing, bus tickets and computer services.

### Card Services

Warren Hall, Third Floor, MSC 3532

Phone: (540) 568-6446

Web site: <http://www.jmu.edu/cardctr/>

Card Services issues the JMU access card, which is the official identification card for all members of the university community. The JAC allows access to various campus facilities and services. It is also used for meal plans, dining dollar declining balance accounts and FLEX declining balance accounts, all of which are administered by Card Services. FLEX declining balance accounts are honored for purchases or services in the following areas: bookstore, on-campus copy centers and copy machines, game room, library fines, Mister Chips convenience store, postal services, University Health Center, UREC, printing labs across campus, Masterpiece Theatre, Parking Services, UPB

movies, on-campus vending machines, Warren Hall Ticket Office and all dining services locations as well as many off campus locations.

For information on JAC, declining balance accounts and meal plans, including prices, restrictions and guidelines, contact Card Services.

## Copy Centers

Medical Arts Suite 31, MSC 5722

Phone: (540) 568-3263

HHS, Room 1002, MSC 4311

Phone: (540) 568-8731

Web site: <http://www.jmu.edu/copycenter>

The University Copy Centers are owned and operated by the university as a service to the campus community. There are two locations conveniently operating extended hours and providing a full range of photocopying services. Academic coursepack service, copyright permission service, full color copying, digital copying and digital file storage, network printing, binding, laminating and express photocopying service is available. Hours of operation vary according to location. All centers are closed for university holidays.

## Dining Services

Gibbons Hall, Entrance 7, MSC 0901

Phone: (540) 568-6751

Web site: <http://www.jmu.edu/dining/>

Nutrition is important throughout life, and the college years are no exception. JMU Dining Services is one of the largest departments at the university, supporting the academic life of the entire community seven days per week with convenient, tasty meals and refreshments. The department serves the entire campus in 14 different venues across campus, ranging from espresso bars to cheeseburgers.

To meet the varied needs of individual students, Dining Services provides different meal plans. All on-campus residents may choose from among three meal plans, which come with the "Student Housing and Food Contract." They are the 19-Meal Plan, the 14-Meal Plan and Any-11-Premier Meal Plan. All of these plans provide the student with more good food at less cost per meal than any other means available. Commuters, who do not automatically have meal plans, may purchase any of the on-campus plans and have the additional options of a ten, five and three meal plan.

The department also offers declining balance accounts that operate similar to a debit card. Students using this plan, called Dining Dollars, get a 5-percent discount and pay no sales tax on anything they buy. Cash sales are also welcome at all Dining Services locations.

## Parking Services

Parking Deck, 381 Bluestone Drive, MSC 1301

Phone: (540) 568-3300

Web site: [www.jmu.edu/parking/](http://www.jmu.edu/parking/)

All vehicles parked on property owned, operated or leased by James Madison University are required to display a valid JMU parking permit. For information regarding the university's parking regulations refer to the *Parking and Traffic Regulations Handbook*. A copy of the handbook may be obtained free of charge upon request at the Parking Services office. Updated information can be obtained throughout the academic year by accessing our Web site. For additional questions and concerns contact Parking Services between 7:00 a.m. and 5:00 p.m. Monday through Friday.

## Community Service-Learning

Wilson Hall, Room 201, MSC 1011

Phone: (540) 568-6366

Web site: <http://www.jmu.edu/csl>

Community-service programs allow students to learn and develop through active participation in thoughtfully organized community service. Students, faculty, staff and community agencies partner to help prepare students for lifelong community service and civic engagement. Alternative break programs are student led and developed service trips to locations in the United States and abroad. Most trips occur during spring break week, but trips may be offered during any academic break. America Reads and Community Work Study, part of the Federal Work Study financial aid program, place students in elementary schools to tutor in reading and in community service agencies that address a variety of community needs.

## Counseling & Student Development Center (CSDC)

Varner House, Room 101, MSC 0801

Phone: (540) 568-6552

Web site: <http://www.jmu.edu/counselingctr/>

The CSDC provides free, confidential personal counseling services to all full-time JMU students. Appointments can be made in person or over the phone (568-6552). After-hours crisis services may be accessed by contacting the Office of Public Safety (568-6911).

Counseling at the CSDC frequently involves issues such as relationship problems, self-esteem, depression, anxiety/stress, eating and body image concerns, and difficulty adjusting to college life. Services include:

- **Personal Counseling:** Individual counseling provides students with the opportunity to freely explore any personal problems or concerns which have a negative impact on the quality of their lives. Students are limited to ten sessions per academic year. Students who request or require longer-term treatment are referred to community resources.
- **Group Counseling:** Each semester, students may participate in small group experiences on issues related to their needs (e.g., depression, eating disorders, anxiety, grief, etc.).
- **Substance Abuse Counseling:** Screening, assessment, referral, education, individual counseling, and group counseling are available to students struggling with alcohol or other drug issues.
- **Psychiatric Services:** A limited number of psychiatric hours are available to students engaged in ongoing counseling at the CSDC.
- **Consultation:** In person or over the phone, the CSDC provides consultation to students, faculty, staff, and others who are concerned about the unusual, problematic, or potentially harmful behavior of others.
- **Outreach Programming:** Workshops on a wide variety of mental health topics may be requested by visiting the CSDC online.
- **Peer Mentor Program:** This program is designed to help first year and transfer multicultural and international students make a successful transition from high school to the university.
- **Certificate Programs:** The Interpersonal Skills Certificate Program helps students to develop the abilities and confidence necessary to effectively deal with a variety of social, emotional, and academic situations. The Anger Management Certificate Program gives students the opportunity to examine their personal responses to anger and to learn more productive ways to deal with this emotion.

## Disability Services

Wilson Hall, Room 107

Voice/TDD: (540) 568-6705

Web site: [www.jmu.edu/ods](http://www.jmu.edu/ods)

The Office of Disability Services ensures that the university complies with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA). Section 504 and the ADA guarantee the rights of all students with documented disabilities equal access to an education, which is limited only by personal ability and not by their disability.

Our mission is to assist the university in creating an accessible community where students with disabilities have an equal opportunity to fully participate in their educational experience at JMU. We cooperate through partnerships with students, faculty and staff to provide reasonable accommodations, services and programs that enable equal access and encourage and assist students in the development of independence, responsibility and effective self-advocacy.

Individuals eligible for services include, but are not limited to, those with:

- Learning disabilities
- Attention Deficit/Hyperactivity Disorder
- Mobility/Orthopedic impairments
- Deaf and hard of hearing
- Blindness and low vision
- Traumatic brain injuries
- Chronic illnesses such as diabetes, cystic fibrosis, epilepsy, etc.
- Psychiatric disorders

Depending on an individual's special needs, the following services may be available to JMU students with documented disabilities:

- Assessment of disability-related needs
- Specialized academic advising
- Consultation/liaison with faculty and other university departments
- Academic support services
- Learning strategies instruction
- Alternative testing accommodations
- Special housing requests
- Books on tape
- Paratransit – campus transportation services for students with mobility impairments

To provide effective and reasonable accommodations, documentation of a disability is required. All documentation must:

- Demonstrate comprehensive assessment
- Give a current profile of functioning and needs
- Clearly state the functional impact of the disability upon a major life function
- Be documented by appropriately credentialed specialists
- Meet all guideline requirements for the specific disability

Disabilities involving learning (such as learning disabilities, ADD or ADHD, and traumatic brain injuries) must also:

- Be assessed on an adult scale
- Include a full psychoeducational test battery

For complete and detailed guidelines refer to <http://www.jmu.edu/ods/documentation.shtml>.

For more information on how to secure accommodations for students with disabilities or for information about policies, procedures and resources regarding services for students with disabilities, contact Disability Services.

## Multicultural Student Services

Warren Hall, Room 245, MSC 3504

Phone: (540) 568-6636

Web site: <http://www.jmu.edu/multicultural>

Multicultural Student Services celebrates the diversity of our students by fostering student growth and development, heightening awareness, and educating our constituents regarding ethnic and cultural diversity.

Our purpose is:

- To assist the university in its goal of recruitment of multicultural students, faculty and staff
- To increase the retention of multicultural students through a host of program services designed to assist these students in achieving their academic and career aspirations
- To encourage the development of a climate in which the accomplishments of multicultural students are appreciated
- To create an environment through which multicultural students can continue to be an active part of the mainstream of campus life

The office works diligently to provide the following services:

### Recruitment and Retention

- Site visits and recruitment fairs
- Mentor program
- Educational skills development
- Pre-collegiate programs: Male Academy and Female Institute

### Cultural Programming and Awareness

- Campus wide events featuring our multicultural education series, special programs and performances
- Educational activities including diversity workshops
- Social activities such as homecoming step show, dances and receptions

### Student Support

- Monthly newsletter
- Semester cultural calendar
- Resources and referrals to our library, scholarship and internship information
- Student Organization advising
- Assessment and evaluation

### Leadership Development

- Organizational Roundtable
- Leadership Training Programs
- Assistance or sponsorship for multicultural student leadership conferences

## Office of Equal Opportunity

1017 Harrison St., MSC 5802

Voice/TDD: (540) 568-6991

Web site: <http://www.jmu.edu/oeo/>

The Office of Equal Opportunity promotes the practice of and adherence to the equal opportunity policies of James Madison University. Bringing diversity to JMU, the program assists in the identification and recruitment of qualified individuals who normally have been underrepresented in the university. It also sponsors workshops on various subjects such as sexual harassment, disabilities, affirmative action, etc. The Office of Equal Opportunity also provides a place where individuals who feel that they have been subjected to harassment or discrimination due to race, color, national origin, religion, gender, age, veteran status, political affiliation or disability can file a complaint for an impartial resolution. Inquires may directed to the Office of Equal Opportunity.

## Office of Judicial Affairs

Frederikson Hall C101, MSC 2901

Phone: (540) 568-6218

Web site: <http://www.jmu.edu/judicial>

The Office of Judicial Affairs is committed to promoting student learning, civic responsibility and, in partnership with others, developing the environment necessary for the university to best achieve its educational mission.

## Ombudspersons

### University Withdrawal

Wilson Hall, Room 113, MSC 1022

Phone: (540) 568-6183

### Other Services

Taylor Hall, Room 300, MSC 3534

Phone: (540) 568-6468

Web site: <http://www.jmu.edu/stulife/ombuds.shtml>

The traditional role of the university ombudsperson is divided into two separate functions: university withdrawals and all other ombudsperson services including notification of class absences. Dr. Al Menard works with students who wish to withdraw from the university and Dr. Jim McConnel works with students on all other ombudsperson concerns.

These representatives are committed to providing students with impartial, independent and confidential support regarding university policy, procedure and regulations. Through collaboration with the student, they:

- facilitate the resolution of student issues and concerns.
- provide direction to students on procedure and regulations.
- provide confidential, impartial facilitation of communication.

## Orientation Office

Wilson Hall, Room 215, MSC 1010

Phone: (540) 568-1787

Web site: <http://www.jmu.edu/orientation/>

JMU provides a variety of exciting and interactive programs and services to support new students' transition to the university. All first year students entering in the fall semester attend a one-day orientation program in June or July, a five-day program in August and various programs during the fall and spring semesters. Transfer students entering in either semester attend separate orientation programs. For all new students entering in the spring semester, orientation activities are offered prior to the beginning of the semester. All orientation programs provide new students with academic advising, information about educational opportunities and insights on how to be a successful student. There are numerous opportunities to meet new people, learn about key academic resources and get involved in campus and community activities. Specific programs in the summer are designed for parents and family members.

## Public Safety

Anthony-Seeger Hall, MSC 6302

Phone: (540) 568-6913

Web site: <http://www.jmu.edu/pubsafety>

The Office of Public Safety consists of law enforcement and safety services. The office supports and advances the educational purposes of the university through the provision of a safe and secure environment for learning, working and personal development.

## Police

The university police are commissioned officers with comprehensive law enforcement powers. University police continually patrol JMU's campus and facilities, providing full-service protection to the JMU campus community.

The Campus Police Cadet Program carefully screens and trains students to aid the university police. Cadets are on duty from 7 p.m. until 2 a.m. each weeknight and until 3 a.m. on weekends. Cadets are responsible for patrolling the campus and securing academic and administrative buildings each evening. In addition, they provide escort services to students walking across campus. When cadets are off duty, university police officers escort students as needed.

## Safety

The university safety engineer is responsible for conducting safety surveys and inspections; investigating fires, hazardous material spills and other dangerous conditions and providing environmental and workplace safety and health awareness training.

## Residence Life

Huffman Hall, MSC 2401

Phone: (540) 568-4663

Web site: <http://web.jmu.edu/reslife/>

The Office of Residence Life oversees multiple functions related to living and learning at James Madison University. Offices and programs within the department focus on student learning, student development, and successful transitions throughout the university experience.

FYI focuses on the development of first year students by offering many services specifically targeted toward this group. Residential Learning Programs oversees the selection, training and supervision of residence hall staff, develops policies and procedures for hall operations, and administers the delivery of programs and services designed to promote student success. Housing Operations manages all university-sponsored housing facilities, including the administration of contracts and room assignments. Business Operations coordinates all maintenance and housekeeping services and manages residence hall summer projects.

Business Operations	(540) 568-7576
Director's Office	(540) 568-6275
FYI	(540) 568-3598
Housing Operations	(540) 568-4663
Residential Learning Programs	(540) 568-3501

## Student Government Association

Taylor Hall, Room 203, JMU Box 3523

Phone: (540) 568-6376

Web site: <http://sga.jmu.edu/>

Students, faculty and administration share the responsibility for governing JMU. They are represented on the University Council, on its commissions and on standing and special committees reporting to these bodies.

The Student Government Association collectively represents the university student population. SGA promotes the welfare of students by providing the medium through which students can actively voice their concerns, and by serving as a liaison between the students, faculty and administration at JMU.

## Student Handbook

Web site: <http://www.jmu.edu/judicial/handbook.shtml>

The student handbook contains a wealth of information about university policies and regulations, university facilities and student organizations.

## University Health Center

University Health Center, MSC 7901

Phone: (540) 568-6178

Fax: (540) 568-7803

Web site: <http://www.jmu.edu/healthctr/>

The University Health Center is committed to providing quality medical care and health education focused on helping students learn more

about their personal health and wellness and treating acute illnesses and concerns. The center is staffed by the following personnel:

- Physicians, nurse practitioners and registered nurses who administer health care in a confidential and professional manner.
- The Office of Sexual Assault Prevention and the Women's Resource Center offers consultation, crisis intervention, programming and referral services. This office is located in Warren Campus Center, Room 404 or can be reached by calling (540) 568-2831.
- Health and wellness educators, and a registered dietician who provide resources and information on health concerns, wellness issues and conduct programs of interest in the residence halls and for student organizations. They also administer the REACH (Reality Educators Advocating Campus Health) Peer Education Program.
- Clinical staff that participate in a multidisciplinary team for abnormal eating and exercise behaviors.

To be eligible for treatment, students must have a current, completed health record on file at the University Health Center. Furthermore, the Code of Virginia requires that all full-time students provide documentation of their immunizations.

## University Recreation

University Recreation Center, MSC 3901

Phone: (540) 568-8732

Web site: <http://www.jmu.edu/recreation/>

University Recreation promotes and advances healthy lifestyles through participation opportunities, educational experiences and supportive services. Our qualified staff is committed to excellence and attentive to the developmental needs of our participants.

All University Recreation programs are administratively housed in the University Recreation Center (UREC) located near the JMU Convocation Center. A valid JAC is needed to enter the building. Program areas include Adventure, Aquatics and Safety, Fitness and Nutrition, Group Fitness and Wellness, Intramural and Informal, and Sport Clubs and Youth Programs. Registration is available online for Group Fitness Classes and for Intramural Sports. All other programs can be registered for in person at the UREC Welcome Center.

UREC houses a multi-level fitness and wellness center with 140,000 square feet of activity space. Building highlights include a 33-foot climbing wall, seven racquetball courts, four basketball/volleyball courts, indoor track, cardio theatre, indoor pool/sauna/spa area, locker rooms, outdoor courtyard with sand volleyball, outdoor turf field, outdoor low ropes course and group fitness/multipurpose studios. UREC also houses an Equipment Center where sports and camping/outdoor equipment can be checked out or rented.

## University Unions

Taylor Hall, Room 205 B, MSC 3501

Phone: (540) 568-3341

Web site: <http://www.jmu.edu/universityunions>

The University Unions department responds to the needs of the JMU community, through facilities, services, programs and resources. The Unions provide experiential learning opportunities, which support the university's mission of student learning and development.

University Unions reflects a broad range of programs and services, which represent all members of the university community. The facilities are the gathering places for the campus, with meeting rooms, assembly spaces, lounges and support services available. They are places where ideas come to life, learning is put into practice and the various constituencies of the campus find common ground.

University Unions is comprised of the following units:

## Events & Conferences

Taylor Hall, Room 233, MSC 3501

Phone: (540) 568-6330

Web site: [www.jmu.edu/events/](http://www.jmu.edu/events/)

Events & Conferences provides a comprehensive approach to the coordination of services necessary for campus events and coordination of scheduled meetings and conferences throughout the year.

## Facilities Services

Warren Hall - Taylor Hall - Grafton/Stovall, MSC 3501

Phone: (540) 568-6330

Festival Conference and Student Center, MSC 4201

Phone: (540) 568-2593

Four buildings house the programs and services which the University Unions provide for the JMU community. They are Grafton-Stovall Theatre, Warren Hall, Taylor Hall, and Festival Conference & Student Center. In addition, the University Information Welcome Center is located in Sonner Hall. Facilities Services address physical building and operations concerns in these spaces.

## Student Organization Services

Taylor Hall, Room 205 A, MSC 3501

Phone: (540) 568-8157

Fax: (540) 568-6444

Web site: <http://www.jmu.edu/ucenter/sos/>

Student Organization Services houses Clubs & Organizations, Fraternity/Sorority Life, and the University Program Board. SOS provides a wide range of educational, social and cultural events, as well as support services for all JMU student clubs and organizations. Student Organization Night at the beginning of each semester offers an opportunity for all students to meet members of clubs, learn about organizations and discover how to become involved with them.

## Clubs and Organizations

Taylor Hall, Room 205A, MSC 3501

Phone: (540) 568-8157

Web site: <http://www.jmu.edu/ucenter/sos/>

Clubs and Organizations provides services to the recognized student organizations at JMU and provides information about recognized student organizations to the JMU community. Programs provide members, officers and advisers of student organizations with opportunities to educate themselves and improve their organizations. Students Student organizations offer students a leadership laboratory in which to apply their knowledge and skills.

## Fraternity/Sorority Life

Taylor Hall, Room 205A, MSC 3501

Phone: (540) 568-8157

Web site: <http://web.jmu.edu/fsl>

The University Unions work with fraternities and sororities to foster cooperation and communication among the chapters, the university and the community. The staff advises the Inter-Fraternity and Panhellenic Councils and also works with the individual chapters in promoting leadership, involvement and service.

## University Program Board

Taylor Hall, Room 234, MSC 3505

Phone: (540) 568-6217

Web site: <http://upb.jmu.edu>

Campus entertainment is scheduled through the University Program Board, a student organization advised through the University Unions. Concerts, films, speakers, trips and numerous

other activities designed to complement the educational mission of JMU are arranged by the UPB. The board also solicits collaborative programs with other student organizations, university departments and schools. Committees for which students may volunteer include film, club, musical events, global awareness and contemporary issues, tickets, technical services, publicity, public relations, financial management, internal student development and communications.

## Taylor Down Under

Taylor Hall, Room 102, MSC 3511

Phone: (540) 568-7853

Web site: <http://www.jmu.edu/ucenter/tdu/>

Taylor Down Under, located on the ground floor of Taylor Hall, includes the Off-Campus Life, TDU Services, the Corner Pocket Game Room, and Coffee Bar. The TDU lounge area was developed with the commuter student in mind but has become a popular hang out for all students.

This area offers computers for student use, daily newspapers, television, evening entertainment on the TDU Stage, comfortable futons and tables and a University Information site. University Information at Taylor, operated by student employees is one of four sites across campus for front line information about JMU and the Harrisonburg community. Off Campus Life is concerned with the needs and education of our commuter students who are preparing to live off campus. OCL offers regular office hours, a Web site, updated housing listings, educational programs and conflict resolution service. The award winning UDAP program (Utility Deposit Assistance Program) is coordinated through TDU.

## University Information

Web site: <http://www.jmu.edu/ucenter/uinfo/>

University Information is a network of information sites located on campus to provide assistance with academics, on and off campus events, directions, area tourist sites and travel information, as well as general questions about daily life at JMU; such as who-to-go-to-for-what and what kiosks are available to check e-mail, surf the Web, and register for classes. Locations and phone numbers are below.

Welcome Center: Lobby of Sonner Hall – xUINFO; e-mail: [jmu-info@jmu.edu](mailto:jmu-info@jmu.edu)

UI at Festival: Festival Conference & Student Center, 2nd floor – x82592

UI at Taylor: Taylor Hall, Room 102 – x87853

UI at Wilson: Wilson Hall, Room 104 – x83776

## Withdrawal from the University

Office of Student Withdrawal

Wilson Hall, Room 113, MSC 1022

Phone: 540.568-6183

The Office of Student Withdrawal assists students who are considering withdrawing from the university after the first three weeks of the semester. The student and staff member discuss personal, financial and academic implications of withdrawal. The staff member can provide the student with the proper withdrawal application form and assist in their completion. Page 30 contains detailed information about the specific withdrawal process.