

Student Services and Learning Resources

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 are dedicated mentors who are scholars, innovative teachers, and models of responsibility and accountability. Our staff 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 a community committed to preparing students to be educated and enlightened citizens who 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 units, 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, the official identification card for all members of the university community. 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.

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. Two locations provide 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 are available. Hours of operation vary by 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/>

To meet the varied needs of individual students, Dining Services provides different meal plans. All on-campus residents 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. 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 offers declining balance accounts that operate like debit cards. 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: <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 on the Web site.

Career and Academic Planning

Wilson Hall, Room 301, MSC 1016

Phone: (540) 568-6555

Employer Relations and Recruiting: Sonner Hall, Lower Level

Phone: (540) 568-7379

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

Career and Academic Planning coordinates academic advising for all first year students and undeclared students; assists students in choosing or changing their major and deciding upon a career direction; and provides a variety of job search programs and graduate school application services.

Academic Advising

Academic advising is vital to student success. The advisor assists students in shaping their educational experience to meet specific intellectual, personal and career goals. Advisors do not decide the student's goals or program, but help students learn how to develop appropriate goals, make good choices that enhance learning and personal growth, and succeed in and out of the classroom.

During summer orientation, all new students are assigned to faculty or professional advisors who discuss with them the university's various programs of study, academic policies and procedures, advanced placement/exemption testing, and registration procedures. At that time, students plan their course of study and register for fall semester classes. Advisors continue to work with first year students until midway through the spring semester, at which time first year students that have declared a major are assigned to advisors in their academic unit. Students remaining undeclared are assigned to a professional advisor in Career and Academic Planning. First year students must declare their major by the beginning of their sophomore year. Refer to Page 23 for information on declaring a major.

JMU students are responsible for the educational choices they make, both short and long term, but they can make those choices in a supportive environment. Effective academic advising is a relationship between student and advisor. Students must be aware of their own interests, values and goals; knowledgeable about relevant policies and requirements; and willing to take the initiative to seek assistance when it is needed. Advisors should respond to the student as an individual, be aware of student progress, and help the student make connections between academic choices and career possibilities.

Graduate School Application and Information Resources

In the fall semester, students may attend a graduate and professional school fair open to all majors. Additionally, programs on the graduate school application process are offered throughout the year. Career and Academic Planning also offers practice tests for graduate and professional school admission. Numerous resources related to graduate and professional schools can be found on the Career and Academic Planning Web site.

Career Advising and Decision-Making

Career and Academic Planning assists students at various stages of the decision-making process for choosing a major and career. In addition to the availability of professional staff to help students with decision-making issues, other programs and services include the following.

Career and Life Planning Course (IS 202)

The career and life planning course is for first year students

and sophomores who want to explore the relationship between academic majors and career fields, identify their major and career interests, and learn effective decision-making strategies for choosing a major and a career.

Major and Career Decisions Program

The Major and Career Decisions Program is a series of workshops designed to help students pick a major, decide on a career direction, assess career information and resolve personal issues interfering with their ability to make career plans. Topics covered include career assessment, values, interests, abilities, career information and decision-making strategies.

Academic and Career Resource Center

The resource center provides information and assistance related to choosing a major and career planning, internship/summer jobs, job search tools and career trend information. A tool available to all students is FOCUS, a web-based career exploration tool available in the resource center and on-line. Directories with employer contact information and graduate school options are also available. Resources include books, printed materials, handouts, databases, career software and Web-based information. Information is organized on a self-help basis so that students and faculty may browse at their leisure. Staff members are available to answer questions and help students use resource materials.

Employment, Internship and Job Search Services

Employer Relations and Recruiting Services

Business, industry, government and educational employers come to JMU throughout the year to conduct job interviews with graduating seniors and students seeking internships. Information about the interview program, participating employers and interview sign-ups is available on the Career and Academic Planning Web site. To interview, students must complete a Recruit-a-Duke workshop and create a profile on Recruit-a-Duke, an online system that connects students with employment and interviewing opportunities. To help students prepare for interviews, mock interview sessions with employer participants are held each semester.

Resume Development

Assistance with writing resumes is available to students in many forms. Students may access resume writing support via the Career and Academic Planning Web site. Resume writing workshops and other related services are available throughout the year, and students may make an appointment with an academic and career advisor to receive individual assistance. Additionally, a variety of resume guides are available in the Resource Center in Wilson Hall.

Career Fairs

The office sponsors a number of career fair events each year to provide students with the opportunity to interact with employers and obtain employment-related information.

Job Search

Job search related programs are offered throughout the academic year, including presentations on job search strategies for targeted industries, behavioral interviewing, networking and evaluating job offers. Students may also meet individually with an academic and career advisor to tailor their job search. Job vacancy publications are available through the resource center, which provide information about job opportunities in a variety of career fields. Recruit-a-Duke, JMU's online job search system, also gives students access to vacancy listings.

Internships

Internships are available with the federal government, other governmental agencies, nonprofit organizations and private entities. Students interested in internships should contact Career and Academic Planning or the appropriate academic unit office to obtain additional information. Credit must be arranged in advance with the appropriate academic unit head and the Office of the Registrar.

Community Service-Learning

Wilson Hall, Room 201, MSC 1011
Phone: (540) 568-6366
Web site: <http://www.jmu.edu/csl>

Community Service-Learning 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. The CSDC operates under a short-term treatment model under which the student and counselor collaboratively identify and address the student's primary concerns within a limited number of sessions. 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:** The CSDC has a psychiatrist who prescribes medications that may be helpful to students dealing with psychological issues. Only students who are currently engaged in ongoing treatment at the CSDC are eligible to receive these services. The cost of any medication and/or necessary lab work is the financial responsibility of the student. Students who are exclusively interested in

psychiatric services are provided an off-campus referral.

- **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.

Center for Multicultural Student Services

Warren Hall, Room 245, MSC 3504
Phone: (540) 568-6636
Web site: <http://www.jmu.edu/multicultural>

The Center for Multicultural Student Services celebrates the diversity of JMU students by fostering student growth and development, heightening awareness, and educating its constituents regarding ethnic and cultural diversity.

The purpose of CMSS is:

- To assist the university in its goal of recruitment of multicultural students, faculty and staff.
- To assist with the retention of multicultural students through a host of program services designed to encourage 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
- Cultural Programming and Awareness
- Student Support
- Leadership Development

Computer Literacy

JMU is committed to providing an educational environment that is consistent with current technology in an information society. The university provides all students with the opportunity to have some experience with computers.

The General Education Program requires all students to pass a basic computer proficiency test in their first semester at JMU. Other academic units also offer courses emphasizing computer applications for individual disciplines.

Computer Ownership

JMU strongly supports and encourages student use of computers. At some point in each student's college career, he or she will need to purchase a computer in order to meet the curricular expectations of a particular program. Recommended computer configurations for use in specific departments and majors can be found online at www.jmu.edu/computing/purchase.

Honors Program

Phone: (540) 568-6953

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

The Honors Program seeks to meet the educational needs of talented, highly motivated students by offering increased opportunities for an enriched and demanding curriculum. It is administered by the director of the Honors Program and the Honors Program Committee. Under the guidance of recognized teacher-scholars, this program offers students the opportunity to cultivate the habits of critical thinking, independent analysis and creative expression through small classes and independent study. The program offers a setting in which students who share a similar enthusiasm for learning are brought together in intellectual fellowship and provides public recognition for superior academic achievement. The program consists of various modes of study.

Track One Honors Scholars

High-achieving high school seniors are invited to enter the Honors Program as Track One Honors Scholars. Track One Honors Scholars complete a total of 27 hours in honors, including:

- Nine credit hours of honors courses in General Education
- Six credit hours of electives in courses designated "Honors" or honors options
- Six credit hours in interdisciplinary honors seminars or colloquia
- Six credit hours of independent study – the senior honors project in the student's major

Track One Honors Scholars are expected to maintain at least a 3.50 grade point average. Designation as an honors scholar and graduation with distinction will appear on the student's record after completing the program.

Track Two Honors Scholars

The Track Two Honors Scholars Program is open to first- and second-year students with at least a 3.25 grade point average. Students must also submit an application to the program office in which they give their reason for wanting to participate in the Honors Program. Students who complete the program will graduate as Honors Scholars and graduation with distinction will appear on the students' records. Candidates for Track Two Honors complete at least 24 credit hours in honors, including a six-credit hour senior honors project, six credit hours in honors seminars, and twelve credit hours of electives in honors courses.

Senior Honors Project

Academic units offer eligible students a special opportunity in the senior year to pursue an independent research topic or creative project in their major field. Successful completion of this project results in the awarding of the degree with distinction at commencement. Students not in the Honors Scholars programs are invited to apply through their academic units during their junior year. Admission to the Senior Honors Project Program is limited to juniors with at least a 3.25 average who give sufficient evidence of initiative, originality and intellectual maturity to warrant the expectation of distinction in the program. Acceptance for participation is determined by the director of the Honors Program and the student's major department. Each year awards for the outstanding honors project are given by the Shenandoah Association of Phi Beta Kappa and the JMU Chapter of Phi Kappa Phi.

Honors Courses

The university offers honors sections in different academic units that set the criteria for admission to and the requirements for these honors sections. Information concerning these courses can be obtained from individual academic units or the Honors Program. Students may also receive honors credit for work in regular course sections above and beyond the normal course requirements by agreement between the student, the instructor and the director of the Honors Program. The Honors Program also offers courses, such as honors seminars.

No honors courses may be taken with the credit/no-credit option unless the credit/no credit option is the only grading option available for the course. Honors courses may be audited with the permission of the Honors Program director, the student's faculty advisor, the instructor of the course and the appropriate academic unit head, but no honors credit will be given.

Honorary Societies

The following honorary and professional societies recognized by the Association of College Honor Societies maintain active chapters on the JMU campus:

Alpha Epsilon Delta (pre-medicine)
 Golden Key National Honor Society
 Kappa Delta Pi (education)
 Omicron Delta Epsilon (economics)
 Omicron Delta Kappa (scholarship and leadership)
 Percy H. Warren Chapter of Mortar Board Honor Society
 Phi Alpha Theta (history)
 Phi Kappa Phi National Honor Society
 Phi Sigma Tau (philosophy)
 Pi Sigma Alpha (political science)
 Psi Chi (psychology)
 Sigma Pi Sigma (physics)
 Sigma Tau Delta (English)

Other honorary and professional societies at JMU include:

Alpha Epsilon Rho (broadcasting)
 Alpha Kappa Psi (professional business society)
 American Production and Inventory Control Society (resource management)
 Beta Alpha Psi (accounting)
 Beta Beta Beta (biology)
 Beta Gamma Sigma (business)
 Data Processing Management Association (information systems)
 Delta Sigma Pi (professional business society)
 Dobro Slovo (Russian studies)
 Epsilon Chi Omicron (international business)
 Eta Sigma Delta (hospitality and tourism management)
 Eta Sigma Gamma (honorary)
 Financial Management Association (finance)
 Institute of Management Accountants (accounting)
 Kappa Delta Pi (education)
 Kappa Pi (art)
 Mu Kappa Tau (marketing)
 National Association of Social Workers Program Unit
 Order of Omega (Greek leadership)
 Phi Alpha National Social Work Honor Society
 Phi Beta Lambda (business)
 Phi Chi Theta (business and economics)
 Phi Epsilon Kappa (honorary)
 Phi Mu Alpha Sinfonia (music)
 Pi Mu Epsilon (mathematics)
 Pi Sigma Epsilon (marketing)
 Rotaract (business)
 SIGGRAPH (digital media production)
 Sigma Alpha Iota (music)
 Sigma Phi Lambda (honorary)
 Society for Collegiate Journalists
 Society of Human Resources Management
 Society of Professional Journalists
 Tau Beta Sigma (band)

Office of International Programs

JMAC 6, Suite 22, MSC 5731

Phone: (540) 568-6419

Fax: (540) 568-3310

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

Semester Abroad Programs

Recognizing its responsibility to provide international experiences to JMU students, the university sponsors semesters abroad in Antwerp, Beijing, Florence, London and Salamanca. JMU students experience life in a different culture and gain direct access to the historical, artistic, and sociopolitical traditions of the environment while pursuing an approved course of study toward the bachelor's degree.

The programs are open to all students in good academic standing. Applicants should have at least a 2.0 grade point average. Special entrance requirements are as follows. For Antwerp, there is no language requirement but applicants must be COB majors. For Florence, at least one semester of Italian is strongly recommended but not required. Students applying for the Salamanca program, where courses are taught in Spanish, are expected to have completed SPAN 231-232 or the equivalent of intermediate Spanish. Students are required to take three hours of Italian during their semester abroad and may take six hours during the fall and spring semesters. The Antwerp program for COB majors is offered during the fall and spring semesters. Participants in the summer in Beijing program may earn a minor in Chinese Business Studies and must take MKTG 380 either before or after participating in the program. The Florence, London and Salamanca programs are offered during the fall, spring and summer semesters. Internships are available as part of the London program.

Students should select a minimum of 15 credit hours and may enroll in a maximum of 18 credit hours. Course offerings vary from semester to semester. The curriculum in each program addresses a broad spectrum of academic interests but is centered around a core appropriate to the special cultural resources of the city or country.

Courses are generally taught twice weekly – one day in the classroom and another day “on site.” Classes promote individual cognitive and affective learning through experiential methods, such as studying drama by reading and attending plays, art history by viewing and discussing original works of art in museums and galleries, and political science by observing parliament in action. These instructional activities are covered by the program's fees if the students are registered for academic credit in the courses.

Courses meet the requirements of the corresponding departments and schools and may satisfy some general education requirements at JMU. A student may also arrange an independent study project under the supervision of a JMU instructor. Independent study projects also must be approved by the program director who can judge the topic's appropriateness to the city and the student's language level.

The programs' costs differ but all programs include tuition, housing, a basic food allowance, all course-related travel (including extended weekend trips), instructional events, such as theater, concerts, historical tours, and guest lectures, and some social activities.

All programs exclude the costs of students' travel to and from the program site. Loans and scholarships apply, and semester abroad scholarships and assistantships are available. Students live in a central, convenient part of each city and have ready access to the faculty member in residence or the on-site director if any health problems or emergencies arise. Students enrolled in JMU-sponsored study abroad programs will be covered by a medical insurance policy for the period of time that they are participating in the JMU program. Interested students can get information about study abroad programs from the Office of International Programs.

International Exchange Programs

The university is committed to increasing the opportunities for students' global awareness. Numerous exchange programs with schools and universities abroad are available. JMU's exchange programs are based at prestigious universities around the world, such as LaTrobe University and Flinders University in Australia; University of Leicester in England; Nanzan University, Hiroshima University and Ritsumeikan University in Japan; Yonsei University in South Korea; the Universidad de Salamanca in Spain; American University of Cairo and Misr International University in Egypt; Al Akhawayn University of Ifrane in Morocco; American University of Sharjah in UAE; and Malmö University in Sweden. Language requirements and curricula vary. Exchanges are available to all majors and minors

Students should consult the Office of International Programs for application deadlines and further information.

Honors Abroad Programs

The university also offers the opportunity to study abroad for a semester or a full academic year at three of Great Britain's oldest and most respected universities, the University of Cambridge and the University of Oxford in England and the University of St. Andrews in Scotland. Participants will take part in tutorials across a wide range of topics and live with and share all of the benefits of regular university students. The Honors Abroad Program is open to all JMU students possessing a 3.3 grade-point average; students do not need to be honors students to participate in this program.

Summer Abroad Programs

During the summer, many international courses and travel study classes are offered. Specific course offerings and departments and schools vary from year to year. A typical summer schedule might include classes in Argentina, Australia, Belgium, Canada, China, Costa Rica, England, France, Germany, Ghana, India, Ireland, Italy, Japan, Kenya, Madagascar, Malta, Mexico, Montreal, Morocco, the Netherlands, the Philippines, Scotland, South Africa and Turkey. Information regarding courses to be offered each summer can be obtained in the Office of International Programs.

External Abroad Programs

Students may apply to participate in other approved study abroad programs. The university will accept credits earned abroad at approved institutions in accordance with its policy of accepting transfer credits. Approval of proposed study programs must be obtained from the Office of International Programs and the head of the academic unit in which the transfer credit will be awarded. Applications and program resources are available in the Office of International Programs.

JMU Libraries

Carrier Library

Carrier Library Circulation

Phone: (540) 568-6150

Carrier Library Reference Desk Phone: (540) 568-6267

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

Music Library

Phone: (540) 568-6041

Web site: <http://www.lib.jmu.edu/music>

East Campus Library

Phone: (540) 568-2731

Web site: <http://www.lib.jmu.edu/east/>

JMU Libraries, consisting of Carrier Library, the Music Library and East Campus Library, support research, study and instruction in the use of information resources at JMU. The JMU Libraries house almost 800,000 volumes, including books, periodicals, and audiovisual materials; subscribes to over 13,000 journals; and offers access to growing collections of online books, journals, and media. The library Web site is an online gateway to the services and collections of the JMU Libraries. Through the Web site, users can search LEO, the library catalog, connect to approximately 400 electronic databases, and find subject guides highlighting the most important print and electronic sources in many subject areas. Services such as e-mail reference and Interlibrary Loan request forms are also available on the Web site. As an authorized U.S. Government Document Depository, the JMU Libraries provide access to thousands of selected online and print documents. JMU Libraries is a member of VIVA, the Virtual Library of Virginia, a statewide consortium that offers access to numerous online journals and databases.

Carrier Library and the East Campus Library each provide more than 100 personal computers in their public areas. In addition, most of the online resources on the library Web site can be accessed from any computer on campus, and those with current JMU electronic IDs can configure their browsers to access library resources from any remote location.

One of the JMU Libraries' principal goals is to provide students with lifelong learning skills that will enable them to find, use and evaluate information in all formats. Students learn basic information literacy skills through "Go for the Gold," a set of online self-instruction modules available on the library Web site. Information literacy skills in the major are addressed through instruction sessions offered in library classrooms. Reference librarians are available on a walk-up basis or by appointment to answer questions and assist students with research.

The liaison program links a librarian to each academic unit. Liaison librarians provide a variety of services, including library instruction for course-related activities, collection development and consultation with individual faculty members and students.

The Music Library serves the students and faculty members of the School of Music, as well as offering its specialized resources to the greater university community. The East Campus Library houses the science, technology and health sciences collections and provides study space for individuals and small groups, reading rooms, and open study areas with casual seating. It also includes a 24-hour study area with a secure entrance, a computer lab and coffee bar.

Media Resources

Phone: (540) 568-6802

Web site: <http://www.lib.jmu.edu/media/>

Media Resources in Carrier Library acquires commercial educational media in video, audio and computer software formats for instruction and study by faculty, staff and students. It also provides an online video collection for streaming to the JMU community. Faculty and staff can consult with media center staff to locate program items not available in the collections. The center can assist users with scheduling and recording satellite programming for academic needs. It also distributes selected campus-wide software such as Microsoft Office, SPSS, SAS, Mathematica, and other applications in coordination with IT Computing Support. Media Resources technical staff coordinate the development, installation and maintenance of technology systems in classrooms and many special facilities on campus. Media Resources also offers portable equipment such as laptops, projectors, digital cameras, camcorders and audio recorders for loan, as well as audio/video editing workstations for student projects. Staff provide user support for all installed and portable equipment, as well as repair services for non-computer media technology used on campus.

Learning Resource Centers

Wilson Hall, Room 105

Phone: (540) 568-2932

Fax: (540) 568-2926

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

Learning Resource Centers creates access for all students to learning opportunities that foster personal transformation and academic achievement. The department supports the diverse learning and scholarship needs of students, faculty and staff through comprehensive learning services in a student-focused and supportive environment. The following programs and services facilitate active engagement in the process of student learning and development.

Disability Services

Wilson Hall, Room 107

Phone/TDD: (540) 568-6705

Fax: (540) 568-7099

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

Disability Services assists the University in creating an accessible community where students with disabilities have an equal opportunity to fully participate in their educational experience at JMU. Services include, but are not limited to the following:

- Equal access to university programs and services
- Provision and coordination of reasonable accommodations
- Disability-related support services
- Liaison to faculty, staff and students on disability related issues
- Assistive Technology and alternative text services

English Language Learner Services

Wilson Hall, Room 415

Phone: (540) 568-1759

Fax: (540) 568-3450

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

English Language Learners can seek assistance on such things as:

- Writing & grammar
- Listening
- Cultural information
- Reading
- Pronunciation
- Individual goals for improving English

Learning Strategies Instruction

Roop Hall, Room 205
Phone: (540) 568-4370
Fax: 568-4818

Web site: <http://www.jmu.edu/lrc/LRC-LSI.shtml>

Learning Strategies Instruction (LSI) is the direct-instruction of curriculum-based strategies designed to improve the actual process of learning. Available to any student, LSI promotes learning efficiency in current courses and is available in such areas as:

- Memory
- Note-taking
- Reading
- Studying
- Test-taking
- Time management

Supplemental Instruction

Wilson Hall, Room 416
Phone: (540) 568-6111
Fax: (540) 568-7099

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

Supplemental Instruction (SI) is a peer facilitated academic support program that targets historically difficult courses to improve student performance and retention. Students work together in regularly scheduled out-of-class study sessions to master course content and develop their organizational, study, and learning skills. SI is offered in specific course areas such as Economics and the Physical Sciences.

Science & Math Learning Center

Roop Hall, Room 200
Phone: (540) 568-3379
Fax: (540) 568-4818

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

The Science & Math Learning Center promotes academic achievement for students enrolled in first and second year math, chemistry, biology and physics courses. Tutoring is provided in by a staff of professional faculty and peer educators.

Screening & Assessment Service

Wilson Hall, Room 105
Phone: (540) 568-7146
Fax: (540) 568-2926

Web site: <http://www.jmu.edu/lrc/screeningassessment.shtml>

The Screening & Assessment is a one-hour clinical interview exploring a broad range of historical, academic, study habits/skills, academic frustrations and emotional components. A screening does not yield a diagnosis, rather, it assists in the decision making process for recommending the next step in the process.

Speech Services

Wilson Hall, Room 417
Phone: (540) 568-6349
Fax: (540) 568-3450

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

The speech program provides resources and assistance with oral communication projects to the JMU community and promotes students' communication excellence in the areas of speech preparation and presentation, small group problem solving and interpersonal skills. Services include:

- Assistance with speech outlines & research
- Communication theory tutoring
- Enhancement of speech delivery & style
- PowerPoint creation & delivery techniques
- Speech preparation assistance
- Speech anxiety reduction strategies

Writing Consultations

Wilson Hall, Room 417
Phone: (540) 568-1759
Fax: (540) 568-3450

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

Writing Consultations helps writers help themselves by providing individualized instruction to students, faculty, and staff during any stage of the writing process. The program actively supports writing across all disciplines and its Writing Consultants offer writers help with:

- Business writing
- Formatting and citation
- Grammar and punctuation
- Research strategies
- Scholarly and creative work

Educational & Assistive Technology Computer Labs

Assistive Technology Computer Labs

Contact Disability Services for access.

Carrier Library, Room 102
East Campus Library 1st Floor

Educational Computer Lab

Wilson Hall, 4th Floor

Statistics Computer Lab

Roop Hall, Room 200

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, Room 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.

Office of the Registrar

Student Record Services

Warren Hall, Room 504, MSC 3528
Phone: (540) 568-6281

Registration Services

Warren Hall, Room 300, MSC 3533
Phone: (540) 568-6281
Web site: <http://www.jmu.edu/registrar/>

The Office of the Registrar is responsible for the following activities:

- Add and drop registration procedures
- Athletic certification
- Class schedule preparation
- Commencement activities
- Degree audits
- Diploma issuance
- Enrollment verifications
- Student records
- Transfer credit evaluation
- Transcript issuance

For information regarding veterans' affairs and graduation, students should contact Student Record Services on the fifth floor of Warren Hall or call the Office of the Registrar at (540) 568-6281.

Ombudsperson

Taylor Hall, Room 300, MSC 3534
Phone: (540) 568-6468
Web site: <http://www.jmu.edu/stulife/ombuds.shtml>

Staff are committed to providing students with impartial, independent and confidential support regarding university policies, procedures and regulations. Specific types of assistance include:

- notifying professors of extended class absences.
- facilitating the resolution of student issues and concerns.
- providing direction to students on procedures and regulations.
- providing confidential, impartial facilitation of communication.

Orientation Office

Wilson Hall, Room 113, 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. All transfer students entering in the summer and fall semesters attend a one-day orientation program in early June and a three-day program in August. 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.

Student Success

MSC 1012
Phone (540) 568-3787
Web site: <http://www.jmu.edu/stusuccess>

Student Success is the name of JMU's collaborative, campus-wide effort to coordinate programs and support services based on cohesive educational goals. Student Success focuses on academic achievement, career development, planning, decision-making and civic engagement. Student Success programs are designed to help students assume responsibility for learning so they can complete seamless transitions into, through and out of the university.

The Wilson Learning Center houses the Office of Student Success Programs, Career and Academic Planning, Community Service-Learning, Orientation, Centennial Scholars, and the Learning Resource Centers, which include Disability Services, Supplemental Instruction, Learning Strategies Instruction (located in Roop Hall), Science & Math Learning Center (located in Roop Hall), Speech & Writing Center, English Language Learner Services, and Screening & Assessment Services. The On-Campus Recruiting Program, part of Career and Academic Planning, is located in Sonner Hall.

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 partners with students to empower them to make informed choices by providing a holistic approach to student health, education, wellness and outreach services in a confidential, inclusive and respectful environment. The center is staffed by qualified, professional personnel, including physicians, nurse practitioners and registered nurses who administer health care in a confidential and professional manner.

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

The University Health Center sponsors the following programs:

Student Wellness and Outreach

Warren Campus Center, Room 404
Phone: (540) 568-2831
Web site: <http://www.jmu.edu/healthctr/swo/index.shtml>

This office combines the former Office of Health Promotion, Office of Sexual Assault Prevention, Women's Resource Center and the Lesbian, Gay, Bisexual, Transgender and Ally Education Program. Student Wellness and Outreach coordinates university-wide programs and speakers on various health topics including general wellness and nutrition, disordered eating, sexual assault prevention, sexual health, relationships, substance abuse, and stress management. Individual and group counseling, referrals and crisis support services are available especially in the areas of sexual assault and relationships. A wellness resource library is also available for students, faculty and staff. The SWO staff includes counselors, certified health educators and a registered dietitian.

Substance Abuse Prevention

Maury Hall, Room G12, MSC 1107
Phone: (540) 568-3317
Web: <http://www.jmu.edu/healthctr/sap>

Substance Abuse Prevention initiatives are designed to increase knowledge and awareness of alcohol and other drug issues, and decrease the negative consequences associated with high-risk drinking and illegal drug use. The University Health Center's Substance Abuse Prevention supports peer education and provides leadership for the Alcohol Advisory Committee and the Community Coalition on Alcohol Abuse to ensure that prevention programs are evidence-based, comprehensive and coordinated across the university.

The office provides leadership for the Brief Alcohol Screening and Intervention for College Students (BASICS) program at JMU. BASICS is a service available for students who want to consider changing or reducing their substance use. BASICS is comprised of two 50-minute interview sessions. Students who have violated the JMU alcohol policy may be required to attend a two-session BASICS intervention.

University Recreation

University Recreation Center, MSC 3901
Phone: (540) 568-8732
Web site: <http://www.jmu.edu/recreation/>

University Recreation (UREC) 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.

UREC is located near the JMU Convocation Center on the east side of campus. A valid JAC is needed to enter the building. Program areas include Adventure, Aquatics and Safety, Fitness, Nutrition, Group Fitness, Wellness, Intramural Sports, Informal Recreation, Sport Clubs, and Youth Programs. Online registration is available for educational programs, group fitness classes and intramural sports. Programs requiring fees can be registered for in person at UREC using Flex.

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 fields 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 205B, 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 Management

Madison Union Scheduling, Room 233, MSC 3501

Phone: (540) 568-6330

Festival Conference and Student Center Scheduling

Phone: (540) 568-1716

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

Events Management 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

Madison Union, MSC 4201

Phone: (540) 568-2593

Four buildings house the programs and services which the University Unions provide for the JMU community. They are the Madison Union (Grafton-Stovall Theatre, Warren Hall and Taylor Hall) and Festival Conference & Student Center. Facilities Services address physical building, operations and information concerns in these spaces.

Office of Student Activities and Involvement

Taylor Hall, Room 205A, MSC 3501

Phone: (540) 568-8157

Fax: (540) 568-6444

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

Office of Student Activities and Involvement houses Student Organizations, Fraternity/Sorority Life, Union Programming and the University Program Board. Office of Student Activities and Involvement 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.

Student Organizations

Taylor Hall, Room 205A, MSC 3501

Phone: (540) 568-8157

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

Office of Student Activities and Involvement 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 advisors of student organizations with opportunities to educate themselves and improve their organizations. 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://www.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, is comprised of 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 hangout for all students.

This area offers computers for student use, television, evening entertainment on the TDU Stage, comfortable seating 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.

Withdrawal from the University

Office of Student Withdrawal
Taylor Hall, Room 300, MSC 3534
Phone: (540) 568-6468

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 the completion of the form. Page 30 contains detailed information about the specific withdrawal process.