University Services

Academic Affairs
Mission Statement
Phone: (540) 568-6616
Web site: www.jmu.edu/acadaffairs/mission.shtml

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
Web site: 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
Fax: (540) 568-2338
Web site: 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: 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 the following services:
- Special orders for books
- Textbook buy back
- Gift certificates
- Film processing
- Bus tickets
- Computer services

Card Services
Warren Hall, Third Floor, MSC 3532
Phone: (540) 568-6446
Fax: (540) 568-1749
Web site: www.jmu.edu/cardctr

Card Services issues the JMU access card (JAC), 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, University Recreation Center, Printing Labs located 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.

Contact Card Services for more information on JAC, declining balance accounts, and meal plans, including prices, restrictions and guidelines.

Copy Center
1031 S. Main Street, Suite 31, MSC 5722
Phone: (540) 568-3263
Fax: (540) 568-3832
HHS, Room 1002, MSC 4311
Phone: (540) 568-8731
Fax: (540) 568-8736

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
Fax: (540) 568-3478
Web site: 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
Packing Deck, 381 Bluestone Drive, MSC 1301
Phone: (540) 568-3300
Web site: 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 4:30 p.m. Monday through Friday.

Community Service-Learning
Wilson Hall, Room 201, MSC 1011
Voice: (540) 568-2373
Fax: (540) 568-6719
Web site: 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)
Warner House, Room 101, MSC 0801
Phone: (540) 568-6552
Fax: (540) 568-8096
Web site: 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.
- 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: 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
Disability Services
Wilson Hall, Room 107, MSC 1009
Voice/TDD: (540) 568-6705
Fax: (540) 568-7099
Web site: 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
For complete and detailed guidelines refer to www.jmu.edu/disabilityser/Documentation.shtml.

Office of Equal Opportunity
1017 Harrison St., Harrisonburg, VA 22807, MSC 5802
Voice/TDD: (540) 568-6991
Fax: (540) 568-7992
Web site: 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
Fredrickson C101, MSC 2901
Phone: (540) 568-6218
Fax: (540) 568-2807
Web site: 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. For further information about the Office of Judicial Affairs, call or visit the Web site.

Ombudsperson
Taylor Hall, Room 300, MSC 3534
Phone: (540) 568-6468
Web site: 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.

Public Safety
Shenandoah Hall, MSC 6302
Phone: (540) 568-6913
Fax: (540) 568-7926
Web site: www.jmu.edu/pubsafety/index.shtml
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) 568-6275
Fax: (540) 568-6280
Web site: www.jmu.edu/orl
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. This department includes the First-Year Involvement Center (FYI), Residential Learning Programs, Housing Operations and Business Operations.
Graduate Student Housing
The university sponsors a limited number of efficiency apartments for upper-class and graduate students. Students interested in more information regarding university housing may contact the Office of Residence Life.

Student Government Association
Taylor Hall, Room 203, JMU Box 3523
Phone: (540) 568-6376
Fax: (540) 568-6377
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: www.jmu.edu/judicial/handbook.shtml

The student handbook contains a wealth of information about university policies and regulations, university facilities and student organizations. The student handbook can be accessed online at www.jmu.edu/judicial/handbook.shtml.

University Health Center
University Health Center, MSC 7901
Phone: (540) 568-6178
Fax: (540) 568-7803
Web site: 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: 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 site: 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
Fax: (540) 568-8701
Web site: 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 205 B, MSC 3501
Phone: (540) 568-3341
Fax: (540) 568-6444
Web site: 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: 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: 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: www.jmu.edu/osai

Office of Student Activities and Involvement 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: 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: www.jmu.edu/taylordownunder

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
Wilson Hall, Room 113
Voice: (540) 568-2804
Fax: (540) 568-6280

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 request forms and assist in their completion. Page 21 contains detailed information about the withdrawal process.

Your Right To Know
Your personal safety and the security of the campus community are of vital concern to James Madison University. A copy of the university’s annual Harrisonburg (main US) campus, Washington (DC) Internship Semesters plus London (UK), Antwerp (Belgium) and Florence (Italy) branch campus security reports are available upon request.

This report includes statistics for the most recent three-year period concerning reported crimes that occurred on campus, in certain off-campus buildings or property owned or controlled by James Madison University or affiliates, and on public property within or immediately adjacent to and accessible from the campus. The report also includes information regarding the law enforcement authority of the university police; policies concerning campus security, such as crime prevention, alcohol and drug use, sexual assault, state sex offender registry, missing person investigation procedures and the reporting of any crimes that may occur on the campus.

You can obtain a copy of any or all of these reports by contacting:
Office of Public Safety - Crime Prevention Unit
James Madison University, MSC 6302
Harrisonburg, VA 22807

You can request that a copy be mailed to you by calling (540) 568-6766/6769. This information is also available by clicking on the “Your Right to Know” links for the Harrisonburg campus, Washington Semesters, Antwerp, Florence and London branch campuses at: www.jmu.edu/pubsafety/index.shtml.
**Campus Map**

**Location**
JMU is located in Harrisonburg, a progressive city of 42,000 inhabitants. Located in the heart of Virginia’s historic Shenandoah Valley, the area is flanked by the Blue Ridge Mountains on the east and the Alleghenies on the west. Harrisonburg is located at the intersection of three major highways: Interstate 81, U.S. 33 and U.S. 11. The campus entrance is located just off Interstate 81 and is within a two-hour drive from Richmond, Roanoke and Washington, D.C.

**Campus**
The JMU campus contains a total of 486.5 acres, including 31 acres at the University Farm located about nine miles from the campus. The original campus faces Harrisonburg’s Main Street and extends in an eastward direction past Interstate 81. One of the university’s newest acquisitions is Memorial Hall, once Harrisonburg High School, home to Outreach Programs and the College of Education.

Most buildings on the western portion of the campus are constructed of blue limestone. Stone for the university’s original buildings was taken from the campus itself. The new buildings on the eastern portion of the campus have been constructed since the mid-1960s.