Hotel Madison’s Parent Loyalty Club*

Benefits:

• 20% off Standard Daily Rate
• Earn Priority Access for Graduation Reservations
• 24-hour Cancellation Policy
• 10% discount at Montpelier Restaurant and Bar and grace+main coffee shop
• Complimentary beverage from The Market
• Complimentary Parking
• Priority access to Hotel Madison sponsored events

*Certain restrictions apply.

Visit our website for full program benefit details.

hotelmadison.com
THE
MADISON EXPERIENCE

Welcome to the James Madison University family! The Madison Experience is a once-in-a-lifetime experience that will shape your student’s life and future. As JMU welcomes your student, the university extends the same warm invitation to you as their family. To help you find your own place in the Madison Experience, the Office of Parent Relations has assembled this handbook to guide you through this new chapter. In it you’ll find valuable information with which you can support your student. You, too, are a part of JMU. You, as well as students, faculty, staff and alumni, together, enrich your student’s Madison Experience.

@JMU PARENTS & FAMILY
To find official JMU Parent/Family Facebook groups, look for the JMU logo in the profile picture!
## CONTENTS

### Introduction
- Welcome from Mr. Jonathan R. Alger, President
- About the University

### Communicating with the University
- Parents Council
- Parent Relations

### The First Year
- JMU Alumni Association
- Orientation
- Roommates
- Academic Advising

### Student Life
- Civic Engagement
- Community Service-Learning
- Center for Multicultural Student Services
- Dining Services
- Athletics
- Off-Campus Housing
- On Campus Housing
- Student Involvement Opportunities
- Talk Like a Duke
- Traditions

### Academics
- Academic Student Services
- Academic Standing and Continued Enrollment
- Making the Call on Attendance
- Course Adjustment
- Grades
- Honor System
- Major Information
- Withdrawal from the University
- Family Educational Rights and Privacy Act — Office of the Registrar
- General Education Program
- Commencement Requirements
- Center for Global Engagement — Study Abroad

### Resources and Services
- Advising
- Banking Services
- JMU Bookstore
- Card Services
- Career and Academic Planning
- Counseling Center
- Disability Services
- Financial Aid and Scholarships
- University Business Office and Madison Money Manager
- Giving
- University Health Center
- University Recreation
- Informational Technology
- Office of Student Accountability and Restorative Practices
- Learning Centers
- Libraries
- Getting Your Mail
- Parking Services
- Safety — JMU Police Department
- Student Employment
- Dean of Students
- Veterans Benefits
- Colleges
- Student Travel Options

### Appendices
- Harrisonburg Advertiser Locations
- Contact Information
- Campus Map
- Visiting the Valley
- Index
Dear JMU Parent,

Welcome to the Madison Family! You and your new college student have reached a turning point in your lives. Congratulations are in order for making it this far with so much success. You have long anticipated this transition, and now it is about to take place.

You have spent years building a strong relationship, and we want it further strengthened by the college experience. Your continued role in your student’s growth and development is crucial, yet it will be forever changed. And that is a good thing!

JMU is a place where students immerse themselves in the practice of learning, and begin the journey of exploring and identifying their passions in life and work. We recognize that our greatest contribution to your student’s education is involving them in the overall experience and shaping them as citizens. We expect them to fully engage in the university on a variety of levels.

Tough challenges and tremendous opportunities await your student. College is an exciting time, and you should celebrate every success; however, college also represents new challenges, and every student will experience bumps along the way. Rest assured that JMU has a myriad of resources and caring staff to help students navigate their newfound freedom. When these bumps occur, remind your student that they have the strength and resilience to work through them, and to reach out for help from their JMU family.

It is our hope that you, too, will take time to engage in the Madison Family, and that in a few years we can celebrate together at graduation.

Go Dukes!

Jonathan R. Alger
President
About the University

Founded in 1908, James Madison University is a public university located in Virginia’s Shenandoah Valley. JMU is fast becoming one of the nation’s leading lights in higher education because students enjoy unusually engaged relationships with world-class faculty who are here because they want to pursue knowledge and make teaching their No. 1 priority.

Being the Change

We know that success requires equal parts intellect and action. At JMU, that’s what Being the Change is all about. JMU graduates are far more than merely educated. Members of a fellowship of doers, they know how to make things happen. They’ve honed their ability to think critically. They’ve learned the importance of a strong work ethic and have become committed to and skilled at collaborating with others. Diplomas in hand, they leave campus determined to live lives of meaning and pursue careers of purpose. Equal parts intellect and action help mold JMU graduates.

Rankings & Recognitions

- #2 public university in the south by U.S. News & World Report
- #1 graduation rate in the U.S. for large, master’s level public universities
- #1 most recommended public university in the U.S. by The Wall Street Journal and Times Higher Education
- #1 most innovative university in the south by U.S. News & World Report
- #1 Best College for Employment in Virginia according to U.S. Department of Education statistics compiled by Zippia. JMU has the highest post-graduation job levels of all Virginia colleges.
- #25 best public college value in the U.S. by MONEY magazine.
- #5 in the nation for “students who made the right choice” by The Wall Street Journal and Times Higher Education
COMMUNICATING WITH THE UNIVERSITY

On behalf of The Office of Parent Relations, welcome to the JMU Family! We strive to provide you with programs, services and information to enhance your understanding of the student experience and better support your student’s academic and social growth. Please contact us if you have any questions throughout your student’s time here at JMU.

Meet the Team

Sherry King  
Director

Tracey Kite ’16, ’19M  
Associate Director

Heather Davis, ’14, ’19M  
Assistant Director

Crystal Mathews  
Fiscal Technician

(540) 568-3190
PARENT@JMU.EDU
JMU.EDU/PARENTS
Parent Relations
The Office of Parent Relations provides many great resources to keep you connected with JMU. Visit www.jmu.edu/parents for helpful information tailored just for you. This includes information regarding visiting your student, FAQs, helpful links to campus resources, and JMU family events.

Family Publications
The university strives to keep you informed about what's happening on campus. In addition to this handbook, you will receive the Madison Family Newsletter each month via email. With this in mind, it is important that your contact information stays up-to-date. To make changes to your contact information, visit our website and click "Update My Info" on the homepage. Also encourage your student to login to MyMadison and update any applicable information there.

Social Media
We know many of you prefer to keep up-to-date via social media. If you are on Facebook, Instagram, or Twitter, be sure to connect with us at JMU Parents & Family. When joining parent Facebook groups, be sure to check that the group is affiliated with the university. To do this, simply look for the JMU logo in the group's profile picture.

Contacts
PARENT RELATIONS OFFICE
2002 Alumni Drive, MSC 3605
(540) 568-3190
Fax: (540) 568-8887
www.jmu.edu/parents
facebook.com/jmuparents

Parents Council
The JMU Parents Council provides an opportunity to participate in the university’s dynamic programs. Formed in 1978, the council involves parents in JMU affairs and provides a forum for exchanging information about JMU activities and programs.

The Council consists of 180+ representatives of each graduating class. Council members represent each of the four classes and are eligible to serve until their students are no longer enrolled at JMU. Applicants must apply during their student’s freshman year, and both married couples and single parents are encouraged to apply. The Parents Council serves as a liaison between the university and parents, provides advice and guidance on programs related to parents, and serves as an effective spokesperson and advocate for the university.

RESPONSIBILITIES INCLUDE:
- Participate in any JMU fund of choice.
- Attend meetings held on the Friday of Family Weekend and the spring meeting in March/April.
- Serve on a subcommittee
- Serve as hosts or assist at their area’s First-Year Send Off in July/August.

For more information or to apply, visit www.jmu.edu/parents.

First-Year Send Offs
Before embarking on one of the most wonderful experiences of your life, join us at one of JMU’s First-Year Send Offs. We’ll provide the food and entertainment while you and your student(s) get to talk with current JMU students, families, alums and staff members from your area. Visit www.jmu.edu/parents to find out if there is a First-Year Send Off near you.

Parent Relations
The Office of Parent Relations provides many great resources to keep you connected with JMU. Visit www.jmu.edu/parents for helpful information tailored just for you. This includes information regarding visiting your student, FAQs, helpful links to campus resources, and JMU family events.

Family Events
The Office of Parent Relations hosts great events for families to take part in throughout the year. Each year, Family Weekend takes place in the Fall. We also host Sibs & Kids Day in the Spring for our Dukes with younger siblings and First-Year Send Offs each summer for incoming families. Each year on the first day of the fall semester, we provide a photo opportunity on the Quad called Dukes First Day where students may get a photo taken to send back home to their families. We hope many JMU students and families are able to join us at these events!
As families attempt to manage this time of change and transition, one memory which may be helpful to parents is that of when they were teaching their child to ride a bike. Teaching a child to ride a bike requires the delicate balance of knowing when to hold on and when to let go. Hold on too long and the child remains dependent on the parent’s stabilizing influence. The experience needed to master the skill comes too slowly. Holding on too long also takes its toll on the parent who has to keep running next to the bike.

However, letting go presents problems of its own. The child needs the support of a steadying parental hand as they learn to ride. As parents consider letting go and trusting the child’s developing sense of balance, they have to deal with the very real fear that the novice rider might lose control, crash the bike, and end up with a scraped knee or worse. The fear of their child being hurt is a powerful fear, and many parents are hesitant to take the risk and remove their hands.

The next section offers a number of practical suggestions to help you discover when it might be best to hold on and when to consider letting go.

Fortunately, parents can do a lot to help their students survive the turbulent waters of the freshman year. Among the suggestions most frequently mentioned by “veteran” parents are:

- **Convey your confidence in your student’s ability to be successful in college.** The confidence and bravado that students often display as they head off to college is normally a mask worn to hide the fears and doubts that almost all incoming students have. Expressed parental support and encouragement are much more important than students will typically acknowledge. First year students especially need to know that their parents support them and believe in their ability to handle the new challenges college will bring.

- **Keep the lines of communication open.** When parents respond too harshly to a student’s first mistake or failure, they often becomes defensive and will no longer offer important information...
(e.g., about grades, roommate problems, dating relationships, etc.). As a result, minor problems that could be easily solved with a little parental guidance may become major crises, some of which could jeopardize the student’s enrollment. Give your student a chance to openly talk about concerns, and then follow the next suggestion.

**Don’t rush in and solve problems.** Most parents have a high investment in their student’s decisions. Taking a step back as a parent is uncomfortable, perhaps even frightening, because there is no guarantee that your student will assume responsibility or make the decision that you might think is best. The irony is that students often don’t step up to responsibility until parents step back. Remember, you will not always be there when a problem comes up in life. Students need the experience of solving problems on their own, because valuable lessons are learned and confidence built in the process. In fact, among the most important words a parent can utter to a freshman are, “What do you think you should do about this problem?” Listen to the answer. Encourage him or her to find the individual or office on campus that deals with that area of student life and to independently resolve the matter.

**Be realistic about grades.** Students are going to be faced with much more difficult and demanding academic coursework than they had in high school. Further, the grading curve is not going to be as helpful anymore, because the students at JMU, on average, are smarter and more motivated than the typical high school student. As a result, not every straight-A student in high school will be a straight-A student in college.

**Visit.** Visits by parents (especially those that include a shopping spree or dinner out) are another part of first year events that freshmen are reluctant to admit liking but that they greatly appreciate. Visits give students a chance to introduce some of the important people in both his/her worlds (home and school) to each other. Additionally, it’s a way for parents to become familiar with (and more understanding of) their student’s new commitments, activities, and friends. Spur-of-the-moment “surprise” visits are typically not a good idea. Instead, parents should schedule a special time, such as Family Weekend, to visit. That way, they may even get to see a clean room.

**Don’t rush or push your student into a major or career.** Ironically, parents should be more concerned if their freshman student is totally committed to a single career path. Most eighteen-year-olds do not have the wisdom and life experience required to be definite about such an important decision. Rushing the decision to select a major or pushing a student into a career in which he or she has no interest is an almost certain recipe for academic disaster.

**Talk about finances, especially credit cards.** Before he or she hits campus, clearly let your freshmen know what you will and what you will not contribute to college expenses. Based on this, help them to develop a monthly budget to determine how they will make ends meet. It is especially important to educate your student about the proper use of financial credit. Credit card companies aggressively pursue college students, offering promotional gifts and easy access to credit. Unfortunately, many students lack the knowledge and/or the maturity to
manage credit in a responsible way. If your student requests a credit card for “emergencies,” a good rule of thumb is: If you can eat it, drink it, or wear it, it’s not an emergency. A student should have no more than one credit card and pay off the entire balance at the end of each month.

- Inform your student about important family matters, even if the news is not good. While there is no need to share every family issue or crisis, parents should tell students about an ill grandparent, the loss of a job, etc. Keeping the truth from students will likely make them even more anxious as they imagine what else might be happening back home without their knowledge.

- Remind yourself that the character you worked to develop in your student will continue to guide them. Students often experiment with values that might be a bit more permissive than the ones in the family home, but this is a normal developmental process that helps them to develop their identity and independence apart from their parents. Try to bend a little and see these years as ones of transition into adulthood. It can help to look back at your own life and remember some of the crazy things you may have thought or did when you were that age.

- Learn about the campus resources available to your student. JMU is filled with caring individuals who are dedicated to helping students adjust to the academic and social demands of university life. Faculty and staff have had years of experience working with students and have a pretty good idea of when to hold on and when to let go. Encourage your student to take advantage of these campus resources. If your student tells you there’s no one to help, don’t believe it. They probably haven’t looked hard enough.

JMU Alumni Association

Dukes from day one, Alumni for life.

As a student, you might think the JMU Alumni Association (JMUAA) is only for people who have graduated. In reality, the relationships, experiences and knowledge you start building now will only grow more as an alum! With over 140,000 JMU alumni worldwide and more than 30 regional alumni chapters, wherever you go, you will always be able to find and connect with fellow Dukes. As a student, the JMU Alumni Association is a way for you to activate your Madison Network, by using alumni as a resource to find summer internships and gain valuable career mentorship and insight. JMUAA serves as the tradition keepers for the university. Events that celebrate the Madison Experience such as Homecoming, the Fight Song T-Shirt Giveaway and Senior Candle Lighting are held every year by the JMU Alumni Association. Get in on the excitement, form relationships that last far beyond four years and help create a lasting legacy for future Dukes. Find out more about the JMU Alumni Association at alumni.jmu.edu

JMU License Plates

JMU has more than 4,900 JMU license plates on the road. In addition to being a great way to show school spirit, JMU license plates help make college more affordable for students. Over half of the $25 annual DMV renewal fee goes directly back to JMU. Through programs like the JMU licenses plates, the JMU Alumni Association is able to annually award over $82,000 to deserving students. Want to show your JMU pride AND support student scholarships? Visit www.dmvNOW.com to get your plate.

Contacts

OFFICE OF ALUMNI RELATIONS
Leeolou Alumni Center
MSC 4402
(540) 568-6234
www.jmu.edu/alumni
Parent to parent
“Telling my children to never make decisions on an empty stomach or late at night. Relax. Sleep on it. Morning often brings fresh perspective.”

Parents Say
“Our entire family has been very impressed with JMU’s treatment of us. JMU really seems to think of everything. I am especially appreciative of JMU’s gentle nudges to parents to let kids escape them (the parents) and make their own decisions. I am very impressed with how quickly our son has taken the lead on his own responsibilities in ways that I did not expect. I credit JMU’s training of him — and of us — for that. I couldn’t be happier with this part of our JMU experience.”

Orientation
Helps students and their families make the transition to JMU

Preparing for Orientation
A few key ways to make the most of your Orientation experience.

Prepare questions Think about what you really want to know, not just what you "should" find out. Interested in how students can apply their learning in practical settings? Ask about internships, jobs and co-op opportunities. Want to know who your student can turn to if they are having learning difficulties? Ask the question. Thinking ahead will help you determine what’s truly important to you and your student.

Don’t be shy Sitting back and listening to presenters makes good sense. However, if you have additional questions, don’t hesitate to ask. Whether it’s in a group setting or one-on-one after a presentation, your concerns deserve attention. And, no question is a “dumb” one!

Get to know other family members Orientation is an excellent time to mix and mingle with others who are going through the same thing that you are: sending your student to college. Develop informal support structures and compare notes with other family members.

Give your student some space This is your student’s first campus experience as a JMU student, so it’s important that they learn to navigate on their own. Give your student space to meet people, to ask their own questions and to take charge of their college life.

Starting off with a dose of self-responsibility during Orientation will assist with setting a positive tone.

Have paperwork in place Work with your student to make sure that you are bringing all the required paperwork to campus for Orientation. Go through a checklist ahead of time so that you both feel prepared to dive in without worry!

Your student’s One Book
While you are reviewing your Madison Family Handbook, your student should be doing the same with their One Book, a one-stop shop that contains all the important steps, details and information your student needs to begin the transition to JMU. The One Book and the companion website will guide your student through the steps they need to complete in preparation for Summer Springboard and then the transition to campus in August. It is important that your student — not you — complete all the steps by the stated deadlines. Encourage your student to complete the steps on time, or even early!

How does my student enroll in classes?
Your student will work through a web-based module series which will prepare him or her to enroll in classes. The modules will teach your student about the basics of academic programs, the General Education Program, inform them of any specific first-semester requirements for their major and demonstrate how to enroll in classes using MyMadison. All the information in these modules is very important and we suggest your student allow time to review each of them carefully. Once your student has confirmed completion of the modules and
has registered for Summer Springboard, they should return to the MyMadison Student Center on June 6 to view their enrollment appointment.

**Summer Springboard reservations**
This year the Orientation Office will host approximately 4,500 students and their family members over 13 Summer Springboard program days. As you can imagine, it takes quite a bit of effort to schedule that many students and families! Summer Springboard dates fill up quickly and are reserved on a first-come, first-reserved basis. In order for your student to reserve their Summer Springboard date, they must complete specific required steps. These steps include activating their JMU email account, completing the First Year Student Survey, the Math Placement Exam, the Emergency Notification, Preparing for Class Enrollment, and more! There are deadlines in place to help your student stay on track with finishing the steps, but there’s no reason why your student can’t complete the steps ahead of the deadlines.

Availability of Summer Springboard dates is determined by your student’s declared major and academic advisor availability. It is important that your student give good thought to their declared major so that they can be matched with an academic advisor in their major to attend the appropriate Summer Springboard day. If your student changes their major once arriving at Summer Springboard, they will still be able to meet with an academic advisor for the original major.

We encourage you to wait until your student has received email confirmation of their assigned Summer Springboard date before making travel arrangements, as we are not easily able to accommodate date changes.

**Please attend Summer Springboard**
Your student isn’t the only one making the transition to college. Your attendance at Summer Springboard is important for several reasons. First, this is your way to support your student and affirm their college choice. Second, there’s a lot of information we want to specifically share with you as a family member of a first-year student.

The main goal of Summer Springboard is to help your student begin the process of making the academic and social transition to JMU. Inherent in that process is helping students become familiar with the academic expectations and socially acceptable behaviors of the campus community. Throughout the day your student will participate in several sessions to begin forming peer relationships, to learn more about the academic curriculum and to develop a relationship with their academic advisor. While your student is attending those sessions, your schedule will be full of sessions informing you about the curriculum, the academic advising process, essential student services and conversations about helping your student make the most of the college experience. We want you to be informed of all the services available to support your student so that you are at ease when your student makes the transition to JMU in the fall.

As you prepare for Summer Springboard, you will want to be mindful of the fact that your and your student’s schedules are separate. From the time you check in until the end of the day, you will be going in different directions. When your student arrives for check-in, please ensure they have their official form of identification, eID, password and fully charged Duo device.

You will find your Summer Springboard Schedule-at-a-glance on the sidebar. While the final details are still being worked out, you can count on it being a full day! Be prepared to spend the entire day (7:30 a.m. – 5:30 p.m.) with us, as all of the information provided throughout the day is essential. By the time you and your student reconnect at the end of the day, you will have a lot to discuss on the way back home as you share what you learned at Summer Springboard.

**The Orientation fee**
The Orientation fee of $180 will be automatically charged to all first-year student accounts. This fee covers programming expenses for the student and family members. You don’t have to pay the Orientation fee at this time; however, if you have an installment payment plan, make sure your annual budget includes this charge.

**Local accommodations**
Some area hotels and motels offer discounts to families attending Orientation. You will find a list at jmu.edu/orientation. Don’t forget to mention that you are attending JMU Orientation when you make your reservation.

**Directions to Summer Springboard parking**
When you approach Harrisonburg, tune your radio to 1610AM for announcements on Orientation, traffic and parking conditions. Parking will be available in the Mason Street Parking Deck, levels 3-5. For more detailed directions, see jmu.edu/orientation/gettingaroundcampus.shtml.

**1787 Weeks of Welcome**
August will bring tremendous transitions for your student. 1787 Weeks of Welcome will begin by mimicking a typical day at JMU. Mixing academic and social programming will assist in preparing your student for their first semester of college. After classes begin, intentional programming will continue to engage your student in the new community at JMU and in Harrisonburg. For more information, visit jmu.edu/orientation/firstyear/1787.shtml.

**Ethical Reasoning in Action**
Ethical Reasoning in Action is a groundbreaking effort at JMU that has the potential to change the way our students think about and deal with complex questions.
faced in their personal, professional and civic lives. Your student will experience *It’s Complicated*. This program will present an issue that has many possible outcomes, some good and some not so good. The students’ assignment will be to analyze the issue using a set of ethical reasoning skills. *It’s Complicated* will introduce students to an organized set of reasoning skills and a deliberative process that will be used their entire time at JMU and beyond.

**Transitions**

International students must attend Transitions (the international student orientation program), which will address immigration requirements for maintaining temporary status. Other topics addressed at this session include health insurance, classroom issues, safety, transportation and resources for international students. Learn more at www.jmu.edu/international/transitions.

**Steps for Students (and deadlines)**

- JMU Email Account (May 11)
- First Year Student Survey (May 11)
- Campus Emergency Notification (May 13)
- Personal Emergency Contact (May 13)
- Prepare for Class Enrollment (May 21)
- Math Placement Exam (May 28)
- Foreign Language Placement Exam (May 28)
- First Year Housing Contract & Roommate Matching (May 31)
- Orientation Reservation & Declaring a Major (June 2)
- View your Enrollment Appointment available (June 4)
- JACard Photo (June 17)
- Prepare for JMtrUth (June 17)
- Madison Money Manager (June 19)
- Immunization Form (July 8)
- Prepare for It’s Complicated (Aug. 17)
- 1787 Weeks of Welcome (Aug. 21)
- Online Prevention Program (Aug. 21)

Transfer students’ steps are slightly different, find more information at jmu.edu/orientation/transfer.

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**Parents Say**

“We absolutely love JMU! JMU’s orientation does an amazing job of helping the kids feel so loved, right away! Our daughter is thriving. Has found several great ministries, organizations, volunteer/service activities. Thank you!”
Roommates

Roommates who have mutually selected each other in the online housing system, by the deadline listed in The One Book, will be able to choose one another. In some cases, room capacities are designed for three residents.

Conflict and resolutions

One of the biggest fears of coming to college for the first time is not getting along with a roommate. While the many different people who live together in college make the experience entirely unique, this community living experience can be one of the most difficult aspects of college.

The good news is that this challenge can help your student learn to understand others and to be a more effective colleague or supervisor in the world after college. Through JMU’s Office of Residence Life, resources are available to help students navigate their new living situation.

Communication and compromise

Sometimes students go out of their way to find someone they already know to be their roommate to avoid the dreaded “random” roommate. This allays the initial fear, but it doesn’t guarantee a good roommate situation. Great friends, unfortunately, don’t always equal great roommates. Even at age 17 or 18, friends don’t always effectively communicate their needs or wants.

In an effort to be friendly or helpful, some students put aside their needs to accommodate their roommate. Putting aside needs or wants can work in the short term, but eventually, students can start to feel frustrated. When such a conflict emerges, it is almost always both students who feel this way — they just haven’t discussed their needs and they haven’t come to any agreement.

Roommate resources

Does it have to be so tough? No, it doesn’t. Many students get along well and they don’t have a serious conflict the whole academic year. However, some roommate pairings experience conflict because of differences. When this occurs, the following resources can help your student get through the conflicts that may arise.

The Resident Adviser (RA). The RA is an upperclass student who lives in the section or floor with your student. The RA will introduce him/herself to each resident on the floor and offer an ear and advice to any students who are having trouble adjusting to college life. This adjustment includes understanding and getting along with a roommate’s habits, lifestyle and personality.

The Roommate Agreement Form. The Office of Residence Life (ORL) wants all residents within the halls to live in an environment where they feel safe, secure and welcome. Roommates should respect each other and their belongings. Everyone has the right to express his or her opinions, be an individual and live in a pressure- and ridicule-free environment. Therefore, ORL developed the Roommate Agreement Form, that is designed to help roommates set personal boundaries and create more positive environments.

Every residential student completes an Agreement Form. This form asks specific questions about sharing personal items, noise levels, sleep times, study times and other common roommate issues. These are the “biggies” that cause conflicts. The RA who provides this form will try to avoid such conflicts by having the roommates discuss them the first month of school. If the students take the conversation seriously, they can figure out each other’s needs and wants before a situation can develop.

Remaining conflicts

So, if all the students complete these forms, why are there still conflicts? Perhaps one of the participants didn’t answer honestly. Maybe the problem they are facing isn’t on the sheet or they never actually answered the questions. What happens then? The RA who provides this form will go to that room with the Roommate Agreement and help the residents figure out what is causing the issue and how they can resolve it. RAs are trained to do this very early in the year, and it can help!

The family’s role

Here’s where you can help. This is a new situation for your student (usually). They are going away from home and are going to be living with a new person (even if it is their best friend, this is a new situation). Talk to your student about how they are going to communicate their room wants and needs and encourage them to be serious in completing the Roommate Agreement Form. Secondly, if your student experiences roommate conflict, encourage your student to see the RA to ask...
5 Tips for Parents from Students

1. Focus 100 percent attention on the phone call. If you can’t at the time of the call, tell us so we can call back.

2. Ask questions that express genuine interest, even if you don’t always understand what we are talking about.

3. Don’t pressure us about grades and schoolwork, and instead ask us about what we are learning and enjoying about our classes. Then, we can engage on an intellectual level without worrying that all you care about is our GPA.

4. Ask us about our relationships with friends, faculty and administrators – but without prying. Talk with us about our social life, but don’t let on that you are worried about our behaviors. Instead, use these conversations to gauge how we are doing emotionally. Our ability to maintain and nurture quality relationships on campus directly relates to our comfort level and happiness.

5. Keep in mind that even though we are growing more independent of you, it’s interdependence we ultimately seek. Keep an open mind and remember that we make our own decisions on a daily basis. However, we still call home for guidance, reassurance and support.

for roommate conflict mediation. The RA is a student as well, who has been specially selected and trained to assist your student with issues related to on-campus living. The RA is the first line of intervention in a roommate conflict, and your student should speak with the RA directly if they are experiencing problems with their roommate.

Room change

Residents will be able to submit a room change request through the Office of Residence Life’s Online Housing System. Please visit www.jmu.edu/orl/housing/room-changes.shtml for more information. Requests are considered on a first-come, first-served basis as space becomes available. There is a three-week period at the beginning of each semester when room changes are not authorized. This time is allotted for all students to properly check in and for those students who decided not to attend to appropriately notify the university.

Direct Switches of Room Assignments. A direct switch involves two residents of the same hall exchanging room assignments. Hall directors have the authority to approve direct switches. Room changes into vacant spaces or any other hall must follow the room change guidelines outlined above.

Unauthorized Room Changes. Room changes cannot be made without proper authorization. Students may be fined for unauthorized room changes and must return to their original room assignments.

Special Requests. Students requesting special housing modifications or accommodations must complete the Housing Accommodations Form. For more information, or to obtain the form, please visit www.jmu.edu/orl/housing/requests.shtml.

The residence life staff looks forward to partnering with you in helping your student make this major transition in his or her life.

Academic Advising

Assisting students with the transition to college

All new students are assigned an academic advisor based upon the student’s declared major on The One Book website. The first-year advisor assists students with the transition from high school to college by discussing what it means to be a college student, explaining academic policies and procedures, providing information on the curriculum, including General Education and majors, and helping them to develop their academic goals. The first-year advisor assists students in finding resources on campus to help them be successful in their courses and to manage personal or adjustment issues. Students are encouraged to meet with their advisors on a regular basis during the fall semester and early spring semester. First-year students stay with their first-year advisor until mid-February, when they are moved from their first-year advisor to an advisor in their major who will assist them throughout the rest of their career at JMU.

Academic advisor assignments

First-Year:

• Declared majors are assigned a faculty first-year advisor.
• Undeclared students are assigned a first-year advisor in Career and Academic Planning.

Transfer:

• Academic advising for transfer students is coordinated by University Advising. Students who have completed at least 30 or more transfer credit hours must declare a major upon matriculation and are advised by a faculty member in their major department.
• Undeclared transfer students are assigned an advisor in Career and Academic Planning. Students will have more than one academic advisor if they have declared any of the following:
  • a minor
  • a second major
  • a pre-professional education program

About 14% of all first year students are undeclared when they come to campus, and Career and Academic Planning is available to help these students choose a major that matches their skills and interests.

Contacts

CAREER AND ACADEMIC PLANNING
Student Success Center
3210, MSC 1016
(540) 568-6555
Fax: (540) 568-6519
www.jmu.edu/cap
You probably have already heard or experienced firsthand that at JMU we open doors for each other. Although this act alone makes for a friendly campus it is symbolic of the university’s mission to create educated and enlightened citizens who lead meaningful and productive lives. The James Madison University community is willing to hold the doors open to your student, but it is what they do once they walk through those doors that creates meaning and changes their lives.

The JMU faculty and staff hope to open many doors for students during their time at James Madison University. We encourage our students to make the most of those open door opportunities to volunteer in the community, get involved with a group on campus, participate in recreational activities, learn from their mistakes, take a spring break service trip, or spend time practicing mindfulness.

One thing that has not changed about college over the years is students who take advantage of these open doors and get involved are more satisfied with their college experience.

The transition from home to residence hall, from high school to college courses, from family life to “on-my-own” is different for each Madison student. Some students are more ready than others for personal freedom and independence. At James Madison University we recognize this and work hard to meet students where they are and to guide them on a course appropriate for each individual student.

Not many universities have as their core mission the singular focus on helping students become enlightened and productive citizens. At JMU this is not just our stated mission, it is something we practice every day. Do expect your student to have setbacks and failures along the way. At JMU we see these as opportunities to learn and rise stronger. We hope your student will take care of themselves during these moments of challenge, reflect on the experience, seek support if warranted, and ultimately rise stronger ready to take on future challenges.

Ultimately, of course, each student is responsible for his or her own success. And we know from research and years of experience that involved students who take advantage of university opportunities are more likely to persist, more likely to graduate, and more satisfied with their college experience.

As a parent or other encouraging family member, you can be a source of support throughout your student’s years at Madison by reading about each office and the services they have to offer, and referring your student to the appropriate office if they are in need of assistance.

“We know you want your son or daughter to be happy and successful in life. At James Madison University, we want that too.”
Civic Engagement

As a parent, you may have taken your son or daughter with you to vote in elections or to a political event, community or town meeting. You may have had discussions about politics or pressing public issues over a family meal, or you may have watched a documentary or movie that grappled with a social or political issue. Through these experiences, you have laid an important foundation for how your son or daughter will participate in civic life. Across James Madison University, in and outside the classroom, students have many opportunities to develop their capacities as informed citizens who make a meaningful difference in our democracy.

Working in partnership with faculty, staff and community organizations to advance JMU’s vision to be the national model of the engaged university, The James Madison Center for Civic Engagement and Dukes Vote, our student-led programming, help coordinate and facilitate civic learning and democratic engagement at James Madison University. James Madison University defines civic engagement as advancing the legacy of James Madison, the Father of the Constitution, by preparing individuals to be active and responsible participants in representative democracy dedicated to the common good. The Madison Center is a nonpartisan entity that emphasizes the acquisition of knowledge to make one a more informed citizen, skills to make one a more effective citizen, and values that embrace pluralism, open-mindedness and diversity.

There are many complex issues and problems facing the world that require ethical reasoning skills, collaboration, innovative thinking, working across differences, and sometimes even personal sacrifice to solve. Your son or daughter will take courses in General Education and the American Experience where he or she will learn from the United States Constitution and other founding documents, and develop an understanding of our democratic institutions. In other courses, he or she may have assignments to develop the knowledge and practice the skills required to address real-world challenges, such as participating in the annual Health Policy Summit, which brings together students from different majors including business, nursing and political science to address pressing issues like the opioid epidemic.

Your son or daughter will also find opportunities outside the classroom that are just as valuable in preparing for an active and informed role in democracy. Such experiences include conversations on tough issues on the Quad and in residence halls with others who hold different perspectives and come from different backgrounds facilitated by students trained in deliberative dialogue. Throughout the year, there are distinguished speakers and workshops to learn about participating in decision and policy making processes, preparing a civic action plan, and how to evaluate, effectively use, and clearly communicate information. Your son or daughter will also have the opportunity to learn about elections and voting, to observe and participate in local governing bodies, and meet with and ask questions of political candidates at all levels. Learn more about The Madison Center at www.jmu.edu/civic and Dukes Vote at www.jmu.edu/vote.
Community Service-Learning (CS-L)

Serving locally and globally to solve real-world challenges
For over 30 years CS-L has connected students to service opportunities locally and around the globe to improve communities and enhance student learning. Whether students are serving as a mentor at an after-school program, creating a media campaign for a local nonprofit, participating in a week-long alternative break repairing homes, or leading environmental projects, JMU students engage with ideas and the world through CS-L.

Service-Learning Courses
The amazing thing about JMU is that you can gain worldly experience without ever leaving Harrisonburg, CS-L partners with more than 100 diverse and local community organizations to connect students to meaningful service that brings coursework to life. With CS-L, students do not simply discuss topics, they explore them first hand through service. Students play a major role in Harrisonburg and the surrounding community teaching adults English, assisting children with disabilities through activities like therapeutic horse-back riding, serving people who are hungry and so much more. These experiences then are intentionally tied to coursework so students develop skills in using class material to address real-world issues.

You can also work 8-10 hours per week serving at a local non-profit or area school with one of our community partners as part of the Federal Work Study/America Reads programs.

Alternative Break Program
For more than 25 years, the JMU Alternative Break program has been one of the most popular and longest running programs of its type in the country. Each break is led by two student leaders who plan and coordinate the break and participate in CS-L’s leadership-training program. Each break team includes a faculty/staff Learning Partner who brings additional perspectives to the participants’ learning and growth. These are unusual opportunities for personal growth, increased understanding of complex issues, applying classroom learning to authentic issues, and building longstanding bonds among new friends.

Recently, we began offering Alternative Breaks specifically for first-year and new transfer students. This year you can participate the week of July 19-25. Your break kicks-off with a day-long retreat on campus where you will meet your student leaders, get to know other participants, and learn more about how Hurricane Florence has impacted communities in North Carolina. Your team (of 12 to 36) will then board JMU vans for your first JMU Alternative Break. To find out more information about how to participate on the Alternative Break for New Dukes with others just beginning their JMU journey, please visit us soon at www.jmu.edu/abp, as the online registration closes at 11:59pm on July 1.

For more information about Service-Learning courses, Federal Work Study/America Reads, and Alternative Breaks visit www.jmu.edu/csl.

Center for Multicultural Student Services

The Center for Multicultural Student Services (CMSS) provides students, faculty and staff of the university with opportunities to engage in educational and celebratory programs and services that support an inclusive campus community in which members value diversity within themselves and others. CMSS is home to 34 multicultural student organizations along with its D.E.E.P. Impact Program. These organizations are diverse in their membership as well as their focus, with interests ranging in the areas of ethnic identity, religious affiliation, multicultural Greek life, and academics.

As a department CMSS fosters student growth and development and supports these organizations in their efforts to educate the campus community about their interest areas through programs, workshops and events. Student organization members and their executive boards engage in leadership development opportunities, ensuring that they develop marketable skills that will benefit them currently as well as beyond in their future careers.

D.E.E.P. Impact (Diversity Education Empowerment Program) is a new program, offered during the academic year and is designed to influence meaningful change throughout the James Madison University campus community. D.E.E.P. Impact focuses on promoting inclusion, advocacy and respect in order to equip students with the cultural capacity to change and shape the world. D.E.E.P. Impact achieves these goals by providing bi-weekly Dialogues where students discuss aspects of diversity and identity across difference; a Cultural Series that features prominent keynote speakers/performers that have made significant contributions to diversity awareness and education; and through its Outreach initiatives student Diversity Educators are able to develop workshops/activities requested by JMU faculty, staff or students. For more information, visit the CMSS website at www.jmu.edu/CMSS.
Dining Services
We know that dining is an integral part of campus life and see each day as an opportunity to serve delicious food, host great events and provide an overall memorable dining experience. Convinced that nutritious food is essential to a healthy lifestyle and strong academics, we build our menus with health in mind and make eating a well-balanced meal an easy choice.

Meal Plans
Students living on campus are required to purchase a meal plan that contains a set amount of Punches to allow entry into all-you-care-to-eat dining halls and Dining Dollars to purchase food à la carte at retail dining locations. Dining Dollars GOLD can also be added for additional spending. Personal eating habits, class schedule and leisure activities should all be considered when choosing a meal plan.

Special Diets
We pride ourselves on providing the information and knowledge necessary for students with food allergies, celiac disease and other medically-prescribed diets to make informed food choices in our dining locations. We ensure all dining employees undergo a certified allergy training. To learn more about our special diets program, reach out to our registered dietitian at (540) 568-5731.

Contacts
DINING SERVICES
Administrative Offices
D-Hall, 3rd floor
(540) 568-6751
Email: dining@jmu.edu
www.jmu.edu/dining

Check out all the dining options on campus for students at www.jmu.edu/dining.

Sustainability — We strive to reduce our environmental footprint by adhering to a series of programs and policies called Green Thread™. For more information on our commitment to the environment, reach out to JMU Dining’s sustainability manager at (540) 568-5833.

Dining Services
2020 Schedule
Best Pricing, Seating and Free Parking!

- Delaware
  - Sept. 5
- Chattanooga
  - Sept. 12
- North Carolina
  - Sept. 19
- Albany
  - Sept. 26
- William & Mary
  - Oct. 3 – Family Weekend
- Open Week
  - Oct. 10
- Towson
  - Oct. 17
- Villanova
  - Oct. 24
- Maine
  - Oct. 31
- Elon
  - Nov. 7 – Homecoming
- Richmond
  - Nov. 14
- Merrimack
  - Nov. 21

Visit JMUTickets.com or call (540) 568-3853 to purchase.
Athletics

JMU is committed to the academic needs of its student-athletes

James Madison University sponsors an 18-sport intercollegiate athletics program that competes at the Division I level of the National Collegiate Athletic Association (NCAA).

James Madison University is committed to the academic needs of its student-athletes as shown by the university’s outstanding NCAA graduation rates. A major reason student-athletes are successful in the classroom is because of the support services provided through academic advising and student development.

Advisors in Student-Athlete Services provide individual assistance to all student-athletes throughout their college careers. As members of the university’s advising system, the advisors in Student-Athlete Services also act as the official academic advisors to freshman and undeclared upperclassmen. JMU’s student-athletes also participate in a wide range of counseling and student development, career exploration, leadership and study skills programs throughout their tenure at the university.

Student Duke Club

The Student Duke Club is a philanthropic organization fueled by passionate and committed members who support JMU Athletics and its student-athletes. This organization fulfills its purpose by instilling a giving culture, promoting enthusiastic participation, and engaging with the student body and alumni.

Student Duke Club members receive unique benefits as well as leadership opportunities in planning events, educating other students about the importance of philanthropic support, and serving as an undergraduate sounding board for the Duke Club. This group will also serve as the official fan section of JMU Athletics. The Duke Club will provide students with the ability to be a part of a club that continues to grow the “We Bleed Purple” culture. To sign your student up or learn more, visit jmudukeclub.com/sdc.

Team Participation

To try out for intercollegiate athletic teams, students must contact the head coach for that sport. This information is available on the athletics website www.jmuspports.com. Students interested in Cheerleading should call (540) 568-3596. Students interested in the Dukettes (dance team) should contact the Department of Music at (540) 568-6033. For more information on the Dukettes visit www.jmu.edu/music/md/dukettes/.

Ticketing

Full time JMU students receive free admission to regular season home games for all ticketed sports (Football and Basketball). For football games, students must reserve their tickets in advance online at JMUTickets.com and present their ticket and JACard at the game. For all other events, students can show their JACard at the gate to access the student section. Students can purchase Guest Tickets for all ticketed sporting events, which allow their guests to sit with them in the student section. For the Family Weekend football game, families may reserve their student’s free ticket with their advance order. Families are encouraged to become season ticket holders for our ticketed sports. Season tickets are the most affordable way to catch JMU home games, while also offering the best seating and complimentary game-day parking options.

For more information or to purchase tickets please visit JMUTickets.com, contact the Ticket Office by email at athletic-ticket@jmu.edu or by phone at 540-568-3853 or at the box office inside the D-Door of the Convocation Center through October, or at the Atlantic Union Bank Center beginning Nov. 1.

Contact Information

ATHELETIC DEPARTMENT
Godwin Hall 206, MSC 2301
(540) 568-6164
JMUSports.com

ATHLETIC TICKET OFFICE
Convocation Center Room 102, MSC 4703
(540) 568-3853
JMUTickets.com

DUKE CLUB
380 University Blvd, MSC 0402
(540) 568-6461
JMUDukeclub.com

Sara Jubas (McDonald, Pa.) epitomizes the model student-athlete experience provided at JMU. The rising senior infielder has excelled while balancing the rigors of being a collegiate student-athlete and has found success both in competition and in the classroom. Two seasons into his JMU career, he has become one of the Dukes most relied upon everyday players. She has performed at an elite level at the top of JMU’s batting order following a breakout sophomore season in which she earned All-Region and All-Conference awards. She is a .375 career hitter with 26 home runs and 101 RBIs. In the classroom, Jubas earned President’s List recognition in a challenging academic discipline as a biology major. She was honored last year as JMU’s top female scholar-athlete.

Contacts

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(540) 568-6164
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Fight Song

Madison, James Madison, We are the Dukes of JMU Madison, James Madison, The fighting Dukes of JMU Fight for Glory – Honors Won Brighten the Lights of Madison Madison, James Madison, Show your Colors Proud and True We are the Dukes of JMU!
Leasing reminders
When a student signs a lease, they are entering into a legal contract, so they need to make sure they read the document and know what they are signing.

An individual lease is when the student is signing for a single room, meaning each student is individually responsible for paying rent and any damages to their room. However, this also means that the landlord can place any person in the remaining rooms in the unit without consent.

A group lease is a lease signed by all occupants, making the entire group responsible for damages and paying the full rent. This places the choice of filling empty rooms on the group.

If the student is thinking about studying abroad, graduating early, or transferring to another school, then signing a 12 month lease is not their best option. These students may want to explore more compatible options on-campus or Off-Campus Life is more than willing to help students in their search for alternative leases (i.e. month-to-month lease or six month lease).

For more information, visit info.jmu.edu/ocl.

Be prepared for the housing rush! It begins very early when students are persuaded that they’d better nail down housing or they might be homeless! Not so.

If students want to stay on campus beyond their first year they’ll need to sign up online. It is possible to live on-campus 2, 3 or 4 years at JMU!

Contacts
OFFICE OF OFF-CAMPUS LIFE
Festival Conference & Student Center 1130,
MSC 4214
(540) 568-6071
ocl@jmu.edu
info.jmu.edu/ocl

Housing
The housing decision really matters
Living environments affect every aspect of your student’s college experience and academic success. Each year, off-campus apartment complexes launch aggressive marketing campaigns to entice students to sign apartment leases. For many students, off-campus living is just the right choice. For others, staying on-campus is a better fit.

The Offices of Residence Life (ORL) and Off-Campus Life (OCL) encourage students to live on campus for at least two years. That’s because research shows that students who do so are more likely to graduate, are more satisfied with their college experience and are more involved with campus activities. Talk openly with your student about the advantages and disadvantages of both on- and off-campus living. Consult Residence Life and Off-Campus Life for assistance in this decision. Both offices can help provide students with information and guidance as they secure housing in Harrisonburg for next year.

What to think about
First and foremost, do not rush into making the housing decision.

- Start comparative shopping during fall term.
- Talk to OCL staff, landlords and potential roommates.
- Discuss roommate compatibility expectations (living and study habits, attitudes toward parties and overnight guests, division of chores, whose name is on the utility bills, purchasing food and supplies).

Off-Campus Life
Expectations, roommates, living conditions, budgets and landlords can make or break the students’ college career.

Living off-campus presents new challenges and opportunities for growth and change. It is a time for taking on new responsibilities and becoming a member of the local community. Students will find that they have more choices and decisions to make on a day-to-day basis such as budgeting, paying bills, committing to getting to class on time and remaining involved with JMU activities. Students who live off-campus succeed when they plan ahead, do not rush into a housing situation and understand their responsibilities both as a member of the local community and as a JMU student.

Off-Campus Life assists with
- finding housing
- coordinating property tours
- advertising subleases
- budgeting concerns
- understanding leases
- commuter concerns
- roommate contracts
- roommate conflicts
- bus schedules
- computerized housing information
- landlord/tenant conflicts
- on- and off-campus educational programs
- utility deposit assistance program

Before Signing a Lease, Your Student Should...

- Read the lease thoroughly. Get any questions answered before signing it.
- Encourage your student to talk with someone on campus who can offer feedback on their relationship with the landlord.
- Inspect the apartment. Encourage your student to document the condition of it with a video camera so it is clear what it looked like when he or she moved in and moves out.
- Be clear on who is responsible for repairs, utilities, etc.
- Get contact information for the landlord, so in case there are problems, your student will know how to get in touch with him or her.
- Encourage your student to attend our Leasing 101 workshop in September to learn more.
Off-Campus Housing considerations

Making the decision to live off-campus is not easy. Talk with your student about the off-campus option. You might want to help him or her make a list of the pros and cons and then make your decision together. Living on-campus assures parents that maintenance concerns will be addressed in a timely manner, security is in place in the form of fire alarm systems and campus security patrols, and there is a staff person available 24 hours a day in case of emergency.

When moving off-campus, students will want to consider the following:
- Is the landlord local? If not, is there someone on call in case of an emergency?
- What is the rent? How is that collected?
- Is a car needed, or is public transportation sufficient?
- Are there city policies that limit the number of people who can live in an apartment?

On-Campus Housing

Upperclass Housing Contract Option
Incoming first-year students are required to live on-campus for one year. Residence Life is also pleased to offer students the opportunity to live on-campus for multiple years. Research shows that students who live on campus for at least two years are more satisfied with their overall college experience and more likely to graduate. We strongly encourage students to consider this option.

Upperclass contracts are offered on a first-come, first-served basis. Once the student completes his or her first-year contract online, he or she may follow the designated link to complete the upperclass contract. Please remember that signing an upperclass contract does not guarantee the student a specific hall or space, nor that the room rent will be locked in for year two. After signing the contract, the upperclass process reserves a space for the student according to the terms and conditions of the contract. To view the terms and conditions visit www.jmu.edu/orl/housing/housing-contracts.shtml.

As you and your student consider housing options beyond the first year, remember that living on-campus provides them easy access to on-campus facilities and services and the security of knowing that all of their neighbors are fellow Dukes. JMU even offers apartment style housing in our Grace Street location for those students interested in something different from their first year. And, after all, they have the rest of their life to live off-campus!

Residential Learning Communities
If a student is interested in one of the Residential Learning Communities, a faculty member(s) representing these communities will review the student’s application. Please keep in mind, space is limited in these communities, and students must apply to get in. For an application and more information visit, www.jmu.edu/orl/housing/rlc.shtml.

- **Visual and Performing Arts:** Students majoring in visual and performing arts.
- **Honors College Living & Learning Center:** JMU Honors College students.
- **Leadership Learning Community:** For students in any major who are interested in learning leadership tools and strategies, as well as gaining self-awareness.
- **College of Business (MadisonBiz):** Students planning to major in business. This is a living and learning environment in which students learn to integrate their undergraduate coursework with preparation for a professional business career, while gaining early experience interacting with a variety of faculty and business professionals.
- **Madison International:** Open to all majors. The objective is to bring together U.S. nationals and JMU internationals to develop a community that creates a natural exchange of culture.
- **Psychology:** Open to Psychology majors. Students with a strong interest in psychology get a unique two-semester introduction to the field through tailor-made courses and experiences to help jumpstart their major.
- **Roop (Teacher Education):** Students planning a teaching career in grades pre-K-12.
- **Sports and Recreation:** Students majoring in Sports and recreation management.
- **Trelawny (Biology and Biotechnology):** Biology majors explore the major and build unique relationships with biology faculty members during a specially designed two-semester seminar course.
Residence Life

The Office of Residence Life serves students living on campus and offers support to students in a number of areas. These areas include offering educational and community programming, dealing with roommate and personal concerns and assisting with maintenance issues in residence halls.

The Office of Residence Life programming efforts focus on exposing students to new ideas and creating challenging opportunities, which leads to the students’ overall growth.

The college experience exposes students to a wide variety of ideas, people and ways of looking at the world. Through such exposure, students change their outlooks and attitudes about themselves, others and the world. In addition to change, all of these new experiences are also leading to growth. College students experience challenges when familiar ways of thinking are called into question. These challenges assist students in striving toward independence and therefore, growth as a person.

The team

The ORL staff includes 30 individuals covering four areas, including University Housing, Business Operations, Community Development, Student Learning Initiatives and the Director’s Office.

The campus is divided into separate administrative areas, each with an Area Director, who is responsible for the total operation and educational programs of all halls within that area.

Within each residence hall, the Hall Director is responsible for managing the building, supervising the Resident Advisers and developing hall programs and procedures that meet student needs.

The Resident Advisers on each floor or section provide information, personal advising and programming for residents. Additionally, these staff members have been trained to address emergency situations and protect individual and institutional rights through the enforcement of university and residence hall policies.

Residence Hall Community Activities Boards (CAB) consist of the hall leaders and floor/section representatives who work closely with the resident directors and their Community Activities Boards from each hall to plan programs in the halls and other campus events. For more information, visit www.jmu.edu/orl/resident-resources/sli.shtml or call (540) 568-3598.

Room changes

During the academic year, residents will be able to submit a room change request through the Office of Residence Life’s Online Housing System. Please visit www.jmu.edu/orl/housing/room-changes.shtml for more information.

Except in emergency situations, room changes will be processed in the order they are received provided the desired space is available and all procedures for obtaining the room have been correctly completed. However, there is a three-week “freeze” at the beginning of each semester in regard to processing any room change requests.

Room changes cannot be made without authorization. The Office of Residence Life (ORL) reserves the right to make administrative room changes.

Student Learning Initiatives Resource Center

Located in Huffman Hall, the Student Learning Initiatives (SLI) Resource Center provides services and programs for first-year students. The center’s Program Advisers work with Resident Advisers and the Community Activities Boards from each hall to plan programs in the halls and other campus events. For more information, visit www.jmu.edu/orl/resident-resources/sli.shtml or call (540) 568-3598.

Residence Hall Programs

The RAs, Hall Director and Community Activities Boards give students the opportunity to experience a variety of hall activities. Residence hall programs are a great way for students to get to know the people in their hall and to make new friends.

Academic Support Instruction

Academic Support Instruction is a program offered by ORL’s SLI (Student Learning Initiatives) Resource Center. This program offers sessions throughout the semester on topics such as study skills, reading strategies, time and stress management, test-taking skills and learning styles. This program provides a great opportunity for first-year students to work on honing their academic skills at the university level. For more information, visit www.jmu.edu/orl/resident-resources/sli.shtml.

Contacts

OFFICE OF RESIDENCE LIFE
Huffman Hall, MSC 2401
(540) 568-4663
res-life@jmu.edu
www.jmu.edu/orl

‘The college experience exposes students to a wide variety of ideas, people and ways of looking at the world.’
Residence Halls

Bluestone Area
Ashby, Converse, Gifford, Hoffman, Logan, Spotswood, Wampler and Wayland

Bluestone area halls house students in traditional bluestone buildings, representing JMU’s original architecture. These halls reflect a traditional design of long, open hallways with rooms on either side of the main corridor. Most Bluestone rooms are arranged in suites with two or three students to a room and two rooms sharing a bath. Students sharing the bath are responsible for maintaining the cleanliness of their bathroom. Some double rooms may be temporarily used as triple occupancy. In Wayland Hall, there are single, double and triple rooms located off of a corridor. Rooms in Wayland share a community bathroom that is cleaned by our housekeeping staff on a regular basis. Bluestone halls have kitchen facilities with microwave ovens, vending services, large carpeted study lounges. TV lounges and laundry facilities. Additionally, Wayland Hall has music practice rooms, a performance space, a gallery, and a studio space. The Bluestone halls have recreational equipment such as pool tables and ping-pong tables available for residents use. All Bluestone halls are air-conditioned except Spotswood (TV Lounge is air-conditioned).

Hillside Area
Bell, Hillside and McGraw-Long

There are nearly 600 first-year students housed in the Hillside area. Kitchens with microwaves and vending services are located on the first floor of each hall in the Hillside area. Each of these halls has a carpeted TV lounge with an adjoining activity room, as well as recreational equipment such as pool tables and ping-pong tables for residents use. Hillside Halls are air-conditioned.

Lake Area
Eagle and Shorts

Eagle houses 433 first-year students on eight floors. Each floor is comprised of three wings of seven double rooms and one wing with six double rooms. Two wings of residents share a bath. Each bath is cleaned by housekeeping staff on a regular basis. A small kitchen with a microwave is located on each floor, second through eighth, and a large fully equipped kitchen is available on the ground floor. A large, carpeted TV lounge is on the first floor. Eagle has its own laundry facilities. A small number of Eagle rooms are designed for single occupancy. Eagle has recreational equipment such as pool tables and ping-pong tables for use by residents. Eagle is not air-conditioned, with the exception of the TV Lounge.

Shorts Hall houses 202 first-year students. Each floor is composed of four wings of six double rooms. Two wings of residents share a bath. Each bath is cleaned by housekeeping staff on a regular basis. Located on the first floor are two laundry facilities, a carpeted study lounge, a carpeted TV lounge, vending services and recreational equipment such as pool tables and ping-pong tables. Shorts has a microwave on each floor of the building. Shorts is not air-conditioned, with the exception of the TV Lounge.

What your student should bring to campus
- Alarm clock
- Backpack
- Extra long Twin Bed Sheets, pillow(s), blanket(s)
- Bicycle with a durable lock (there’s a bike rack outside each residence hall)
- Circuit protected power strips
- Clothes hangers
- Desk lamp
- Ethernet cable (25 feet) (optional)
- Fan
- First-aid kit
- Flashlight
- Hair Dryer
- Laundry basket, detergent
- Dry-erase board
- Personal toiletries
- Postage stamps, envelopes, tablet, etc.
- Posters
- Refrigerator (5 cubic feet or smaller)
- Reusable water bottle
- School supplies
- Sewing kit
- Shower shoes
- Small bucket or basket for shower items
- Towels and washcloths
- Umbrella
- Wastebasket

To find an exhaustive list of what to bring and what to leave at home, visit www.jmu.edu/orl/move-in

The best way for your student to avoid homesickness is for him or her to make JMU a home away from home. Therefore, encourage your student to decorate and personalize his or her new space, as a couple of pictures on a wall will make big difference.
Live **CLOSE** and **CONNECTED** to the **PLACE** and the **PEOPLE** you **LOVE**
**LIVE ON CAMPUS** as an **uppersclass student** for **2021 - 2022**

**CLOSE**

**CONNECTED**

*It’s the way to LIVE.*
All halls have
- Air conditioners
- Appliances with open heating elements
- Curtains and valences not treated and tagged as fire retardant (these items can be fire treated when they move in)
- Candles
- Extension cords, cube adapters
- George Foreman grill
- Weapons, including paintball guns or any form of BB gun
- Halogen lamps
- Incense
- Knives, including pocket knives
- Microwave ovens
- Pets (except fish)
- Room heaters
- Toasters
- Toaster Ovens
- Wireless routers and hubs

All rooms have
- Beds that can be bunked
- Mattresses 36”x80”
- Desks with chairs
- Recycling bag
- Chest of drawers
- Closet or wardrobe
- Wireless access
- TV cable hookup – one per room
- Tiled floors
- 24-hour emergency maintenance services

All halls have
- Emergency and courtesy phones
- Wi-fi
- Study lounge
- TV lounge
- Recycling area
- Vending area
- Laundry
- Kitchen
- Fluorescent Lighting/LED
- Microwave Oven

For hall descriptions, room specifications, room diagrams and additional information on halls visit, www.jmu.edu/ori/halls/descriptions.html.

What to leave behind
- Air conditioners
- Appliances with open heating elements
- Curtains and valences not treated and tagged as fire retardant (these items can be fire treated when they move in)
- Candles
- Extension cords, cube adapters
- George Foreman grill
- Weapons, including paintball guns or any form of BB gun
- Halogen lamps
- Incense
- Knives, including pocket knives
- Microwave ovens
- Pets (except fish)
- Room heaters
- Toasters
- Toaster Ovens
- Wireless routers and hubs

Skyline Area
Chesapeake, Chandler, Paul Jennings and Shenandoah
Each hall houses approximately 400 students in double-occupancy rooms, as well as some triple occupancy rooms. These halls are composed of two wings, each with five floors. Most rooms are located on a corridor with shared baths. Residents are responsible for the cleanliness of bathrooms that are not accessible from a common hallway. Each wing of the hall contains study lounges, TV lounges, a kitchen, a storage room and a laundry facility, as well as recreational equipment such as pool tables and ping-pong tables for resident use. Halls are air-conditioned.

Paul Jennings has 500 beds and both first year and continuing students live there. This hall includes a Learning Commons, a Great Room and a Grab and Go dining option on the main level. We also introduced a new bathroom concept in this hall. All of the bathrooms are community based and each are comprised of a number of smaller private bathrooms. Each have a sink, a shower and a commode inside an actual room, not a stall. This allows each user to have true privacy as they use the facilities while maintaining the community-based feel and allows our excellent housekeeping staff to help maintain the cleanliness of the bathrooms.

Apartments on Grace
The building houses 500 returning students in mostly double-occupancy, two-bedroom apartments. There are a limited number of one-bedroom, double-occupancy rooms as well as a limited number of single-occupancy rooms in two-bedroom apartments. Each apartment is furnished with a kitchen, including a refrigerator and stove, as well as a living room with chairs and an end table. The building also includes a public use kitchen as well as multiple social, recreational, study, and academic use spaces. The Apartments on Grace is an air-conditioned building.

Village Area
Chappelear, Dingledine, Frederikson, Garber, Hanson, Huffman, Ikenberry, Weaver and White
Approximately 200 students are housed in each of the Village area halls. These halls are arranged in suites of three bedrooms that share a common lounge. Two suites share a community bath, which is cleaned on a regular basis by housekeeping staff. Residents are responsible for the cleanliness of bathrooms that are not accessible from a common hallway. Kitchens, laundry rooms and carpeted study lounges are located in the basement of each Village hall. Each hall has a carpeted TV lounge with a vending area and microwave oven, as well as recreational equipment such as pool tables and ping-pong tables for use by residents.

The Village area provides a sand volleyball court and lighted basketball courts. Halls are not air-conditioned, but starting this fall all suite living rooms have air conditioning, along with all TV lounge areas.

Frequently Asked Questions
Who is responsible for cleaning the rooms?
Each student is responsible for cleaning his or her own room. Vacuum cleaners are available in each residence hall. Residents sharing the bathroom must also clean bathrooms, which are not accessible to JMU’s housekeeping staff. If a community bathroom is accessible from a public hallway, then the housekeeping staff cleans it on a regular basis.

What about pets?
Fish are the only pets allowed in residence halls. Is there a telephone in my residence hall room?
Students are provided with access to courtesy phones in designated hallways or lobbies. For additional information regarding services offered, visit the Telecommunications website at www.jmu.edu/telecom/telephone/student.shtml.

Are students’ personal belongings insured?
The university cannot be held accountable for loss, damage or theft to any student’s personal property. All students are encouraged to carry their own insurance coverage. Parents’ homeowner or tenant insurance policies may provide coverage.
**Student Involvement Opportunities**

Students who get involved in some type of organization or activity during college report greater retention, better grades, and an overall better college experience. But where does a student begin to get connected?

University Unions acts as a central hub for your student to find involvement opportunities on campus. The office staff strongly believes that being involved on campus enhances your students’ experience, and they are ready to help students find ways to get connected.

With more than 450 student organizations and countless leadership development opportunities, students sometimes don’t know where to start. That’s where Student Activities & Involvement can help. For more information, please visit the website at beinvolved.jmu.edu.

**Student Organizations**

Each semester the Student Activities and Involvement office holds Student Organization Night, which showcases hundreds of organizations and allows students to sign up for activities and organizations. With so many clubs, sports and organizations, another option for helping students get involved is through the website beinvolved.jmu.edu, which helps them find organizations that they can thrive in.

**Student Leadership Center**

The Student Leadership Center provides JMU students with experiences for improving their leadership skills, resources for improving their own abilities as a leader, and equipment and materials that can be checked out and used in a wide variety of leadership development experiences. We strive to help students become better leaders so they can create a better world.

Our workshops, training sessions, and programs are available to everyone. We host the Strengths Conference to give students an opportunity to complete the CliftonStrengths assessment, understand their results, and learn how to apply them to improve their lives and create their own path to excellence.

The MYMOM program is a 10-week leadership development experience designed specifically for first- and second-year students. Weekly guest lectures, breakout group discussions, and personal reflection provide an avenue for every student participant to strengthen their personal values, increase their involvement at JMU, and develop their full potential. Participants enjoy close interaction with upper class small group facilitators and peers. Students learn more about themselves, build new relationships, and discover all that JMU has to offer. For more detailed information, including dates and times of the program; as well as participant application, please visit the website at https://info.jmu.edu/dux/mymom/

**Fraternity & Sorority Life**

When a student expresses interest in sorority or fraternity life, parents likely have many questions. What does it mean to be a part of a fraternity or sorority? How does a student learn more about joining?

JMU fraternity and sorority life includes 17 men’s social fraternities and 13 women’s social sororities. Membership within these organizations offers leadership, friendship, scholarship, service sisterhood/brotherhood, social connections and the chance to be a part of a national organization where members are connected for a lifetime. All JMU chapters offer unique experiences, and students are encouraged to explore all organizations to find the best fit.

The fraternity recruitment process is informal. Chapters host a series of events during the second and third weeks of the school year. Sorority recruitment is a formal, five-day, mutual selection process. The potential new member (your student) will begin by visiting 13 chapters and then narrowing down the chapters as the process continues. Both fraternity and sorority recruitment culminates with chapters extending bids, which are formal invitations of membership.

Both fraternity and sorority recruitment require effective time management skills. If a student is interested in fraternity/sorority life, the following tips will help guide them through this process.
No Animal House here!

All Greek organizations attend mandatory hazing workshops to ensure that membership is a positive experience.

What are the benefits of Greek membership?

There are five pillars of Greek Life that are often referred to as the benefits of membership:

- **Scholarship**
- **Service**
- **Sisterhood/Brotherhood**
- **Social**
- **Leadership**

**Spiritual Life**

For many students at JMU religion constitutes an important part of their life. JMU offers over 30 religious organizations on campus where students may grow in their faith while building lifelong friendships. The university also offers an interfaith chapel where groups can worship together regardless of their denomination or faith. The Interfaith Chapel is located on the fourth floor of Madison Union.

Contacts

**FRATERNITY & SORORITY LIFE**
Madison Union 420, MSC 3508
(540) 568-4195
www.jmu.edu/fsl

**STUDENT LEADERSHIP CENTER**
Madison Union 330, MSC 3501
(540) 568-5901
dux@jmu.edu
www.jmu.edu/dux

**STUDENT ACTIVITIES & INVOLVEMENT**
Madison Union 320, MSC 3502
(540) 568-8157
beinvolved@jmu.edu
beinvolved.jmu.edu

**University Program Board**

UPB is a student-run, student-funded organization. UPB strives to offer a variety of educational and entertaining programs to complement students’ academic experiences while promoting programs to educate and enlighten the JMU student body.

Events offered include concerts, movies, speakers, novelty acts and much more. Each program is open to all students, typically for free.

Additionally, a variety of monthly events are planned to keep students entertained, including Funny Freakin’ Fridays, Spotlight Series Concerts, and Late Night Breakfast. UPB also shows blockbuster movies prior to their release on DVD. Shows are Wednesdays through Saturdays in Grafton-Stovall Theatre, and tickets are free with a JACard. For a more comprehensive listing of events, please visit the UPB website at upb.jmu.edu.

**Outriggers**

Outrigger Peer Educators are students who are dedicated to assisting campus and community organizations through facilitation. Outriggers develop individualized and interactive programs catered to the specific needs of the requesting organization.

These students are trained to promote organizational cohesion by fostering team building, group dynamics, communication, motivation, cultural diversity and leadership development.

**Student Ambassadors**

Student Ambassadors is a dynamic and enthusiastic service organization dedicated to serving students, past, present and future. The Ambassadors goal is to maintain the integrity of the university by creating a positive first and lasting impression through service to JMU and the surrounding community. For more information, please visit the website beinvolved.jmu.edu/organization/studentambassadors.

**Student Government Association**

The Student Government Association (SGA) is a unique organization in that its membership consists of every undergraduate degree-seeking student at JMU. The SGA consists of an Executive Council, Student Senate, Class Council, and University Commissions and Committees (UCAC). The SGA is responsible for being the liaison between the students and the administration. The SGA is highly involved in seeking student opinion on a variety of concerns from dining services, campus safety, academic advising, multicultural issues and parking. Being involved in the SGA allows students the opportunity to serve in a competitive leadership position and involve themselves in the varied aspects of the JMU community. For more information, please visit the website sga.jmu.edu.

**Mindfulness Programs**

Madison 4U, an area within Student Activities and Involvement, invites the entire JMU Community to participate in meditation programming each day of the week. Expert facilitation is offered that includes a wide-range of mindfulness practices designed for walk-ins and beginners. Furthermore, students are invited to participate in afternoon retreats that occur on a monthly basis.

Mad 4U offers on-going instruction in Koru, a 4 week course based on Mindfulness Based Stress Reduction designed specifically for “emerging adults.” This free course is offered each semester on a first come first serve basis. For more info contact scofiesd@jmu.edu.
**Talk like a Duke**

**A punch** Used for record keeping in the dining facilities, punches equate to food  
**Breeze, the** JMU’s student-run newspaper, published each Thursday  
**D-Hall** The newest all-you-care-to-eat dining facility, located near the Quad  
**Dining dollars** money added to the JACard students use at any dining venue on campus  
**Duke Dog** JMU’s lovable mascot  
**Duke Dog Alley** Tunnel under I-81 for foot traffic crossing campus  
**E-Hall** The all-you-care-to-eat dining facility on the east side of campus  
**Festival** a meeting and conference center on the East Campus that offers dining facilities  
**FLEX** a declining-balance account to which you or your student may add money  
**FROGs** First year Orientation Guides who will guide your students through their first year at JMU  
**GenEd** student shorthand for General Education courses  
**JACard** all purpose ID card for student commerce on campus and at various locations in town  
**MRD** the Marching Royal Dukes, the best band in the land  
**Quad** the the lawn in front of Wilson Hall on the original bluestone campus  
**RA** Resident Adviser  
**SGA** Student Government Association  
**SMAD** School of Media Arts and Design  
**SSC** (Student Success Center) a hub of student programs and services  
**UPB** University Program Board  
**UHC** (University Health Center) where students may receive general medical services  
**UREC** JMU’s state-of-the-art health and wellness complex located on East Campus

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**Traditions**

**Family Weekend**  
The JMU spirit is in full-force as family and friends of current students flood campus for activities, dining experiences, and much more. Grab a hotel room early for this weekend — accommodations fill up fast!

**Giving Day**  
JMU’s annual Giving Day is 24 hours of challenges, gifts and opportunities to engage with other JMU supporters, alumni, students, parents, friends, faculty, staff and neighbors. Giving Day brings us all together to support a cause near and dear to all of our hearts — James Madison University.

**Homecoming**  
Homecoming is a week-long celebration that instills pride and engagement within the JMU community. Thousands of alumni, family and friends return to campus to reconnect with each other and enjoy a weekend of special events.

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**Purple Fridays**  
At JMU, #WeBleedPurple every day, but especially on Fridays! Join the JMU family each Friday in representing your Dukes pride by wearing purple and tagging #WeBleedPurple on social media.

**Sibs and Kids Day**  
Sibs and Kids Day is a great opportunity for JMU students to invite their 12 to 17-year-old sibling(s) to campus to share in their Duke experience. Dining vouchers, a scavenger hunt, free t-shirts and a variety of activities are included in this awesome experience for future Dukes!

**Dukes First Day Pictures**  
We’re family here at JMU! Keeping the entire JMU family involved in the Madison Experience is important to us. To further encourage this, we provide an opportunity for students to take a first day of class photo on the first day of each spring semester.
James Madison University is committed to changing the world around us by helping students learn new information and apply it in innovative ways in order to connect with their community and thrive in a global economy.

At JMU, we believe undergraduates have the ability to work side-by-side with their faculty and other experts from industry, education and the arts to innovate, create and discover responses to the questions and problems faced by society. Faculty closely integrate their scholarship and service with their teaching so that students see their teachers modeling an approach to lifelong learning that values deep understanding of a discipline and the importance of making connections that go beyond traditional disciplines.

Faculty and staff are committed to making connections in our surrounding community that lead to meaningful and profound experiences for our undergraduates. Students are also encouraged to engage in service learning activities linked to their coursework or sponsored by a myriad of student organizations.

When first year students walk onto campus they are beginning with a blank page in their life’s journal. Their achievements through high school opened the door to the university experience and now they can begin to write a new story, the next chapter. This can feel overwhelming because there are many unknowns. The tools and approaches that made them successful in high school are still essential. Being curious, being open-minded, working hard, being present and seeking out mentors will provide the foundation for success here.

Students are moving from dependence to independence. The safety net is still there; it is just different. In many ways, it is larger: the university provides numerous resources to help in this transition. You will also go through a transition into your role as a JMU parent as you adjust to not always being the only one to give advice or lend a hand.

Students’ independence comes with increased responsibility. Electronic communications mean that they can alert you within seconds of when they confront a seemingly insurmountable challenge, but remember that the challenge is one that they need to learn to overcome. While you will want to help them think through an effective response, remind them that they need to take the action to resolve their concern.

You have had high expectations for your students, and they have met those expectations as evidenced by their admission to JMU. The bar is set higher now. Even accomplished students face academic challenges, and they need your support as they navigate the transition to independence.
adjustments. They will discover that new subjects are challenging and expectations are greater than those they experienced in high school. We provide an array of learning centers that provide support to students in disciplines including math, science, communication and writing.

The best students accept that learning is not easy all of the time. You can help by encouraging them to stick out the tough courses and not focus so much on always making the highest grade in the class. So often, joy is found in taking the risk to learn something new, being persistent even when it’s tough and the satisfaction of knowing that you did your best no matter what the grade is.

Encourage your students to talk to their professors whenever they have questions. Don’t wait until the end of the semester; be proactive. In addition, they may want to seek out a professor or academic adviser to be a mentor. If they are proactive in making meaningful connections they will feel more confident about their decisions.

Students may think they know which career they want when they graduate, but their horizons have expanded exponentially because they’ve chosen to continue their education at JMU. We have an excellent career and academic advising center where they can talk with an adviser about their interests and learn strategies to match their strengths and interests with careers that they may never have imagined.

Encourage your students to make an appointment, do some research and talk to people on campus who are in fields that interest them.

We look forward to joining with your students as partners in the pursuit of knowledge. Welcome to the James Madison University community.

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Harrisonburg: Around The Town

A guide to services in Harrisonburg

The UPS Store
Printing • Packing • Shipping • Mailboxes • Notary services

JM Square
1322 Hillside Ave
(Across from JMU, next to Starbucks)
Harrisonburg, VA 22801

Hours:
Mon - Fri 8 - 6:30
Sat 9 - 3
Sun Noon - 4

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JMU is committed to student success and the faculty is eager to help. Encourage your student to talk and get to know professors. They’ll find that the openness and rapport between faculty and students makes the Madison Experience extraordinary.

Keep open dialog with your student concerning his or her academic progress, but don’t hover. Leave the responsibility where it belongs — in his or her hands.

Contacts
ACADEMIC STUDENT SERVICES
Sheldon Hall Room 112, MSC 7506
(540) 568-7123
www.jmu.edu/acstudserv

Academic Student Services
Moving students toward academic success

Academic Student Services coordinates the academic affairs response to students who are academically at risk and the re-entry process for students who leave the university while on academic probation or suspension and for students who have been separated from JMU for two or more calendar years.

Re-entry
Students who leave the university on academic probation or suspension and are separated from JMU from one semester to 1½ years must submit the “Intent to Enroll” form. All students—those in good standing and on academic probation and suspension—who wish to seek re-entry after being separated from the university for a period of two or more years must submit the “Undergraduate Re-Entry Form” to the Academic Student Services office.

Students who are placed on a first academic suspension may follow the appeal process stated in their suspension notification or apply for re-entry after the suspension period.

Re-entry is not guaranteed for students who leave the university on academic probation or suspension and is contingent upon the review of an academic review committee.

The “Intent to Enroll” form and “Undergraduate Re-Entry Form” must be submitted to Academic Student Services by the indicated deadline for the anticipated semester of return. To access the online “Intent to Enroll” form, visit www.jmu.edu/registrar/students/intent-to-enroll.shtml; to access the “Undergraduate Re-Entry Form,” visit www.jmu.edu/acstudserv/reentry.shtml.

Academic Success Program
The Academic Success Program is an intervention program developed with the purpose of assisting JMU students on academic suspension toward academic success. Students allowed to continue their enrollment at JMU must submit the “Intent to Enroll” form and “Undergraduate Re-Entry Form” to the Academic Student Services office.

Academic Good Standing
An undergraduate student who maintains a cumulative grade point average of at least 2.0 is considered to be in academic good standing and is eligible for continued enrollment at JMU.

Academic Notice
A student with a cumulative grade point average of 2.0 or above who earns a semester/term GPA below 2.0 is given a “academic notice”. Academic notice alerts a student to the consequences of continued poor academic performance and is communicated to the student and the student’s adviser. Academic notice does not appear on the student’s permanent academic record, and the transcript notation for the semester/term will reflect “Academic Notice.”

Academic Probation
Academic probation is an indication of serious academic difficulty and applies whenever a student’s cumulative grade point average falls below 2.0. A student who is placed on academic probation at the end of a semester/term may enroll for the following semester/term; however, a student on academic probation will be restricted to a course load of no more than 13 credit hours each semester until their cumulative grade point average has improved sufficiently enough to remove them from academic probation. The university might also require students on academic probation to confer regularly with their academic advisers, participate in academic skills development programs, and/or utilize specific JMU academic resources.

Academic Suspension Alert
A student will receive an academic suspension alert message if:
- their cumulative GPA is below the academic suspension threshold at the end of their first semester of enrollment at JMU
- their cumulative GPA is below the academic suspension threshold at the end of a summer session, but their academic status was greater than academic suspension at the end of the immediately preceding spring semester
- their cumulative GPA is below the academic suspension threshold at the end of a fall semester, and they have no prior academic suspensions

A student who receives an academic suspension alert may enroll for the following semester/term; however, a student who receives an academic suspension alert will be restricted to a course load of no more than 13 credit hours each semester until they reach academic good standing. The university might also require students who receive an academic suspension alert to confer regularly with their academic advisers, participate in

Academic Standing and Continued Enrollment
Continued enrollment at JMU depends upon an undergraduate student’s ability to maintain satisfactory academic progress toward attaining a degree. The university measures this ability by the student’s cumulative grade point average.

To assist students in maintaining satisfactory progress, JMU has adopted academic standards designed to provide early identification of students who are experiencing academic difficulty and to provide timely intervention through academic support programs.
academic skills development programs, and/or utilize specific JMU academic resources.

Academic suspension alert does not appear on the student’s permanent academic record, and the transcript notation for the semester/term will reflect “Academic Probation.”

**Academic Suspension**
A student will be placed on academic suspension if that student’s cumulative grade point average is below the minimum required for continued enrollment. The requirements are set forth in the following table located online at www.jmu.edu/acstudsvr/standing.shtml.

A student who takes fewer than nine credit hours in their first semester at JMU will not be reviewed for academic standing that semester. As a rule, academic suspension will be invoked at the end of spring semester (and summer session for students who attend summer session); however, in exceptional cases where academic performance is persistently unsatisfactory, or in cases where students fail to meet continued enrollment conditions, the university may choose to suspend students at the end of fall semester.

The period of academic suspension is a minimum of one calendar year following a first suspension, and a minimum of two calendar years following a second suspension. A student who is academically suspended for a second time is eligible to apply to return to JMU by agreeing to apply for the Transfer Equivalent Option (TEO) upon their approved return to JMU. Re-entry is not guaranteed.

For additional information visit the JMU Undergraduate Catalog at www.jmu.edu/catalog/.

**Academic Dismissal**
A student who is suspended a third time will be permanently dismissed from the university. No appeal of this dismissal will be considered, nor will a student dismissed for academic deficiency be allowed to exercise the Transfer Equivalent Option (TEO).

For additional information visit the JMU Undergraduate Catalog at www.jmu.edu/catalog/.

**Making the Call on Attendance**
A student’s participation in the work of a course is clearly a precondition to their receiving credit in that course. Because of the wide variety of courses and teaching methods at JMU, the university recognizes that the nature of a student’s participation in the work of a course cannot be prescribed on a university-wide basis. For this reason, classroom attendance is not a matter that is subject to regulation by the university.

Attendance in class and in the laboratory is a matter between the student and the faculty member in that class or laboratory.

**Absence Policy**
Instructors’ policies govern how many excused absences will be allowed and how these excused absences will be handled in their classes. Faculty are strongly encouraged to publish as part of the course syllabus and/or discuss during the initial class session how many excused absences will be allowed, any mandatory and/or unrepeatable components of the course and the expected procedure for requesting and obtaining approval for scheduled absences.

Students are required to notify the faculty by no later than the end of the Drop-Add period the first week of the semester of potential scheduled absences and determine with the faculty if mutually acceptable alternative methods exist for completing the missed classroom time, lab or activity. This allows students to drop the course if it is determined that missed academic activities cannot be rescheduled in a reasonable fashion. Students are to submit verification of scheduled absences to the faculty member by no later than the first class period of the second week of the semester.

Students are to notify the faculty of each unexpected absence and determine with the faculty if mutually acceptable alternative methods exist for completing or demonstrating mastery of missed learning activities within one week of becoming aware of the projected absence. If required by the faculty, students are to submit verification of any absence to the faculty prior to the absence if possible and upon return to class if not possible prior to the absence. Faculty may consider the absence as unexcused if the student fails to comply with published notification and verification time frames or procedures.

**Skipping class** on a cold, rainy day is tempting for any student. Encourage your student to attend classes. It’s one of the first and easiest steps to academic success.

**Parents Say**
“JMU has truly lived up to its reputation as a happy place. We have been impressed with the positive spirit there as well as the well-organized events that we have attended. Thank you for all that you do.”

**Encourage your student** to take advantage of JMU’s many academic support programs. College is not grade 13 and for many students, ramping up study skills is an important ingredient in success.

**Over and over** graduates tell current students “get to know your professors. They are there for you.” Encourage your student to actively develop relationships with professors.
Course Adjustment
A course adjustment is any change to a student’s registered course schedule. Deadlines for processing specific course adjustments are stated within the Undergraduate Catalog and on the Office of the Registrar website at www.jmu.edu/registrar/. The end of the course adjustment period is the deadline for withdrawing without penalty from a course and changing credit options for a semester course.

Adding a Course, Changing Sections or Changing Credit Options
Students may add a course and change sections or credit options according to deadlines and instructions published in the Undergraduate Catalog and on the Office of the Registrar website at www.jmu.edu/registrar/.

Dropping a Course
Dropping and withdrawing both result in the termination of a student’s enrollment in that course. Dropping a course must be completed before the drop deadline, which is the second Tuesday of a regular semester. There is no fee for dropping a course, and the dropped course will not appear on the student’s transcript.

Withdrawing from a Course
A student may terminate enrollment in a course by withdrawing from the course after the drop deadline. A student who withdraws from a course will receive a grade of “W” for the course, and this grade will be recorded on the student’s transcript regardless of the status of the student in the course at the time of the withdrawal. In extraordinary situations, a student unable to complete some course requirements after the course adjustment deadline (see term calendar for exact date) may request that the instructor consider awarding a grade of “WP” (Withdrawn Passing) or “WF” (Withdrawn Failing). A student should not assume that a late withdrawal will be provided by the instructor.

There is no obligation for the instructor to assign a “WP” or “WF” grade. The instructor determines the form (e.g., verbal, written) and timing of requests for a “WP” or “WF” grade. The student must ensure that the request is made in an appropriate manner and at an appropriate time. In response to such a request, the instructor may choose to record a grade of “WP” or “WF,” but is not obligated to do so and may record any grade other than “W.” The course instructor may also suggest that the student contact the Office of the Dean of Students about withdrawing from the university. Withdrawing from a course will not result in a tuition reduction.

Students considering withdrawing from a course should be aware that graduate and professional schools and future employers might hold differing opinions on a student’s withdrawal from a course. For this reason, a student should withdraw from a course only after serious consideration.

Repeating Courses
A student may repeat any of the courses that he or she has taken at JMU. Students may elect to repeat up to two courses during their enrollment at JMU on a “repeat forgiveness” basis. As a result of the “repeat forgiveness” option, the university will exclude the previous grade and credit hours earned for the repeated course when it calculates the student’s cumulative GPA and earned credit hours total, regardless of whether the previous grade was higher or lower than the repeat attempt. Both grades will appear on the transcript; however, only one will be counted toward satisfying graduation requirements. The student must either declare the “repeat forgiveness” option at registration or complete the appropriate adjustment form prior to the end of the course adjustment period. A student may not exercise the repeat/forgiveness option for courses in which that student was assigned a grade as a result of an Honor Code violation.

Grades
Standards of excellence are important values to JMU
The university keeps a complete record of each student’s work and makes grades available to students through the online student information system (MyMadison) at the end of each semester. Mid-semester grades in all courses are also made available through the online student information system to new first year students.

In most courses, letter grades are assigned in the following categories: A, A-, B+, B, B-, C+, C, C-, D+, D, D-, F, I, CR, NC, WP and W. There is no grade of A+. Grades A through C- are satisfactory; D- range grades are passing but unsatisfactory; F is a failing grade; I is an incomplete grade; CR is credit for
Grade point averages at JMU are currently calculated on the basis of the following 4-point scale:

- A = ................................. 4.0
- A- = ............................... 3.70
- B+ = ............................... 3.30
- B = .................................... 3.00
- B- = ................................... 2.70
- C+ = ................................. 2.30
- C = ................................. 2.00
- C- = ................................. 1.70
- D+ = ................................. 1.30
- D = ................................. 1.00
- D- = .................................... 0.7
- F, I, CR, NC, WP, WF, W = ...................... 0

Grade Review Procedure
Maintaining standards of excellence and the integrity of the teaching and learning processes are important values to JMU faculty. The university and its faculty members also recognize that grades may sometimes be inappropriately assigned. If such disagreements occur, students have a right to voice their opinion concerning a particular course grade. Evaluation of student work and assignment of grades on the basis of academic criteria are the responsibilities and prerogative exercised by the professor. It is the student’s responsibility to maintain all documentation for his or her classes, including copies of assignments and grades earned.

Grade Change Procedure
If a student believes that a grade was assigned in error, because of a mistake in calculation or an error in recording a grade, the student should consult the professor before the Friday of the second full week of classes in the regular semester following the semester of the contested grade to resolve the discrepancy.

Grade Review Process
If a student believes that a final course grade was unfairly awarded, that student may initiate the grade review process. Students should be aware that, as a result of reviewing a grade, a grade may be raised, lowered or left the same. Grounds for grade review are limited to two categories:

- The grade was assigned in a manner other than that listed in the course syllabus or as amended by the professor with appropriate notice.
- The grade was assigned in a manner other than that for other students in the class.

Activating the Grade Review Process
The student submits a Grade Review Form (www.jmu.edu/registrar/wm_library/Gradrev.pdf), a written explanation of reasons for dispute and any documentation relating to the dispute to the appropriate professor by Monday of the third full week of classes in the regular semester that follows the semester for which the contested grade was given. The student then meets with the professor by Friday of the third full week of classes to attempt to resolve the concern. If unresolved, the student must contact the relevant academic unit head by the Friday of the fifth full week of classes to request review of the statement and response. The academic unit head meets with the student and confers with the relevant professor.

After the review process outlined above has been completed, a student can also request that the form, documentation and responses be reviewed by the dean of the college in which the class was taught. The college dean’s responsibility is only to ascertain whether all parties have had an opportunity to present all relevant facts and have received a fair and impartial hearing at each level. There is no further review beyond the college dean.

Final Examinations
Students are expected to attend final examinations during the times scheduled for those examinations. Extenuating circumstances, however, might prompt faculty members to approve a student’s request for an exception to attending the final examination. Students whose requests for exceptions are disapproved by the relevant faculty members have the right to appeal to the relevant academic unit head or academic dean. No appeal will be favorably considered without prior consultation with the faculty member.

Final Examinations Missed Due to Inclement Weather or Emergency
In response to inclement weather and other emergencies, the university may be forced to cancel final exams. When the university closes due to weather or other types of emergencies, faculty will administer regularly scheduled final examinations at an official make-up time designated by the university unless otherwise announced. The official make-up time will be designated as part of the closing announcement. Unless otherwise notified, make-up examination locations will be the same as locations for regularly scheduled exams.

If it is determined that exams cannot be given because of inclement weather or other emergency, faculty will assign final grades to students based on previously completed course work.
Many majors at JMU have admission or progression standards that reflect the level of talent and performance necessary for success in the major. Students may take lower level courses in most disciplines, but may need to meet additional standards before being fully admitted to a major. All majors fall into one or more of the following categories:

- Talent-based fine arts programs that require an audition or portfolio review as part of the process for admission to the major.
- Programs with space limits due to the number of available clinical sites, technology labs, etc.
- Programs with progression standards such as course prerequisites and GPA requirements where students’ ability to master subject content in lower-division courses is essential for success in upper-division classes.
- Programs open to any student in good academic standing.

Check out the majors website at [www.jmu.edu/advising/majors/](http://www.jmu.edu/advising/majors/) for more information about majors, teacher education and pre-professional programs as well as the details on admission or progression standards.

### Honor System

The academic program at JMU operates under an Honor System that dates back to the 1909–10 academic session. Students adopted the present Honor System in order to uphold individual and community integrity. Each student is expected to observe complete honesty in all academic matters and to report instances where another student has violated the Honor System.

A student Honor Council administers the Honor System, and every student at the university becomes a member of the Honor System. The university expects the cooperation of faculty members and administrators in upholding the Honor System. The [Student Handbook](http://www.jmu.edu/advising/majors/) provides full information on the Honor System, and the Honor Council office provides students with assistance in understanding Honor System policy. All incoming JMU students are required to complete an online Honor System Tutorial and test during their first semester.

### Major Information

If entering students have not decided on a specific major, they may register as undeclared. JMU encourages undeclared students to discuss their interests with advisors from the Office of Career and Academic Planning, professors, academic unit heads and fellow students to find a major program best suited to each student’s goals and interests. Failure to do so could extend the time that students will need to fulfill graduation requirements. Students who would like assistance in identifying career options related to their specific majors can participate in a variety of programs listed in the Career and Academic Planning section of this Handbook.

Students may select from a broad spectrum of major and minor programs in the seven undergraduate colleges. Visit the [Undergraduate Catalog](http://www.jmu.edu/catalog/) for additional information at [www.jmu.edu/catalog/](http://www.jmu.edu/catalog/).

All students must declare their major by the beginning of their sophomore year.

### Withdrawal from the University

Students withdraw from the university when their enrollment is terminated before they have completed the semester for which they are registered. Students who decide to withdraw during the first three weeks of the semester must complete the Non-Returning/Leave of Absence Notice and submit it to the Office of the Registrar. The form is available online at [www.jmu.edu/registrar/students/forms.shtml](http://www.jmu.edu/registrar/students/forms.shtml). 

**Before their withdrawal is completed, the student will need to meet with a university representative for an exit interview.** Students desiring to withdraw after the third week of the semester must contact the Office of the Dean of Students at (540) 568-6468.

The Office of the Dean of Students must approve withdrawal requests, set the official withdrawal date and notify other university offices of the withdrawal. Strict compliance with this requirement is mandatory.

Students who withdraw without receiving official approval will receive a grade of “F” for all courses in which they are enrolled.

Students who withdraw with official approval will receive grades based upon the following criteria:

- Students who withdraw from the university before the end of the course adjustment period will receive a grade of “W” in all their courses.
- Students who withdraw from the university for physical or mental health reasons will receive a grade of “W” in all courses and will receive a prorated refund for tuition and fees. A letter from their appropriate health care provider must support a medical withdrawal. Students who receive a mental health withdrawal must also be absent from the university for a period of at least 90 days. Supporting documentation for the student’s return to the university must be received at least 30 days before re-entry. Students must have been in counseling to be eligible for a mental health withdrawal.
- Students who withdraw from the university because of documented extenuating circumstances after the end of the course adjustment period will receive a grade of “W” in all their courses.
- Students who withdraw from the university after the end of the course adjustment period, and who do not have documented extenuating circumstances that justify their withdrawal, will receive a grade of “W” in courses they are passing at the time of the withdrawal and a grade of “F” in courses they are failing at the time of withdrawal. These students will not receive a tuition refund. Adjustments will not include nonrefundable fees or charges.

### The Honor Council

The [Honor Council](http://www.jmu.edu/advising/majors/) is composed of approximately 100 members consisting of faculty, staff and students. The Honor Code establishes guidelines that the council follows in the adjudication of alleged honor violations, provides students with a list of their rights with regard to alleged violations and dictates the course of events when a student is accused of a violation. For more information on the Honor Code or council, visit [www.jmu.edu/honor/](http://www.jmu.edu/honor/).

### Contacts

**OFFICE OF THE DEAN OF STUDENTS**

Student Success Center
3010
MSC 3534
(540) 568-6468
Fax: (540) 568-6538
[www.jmu.edu/](http://www.jmu.edu/) deanofstudents
Discover The Best Kept Secret In Student Banking

Youth Savings Account
2.1% APY*

Free Checking Account
No Monthly Fees or Minimum Balance Requirements

Visa® Debit Card
Access 80,000+ Free ATMs
4 On Campus

Online & Mobile Banking
Account Access Anytime, Anywhere

Madison Union Branch
Plus 6,000 Shared Branches Nationwide

Loans & Credit Cards
Borrow for Any Worthwhile Purpose

Financial Resources
Free Seminars, Webinars, and Videos

Free Bank to Bank Transfers
Send and Receive Money Quickly

Banking is Better Here
Visit cofcu.org/jmustudent and open your account today!

*Annual Percentage Yield (APY). Students earn 2.1% APY on the first $1,000 or deposit.
Family Educational Rights and Privacy Act for Parents

When your student was in elementary and high school, the Family Educational Rights and Privacy Act (FERPA) allowed you to access and control your student’s educational records. Now that your student is in college, this same law transfers ownership of the records directly to the student.

According to FERPA, college students are considered responsible adults and are allowed to determine who will receive information about them. While you understandably have an interest in your student’s academic progress, you are not automatically granted access to your student’s records without written consent of the student or proof that the student is your dependent. Students may give permission for a third party to access their records by contacting the Office of the Registrar at registrar@jmu.edu, or (540) 568-6281.

For more information, please visit the FERPA for Parents website at www.jmu.edu/registrar/FERPAforParents.shtml.

General Education Program

The Human Community

The Human Community, which is James Madison University’s General Education Program, is required of all students regardless of their major or professional program. Its distinctive, nationally-recognized curriculum rests on faculty-designed learning outcomes that are grouped into five clusters. Although some program courses appear similar to those offered elsewhere, most are unique and reflect our mission to prepare informed global citizens of the 21st century.

To this end, the program cultivates habits of the mind and heart that are essential for life in a democratic society embedded in a world economy. It also helps students develop the cross-cutting skills most sought by employers, such as critical thinking, oral and written communication, ethical reasoning, quantitative analysis, and problem-solving. Finally, students come to understand the complexity of the human condition and of the natural and social worlds they inhabit.

The program requirements are as follows:

- Skills for the 21st Century: 9 credit hours + Information Literacy Test
- Arts and Humanities: 9 credit hours
- The Natural World: 10 credit hours
- Social and Cultural Processes: 7 credit hours
- Individuals in the Human Community: 6 credit hours

For a complete listing of courses and requirements, visit www.jmu.edu/gened.

Student Identification Number

Once enrolled at the university, the student identification number assigned to each student will serve as the primary identifier for the student record and for transacting business and receiving services. When contacting the university with specific questions regarding your student, have your student’s number available, as this is needed to access his or her information.
To receive a degree from JMU, a student must:

- Meet the General Education requirements.
- Have a minimum of 120 earned credit hours accepted by JMU.
- Have a cumulative grade point average of 2.0 and in the major and minor subjects at JMU.
- Meet the major and degree requirements of one of the curricula leading to the degree for which they are candidates.
- Have been enrolled at JMU a minimum of two regular semesters and have earned a minimum of 25% of credit hours at JMU (30 credits for degree programs of 120 credits).
- Have earned at least 50% of credit hours accepted by JMU from accredited senior (four-year) institutions of higher education, including JMU (60 credits for degree programs of 120 credits).

A student expecting to graduate at the end of any semester must apply to graduate via MyMadison. Responsibility for meeting commencement requirements rests with the student.

A student who has applied to graduate may participate in commencement exercises only if the student has fulfilled or is reasonably expected to fulfill all applicable commencement requirements prior to the date of the commencement exercises. A student who is reasonably expected to fulfill all applicable commencement requirements no later than the end of summer session may participate in the spring commencement exercises immediately preceding the summer term.

For more information on commencement, visit www.jmu.edu/commencement/.

Commencement with Latin Honors

Before becoming eligible for commencement with Latin honors, a student must successfully complete the following:

- Enrollment at JMU for a minimum of four regular semesters.
- Completion of a minimum of 60 credit hours at JMU.
- A minimum cumulative grade point average of 3.50 on all course work completed at James Madison University, including any work completed at JMU as a dual enrollment student prior to undergraduate matriculation and/or any work attempted and earned beyond four semesters or 60 credit hours.

All grades received in all courses attempted will be used to calculate the grade point average in consideration for commencement with Latin honors.

Cumulative Averages Required for Commencement with Latin Honors

<table>
<thead>
<tr>
<th>Honors</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cum laude</td>
<td>3.50-3.699</td>
</tr>
<tr>
<td>Magna cum laude</td>
<td>3.70-3.899</td>
</tr>
<tr>
<td>Summa cum laude</td>
<td>3.9 and above</td>
</tr>
</tbody>
</table>

Honors College Graduates

Students graduating from the Honors College have completed a project that demonstrates considerable knowledge in their field of study, discipline, or an exemplary grasp of an area of creative expression. For Honors Scholar students, this project is the culmination of their Honors experience which results in an Honors Interdisciplinary Studies minor. Two of these students have achieved the additional honor of being selected for one of the following highly prized awards: the Phi Beta Kappa and Phi Kappa Phi Outstanding Honors Project Awards. Each winner receives a monetary gift recognizing their achievement.

Commencement Awards

The title of Valedictorian is an honor bestowed by the Faculty Senate on behalf of the JMU faculty. Criteria were established by the Faculty Senate. It is given to the May graduate with the highest grade point average who has also earned at least 100 credit hours at James Madison University as of the fall semester prior to the student’s May commencement.

The student must have completed an average of at least 14 credit hours per fall and spring semester during his or her career at JMU. The grade point average will be calculated using grades recorded on the official transcript through the fall semester of the student’s last year of undergraduate enrollment.

The Academic Excellence Award is an honor bestowed by the JMU Faculty Senate on behalf of the JMU faculty. Criteria were established by the Faculty Senate. It is for the student graduating in August or December who holds a grade point average that equals or exceeds that of the valedictorian and who has earned at least 100 credit hours at James Madison University.

The student must have completed an average of at least 14 credit hours per fall and spring semester during his or her career at JMU. The grade point average will be calculated using grades recorded on the official transcript through the spring semester of the student’s last year of undergraduate enrollment.

When more than one student qualifies for the Valedictorian or Academic Excellence Awards, each qualified student will be recognized.

OFFICE OF UNIVERSITY EVENTS

JMAC #2, Ste. 4
MSC 1602
(540) 568-7787
Fax: (540) 568-3102
www.jmu.edu/commencement
The Center for Global Engagement

The time is now, as the world is waiting

James Madison University’s Center for Global Engagement offers a wide array of year-long, semester-long and short-term programs all around the world – and also brings together international students, who enrich student life on the JMU campus.

We hope your students will take advantage of the extraordinary study abroad offerings that participants typically describe as some of the most profound periods of their college career, or get worldly experience without ever leaving Harrisonburg. Our change from the Office of International Programs to the Center for Global Engagement has signaled our support for new programs and courses, deeper engagement with the community and cross-cultural education and training – with mutually beneficial results for both domestic and international students. Note as well the Community Service-Learning and Multicultural Student Services entries.

The benefits of study abroad programs are as endless as the variety JMU offers

By challenging themselves, students will increase their self-confidence and see themselves in a whole new way. They will gain insight, appreciation and new perspectives regarding other cultures and their own. They will build new friendships and increase their ability to interact effectively with people of other nationalities. In addition, foreign language proficiency is one of the most highly sought skills in today’s global workforce. In our increasingly interconnected society, international education strengthens their resume and adds merit to their degree. The study abroad experience will quite literally broaden their horizons, enrich their life and swing the door wide open to future opportunities.

With undergraduate semester programs in Antwerp, Florence, London, Salamanca and Scotland; short-term programs in more than 50 countries; exchange relationships with 19 universities abroad; internship opportunities in Australia, Germany, Ghana, Ireland, London, Los Angeles, New Zealand, Spain, Tanzania and Vietnam; and master’s degree programs in Florence, Malta and Salamanca, JMU truly has something for every student seeking an international opportunity. Forty years after study abroad began at JMU, we have sent more than 25,000 students abroad. In continuing to plan these life-altering experiences, we look forward to making your students part of this proud and exciting story. They may never have another chance to immerse themselves in a different society, wander beyond their corner of the earth, roam across borders and oceans and embrace cultures different from their own. We hope you will encourage them to experience the adventure of a lifetime. For complete information on all our programs – both local and global – please visit our website at www.jmu.edu/global

Parents share their views

“As parents, we want to commend JMU for the planning, supervision, and organization of this program. The Semester in Antwerp was structured to provide not only a wonderful European experience but also a truly educational one. The students were well prepared for the semester abroad and supported and supervised while there. Our son is fortunate to have been part of the Antwerp program. It was an experience that will change his future.”

“Wow!!! The semester in Italy was, in our son’s words, amazing! This time of study, exploring, adventure, travel, and organization was top notch! Thank you for all the time you spent planning and organizing. It will be a time he will never forget! Priceless.”

Advantages of Studying Abroad

- Students who have had an international experience are better problem solvers; more flexible, creative, and complex thinkers; more successful professionally; more likely to create new businesses and products; and more likely to be promoted.
- Study abroad enhances leadership, adaptability, flexibility, time management skills, open-mindedness, and the ability to deal with ambiguity.
- Students who study abroad average a higher GPA and a higher graduation rate and are 90% likelier to get into their first- or second-choice graduate or professional school.
- Graduates who have studied abroad earn 25% higher starting salaries (averaging an additional $7,000 annually) and are more likely to find a job quickly (97% find jobs within 12 months of graduation), especially as employers report that study abroad would be valuable in an individual’s career later on with their organization.

Contacts

CENTER FOR GLOBAL ENGAGEMENT
Madison Hall, 2nd Floor, MSC 5731
(540) 568-5209
Fax: (540) 568-3310
Email: cge@jmu.edu
www.jmu.edu/global

PHOTOGRAPHY BY MOLLY HOFFMASTER AND RICHARD FEOLA
Preparing for a bigger world

Your student’s world is going to become bigger as a result of his or her college experiences. Classroom lessons, diverse cultural influences, personal growth experiences and engaging discussions, all lead your student to a greater understanding, acceptance and appreciation for his or her new world. As your student prepares for a bigger world, it doesn’t mean that you will be left behind. Sure, students need to experience freedom, independence and self-sufficiency, but they’ll always need you.

Even as a college parent, your student will continue to turn to you for support and guidance. You can help point your student in the right direction by understanding the student experience and knowing about resources available at JMU. This section of the handbook contains information on JMU’s support services and how students can access them. Review the information, and encourage your student to identify and obtain support and assistance from the appropriate resources. Remember, you are providing guidance for your student, but it is up to your student to seek assistance.

With the many resources and services available at JMU, the college transition into, through and out of the university, can be a wonderful eye-opening experience for all.
2. Know who their academic advisor is including their office location and contact information. Review the Notify Advisor tutorial or look up the advisor’s contact information in the campus directory.

3. Be well prepared prior to meeting with their academic advisor. Assemble the appropriate documents and either take hard copies or be prepared to access electronic copies during the advising appointment. These documents may include: general education program study planner, a copy of the student’s transcript or degree progress report, a checklist of required major courses, pre-requisite or recommended coursework for a pre-professional or licensure program. Prepare a list of questions about courses to take the next semester and fulfilling graduation requirements.

4. Seek assistance with questions about enrolling in classes well before the registration appointment time. Don’t wait until the last minute!

5. Develop and maintain a relationship with your advisor(s). Share career goals and any special needs with the advisor. Advisors are important contacts for recommendations for study abroad programs, internships, graduate schools, and employment.

6. Consult the assigned academic advisor throughout the academic career since the major advisor will be signing graduation application forms.

Madison Advising Peers
Madison Advising Peers are JMU students who care about their peers and are committed to helping them achieve their college goals. MAP students work in conjunction with faculty advisors by providing supplemental academic advising information to undergraduate students who may have general advising questions. For more information visit www.jmu.edu/advising/acadplan/peers.shtml.

Advising
Academic advising is an experience shared between the academic advisor and the student. It is important that students go to their academic advisor for assistance, however, the final responsibility for making choices belongs to the student alone. Each assigned academic advisor serves as a resource for students in providing information and assistance with the following tasks:

1. Helps with academic planning and decision-making
2. Explains requirements for General Education, major and degree program
3. Makes sure that students understand how their academic decisions affect their progress towards meeting graduation requirements
4. Refers students to other campus resources as needed
5. Guides students’ academic choices with regard to their long-term academic and career goals

While each assigned academic advisor can be a very helpful resource and can assist students with their academic decision-making, students are responsible for the following tasks:

1. Review the undergraduate catalog and understand the academic requirements for:
   - General Education
   - Major(s)
   - Minor(s)
   - Pre-professional Program(s)
   - Degree

Avoid rushing or pushing your student into a major or career. On average, students change their major twice before finally deciding upon an area of study. Confusion in this area is normal, especially during the freshman and sophomore years. Rushing the decision to select a major or pushing a student into a career in which he or she has no interest is an almost certain recipe for academic disaster.
Banking Services
CommonWealth One Federal Credit Union offers student-friendly accounts and has been on campus helping students manage their finances for more than 25 years. Free checking accounts are available with no monthly maintenance fees or minimum balance requirements and an Overdraft Forgiveness Program that waives overdraft fees (up to $60). A branch is conveniently located on campus in Madison Union, and there are also 4 ATMs on campus, so students have easy access to cash.

Banking on the go is made easy with online and mobile banking with mobile check deposit. Free bank-to-bank transfers are available so you may transfer money to your student quickly, even though you may be miles away. With an interest in seeing your student achieve financial well-being, the on-campus branch offers free financial counseling, as well as free webinars and seminars throughout the year on matters of finance. If you would like more information, visit www.cofcu.org/jmu.

The JMU Bookstore
The JMU Bookstore provides all textbooks, supplies and software to complement your student’s academic experience. The store also sells school, office and computer supplies, software, clothing, gifts, magazines and greeting cards.

Faculty and staff will inform the bookstore of the textbook and software needs for your student’s classes. Once your student enrolls in classes, they will be able to preorder textbooks. Textbooks are available in three formats: traditional, rental (Rent-A-Text) and digital textbooks. Rent-A-Text and digital textbooks are available for select titles only. Those select titles are marked online on the book’s shelf tag.

Visit www.jmu.edu/bookstore for more information on textbook purchases, rentals and downloads. For even more convenience, your student may log in to his or her MyMadison account, navigate to class schedule and click on the Buy My Books link. The JMU Bookstore also offers an in-store textbook Price Match Program. If you find a lower price for the exact same textbook from select competitors within seven days of purchase, we will refund the difference to a gift card. Visit www.jmu.edu/bookstore/pricematch for complete details.

The Madison CyberZone at the JMU Bookstore offers computer systems, software and peripherals at special academic pricing. Our Apple and Dell computer systems are configured to meet JMU network and academic guidelines. We can also provide you with the academic departmental computer and software recommendations by major. We partner with JMU Information Technology and academic departments to make sure all our computer systems meet your class requirements and receive on-campus warranty service. Our systems meet or exceed JMU Information Technology’s recommended specifications. Hardware warranty repair is offered through the Madison CyberZone. For hardware warranty repair information, call the Madison CyberZone at (540) 568-3989 or visit the Quick Start website.

Card Services
JMU Access Card (JACard) resources and services
The JACard is a student’s official JMU identification card and provides access to most on campus services. (Access to all dining locations, dorm, athletic events, library, health center, computer labs and mail services, to name a few). The JACard needs to be protected just as you would your credit cards or driver’s license.

Mobile ID
Mobile ID for your student’s smartphone has arrived at JMU! Check out the information on our web site www.jmu.edu/cardctr and click on “Mobile ID.”

FLEX Accounts:
This account is a prepaid debit account. It operates like a checking account without having to write checks or pay any fees. An account is already open for each student and it is activated by making a deposit of any amount.

Add money to a FLEX account, mail a check to Card Services or if using a credit card, please go online at www.jmu.edu/cardctr or call (540) 568-6446, cash maybe added to an account at our CASH TO CARD terminals located in Carrier and Rose Libraries, Festival, Memorial Hall, HHS, Student Success Center and University Recreation Center.

FLEX accounts can be used at dozens of on-campus locations including all Dining establishments, the bookstore, the library, computer print labs, UREC, the post office, University Health Center, laundry machines in the dorms and to purchase tickets to many on campus events. FLEX accounts can also be used at over 50 locations off campus for dining, drug stores, groceries, and etc.

Please visit our web site at www.jmu.edu/cardctr for details on all of our services, online deposits, marking an ID card lost/found, all the off campus locations and so much more.

Contacts
COMMONWEALTH ONE FEDERAL CREDIT UNION
Madison Union
(540) 438-0977
www.cofcu.org

JMU BOOKSTORE
MSC 1016
(540) 568-6121
jmubcs@jmu.edu
www.jmu.edu/bookstore

CARD SERVICES
Student Success Center, 2nd floor, MSC 3532
Harrisonburg, VA 22807
(540) 568-6446
www.jmu.edu/cardctr
Career and Academic Planning

Career and Academic Planning (CAP) engages students with opportunities and resources, leading to informed decisions for academic and career success at JMU and beyond.

Academic Advising
- Advisors counsel undeclared first-year students until they are required to declare a major (in the first semester of their sophomore year)
- Advisors provide assistance to their assigned advisees with enrollment, course adjustment, academic planning, choosing a major, and connecting to campus resources
- Advisors in CAP also help students who need assistance with changing their major

Choose a Major or Career
- UNST 102 Career and Academic Planning: An elective 1-credit hour course which helps students investigate major and career options
- Career Guide to JMU Majors: An online resource that provides detailed information about majors and potential career options
- Decision-Making Assistance: Students meet individually with advisors to explore majors and careers that match their strengths and interests

Find a Job or Internship
- Resume Writing: The office provides resume workshops and a variety of resume review opportunities
- Interview Practice: The office offers practice interviews in person and online
- On-Campus Interviews: Employers visit campus to conduct interviews with JMU students for jobs and internships
- Handshake: Students can upload their resumes and apply for jobs and internships using this online resource
- Vault: This is a great online resource for information about various industries, job prospects, specific professions and companies, and top internship programs in each field
- Career Fairs: The Campus-Wide Career Fair and other career events bring employers to campus each semester to provide information to students about job and internship opportunities
- Teacher Recruitment Day: School systems come to campus each spring to provide information and interview students

Prepare for Graduate School
- Graduate School Resources: Available online; topics include financing graduate school, choosing a graduate school, applying to graduate school, etc.
- Graduate & Professional School Fair: Each fall, students can meet with representatives from graduate programs all over the country at the Graduate & Professional School Fair at JMU.

Online Resources
- Career and Academic Planning website: Provides a wealth of information on choosing a major or career, finding a job or internship, and preparing for graduate school. Learn more at www.jmu.edu/cap.

Contacts

CAREER AND ACADEMIC PLANNING
Student Success Center, 3210, MSC 1016
(540) 568-6555
Employer Relations and Recruiting Services
Student Success Center, 3250
(540) 568-7379
www.jmu.edu/cap
Students adapt to their new surroundings at their own pace. Having a free and confidential counseling center on campus provides students the means to finding their true comfort at JMU. If you sense that your student is struggling, remind him or her of the services this center offers, because a parent’s support will go a long way.

Confidentiality
Counseling records are kept separate from academic, disciplinary, and medical records to ensure your privacy and confidentiality. Counseling records are maintained in an electronic database that is stored in a secured, password protected environment and accessible only to Counseling Center staff. Further, all Counseling Center staff and computer support technicians sign a binding confidentiality agreement that prohibits the unauthorized release of client information.

Sexual Trauma Empowerment Program (STEP)
The Counseling Center is the primary on-campus mental health resource for survivors of sexual trauma. The Counseling Center’s Sexual Trauma Empower Program (STEP) provides a variety of clinical, educational, consultation, and referral services for survivors.

Contacts
COUNSELING CENTER
Student Success Center
MSC 0801
3rd Floor, Suite 3100
(540) 568-6552
www.jmu.edu/counselingctr
Care Packages from Home
A box from home is a great surprise. Want to send your son or daughter a care package, but don’t know what to send? Use the list below to help you get some ideas you may not have thought of before. As a nice touch, make sure you include a personal note or short letter. Address packages to residence halls in the following manner:
- Student Name
- JMU Box ####
- Harrisonburg, VA 22807

College Student Care Package Options
- Campus Cookies campuscookie.com
- CollegeBox collegebox.com
- Insomnia Cookies insomniacookies.com
- JMU Bookstore bkstr.com/jamesmadisonstore
- SHAPE ocm.com/JMU

Ideas
- Favorite treats
- Comforts of home
- Birthday in a box
- Ultimate sports fan package
- Loving latte kit
- Finals survival kit

Consultation
The Counseling Center is a resource for individuals with questions about mental health issues, with questions about referral resources and/or how to make a referral, and with concerns about others and how to be helpful. A consultation is an opportunity to talk with a clinician about concerns regarding students. Common concerns involve unusual, problematic, or potentially harmful behaviors that could impact the JMU community.

During this consultation, individuals can speak about whatever concerns they might have. We will ask questions to make sure we thoroughly understand the situation and will assist individuals in developing a plan to effectively deal with it. And if the situation requires additional assistance from a campus or community professional, we will support individuals through that process as well.

Crisis intervention
JMU students experiencing a mental health emergency can call or come into the Counseling Center Monday-Friday from 8am to 5pm to speak with a Counseling Center clinician.

Outside of those hours, if you are on campus, call JMU Police (540-568-6911). If you live elsewhere in Harrisonburg/Rockingham County, call the Harrisonburg-Rockingham County Community Services Board (540-434-1766). There are additional 24 hour services listed below.

Psychiatric Services
Psychiatric staff at the Counseling Center are trained medical professionals who specialize in prescribing psychotropic medications for mental health concerns. We offer acute stabilization and time-limited psychiatric services to JMU students referred by one of our clinicians.

Due to high demand, psychiatric services are only available to JMU students who are currently engaged in ongoing treatment at the Counseling Center. The cost of any medication and/or necessary lab work is the financial responsibility of the student. Students who are only interested in medication, need a refill, or medication management will be referred to a community provider.

Disability Services
The Office of Disability Services (ODS) 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.

ODS offers a wide range of assistance to students with disabilities including but not limited to those with physical or sensory challenges, learning and attention disabilities, and significant psychological disabilities, and those with chronic medical impairments. Key programs include:
- Support for Accommodations
- Accessible Media and Assistive Technology
- Exam Proctoring for Accommodations
- Housing Accommodations Process
- Liaison for Paratransit requests
- Coordination of ASL Interpreter services
- Peer Access Advocates
- Disability Awareness Week in Spring Semester

University decisions about accommodations are made on a case-by-case basis. Accommodations must be reasonable as related to the student’s disability and in the context of the collegiate activities.

Learning Strategies Instruction
www.jmu.edu/ods/LSI.shtml

Learning Strategies Instruction (LSI) enhances the educational outcomes of students through training in various learning strategies which are based on personal strengths and weaknesses, specific course demands and modified according to academic progress or changing needs. LSI services are open to all JMU students who are interested in receiving dynamic, personalized academic coaching.

Screening and Referral Services
www.jmu.edu/ods/screeningassessment.shtml

Screening and Referral Services are available for any student who is experiencing significant challenges or who is in need of support in determining whether or not assessment for disability is needed. The screening may result in referral for other relevant support such as counseling or Learning Strategies Instruction.

Tips for Transition
Equip your student in preparing for the transition to using disability services at the college level. Students have new responsibilities for requesting their accommodations and for interactive discussions with Disability Services and faculty. Ensure that your student is prepared for these conversations. You can help by providing your student with copies of essential documentation that is current including reports of evaluations and information from current treating clinicians.

Copies of IEP/504 plans will also be helpful in documenting the history of supports that have been effective in other schools. Students should be able to discuss key points with ODS staff including:
- The diagnosis
- The current functional limitations
- The related need for accommodations
- The accommodations that have been helpful in the past

If you sense that your student needs additional support for disability concerns, remind them of the need to contact ODS with questions.
Financial Aid and Scholarships
Assisting students with financing their higher education

Scholarships, Grants and Loans
The Office of Financial Aid and Scholarships helps qualified students secure a financial aid package designed to meet their financial needs. An award package may consist of grants, scholarships, loans and work-study.

Application Procedures and Deadlines
All financial aid applicants must undergo a standardized federal “needs analysis” by completing the Free Application for Federal Student Aid (FAFSA). To receive priority consideration, it is essential that applicants ensure their FAFSA has reached the federal government by the JMU FAFSA Priority Filing Date. You can find this date on our webpage at www.jmu.edu/financialaid. Failure to apply by the priority filing date may cause delays in receiving aid, and can result in less attractive aid packages. A student must complete a FAFSA before financial aid eligibility can be determined.

When a student files the FAFSA, the federal processor calculates their Expected Family Contribution (EFC). The EFC is an estimate of the family’s ability to contribute to the student’s overall educational expenses for one year. JMU calculates the student’s financial “need” by subtracting the EFC from the Cost of Attendance. Due to limited funding, state and federal grants are generally awarded to students who have the highest financial need, and in many cases to those who met the priority FAFSA filing date.

Financial aid recipients must complete the FAFSA each school year. Amounts and types of assistance may vary from year to year. If funds are available, the Office of Financial Aid and Scholarships continues to assist students who meet the following conditions:
- Complete the FAFSA, with priority given to those who apply by the JMU FAFSA Priority Filing Date.
- Meet the general eligibility requirements for aid as defined by the FAFSA.
- Maintain Satisfactory Academic Progress.

Students offered financial assistance by JMU will receive notification regarding their financial aid eligibility. For returning students, the financial aid office will send a notice to the JMU email account, which directs them to MyMadison, where they may view and interact with their financial aid package.

New first year students and new transfers will also receive an email award notice that describes the source(s) and amount(s) of assistance. All students receiving financial assistance can view and interact with their aid package through MyMadison. The aid notice has important information, so the recipient should follow all instructions to ensure the completion of required forms. Students can find consumer information regarding the financial aid process, including pertinent rules and regulations, through the financial aid section of their MyMadison account. If any of the information included in the financial aid package or award notification is incorrect, the student should immediately notify the Office of Financial Aid and Scholarships. Financial aid is awarded based on FAFSA information, as well as the student’s status at JMU (e.g., academic level, enrollment status and residency).

Federal and state regulations also require the Office of Financial Aid and Scholarships to consider any outside sources of assistance when awarding financial aid. These outside sources can be JMU scholarships, private scholarships, veteran’s benefits, tuition waivers, etc. The student’s financial aid package may fluctuate throughout the year based on changes in FAFSA information, JMU status or the receipt of additional aid. Financial aid notices are usually sent to returning students in early summer. New students may receive aid notices in the spring prior to enrollment.

Scholarships
Many scholarships for students are established through the JMU Foundation and individual university departments. Scholarships are awarded either through the Office of Financial Aid and Scholarships or by the appropriate college or division according to established criteria. Awards are based upon merit and/or need. To be considered for need-based scholarships, students must complete the FAFSA. For information on specific scholarships, visit www.jmu.edu/scholarships.

For JMU terms and conditions for financial aid, visit our website at www.jmu.edu/financialaid.

Talk about finances, especially credit cards. Clearly let your student know what you will and what you will not contribute to college expenses. Based on this, help them develop a monthly budget to determine how they will make ends meet.

Money Management
College offers freedoms many students have never experienced before. With that, comes many opportunities for spending money; money students may not have to spend. Unfortunately, far too many students begin their college career without any basic skills in budgeting, balancing a check-book, or truly being able to define a “need” versus a “want.” As a result, students can easily get into financial trouble. Therefore, parents should consider helping students develop good budgeting before school begins.

The Office of Financial Aid and Scholarships offers financial literacy information and tools on our website. See the “Financial Literacy” link on our site at www.jmu.edu/financialaid. Encourage your student to take advantage of this information, as students with good money management behaviors create successful adults who are financially independent.

The Office of Financial Aid and Scholarships is on Facebook! For information regarding important updates and deadlines, please “Like” the JMU Financial Aid page.

Contacts
OFFICE OF FINANCIAL AID AND SCHOLARSHIPS
Student Success Center
MSC 3519
(540) 568-7820
fin_aid@jmu.edu
www.jmu.edu/financialaid
The Student Account 101
Student financial accounts are the legal responsibility and property of the student. Your child controls who has access to his or her financial account and is personally liable if the account is not paid. The Family Educational Rights and Privacy Act of 1974 (FERPA) assures the privacy of student records and therefore, because the account is listed in the student’s name, he or she is legally responsible for the account. Don’t worry — we have 3 quick tips to help both you and your child through this process.

Tip#1
Get to know Madison Money Manager (M3)
JMU student accounts operate through an electronic system called “M3.” Student account statements are not mailed. They are presented electronically each semester. Students access their statements through their MyMadison account and it is their responsibility to monitor the account for outstanding balances and due dates. Don’t worry, JMU will send them an email when the statement is ready to view and place a reminder “hold” on their account if there is a past due balance.

Tip#2
Become an Authorized User
Your child can set you up in the M3 system as an “Authorized User” so that you have access to their student financial account through the University Business Office web site. As an Authorized User, you will also receive an email notification each time a new statement is processed and will have 24/7 access to your child’s student account activity. The JMU statement includes itemized charges and payments, the balance due and the due date. If applicable, it will also include any anticipated financial aid, installment payment plan budget and Virginia 529 Plan information. There is a PDF format of the statement, which can be easily printed for your records. Remember that only the student can set up an Authorized User in M3. JMU will walk your child through the set up process by phone, email or in person if you send them to the University Business Office.

Tip#3
What to expect if you are not an Authorized User in M3
If you call the University Business Office to discuss your child’s financial account and you are not listed as an Authorized User in M3, you will be asked for the JMU ID# or social security number of the student. No information can be given to you without one of these numbers and you may be asked to verify additional information such as birth date or home address. With one of those two identifying numbers, we will be able to give you basic information on the account, however, we will not be able to discuss anything considered confidential, including the 1098T tax form. Make sure your child sets you up in M3 as an Authorized User (AU) so that you receive timely financial information.
For additional information, go to the University Business Office web site — www.jmu.edu/ubo.
Giving

Giving through JMU
You have given James Madison University your most precious gift: your student. Their talents, hopes and dreams are being realized through the success of JMU’s mission to prepare educated and enlightened citizens who lead productive and meaningful lives. People like you: parents, alumni, community and corporate partners who are committed to investing their talents and resources in support of our students understand that the Madison Experience will provide opportunities for your student to push the boundaries of traditional learning. JMU students aren’t able to do that without the generosity of donors who make annual gifts, planned gifts and establish endowments to support scholarships, faculty research, and essential features of the student experience. Establishing a legacy of philanthropy in your family can begin with a simple gift to the Parents Fund or the Madison Vision Fund. From there, the possibilities for current and future JMU students are limitless.

Answering the Call—
Madison Connection
The Madison Connection team is a group of trained student leaders who call JMU parents, alumni, and friends to keep in touch by sharing about the Madison Experience, providing campus updates, and asking for annual contributions to JMU. Team members enjoy connecting with their fellow classmates’ families, whose gifts truly make a difference at Madison. When the Madison Connection callers contact you this fall, please take a moment to answer the call and consider an annual gift to the university.

Creating a Legacy of Philanthropy
The JMU mission is inspired by our forward-looking perspective on what success after graduation ought to look like, and by James Madison, Father of the U.S. Constitution. Purposeful citizens who live productive and meaningful lives will forever be our best hope for a brighter future. Your gift—no matter the size—will inspire hope in the students and faculty who benefit from your generosity. Begin inspiring someone today.

- Make a gift to the Parents fund in honor of your student.
- Explore if your company sponsors employer gift matching.
- Consider increasing the amount of your gift each year your student is enrolled at JMU.
- Become Forever Loyal with two consecutive years of giving.
- Make a gift inspired by your student’s JMU passions—perhaps to an organization/program they’re involved in.
- Plan, as a family, to tell your friends about JMU’s Giving Day: our annual 24-hour, online fundraising event to support key fundraising priorities across campus.
- Establish an endowment during your student’s senior year to support the faculty who impart lessons their students will carry with them for the rest of their lives
- Create a lasting legacy at James Madison University with a planned gift

Giving the Gift of a Lifetime—
Strategic Gifts and Endowments
JMU’s top endowment needs are scholarships and faculty support, according to Cynthia Cline (’83), Director of Strategic Gifts at JMU. “Throughout the university, there is a tremendous need for endowments for scholarships and faculty support,” says Cline. Endowed gifts are important because they “give” in perpetuity. JMU parent and alumni donors can establish an endowment at levels beginning at $25,000. The gift can be structured across a five-year period so donors can give, for example, $5,000 per year until the endowment level is reached. A donor’s gift can also be enhanced significantly with employer match programs, where applicable. Many donors also establish endowments with gifts of stock for the additional tax advantages. There are many ways to establish a legacy beyond your student attending JMU. Giving through the university establishes a relationship between your family and future students that lasts a lifetime.

For more information, or to make a gift, go to www.jmu.edu/give or call (855) 568-4483.
Student Healthcare

Students often have many questions about how to manage their health. A nurse is available by phone during business hours to talk with students, recommend care and answer questions. A nurse is also available for students who need further assistance understanding or managing their care and for parent inquiries, concerns or questions. For more information go to www.jmu.edu/healthcenter.

Immunization Form

All students must submit an Immunization Form as a condition of admission to the university. Using the health center’s secure online portal, MyJMUChart, students will upload the completed and signed form (or other official record), upload a copy of their health insurance card and complete a brief health history and TB screening. If the Immunization Form and TB screening are not completed and uploaded by July 8, students will be subject to an enrollment hold and a $50 fine. Students should check their JMU email regularly for any follow up questions the Health Center may have.

University Health Center (UHC)

The University Health Center provides care and education that helps students be well, stay well and do well. Care is provided using the latest evidence-based practices.

Medical Services

Board-certified providers, including physicians, nurse practitioners, and physician assistants, provide medical services exclusively for JMU students at the University Health Center. A registered dietitian and a pharmacist are also on staff. Medical services include general appointment clinic, urgent care, women’s health, allergy injections, immunizations, international travel consultations, lab services, nutrition services, safer sex centers, emergency contraception, limited pharmacy dispensing and more. Visits to the Health Center are covered through the student’s tuition. Some services provided by UHC require a separate charge, such as lab work. Students are responsible for payment at the time of service. The Health Center does not bill insurance as a form of payment for any services that may have an associated charge. The Health Center has contracted with Sentara RMH to provide sports medicine and X-ray services within the Health Center and they do accept several types of insurance. The Sentara RMH Business Office may answer questions related to insurance in regards to their services.

General medical services are available by appointment. Urgent care services are available for specific urgent medical conditions by walk-in during normal business hours. We encourage students to take responsibility for their own health; therefore, students must schedule their own appointments. All visits are confidential and we must receive consent from the student before discussing their care with a parent or guardian.

ian. We do our best to meet student medical needs on campus, however, there are times when students may need to be seen by other health care providers. If the need arises, UHC staff can provide referrals to specialists within the community. Students who need urgent evaluation outside our scope of practice are transferred to Sentara RMH Medical Center, which is located less than three miles from campus. All fees for services obtained outside the Health Center are the responsibility of the student. It is recommended that all students have health insurance in case they obtain care elsewhere. Students who are not covered under a parent or guardian’s plan may purchase health insurance through American Exchange. Complete information is available on our website at http://www.jmu.edu/healthcenter/medicalservices/insurance.shtml.

The Well: Health Promotion and Well Being

(540-568-2831)

A team of health educators and prevention specialists provide services and programs for students to enhance their wellness and positively adjust to campus life. The Well also features JMU’s SOGIE (Sexual Orientation, Gender Identity and Expression) Education Program and health-related peer educators.

As a parent, you can encourage your student’s well-being by discussing the following strategies that promote health and wellness:

Get connected. Making connections is important to student health and success. Students who develop an on-campus support network of peers, faculty and staff early on are more likely to adjust to the transition to college life in healthy and positive ways. Encourage your student to reach out, make connections and get involved.

Find balance. As students adjust to college life, it is sometimes difficult for them to find balance among the various facets of their new lives, such as schoolwork, co-curricular activities, sports, finances, employment, social life, etc. Help your student achieve balance in their life at JMU by encouraging them to adopt a reasonable schedule and make healthy choices that allow for a rich and full college experience.

First Aid tips

Some helpful items to send with your student:
- Adhesive tape
- Antacid
- Antibiotic ointment
- Anti-diarrhea medicine
- Antihistamine
- Band-Aids
- Cough medicine
- Decongestant
- Gauze bandages
- Pain/fever reducer (acetaminophen and ibuprofen)
- Prescription medications (including inhalers and nebulizers)
- Reusable hot/cold pack
- Thermometer
- Throat spray/lozenges
- Tweezers

First-Aid tips

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- Thermometer
- Throat spray/lozenges
- Tweezers
Learn to live well. The University Health Center offers a variety of health promotion and outreach activities throughout the school year — such as speakers, trainings, presentations, films, and other events — that teach and empower JMU students to make healthy lifestyle choices.

Get help when needed. Though most students have happy and healthy college experiences, some students may experience health and wellness challenges during their time at JMU. The University Health Center can either directly assist students to overcome a wide variety of health and wellness issues or refer them to other resources on campus or in the community as needed. Encourage your student to take advantage of these valuable services should the need arise.

The art of self-care. An important part of the independence that comes with being a college student involves taking responsibility for one’s own health and wellness. Living, eating, and studying in a college setting often mean being exposed to various illnesses. Self-care guides are on the health center website and in the UHC pharmacy. Students should understand that it is their responsibility to access the many services that JMU offers when unexpected health and wellness challenges arise. While you should remain supportive and provide help as needed, empowering your students to learn effective self-care strategies is an important part of the personal development that accompanies college life.

Parents as Partners
The transition to college life is a journey for both parents and students. Entering college is a new stage in your relationship — one that demands new ways to connect, interact, and communicate.

Every college and university faces the dilemma of student alcohol and other drug use, with many people and programs in place to address the issue. We consider parents and family members a valuable resource. While parents may not be able to actively monitor their students away from home, they can be available to talk and listen. Parents shape students’ character, and parents may have more impact than they realize.

Here’s what you know:

- **Scope of the problem.** Potential harms associated with substance use include personal injury, physical illness, high-risk sexual behavior, decline in academic performance, overdose and death.
- **The “College Effect” exists.** Research shows one-fifth of students who did not drink heavily in high school begin to do so once they enter college, and students who drank in high school often seek environments that enable or even encourage high-risk drinking.

- **Calculated risks are common.** JMU’s philosophy is to provide facts, skills training and early intervention programs that empower students with accurate information and strategies to reduce harm.
- **Avoid scare tactics.** Ninety percent of young adults say the way to reach them is to focus on safety issues, instead of just legal issues.
- **Students trust your advice.** Even if they don’t always act like it.
- **Most families have these conversations.** A study found that three-quarters of families say they discussed family expectations about alcohol use with their student in the last three months.
- **The message needs to be repeated often.** Nearly 100 percent of parents say they have had a specific conversation about impaired driving with their student, but only three-fourths of students remember that this discussion had taken place.

Here’s what you can do:

- **Initiate conversations about health and safety choices.** Your student probably won’t bring up such issues without some prompting.
- **Make your expectations clear.** What are your family expectations about studying? Alcohol use? Are appropriate ways to relieve stress? Living a balanced life? Parents can help us encourage students to have realistic expectations of themselves.
- **Examine the “norms.”** Students consistently misperceive the norms for a variety of health behaviors. Talk to your student about their perceptions and challenge them to look for healthy behaviors within the JMU culture.
- **Be a role model.** Show your student how they can celebrate and enjoy JMU events, particularly athletic events, either without the use of alcohol or with the responsible and legal use of alcohol.
- **Dispel Myths.** Your student may interpret the glamorization of high-risk drinking in popular media as reality. Help paint a realistic picture surrounding alcohol use.

To learn more about alcohol and other drug prevention efforts at JMU, visit the University Health Center website at www.jmu.edu/healthcenter.
University Recreation

University Recreation (UREC) is here to help motivate students to live active and well-balanced lifestyles through participation opportunities, educational experiences and supportive services.

The University Recreation Center (UREC) is located centrally on campus and JMU’s outdoor recreation facility, University Park, is located less than a mile from campus by bus, car, or a walk through the JMU Arboretum. Students just need their JACard to enter these facilities. UREC is a state-of-the-art recreation center with 278,515 square feet of activity space. In addition to gym courts, aquatics, and fitness space, UREC also features specialized areas such as climbing and bouldering walls, a demonstration kitchen, a café, rooms for massage, meditation, personal training, fitness assessment, nutrition counseling, small group training, bike repair, and athletic training.

JMU is a very active campus where 92% of students visit UREC at least twice a month and 99% of students indicate that they are satisfied or very satisfied with UREC facilities. By the time JMU students graduate, 95% report having participated in at least one UREC program or service, which ranges from adventure, aquatics, fitness, group exercise, informal recreation, intramural sports, nutrition, safety, sport clubs, wellness, and youth programs. UREC also employs over 600 students each year who Motivate Madison into Motion!

Guest and Family Access

Enjoy a workout while you are visiting your student! During all operational hours, students can purchase up to two guest passes. Students can also host their immediate family members free of charge during family hours on the weekends from Friday at 6 pm to Sunday at 6 pm and university breaks. Family hours are the only time that guests can be under 16 years old. Don’t forget your photo ID for entry!

Some Healthy Tips for Students

Wash hands for 20 seconds with warm water and soap

Twenty seconds equates to the amount of time it takes to sing the JMU fight song twice. Hand sanitizer is the next best option.

Exercise is medicine

Get moving! Exercise helps treat and prevent more than 40 chronic diseases.

Clean workout equipment

UREC has made antibacterial wipes available for students to use on all equipment after usage.

Warm up before exercise

Aim for 10-15 minutes of low intensity cardio or dynamic stretching.

Mix up your workout

Prevent overuse injuries by participating in different activities throughout the week.

Contacts

UNIVERSITY RECREATION
MSC 3901
(540) 568-8732
www.jmu.edu/recreation
Information Technology

Information technology is an essential element of academic life, enabling study, research and personal communication. As a means to achieving its education, research and service missions, the university provides and supports computing and electronic communication services for all its students. More information about our services is available at http://www.jmu.edu/computing.

Connecting to the network: MyResNet
MyResNet, JMU’s residence hall network, gets students connected to the internet so they can access their email, the web and other resources from their room. There is wireless access for up to seven devices per occupant. The installation of personal routers and hubs is prohibited in residence halls because of the high probability of interference and security issues. An Ethernet connection is also available for each student.

Information Technology Help Desk
The IT Help Desk is available to students to answer a wide range of computing questions concerning JMU’s recommended software applications, operating systems, network operations, central systems (e.g. email, MyMadison) and more.

Computer Security
A properly functioning computer will be important in your student’s day-to-day life at JMU. Numerous resources exist to help students learn to operate their computers and navigate the Internet safely.

MyMadison
MyMadison allows students to register for classes, coordinate their schedules, check financial aid and account information, view their grades, request transcripts, buy textbooks, pay tuition bills and more.

Emergency Notification
JMU uses multiple methods of communication to inform the campus community in the event of an emergency or when the university is affected by inclement weather. Students can sign up through MyMadison. See additional information under Safety.

General Computing Labs
Windows and Mac computers are available in student computer labs throughout campus; two labs are open 24 hours a day, seven days a week. Three assistive technology labs are also available. All labs offer a wide variety of up-to-date software and laser printing (debited from student’s FLEX account) to provide students with technology resources needed for preparing assignments, conducting research and other academic needs.

Warranty Repair Service
Dell and Apple hardware warranty repair service is available to all students and is handled through the Madison CyberZone at the JMU Bookstore. The Madison CyberZone is an Apple Authorized Service Provider and Dell computer warranty repair center, providing both in-warranty and out-of-warranty repair.

How Parents Can Help Students Stay Safe Online
Almost anyone in the world can access information posted from a personal computer. We tend to assume that the Internet is an anonymous forum for communication, when this isn’t the reality. Many also assume that what we read on the Internet or through email is trustworthy, when this also may not be the case. Encourage your student to exercise discretion when expressing himself/herself on the Internet. It is not uncommon today for people, including potential employers, to do a web search to find out more about an individual. An offensive or inappropriate online journal entry, pictures or profile note will not be missed.

Online predators search for unsuspecting victims. One way they do this is by obtaining personal information from posted profiles and journals. Another way is by sending phishing emails to trick people into providing personal information. Just because a profile asks for a piece of personal info doesn’t mean it must be provided. Additionally, most online communities offer the option to make parts of a profile accessible only to friends, rather than the broader community, even though the default setting is usually “all public.”

Remind your student to be smart and safe with these simple precautions.

Contacts

INFORMATION TECHNOLOGY
Massanutten Hall
MSC 5733
(540) 568-7063
Email: it@jmu.edu
www.jmu.edu/computing

INFORMATION TECHNOLOGY HELP DESK
Student Success Center,
Fourth Floor, MSC 0602
(540) 568-3555
Email: helpdesk@jmu.edu
www.jmu.edu/computing
Sanctions
Students found responsible for violating JMU student handbook policies may receive sanctions including, but not limited to, the following:

Disciplinary Probation – A time where, if a student were to be found responsible for another violation, the sanctions imposed in that case may be more severe.

Substance Education Programs – Opportunities for a student to evaluate their substance use and consider what changes they may be willing to make in the future.

Educational Programs – Students may be assigned to participate in a program to clarify their values and decision making.

Restitution – Reimbursement by the student to cover the cost of damage or loss of university property.

Suspension from University – The student may not attend, visit, or work at JMU for a specified length of time.

Expulsion from University – The student is permanently separated from the university and may not attend, visit, or work at JMU.

Restorative Practices – Students may be required to participate in a restorative process to address the underlying issues and find ways to repair harms. For more information, see www.jmu.edu/osarp/restorative.

Alcohol/Drug Sanctioning Strategies
OSARP implements four key strategies relating to alcohol and/or drug violations:

Off-Campus Adjudication
Civic responsibility includes being a good neighbor in one’s community. Alcohol, drug and/or felony violations that occur off campus in Harrisonburg or Rockingham County will be addressed by OSARP. Further, jurisdiction includes student behavior that is against the mission of the institution regardless of the location in which it occurred.

Parental/Guardian Notification
When a student is under the age of 21, parents/guardians will be notified of any alcohol or drug violation(s). This notification will occur upon citation in off-campus cases or at the conclusion of the Accountability Process in on-campus cases or cases involving a JMU Officer.

Three Strikes and Suspension
If a student is found responsible for an alcohol or drug violation they will receive a strike. Strikes are cumulative over a student’s entire career at JMU. Upon receiving a third strike for a minor alcohol or drug violation, a student may be suspended for a minimum of one semester. OSARP must balance the needs of the individual and community when making decisions; there are times when the office must separate students from the JMU community. Repeated violations, major violations, or violations that pose health or safety concerns to the student or the community can result in a student being separated from JMU prior to their third strike. Major alcohol and drug violations include drug distribution, hospitalization due to alcohol or drug use, driving under the influence, keg registration violations, felony possession of drugs, and alcohol and drugs in the same incident. Every case is heard on an individual basis and sanctions may vary based on the circumstances surrounding the case and a student’s history of policy violations.

Enlightened Citizen Amnesty Process
OSARP will grant amnesty from receiving a strike to eligible students who voluntarily report they are in need of medical attention or have medical attention requested for them by another due to the consumption of alcohol or drugs. OSARP will generally not pursue potential alcohol/drug policy violations for students who voluntarily report that someone else is in need of medical attention due to the consumption of alcohol or drugs.

For more detailed information on these strategies, please visit: www.jmu.edu/handbook.
Learning Centers

The Learning Centers offer free tutoring by trained faculty, graduate students, and undergraduate students. Our six programs offer discipline-specific, customized instruction to help JMU students take their learning to the next level.

Communication Center
Student Success Center, Room 1155
(540) 568-1759 • jmu.edu/commcenter

The Communication Center supports the communication needs of all JMU students, regardless of major. We can help with public speaking, group presentations, interview preparation, group conflict, MREST and SCOM test prep, and more.

Digital Communication Consulting (DigiComm)
Student Success Center, Room 1155
(540) 568-6203 • jmu.edu/digicomm

DigiComm tutors help students one-on-one to produce more sophisticated and professional online content. Our team of highly trained peer consultants can help any student working on a digital assignment, website, or professional portfolio.

English Language Learner Services (ELLS)
Student Success Center, Room 1155
(540) 568-2881 • jmu.edu/ELLS

ELLS supports multilingual students by providing individual and group consultations on such topics as reading, writing, listening, speaking, and American academic culture.

Peer-Assisted Study Sessions (PASS)
Student Success Center, Room 1119
(540) 568-2932 • jmu.edu/pass

PASS helps students successfully complete targeted, historically challenging courses. Peer educators facilitate weekly out-of-class study sessions that are designed to help students master course content and develop their organizational, study, and learning skills.

Science & Math Learning Center (SMLC)
Student Success Center, Room 1107
(540) 568-3379 • jmu.edu/smlc

The Science and Math Learning Center (SMLC) supports introductory science and mathematics courses by providing walk-in tutoring services. Consult our website for a current list of supported courses.

University Writing Center
Student Success Center, Room 1121
(540) 568-1759 • jmu.edu/uwc

The Writing Center offers writers help with all types of writing, including arguments, scholarly articles, fiction and personal narratives, business writing, formatting and citation, grammar and punctuation, and research strategies.

Libraries

At JMU, the libraries provide comfortable and safe places to learn, collaborate, and explore in four locations — Carrier Library, Rose Library, the Educational Technology and Media Center, and the Music Library. The makerspaces in Carrier and Rose give students a chance to invent, craft, and tinker with 3-D printers, virtual reality, sewing machines and more. Our knowledgeable staff and faculty are eager to help students find the collections, tools, and resources they need for their academic and creative success. We are here to help, whether at a service desk, via online chat, in a workshop or by appointment.

Carrier Library, with its old-world charm, provides cozy and comfortable study spaces, a makerspace, and a café. Carrier features our collections related to the arts, humanities and social sciences.

Rose Library provides sunny, open spaces for individual and collaborative study, a café, a makerspace, a 24-hour study area and a computer lab. It also holds our science, technology and health sciences collections.

The Educational Technology Media Center prepares students to be knowledgeable users of educational technology. This library space in Memorial Hall is available to all members of the JMU community, and primarily serves the College of Education and Professional & Continuing Education (PCE).

The Music Library provides music resources to the JMU community, and primarily serves the School of Music.

Contacts

Learning Centers
Student Success Center
Room 1138
(540) 568-2932
jmu.edu/learning

JMU Libraries
(540) 568-6150
www.lib.jmu.edu
libraries@jmu.edu
Getting Your Mail

Each residential student is assigned a box at the JMU Post Office located in Madison Union. Students can access their box number and combination through MyMadison. Your housing address and mailing address are different. Personal mail, magazines, packages, etc... should be sent to your mailing address. There is no direct mail delivery service to the residence halls. The post office in Madison Union accepts packages on behalf of students. An email notice is then sent out to notify the student about their delivery. Courier service is available for a fee upon request for packages too large for student pickup.

If sending medicine and items needed for guaranteed delivery please use an overnight carrier and NOT the USPS. Next Day Delivery through carriers such as UPS and FedEx is guaranteed delivery to our site. Next day through the USPS because of delivery times may just be delivered to the local USPS office and require an additional day for us to take physical possession of it.

Don’t forget that the post office offers outgoing mail services as well.

Due to an extremely high volume of packages at the beginning of each semester, please allow an extra day or two for receiving and processing packages. For faster service, consider ordering books and sending packages so that they arrive a couple of weeks prior to you. This way they will be processed and waiting for you. In order to avoid further mail or package delivery delays, student mail and packages must be addressed:

Student Name
800 South Main St.
JMU Box ####
Harrisonburg, VA 22807

Parking Services

All students, except resident freshmen, are permitted to have cars on campus. All vehicles on university-owned or leased property must be registered with Parking Services and must display a valid parking permit.

Parking Services will provide visitors with parking permits at no charge during normal business hours (Monday – Friday, 7 a.m. – 5 p.m.). Temporary parking permits are available for a small fee for students who do not purchase a permanent permit. For more information on parking permits and fees download the Parking Regulations document at www.jmu.edu/parking.

Parking Citations

Parking regulations are enforced 24 hours a day, 365 days a year. Any vehicle parked on university-owned or leased property that fails to display a parking permit is subject to a parking citation. Inability to locate a vacant parking space in an assigned area does not constitute justification for parking illegally. In accordance with the Code of Virginia, no person without a disability, or transporting a disabled person, is permitted to park in an accessible parking space. Under no circumstances should a vehicle be parked, stopped or left standing in a fire lane for any length of time.

Students receive an electronic reminder via their campus email account 1-3 business days after the citation has been issued. If payment is not made on the tenth day, a service indicator is placed on the student’s official record. This service indicator will prevent a student from registering for courses, making course adjustments, obtaining transcripts or receiving a diploma. In most cases, service indicators are removed within one hour of satisfying the delinquent fines. Student citations delinquent for more than 30 days will be transferred to the University Business Office for collection. Delinquent citations are included in future student financial bills.

Citations may be appealed within 10 calendar days of the date the citation was issued by submitting the citation appeals form located on the Parking Services website. Student citations delinquent more than 10 days and citations transferred to the University Business Office may not be appealed.

Payment of parking fees and fines may be made online at www.jmu.edu/parking; at the Parking Services office during regular business hours or after hours, by inserting payment in the citation payment drop box located at the front of the Parking Services office.

James Madison University assumes no responsibility for any motor vehicle or its contents at any time.

Students should note that campus parking lots are occasionally reserved for special use, such as football tailgating and other special events. Unauthorized vehicles parked in reserved lots are subject to ticketing and towing. Be sure to observe all permanent and temporary signage indicating lot restrictions.

Contacts

UNIVERSITY MAIL SERVICES
Madison Union, MSC 0001
(540) 568-6257
www.jmu.edu/postofcie

PARKING SERVICES
Champions Drive Deck
MSC 1301
(540) 568-3300
Fax: (540) 568-8060
parkingquestions@jmu.edu
www.jmu.edu/parking

With the advent of electronic communication, today’s students don’t always check their mailboxes as regularly as students did in the past. If you send a letter, or know that one is coming, it’s probably a good idea to encourage your student to check his or her mailbox.

Parents Say

“My daughter has been extremely happy at JMU. I feel very satisfied with her choice and am so pleased at her adjustment to living away from home, making friends, balancing school and fun and meeting and making friends. We Love JMU!”

JMU visitors must request a parking permit, at no charge, from Parking Services. A campus parking map is available online at www.jmu.edu/parking.

Don’t forget that the post office offers outgoing mail services as well.

Due to an extremely high volume of packages at the beginning of each semester, please allow an extra day or two for receiving and processing packages. For faster service, consider ordering books and sending packages so that they arrive a couple of weeks prior to you. This way they will be processed and waiting for you. In order to avoid further mail or package delivery delays, student mail and packages must be addressed:

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Emergency Notification Methods

- **Cell phone** Text or voice emergency alerts for registered students and university employees. Students must add a cell phone number to his or her MyMadison account and select the Emergency Notification Authorization box to receive alerts.

- **Email** During an emergency the university will send blast email messages, which can be sent and received within two to five minutes, to all students and university employees to provide updates and critical information.

- **Campus siren** The University uses two different systems that produce audible signals to warn the campus community of impending emergency situations or hazardous conditions. One component is the Madison ALERT horn, siren and public address system. This system alerts members of the university community of an imminent threat to public safety on campus. A second component is the Thorguard Severe Weather Early Warning System. This automated system monitors weather conditions in proximity to the university. This system will activate a series of horns and strobe lights in designated areas on campus if atmospheric conditions have a high probability of producing lightning close to campus.

- **University Web page** During critical incidents, the university will redirect any computer that attempts to access a university website to an emergency notification page containing important information.

- **Campus and local media** The University works closely with local media to distribute information regarding emergency events and weather cancellations. To receive important information, tune to the JMU radio station AM-1610, or local stations WSVA-550, WMRA-90.7 or television station WHSV.

- **LiveSafe app** LiveSafe makes it easy to share information about potential crimes and unsafe situations with campus police. From user’s phones they are able to report GPS-tagged information with added pictures, videos and audio clips. LiveSafe also allows law enforcement to push information to users that supplements the Madison Alert system as well as information on traffic problems and other non-emergency issues. The LiveSafe app also can provide access to alert messages for parents and visitors who choose to download it. The app is a free download in both Google Play and iTunes stores. As an important safeguard, each of the university’s 35 residence halls are locked 24 hours a day, and entry requires card access. “Prop door” alarms ensure that doors remain closed and locked.

- **Additional security measures** includes emergency and blue-light phones at more than 275 locations throughout campus. These phones are wired directly to the University Public Safety Department communications center.

Public Safety Department

The University Public Safety Department is comprised of 54 highly trained persons who cover eight areas: Administration, communications, criminal investigations, forensic, patrol, cadet, crime prevention and university safety. The department is located in Anthony-Seeger and is open 24 hours a day, every day. University police patrol the campus around the clock by foot, bicycle and car.

In addition to their primary role, enforcing all Commonwealth laws and campus rules and regulations, University police also deliver a host of community-oriented educational programs aimed at creating a safe campus environment. Programs focus on personal safety, self-defense, alcohol awareness and safety, safe walkers and drivers, and silent witness.

The University Police Cadet program includes current JMU students of at least sophomore status. The cadets supplement the Police Department force, as the cadets are the eyes and ears of the department. The cadets provide security-related functions on campus and serve as safety escorts for any student or university employee, free of charge. Students may request safety escorts by calling (540) 568-6913.

"Your Right To Know"

A copy of the university’s annual Harrisonburg (main US) campus, Washington (DC) Internship Semesters plus three overseas branch campus security reports are available upon request. Also available is the University’s Annual Fire Safety Report.

You can obtain a copy of any of these reports by contacting the Office of Public Safety, MSC 6810, James Madison University, Harrisonburg, VA 22807 or request that a copy be mailed to you by calling (540) 568-6969/6913. This information is also available by clicking on the “Your Right to Know” links for the Harrisonburg campus’s annual crime and fire safety reports, Washington Semesters, and three overseas branch campuses at: www.jmu.edu/pubafety/righttoknow.shtml.

Contacts

**DEPARTMENT OF PUBLIC SAFETY**

Anthony-Seeger Hall, MSC 6302
(540) 568-6913

Emergencies: (540) 568-6911

Alternate Emergency Line: (540) 442-6911

Non-Emergencies: (540) 568-6912

Fax: (540) 568-3308

Voice Mail System Direct from On-Campus: 8-4411

Police Communications pd_dispatch@jmu.edu

www.jmu.edu/pubafety
Parents’ Guide to Career Development
Although employment during college may not fit every student’s schedule, studies show that students working part-time will experience benefits well into the future. Some of these benefits include:

- Lessons in budgeting
- Work experience through application of theoretical coursework in practical settings
- Enhancement of time management skills
- Professional networking and résumé boosting for future career opportunities

Of course, working during college means finding a job that provides a flexible schedule and requiring no more than 20 work hours per week allowing students to keep their academics as their priority. At JMU the Student Employment office works with students and campus departments in the development and fulfillment of employment positions that enhance student learning. The Student Employment office hosts an annual part-time job fair on campus in September, so encourage your student to attend this event. Contact the Student Employment office for more information.

Contacts

Student Employment
Student Success Center,
MSC 3519
(540) 568-3269
Fax: (540) 568-7994
studentjobs@jmu.edu
jmu.edu/student-employment

Student Employment
JMU employs both graduate and undergraduate students in academic, administrative or service-oriented areas. Students must be degree seeking and enrolled on at least a half-time basis during the academic year to be employed in these positions. They receive payment for their services via direct deposit twice a month. Wages earned in student positions are not applied directly toward the cost of tuition; however, they serve as a source of income for weekly living expenses.

There are three work programs at JMU.

Federal Work-Study Program
Federal Work-Study jobs are part of the financial aid package for students who demonstrate financial need as determined by their FAFSA. Students who are offered Federal Work-Study will need to apply and interview with employers to secure a position; however, employment is not guaranteed. These jobs provide a student with the opportunity to earn a paycheck throughout the year. The money earned through this program is not counted as income when the student applies for financial aid next year, if the student reports FWS earned in the appropriate section of the FAFSA.

Institutional Employment
Institutional employment positions are on-campus positions available to degree seeking JMU students regardless of financial need. To obtain additional information concerning available on campus positions, refer to Joblink at joblink.jmu.edu. There are approximately 2,000 Institutional Employment positions available on campus each year. Students may not work more than 20 hours per week in any on campus position during the fall and spring semesters.

Off-Campus Part-Time Jobs
The Off-Campus Part-Time Jobs program is designed to assist students in securing off-campus, part-time employment regardless of their financial aid eligibility. The program’s coordinator works with local employers to promote hiring JMU students and to assist with advertising their opportunities. Additionally, the program is centered on creating real-world experiences for students that will not only increase self-knowledge but also develop marketable skills that will provide a solid foundation for securing career options beyond graduation.

Tapping into Campus Resources
Students can gather career-related information from a variety of sources. So, encourage your student to:

- Make note of and attend career and internship fairs on campus.
- Attend career panels that may be sponsored by Career and Academic Planning, student clubs or faculty members.
- Go to student organization fair to get a good sense of the clubs and organizations on campus.
- Check out guest lectures, who can often provide insight into the speaker’s professional field.
- Read profiles in the Madison Magazine to discover what others have gone on to do after college.
- Visit the Career Resource Center on campus.

Notice of Non-Discrimination and Equal Opportunity
James Madison University does not discriminate on the basis of age, disability, race or color, national or ethnic origin, political affiliation or belief, religion, sex, sexual orientation, gender identity or expression, veteran status, parental status (including pregnancy), marital status, family medical or genetic information, in its employment, educational programs, activities, and admissions. JMU complies with all applicable federal and state laws regarding non-discrimination, affirmative action, and anti-harassment. The responsibility for overall coordination, monitoring and information dissemination about JMU’s program of equal opportunity, non-discrimination, and affirmative action is assigned to the Office of Equal Opportunity. Inquiries or complaints may be directed to the Office of Equal Opportunity: (540) 568-6991, OEO website, oeo@jmu.edu

JMU prohibits sexual and gender-based harassment including sexual assault and other forms of interpersonal violence. The responsibility for overall coordination, monitoring and information dissemination about JMU’s Title IX program is assigned to the Title IX Coordinator. Inquiries or complaints may be directed to the Title IX Coordinator: Amy Sirocky-Meck (540) 568-5219, Title IX website, titleix@jmu.edu

Revised January 2020
The Office of the Dean of Students is committed to providing students with impartial and independent support regarding university policies, procedures and regulations. Specific types of assistance include:

- withdrawing from the university
- notifying professors of extended class absences
- facilitating communications and connections with university personnel and departments
- referring students to resources to increase the likelihood of their success
- providing professional and impartial facilitation of communication.
- referring students to the Rebound program at sites: lib.jmu.edu/rebound/

We assist students who are considering withdrawing from the university. The student and dean of students staff member discuss personal, financial and academic implications including pertinent policies and procedures directly involved with their withdrawal.

We recommend students make direct contact with their professors in cases of short-term or routine absences. In situations where the student is incapacitated or experiencing extraordinary circumstances over the course of several days, the Office of the Dean of Students will notify faculty on behalf of the student. Such notifications are sent as a convenience of the Dean of Students will notify faculty on behalf of the student. Such notifications are sent as a convenience.

If a parent, student, faculty or staff member has a concern about a student, they can refer them to Madison Cares, a Care Referral program and we will respond and address those concerns by providing care outreach, university resources, and support. Read more about Madison Cares at jmu.edu/studentaffairs/departments/deanofstudents/madisoncares/index.shtml

**Veterans Benefits**

We, the Veterans Certifying Officials at James Madison University, are committed to assisting veterans and families with the administrative process of requesting and receiving education benefits. We are constantly educating ourselves with regard to significant VA changes and ensure that open communication is maintained with families regarding those changes. We continually strive to improve our performance in the ever-changing process of Veterans benefits. We serve as the primary liaisons between: the student and Veterans Affairs; Veterans Affairs and JMU; JMU and the student; and the State Approving Agency (SAA) in Virginia and JMU.

**Federal Benefits**

- Post 9/11 GI Bill
- MGIB Active Duty
- MGIB Selected Reserve
- The Survivors’ and Dependents’ Educational Assistance (DEA)
- The Marine Gunnery Sergeant John David Fry Scholarship

**State Benefit**

- Virginia Military Survivors and Dependent Education Program (VMSDEP)

For detailed information about each military benefit, please visit our Veterans Benefits website: www.jmu.edu/registrar/veterans and access our benefit brochures. You may reach us at veteran@jmu.edu.

We would like to express our gratitude for the service and sacrifice of our military service members and their families.

**Institutional Organization**

As in any community, universities have an organizational structure. By familiarizing themselves with the institution’s hierarchy, students will understand how the campus is organized and where a particular problem can be resolved.

Although there are many divisions at JMU, most concerns or questions should be addressed at the lowest level of the hierarchy as possible. A few parents or students may erroneously believe the president’s office is the place to start; however, it is best to solve the problem at the source when possible.

For example, if your student has a complaint about a professor’s grading, he should contact the professor first. If the complaint is not resolved to his satisfaction, the next step is to contact the department head who is responsible for the overall teaching done in that department. If the problem remains, the next step is to contact the dean, as so on.

Students need to become familiar with the organizational structure of their campus so that issues may be addressed and resolved in the most expeditious way. Your student’s academic advisor can be a good source of information and is a potential advocate for him or her when problems arise.

**Contacts**

**OFFICE OF THE DEAN OF STUDENTS**

Student Success Center
3010, MSC 3534
(540) 568-6468
Fax: (540) 568-6538
www.jmu.edu/deanofstudents

**OFFICE OF THE REGISTRAR**

Veterans Benefits
Student Success Center, MSC 3528
(540) 568-4769 or (540) 568-6569
Fax: (540) 568-5615
veteran@jmu.edu
www.jmu.edu/registrar/veterans
Colleges

James Madison University is comprised of eight undergraduate colleges and a graduate school.
- The College of Arts and Letters offers high-quality programs of specialized study in the social sciences, humanities, communication and the arts, and in several pre-professional and cross disciplinary areas. For more information, visit www.jmu.edu/cal/.
- The College of Business offers programs in accounting, computer information systems, economics, finance, international business, management and marketing. For more information, visit www.jmu.edu/cob/.
- The College of Education offers undergraduate and graduate programs that are designed to lead to majors and minors in pre-professional education, initial teacher licensure, advanced programs for teachers, educational leadership, adult education, human resource development and military science. For more information, visit www.jmu.edu/coe/.
- The College of Health and Behavioral Studies encourages the exploration of personal, social and institutional wellbeing, recognizing how urgently the scholarship of today must inform the practices of tomorrow. Preparing students to recognize and understand the contributions they may offer for health and human services, businesses, governments, innovative community agencies and the advance of knowledge in the 21st century, the college’s programs foster interdisciplinary and interprofessional opportunities for inquiry, critical reflection, research and practice. Students may select from a variety of majors, minors, programs, concentrations and tracks that are available through the departments that comprise the College of Health and Behavioral Studies. For more information, visit chbs.jmu.edu/.
- The Honors College is JMU’s newest college (founded July 2016) with approximately 850 total students. The Honors College is more than just academics; it’s an experience that begins in freshman orientation and continues beyond graduation. The Honors College experience enhances the Madison experience by intentionally mixing students from disciplines and majors from across the entire campus. This ecosystem helps move students to higher levels of commitment and success. Honors incubates ideas that enrich the entire campus community. The Honors experience challenges students to intentionally link together the types of engaged Madison experiences that we know transform lives. For more information, visit www.jmu.edu/honors.
- The College of Integrated Science and Engineering unites Computer Science, Engineering, and Integrated Science and Technology. This college offers innovative applied STEM programs in an environment that stresses hands-on learning with a uniquely talented faculty. Students may select from a variety of academic programs focusing on both cutting-edge solutions to critical human problems and fundamental understanding of the environment in which those solutions must be implemented. For more information, visit cise.jmu.edu/.
- The College of Science and Mathematics offers outstanding programs that are student-centered and designed to prepare students for responsible positions at all levels in research, industry, education, medicine and government. For more information, visit www.jmu.edu/csm.
- The College of Visual and Performing Arts is founded on the belief that artistic expression reveals the essential nature and diversity of human experience. The college offers a variety of majors and minors through three schools. For more information, visit cvpa.jmu.edu/.
- The Graduate School coordinates graduate and postgraduate education throughout the university. It is the mission of The Graduate School to support, facilitate and promote excellence in lifelong education through graduate programs of distinction, innovative outreach programs, and a diverse student body. For more information, visit www.jmu.edu/grad/.
Concerned that travel to and from home may be a hassle? No worries! Check out the following options. For more information on these options, visit www.jmu.edu/transportation

**Shenandoah Airport offers flights to Chicago, D.C.**
Shenandoah Valley Regional Airport welcomed United Airlines, and now offers regular flights to Washington Dulles and Chicago O’Hare International Airports.

**Daily Shuttle to Washington, DC**
An intercity bus service called the Virginia Breeze will run from Blacksburg, VA to Washington DC’s Union Station with stops in Lexington, Harrisonburg (JMU), Front Royal, and Dulles Airport.

**From out of state without a car? It’s easy to get home!**
JMU operates a shuttle service to and from the Charlottesville airport, Amtrak station and Greyhound bus station for JMU students prior to and returning from Thanksgiving, Winter, and Spring breaks.

More options by bus or rail:
- Amtrak
- Break Shuttle
- College Transit
- Harrisonburg Transit
- Abbott Home Ride
- NYC Shuttle
- Virginia Breeze
- Washington Flyer

More options by plane:
- Baltimore/Washington International (BWI)
- Charlottesville/Albermarle (CHO)
- Dulles International (IAD)
- Reagan National (DCA)
- Richmond International (RIC)
- Shenandoah Valley Regional (SHD)
- Non-break and midweek transportation to/from IAD

More options by car:
- ABC Cab Company
- Green Shuttle
- JMU Zimride
- Shenandoah Shuttle
- Valley Connector
- Zipcar

Getting to and from campus often becomes easier as students meet and get to know new friends. Ride sharing boards and informal networks can suffice for first year students’ transportation needs.

**Contacts**

JMU TRANSPORTATION
(540) 568-4522
jmu.edu/transportation
1. Hotel Madison
2. JMU Office of Residential Life
3. Commonwealth One Federal Credit Union
4. Follett/JMU Bookstore
5. The UPS Store
6. The Hills: Northview Apartments
7. To Shenandoah Valley Airport
8. The Hills: Southview Apartments
9. The Hills: Stonegate Apartments
Appendices

Contact Information

Academic Student Services ........................................ (540) 568-7123 ........................................ www.jmu.edu/acstudserv
Admissions .............................................................. (540) 568-5681 ........................................ www.jmu.edu/admissions
Alumni Relations ...................................................... (540) 568-6234 ........................................ www.jmu.edu/alumni
Athletics Sports Hotline ............................................. (540) 568-6164 ........................................ www.jmuSPORTS.com
Bookstore ..................................................................... (540) 568-6121  ........................................ www.jmu.edu/bookstore
Campus Operator Information ..................................... (540) 568-6211
Card Services, JACard .............................................. (540) 568-6446  ......................................... www.jmu.edu/cardctr
Career and Academic Planning .................................. (540) 568-6555  ........................................ www.jmu.edu/cap
Center for Multicultural Student Services .................. (540) 568-6636 ........................................ www.jmu.edu/multicultural
Center for Global Engagement .................................. (540) 568-5209  ........................................ www.jmu.edu/global
Community Service Learning ..................................... (540) 568-6366  ........................................ www.jmu.edu/csl
Commonwealth One Federal Credit Union .................. (540) 438-0977  ........................................ www.cofcu.org
Counseling Center .................................................... (540) 568-6552 ........................................ www.jmu.edu/counselingctr
Dean of Students, Office of ......................................... (540) 568-6468  ........................................ www.jmu.edu/deanofstudents
Development ................................................................ (800) 296-6162 ........................................ www.jmu.edu/give
Dining Services .......................................................... (540) 568-3663 ........................................ www.jmu.edu/dining
Disability Services ...................................................... (540) 568-6705 ........................................ www.jmu.edu/ods
Financial Aid and Scholarships ................................. (540) 568-7820 ........................................ www.jmu.edu/financialaid
Fraternity & Sorority Life ............................................ (540) 568-4195 ........................................ www.jmu.edu/fsl
General Education ..................................................... (540) 568-2852 ........................................ www.jmu.edu/gened
Inclement Weather Hotline ......................................... (540) 433-5300
Information Technology ............................................. (540) 568-7063 ........................................ www.jmu.edu/computing
Help Desk .................................................................... (540) 568-3555 ........................................ www.jmu.edu/computing
Libraries...................................................................... (540) 568-6150 ........................................ www.lib.jmu.edu
Major Advising .......................................................... (540) 568-7350 ........................................ www.jmu.edu/advising
Off-Campus Life ........................................................ (540) 568-6071 ........................................ info.jmu.edu/ocl
Orientation .................................................................. (540) 568-1787 ........................................ www.jmu.edu/orientation
Outreach & Engagement ............................................. (540) 568-4523 ........................................ www.jmu.edu/outreach
Parent Relations ........................................................ (540) 568-3190 ........................................ www.jmu.edu/parents
Parking Services ........................................................ (540) 568-3300 ........................................ www.jmu.edu/parking
Public Safety ................................................................ (540) 568-6912
Non-Emergency ......................................................... www.jmu.edu/pubsafety
Emergency .................................................................. www.jmu.edu/pubsafety
Post Office .................................................................. (540) 568-6257 ........................................ www.jmu.edu/postoffice
Registrar and Records Office ..................................... (540) 568-6281 ........................................ www.jmu.edu/registrar
Residence Life ............................................................ (540) 568-4663 ........................................ www.jmu.edu/orl
Road Conditions in Virginia ................................ ...... 511virginia.org
Student Accountability and Restorative Practices, Office of ........................................ (540) 568-6218 www.jmu.edu/osarp/
Student Activities & Involvement, Office of ........................................ (540) 568-8157 www.jmu.edu/osaic
Student Employment .................................................. (540) 568-3269 ........................................ www.jmu.edu/stuemploy/
Student Success ......................................................... (540) 568-3787 ........................................ www.jmu.edu/successcenter/
Student Wellness and Outreach ................................ (540) 568-2831 ........................................ www.jmu.edu/healthcenter
Tickets Athletics, UPB, Family Weekend .................. (540) 568-3853 ........................................ jmutickets.com
Masterpiece Season Series ......................................... (540) 568-7000 ........................................ www.jmu.edu/cvpa/masterpiece
Theatre and Dance ..................................................... (540) 568-6342 ........................................ www.jmu.edu/theatre
University Business Office ......................................... (540) 568-6505 ........................................ www.jmu.edu/ubo
University Health Center ........................................... (540) 568-6178 ........................................ www.jmu.edu/healthcenter
University Recreation Center .................................... (540) 568-8732 ........................................ www.jmu.edu/recreation

Additional Resources
Academic calendars www.jmu.edu/registrar/academiccalendars.shtml
Dining Dollars information www.jmu.edu/cardctr/ddinfo.shtml
Meal plan information www.jmu.edu/cardctr/mealinfo.shtml
Off-campus FLEX information www.jmu.edu/cardctr/flexoff.shtml
Off-Campus Housing properties information offcampushousing.jmu.edu
Madison Money Manager links www.jmu.edu/ubo/m3.shtml
Residence Life Housing Contract terms and conditions www.jmu.edu/orl/housing/housing-contracts.shtml
Tuition and fees, billing dates and information www.jmu.edu/ubo/

Parents Say
“The Parent Relations office really made the transition from high school to college smooth for both student and parents. Thank you!”
Visiting the Valley

Harrisonburg is an incredibly diverse community, with the variety of a larger city and the charm of a small town. The natural beauty of the area combined with a focus on local businesses, food, and people create an environment that makes it easy to see what makes Harrisonburg such a great place to be.

Downtown Harrisonburg

The historic downtown district is one of the most popular parts of Harrisonburg and offers more than 25 restaurants, 45 shops, vibrant arts and entertainment, and a number of community events throughout the year. Locally-owned and operated restaurants feature a variety of ethnic cuisines, including traditional Americana, Asian Fusion, Caribbean, Cuban, Ethiopian, Indian, Mexican, and Venezuelan. Local shops provide the opportunity to browse for everything from boutique clothing and accessories, handmade jewelry, and international fair trade items, to antiques and vintage home goods, recreation equipment, records, and musical instruments. As the first Arts & Cultural District in Virginia, downtown Harrisonburg

Contacts

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has an abundance of entertainment options, including monthly First Fridays Downtown art exhibits, an independent theater, concerts, trivia nights, poetry readings, DJ dance parties, open mic nights, public art, and film festivals. Events throughout the year focus on live music, local food, holiday celebrations, retail promotions, and outdoor recreation. No matter what your interests are, there’s something for you in Harrisonburg.

The Shenandoah Valley
Our home is in the beautiful Shenandoah Valley of Virginia, a region known for the Blue Ridge Mountains, Shenandoah National Park, the Shenandoah River, rolling farmland and breathtaking views. Only two hours from Washington, D.C., JMU’s 675-acre campus is situated in the city of Harrisonburg, a safe, friendly community with a diverse population of approximately 42,000. Getting here is a cinch, with several major airports within a short driving distance and plenty of transportation options to get you to and from school.

We have four distinct seasons with average daytime temperatures ranging from 33 degrees Fahrenheit (0 degrees Celsius) in January to 82 degrees Fahrenheit (27 degrees Celsius) in July. Snow in the winter and sunshine in the summer mean we have a little of everything. There are ski slopes, trails for biking, rivers for fishing and forests for camping. And on any given evening, you can choose between home-cooked southern-fried chicken, an edgy coffee shop, live music in a bar or ethnic cuisine.

Backpacker magazine ranked Harrisonburg a top spot to "beat nature deficit disorder," and for good reason. Outdoor fun is serious business in Harrisonburg and the neighboring counties. Most students are aware of the breathtaking views of Shenandoah National Park’s Skyline Drive, the wide sky full of stars visible from Reddish Knob and swimming just like nature intended at Blue Hole. Beyond these well-known treasures, however, a world of recreation awaits.

In addition to mountain and river sports, this area is also rich with horseback riding, fishing, hunting, scenic flights and even scuba diving training.

Hike through fall foliage; ski and snow tube in winter; enjoy wildflowers and cool walks in spring; and swim, canoe and fish in summer. With four distinct and beautiful seasons, there are endless and inexpensive fun ways to enjoy the great outdoors as part of your Madison Experience.
# Index

## A

- Academics .......................................................... 30
  - Attendance .................................................... 33
  - Commencement Requirements .................... 39
  - Course Adjustment ......................................... 34
  - Educational Records ....................................... 38
  - Final Examinations ......................................... 35
  - General Education Program .......................... 38
  - Honor System .................................................. 37
  - Major Information ............................................. 37, 44
  - Standing .......................................................... 32
  - Student Services ............................................. 32
- Admissions, Office of ......................................... 42
- Advising
  - Freshman/Transfer ........................................... 14, 44
  - Major ............................................................ 42
- Alumni Relations, Office of .................................... 9
- Athletics................................................................. 19

## B

- Banking/ATMs .................................................... 43
- Bookstore ............................................................ 43
- Business Office, University ................................... 48

## C

- Card Services .......................................................... 43
- Career and Academic Planning .......................... 44
- Center for Multicultural Student Services ........ 17
- Center for Global Engagement ......................... 40
- Study Abroad .......................................................... 40
- Civic Engagement ................................................. 16
- Colleges ................................................................ 60
- Commencement .................................................... 39
- Community Service-Learning ............................. 17
- Contact Information ............................................. 63
- Counseling Center ............................................... 45

## D

- Dean of Students, Office of ................................. 37, 59
- Degree
  - Credit Hours ................................................... 37
  - Major/Minor ...................................................... 37
- Dining Services .................................................... 18
- Meal Plans ............................................................. 18
- Disability Services ................................................ 46

## E

- Employment (Student) .......................................... 58
- Equal Opportunity Notice .................................... 58

## F

- Family Weekend ................................................... 6
- Financial Aid ......................................................... 47
- First-Year Send Offs ............................................. 6
- Fraternity and Sorority Life .................................. 26, 27

## G

- Giving ................................................................. 49
- Grades ................................................................ 34, 35
- Parent Access ...................................................... 35, 38
- Graduate School .................................................. 44

## H

- Health Center, University .................................... 50, 51, 52

## I

- Information Technology (IT) ................................. 53
  - Help Desk, Information Technology ................. 53

## J

- JACard ................................................................. 43

## L

- Learning Centers .................................................. 55
- Libraries .............................................................. 55

## M

- Madison Money Manager .................................... 48
- Mail Services ........................................................ 46
- Care Packages ...................................................... 46
- Map
  - Campus ............................................................. 64, 65
  - Harrisonburg .................................................... 62

## N

- Orientation ........................................................... 10, 11, 12

## P

- Parents Council ..................................................... 6
- Parent Relations, Office of .................................... 6
- Parking Services .................................................... 56
- Public Safety ......................................................... 57

## R

- Recreation Center, University (UREC) ................. 52
- Registrar, Office of ............................................... 38, 59
- Residency
  - Contract ............................................................ 22
  - Off-Campus Life .................................................... 20, 21, 22
  - Residence Life, Office of ................................. 13, 20, 23, 24, 25
  - Roommates ......................................................... 13, 20, 22

## S

- Safety ................................................................. 57
- Emergency Notifications ..................................... 57
- Scholarships ......................................................... 47
- Student Accountability/Restorative Practices ....... 54
- Student Involvement Opportunities ..................... 27
- Student Dean, Office of ......................................... 37
- Student Records
  - Location/Privacy of ............................................. 38
- Student Success ..................................................... 35
- Student Work Experience Center ......................... 58

## T

- Traveling To/From Campus ................................... 61

## V

- Veterans benefits .................................................. 59
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