



A House With No Sides: Authentic Collaboration in Student Success Facilities Design

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Which side of the house are you on?

- Academic Affairs?
- Student Affairs?
- Administrative?
- Business?
- Enrollment?





A house divided...

Can we “de-construct” that notion?



- Houses function with rooms, not sides
- Students don't care what side of the house we're on
- Rooms (facilities) can be designed and shared to meet the needs of inhabitants

Program highlights



Building a house with no sides collaboratively

- Converting a regional hospital into a student success center
- Co-locating 20 departments
- Student learning, health, and services
- Focusing on successful transitions
- Reducing artificial boundaries to student success

Illustrating one department's experience

What is student success?

What it means at JMU

- Successful transitions into, through, and out of the university
- Student responsibility and motivation
- Efficient, effective, and engaged learners



What is authentic collaboration?



- **What it means at JMU**
- Collaboration vs cooperation
- Transformation vs transaction
- In context

Cross-divisional collaboration

A major project requires cross-divisional collaboration, vision, and planning

- **What challenges are likely?**
- **What strategies are helpful?**



Student Success Center Plaza Side



Student Success Center West Side

A House With No Sides

PREPARING THE SITE

Rethinking transition



JMU Orientation Peer Advisors

How can we help students make successful transitions with physical space/environment?

Rethinking space

- *Learning Spaces*
 - Flexible, transparent, accessible, innovative, interactive, and sustainable
(EDUCAUSE, 2006)
- 250,000 sq. ft., five-story, former hospital, adjacent to the campus
- Adaptive and engaging places and programs



Student Success Center Atrium

LEARNING CENTERS



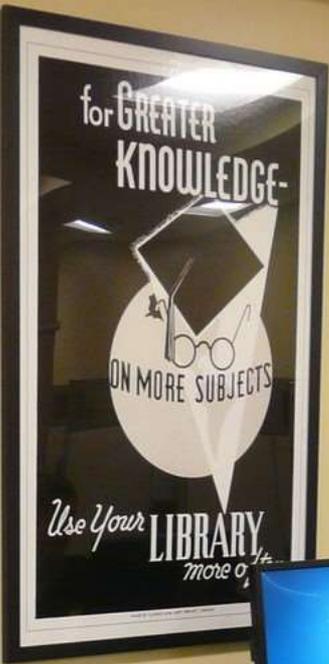
1101
RECEPTION

1100-1167
SUITE
SCIENCE & MATH LEARNING CENTER
PEER-ASSISTED STUDY SESSIONS

Science and Math Learning Center
Monday-Thursday 10a-8p
Friday 10a-2p
Sunday 3p-8p
No appointments necessary, walk in for tutoring.



Learning Centers
Science and Math Learning
P.A.S.S. Program



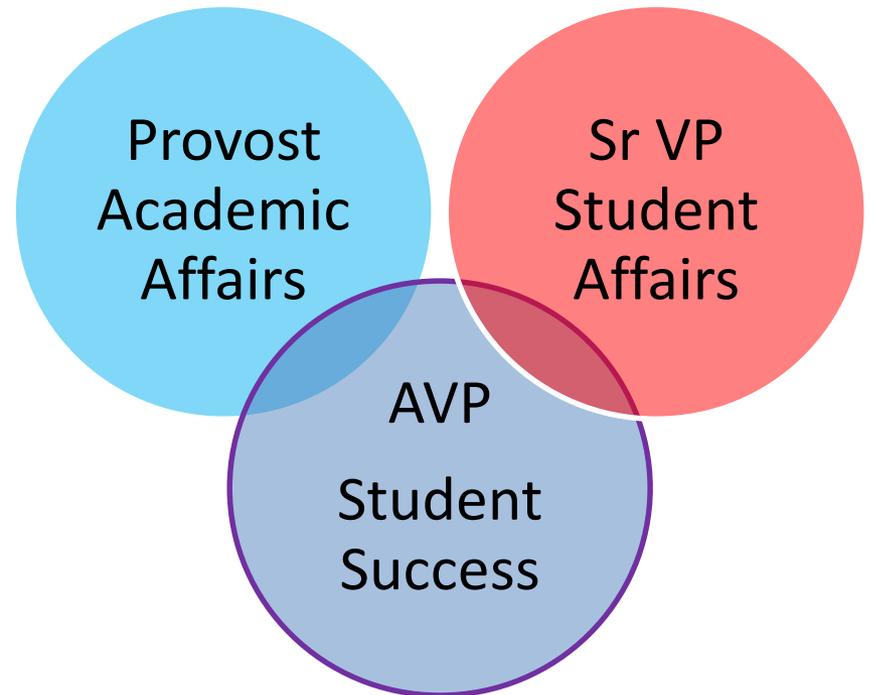
A computer workstation consisting of a black desk with a silver monitor displaying a blue desktop background, a black keyboard, a mouse, and a black office chair. A black tower PC is visible under the desk.

A woman with her hair in a ponytail, wearing a dark long-sleeved shirt and black pants, is sitting in a black office chair at a computer workstation. She is looking at a monitor displaying a blue desktop background. The workstation includes a desk, keyboard, mouse, and a black tower PC.



Rethinking organization

The Associate Vice President for Student Success Programs has a joint reporting assignment to both the Provost and the Senior Vice President for Student Affairs.



Rethinking organization



The Director of the Learning Centers is a tenured professor who supervises faculty, staff, and tutors in Writing, Communication, English Language Learning, Mathematics, Physics, Chemistry, and Statistics.



A House With No Sides

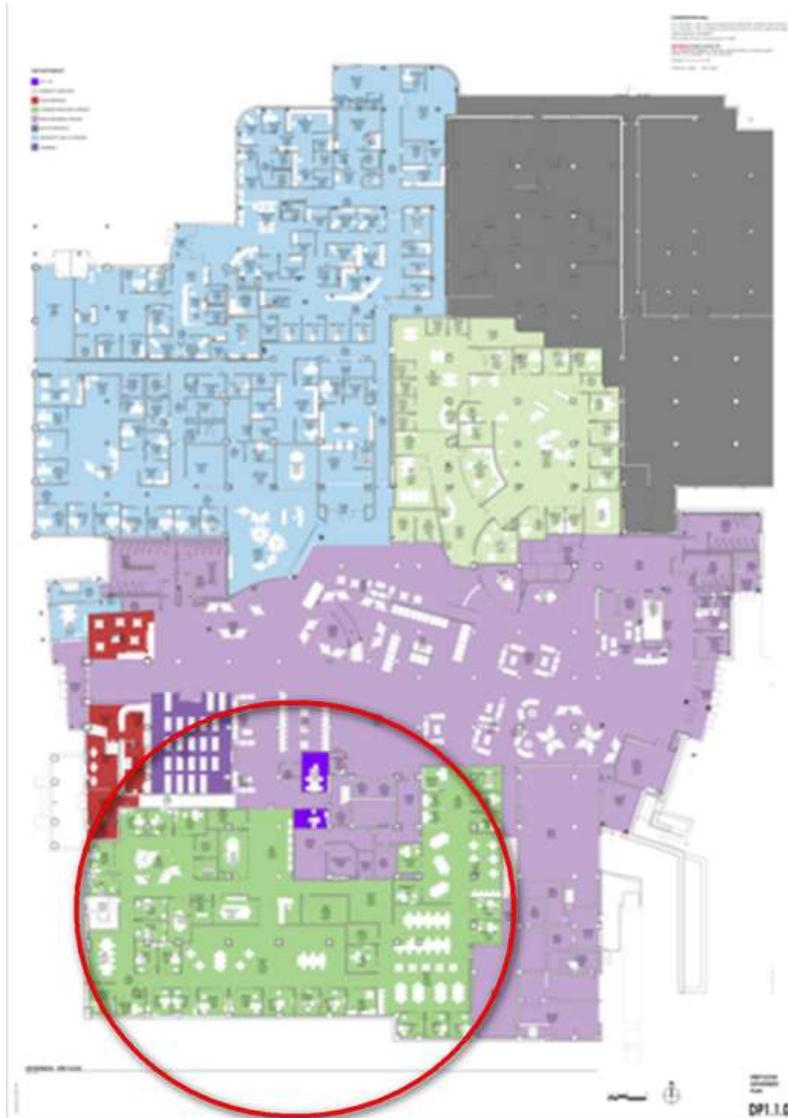
DRAWING THE BLUEPRINTS

Drawing the blueprints



- Site visits and best practices
 - California, Colorado, Delaware, Georgia, Kentucky, Ohio, Pennsylvania, Texas, Virginia
- “What to leave in, what to leave out”
- Student learning, student health, and student services
- Architects and stakeholders

Drawing the blueprints



Learning Centers

- Offices, tutoring areas, meeting rooms, shared space
- Technology
- Furnishings





A House With No Sides

BUILDING THE HOUSE WITH NO SIDES

Building the house...

- ***“The space between;”*** shared space
- **“Proximity, choice, and chance”**
- **Educationally purposeful activity**

(Kuh, et al, 2005)



Faculty Member with Project Team in Atrium

Building the house...



By the numbers...

- 250,000 sq. ft.
- Five floors
- 20 departments
- 4 Divisions
- 300 Staff Offices
- 500 Student Employees
- \$77mil build-out
- 3 dining options

...with no sides

Student learning and
student development



The Atrium



EPIC Center

...with no sides



Science and Math Learning Center

Student learning and student development

- Learning Centers



The JMU Student Success Center is a place for...

Challenge, support, and community:

helping students make
successful transitions
into, through, and out of
the university through a
broad range of programs,
services, and resources.



The JMU Student Success Center is a place for...

Collaborative learning:

helping students become more efficient, effective, and engaged learners who come together with peers, faculty, and staff for educational activities.



The JMU Student Success Center is a place for...

Inquiry and discovery:

encouraging students
to reflect, apply, and
engage in "thinking,
doing, wondering,
figuring out things,
predicting and
recognizing"*



The JMU Student Success Center is a place for...



Advising and consulting:

guiding students in making decisions and developing responsibility for their learning, behavior, physical and emotional health, finances, and career.



What's applicable to other institutions?

<http://www.jmu.edu/successcenter/>



References

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- Kuh. G., Kinzie, J., Schuh, J. H., & Whitt, E. (2010). *Student success in college*. San Francisco, CA: Jossey-Bass.
- Mitchell, R. L. (1999). *Fables, labels, and folding tables: Reflections on the student affairs profession*. Madison, WI: Atwood.
- Oblinger, D. G., ed. (2006). *Learning spaces*. Available electronically at www.educause.edu/learningspaces