

UNIVERSITY OF VIRGINIA TOTAL ADVISING CENTER

Prompted by their strategic plan, the University of Virginia charged brightspot with identifying and analyzing student concerns regarding academic support services. The University needed to gain a clear understanding of the student experience in order to better support undergraduate students throughout their education.

With in-depth user research and student participation throughout the planning process, brightspot worked to address student needs and preferences through hands-on workshops with various university employees. Through interviews and conversations with students, leadership, and staff, brightspot identified and confirmed the need for a physical location to support the student experience. Building on these findings, we led a process to envision the strategic direction for the Center, as well as which services should be provided to meet student needs, which partners should be present, and how partners would work together in a physical location to support the undergraduate experience. In addition, brightspot evaluated the operations and staffing needs to inform the partner models for the Center, and engaged advising group “partners” to refine the space and service models.

We created the Center's vision, a flexible service model, a new organizational structure, and a space plan for the physical advising center. We also identified needs for its digital presence and platforms as well as its operating budget. The Dathel and John Georges Student Center was designed by Nalls Architecture and opened on the 2nd floor of Clemons Library in 2017.



SERVICE MODEL WORKSHOP

Increased presence in the Center, increased space needs			
Visiting - Programming 	Visiting - Episodic/Surge 	Visiting - Recurring 	Satellite
<i>Offer only workshops and programs on a semi-regular basis</i>	<i>Deliver 1:1 and group services at peak times (e.g. end of semester)</i>	<i>Deliver 1:1 and group services on a frequent, recurring basis</i>	<i>Deliver 1:1 and group services during many Center hours</i>
Example Partners: <ul style="list-style-type: none"> • Interim/Preparatory Schools • Center for Career and Professional Development • Center for Undergraduate Research • Center for Student Leadership • Center for Student Involvement • Center for Student Success • Center for Student Wellness • Center for Student Writing • Center for Student Employment • Center for Student Financial Services • Center for Student Health Services • Center for Student Legal Services • Center for Student Life • Center for Student Safety • Center for Student Support • Center for Student Transition • Center for Student Writing • Center for Student Employment • Center for Student Financial Services • Center for Student Health Services • Center for Student Legal Services • Center for Student Life • Center for Student Safety • Center for Student Support • Center for Student Transition 	Example Partners: <ul style="list-style-type: none"> • Deans Offices of the schools • Student Financial Services • University Registrar • Pre-Comm. Advising 	Example Partners: <ul style="list-style-type: none"> • Deans Offices of the Schools • Graduate & Pre-Prof advising • Center for Undergraduate Excellence (CUE) • Undergraduate Research Network • Center for Diversity in Engineering • Writing Center • Math Center • General Academic Support & Tutoring • Special Populations Advising 	Example Partners: <ul style="list-style-type: none"> • International Stu. Office (ISO) • Internship Center • Library Instruction Programs • UCS Career Communities

PARTNER MODEL DIAGRAM



TOTAL ADVISING CENTER RENDERING