

UNIVERSITY OF VIRGINIA STUDENT SERVICES CENTER

Eager to gain a clear understanding of the student experience so they could better advise and support undergraduates throughout their education, the University of Virginia charged brightspot with identifying and analyzing student concerns regarding academic, career, and personal support services.

Through interviews and conversations with students, leadership, and staff as well as analysis of a campus-wide survey, brightspot identified and confirmed the need for a central space where students could access a full suite of services. brightspot analyzed user behavior and conducted workshops with diverse students and staff in order to craft a plan for how this Student Services Center would work, what services it would offer, which partners would be present, and how these partners would work together.

To realize this vision, brightspot created a space plan, a flexible service model, and a new organizational structure for the Center. We also outlined its digital needs and developed its operating budget. The Dathel and John Georges Student Center, designed by Nalls Architecture, 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-annual 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"> • Interplative Sciences Center • Counseling and Psychological Services • Women's Center • Peer Mentoring Groups (e.g. Transfer Student Support, Native American Services, etc.) • Virginia Alumni Mentoring 	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