

Office of Enrollment Management

Dr. Kristina Wong Davis, Vice Provost for Enrollment Management & Dean of Admission
www.cmu.edu/hub (<http://www.cmu.edu/hub/>)

The Office of the Vice Provost for Enrollment Management and Dean of Admission provides vision and leadership for all aspects of Carnegie Mellon's enrollment process. From the point of recruitment, the office is committed to fostering an environment where students and families feel welcome, prepared and supported during their transition to life at CMU all the way through Commencement. The office supports student success and positive outcomes by fostering collaborative partnerships across the university, promoting data driven decision-making, and planning for long-term enrollment strategy.

Enrollment Management is comprised of five functional areas and a one-stop student service center, which provide student-focused and highly efficient services and programs to support and enhance CMU's recruitment and retention goals. The Office of Admission (<http://coursecatalog.web.cmu.edu/aboutcmu/undergraduateadmission/>), The HUB (p. 1), University Registrar's Office (p. 2), Student Financial Services (p. 1), Office of International Education (p. 3), and Enrollment Systems work together to serve students, families and the campus community through strategic enrollment planning and delivering valuable and effective student support and administrative services.

The HUB

Keith Gehres, *Associate Vice Provost for Enrollment Innovation & Student Experience*
Melissa Skasik, *Director of The HUB*
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The HUB Student Service Center

The HUB staff delivers comprehensive service and counsel to students and families regarding financial aid, billing and payment, registration, academic records, and ID Card services. In direct support of student enrollment and persistence, The HUB offers students and families highly integrated information through personal attention and technologically responsive tools in a professional, forward-thinking, and accessible environment.

Professional staff in The HUB serve as liaisons for specific colleges and support enrolled students with key aspects of the enrollment process – financial aid, billing and registration. Contact information for assigned HUB liaisons can be found on The HUB website (<https://www.cmu.edu/hub/contact/>) or the student's personalized Student Information Online (SIO) account.

Regular office hours for The HUB are: Monday and Wednesday (9 a.m. to 4:30 p.m.), Tuesday and Thursday (10:30 a.m. to 4:30 p.m.), and Friday (9 a.m. to 3 p.m.). These hours are subject to change, so visitors are asked to check The HUB's website (<https://www.cmu.edu/hub/contact/>) for the most up-to-date hours.

ID Card Services in The HUB

One of the most important items students will need at Carnegie Mellon is their official identification card. The CMU ID Card, administered through The HUB, classifies you as a member of the Carnegie Mellon community and is a part of everyday campus life. From bus access and Plaid Cash to campus events and museum entry, the ID Card is an essential tool for on and off campus.

View more information at www.cmu.edu/idplus (<http://www.cmu.edu/idplus/>).

Student Financials & Enrollment Systems

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www.cmu.edu/sfs (<https://www.cmu.edu/sfs/>)

Student Financial Aid Office

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www.cmu.edu/sfs/financial-aid (<https://www.cmu.edu/sfs/financial-aid/>)

In alignment with the university's enrollment goals, Student Financial Aid consistently optimizes the utilization of all financial aid resources in order to recruit and retain a high quality and diverse student population. Student Financial Aid strives to deliver superior services that exceed the expectations of students, parents, and internal and external constituencies. Student Financial Aid identifies, creates and delivers strategies that facilitate the integration of financial aid policies. These policies align with current and future university recruitment, retention and enrollment priorities.

How Aid Works

Our financial aid program is need-based, meaning that all aid eligibility is determined by a student's family's financial circumstances. While student's and families have the primary responsibility for paying for college, financial aid can bridge the gap between the total costs and ability to pay.

Nearly half of our undergraduate students rely on some type of financial aid to pay for educational expenses. While many of our graduate students are offered departmental scholarships, grants, stipends, assistantships and fellowships, some rely on other resources, like federal loans, available through the Student Financial Aid Office.

Student financial aid offers may be comprised of scholarships and grants, student employment, and loans. In addition, options like the monthly payment plan may be suggested as a way to help budget payments of educational expenses and to limit debt. Like any major investment, most families pay for education with a mix of current income, savings and borrowing. Finding the right balance among these resources can save money.

For more information or complete steps for applying for financial aid at CMU, visit www.cmu.edu/sfs/financial-aid (<https://www.cmu.edu/sfs/financial-aid/>).

Types of Financial Aid

There are several types of financial aid available to students, such as federal and private loans, university scholarships, outside scholarships, federal and state grants, and student employment. A full listing and explanation of these types of aid may be found at www.cmu.edu/sfs/financial-aid/types (<https://www.cmu.edu/sfs/financial-aid/types/>).

Student Financial Aid Terms and Conditions

All students, regardless of whether they are financial aid recipients, are required to confirm agreement to the university's student financial aid terms and conditions upon their initial log-in to Student Information Online (SIO) and before any financial aid disburses to their account. The terms and conditions apply to all student financial aid, regardless of source (e.g., federal, state or institutional), including grants, scholarships, fellowships, loans and work-study awards.

Learn more at www.cmu.edu/sfs/financial-aid/terms.html (<https://www.cmu.edu/sfs/financial-aid/terms.html>).

International Undergraduate Students

Only U.S. Citizens or Eligible Non-citizens are eligible to receive federal student aid. U.S. Citizens who were not born in the United States will need to send documentation of citizenship (i.e., a copy of passport or naturalization certificate). Verification is required for Eligible Non-citizens or refugees. Acceptable forms of verification include a photocopy of both sides of the student's I-551 or I-551C card.

Undergraduate international students are not eligible to receive federal or state student financial aid. Additionally, Carnegie Mellon does not award any institutional financial aid funds to undergraduate international students.

Student Accounts Office

Kurt Steinmiller, *Director of Student Accounts*

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www.cmu.edu/sfs/billing/ (<https://www.cmu.edu/sfs/billing/>)

The Student Accounts Office serves the university's various academic and administrative departments by processing and invoicing all student-related financial activity and managing the corresponding student financial obligations resulting from this activity. The office strives to serve students by accurately reflecting and communicating these financial obligations, providing timely and consistent responses to inquiries, and instilling financial responsibility and accountability with clear and concise guidance.

Student Financial Obligation Terms

Carnegie Mellon University wishes to be transparent about the financial expectations of students to the university. All students must acknowledge their agreement to the financial obligation terms only one time during their career at the university before access to Student Information Online (SIO) can be granted.

The student financial obligation terms (<https://www.cmu.edu/sfs/docs/sfo-terms.pdf>) (pdf) detail the student's responsibility to remit payment for charges incurred at the university as well as repercussions of non-payment.

University Charges

All charges incurred at the university are reflected on your student account. Charges include tuition and fees and may include housing, dining, sorority or fraternity charges, health insurance, Plaid Cash, and other miscellaneous charges incurred. Miscellaneous charges may include, but are not limited to, music lessons, library fines, parking fines, or emergency loans.

Student Account Invoices

Student account invoices are produced on the last day of each month. Invoices detail all transactions processed in the month, as well as any charges due in the future. Students receive an email notification to their Andrew email account when an invoice is ready for viewing on Student Information Online (SIO) (<https://www.cmu.edu/hub/sio/about.html>). Payments for amounts due from a monthly invoice must be received by the 15th of the next calendar month. Any amounts not paid by the stated due date are subject to a 1.5% interest charge each month until the balance is paid in full.

Carnegie Mellon does not print and mail student account invoices.

Billing Authorizations & My Plaid Student

Students may authorize Carnegie Mellon to send a PDF copy of their invoice to another individual's (parent, spouse, etc.) email address. After completing the authorization process, designated recipients will receive an email with a PDF attachment of the invoice and any related billing messages.

Students can also invite a bill payer or other individual to use My Plaid Student (MPS) (<https://www.cmu.edu/hub/MyPlaidStudent/>), which gives authorized users access to a student's invoices and student account activity, as well as the ability to make payments to the student's account. Students may also authorize their users to request enrollment verifications, and view grades and course schedules, via MPS. .

View more information at www.cmu.edu/hub/parents-and-family/ (<https://www.cmu.edu/hub/parents-and-family/>).

Tuition Assessment

The tuition charged to each student will be automatically adjusted on the 10th regularly scheduled class day (refer to the specific date noted in the Official Academic Calendar (<https://www.cmu.edu/hub/calendar/>) as the "last day to add courses") based upon each student's schedule at that time. The tuition charged will be increased whenever the number of units added justifies tuition charges greater than those paid by the student at the time of fee settlement. After that time, no tuition adjustments will be made, with the exception of second minis for that particular semester.

For additional information, view www.cmu.edu/sfs/tuition/adjustment/ (<https://www.cmu.edu/sfs/tuition/adjustment/>).

Payment Options

Carnegie Mellon University is pleased to offer a wide variety of payment options for students and families. A full listing of these, as well as more information on each type, is available at www.cmu.edu/sfs/billing/payments/ (<https://www.cmu.edu/sfs/billing/payments/>).

We recommend that students enroll in Online Banking by linking a U.S. bank account to their student account via SIO. This is the fastest, easiest, and most convenient way to make a payment to or receive a refund from the university. The university does not initiate a withdrawal from a student's bank account; funds are only withdrawn when a student schedules a payment through SIO.

Refunds

If a student account has a negative balance resulting from an overpayment, financial aid, or a reduction of charges, the Student Accounts Office will review the account and issue a refund.

All students are encouraged to authorize electronic deposit of their student account refunds directly into their U.S. checking or savings accounts. Taking advantage of this opportunity eliminates the need to stand in line at The HUB to pick up a refund check and makes the funds available to the student within two business days.

If electronic refunding is not selected, the refund will be generated as a paper check that must be picked up in The HUB. Students who are issued a paper check for a student account refund have six months to cash the check. If the check is not cashed within six months, it will be voided and credited back to the student account and applied to any outstanding charges.

View more details about refunds at www.cmu.edu/sfs/billing/refunds/ (<https://www.cmu.edu/sfs/billing/refunds.html>).

Enrollment Systems

Dan Kennedy, *Interim Director of Enrollment Systems*

Location: Cyert Hall, 5000 Forbes Avenue, Pittsburgh, PA 15213

Enrollment Systems is charged with orchestrating the evolution of the Student Services Suite (S3) and related systems. As system administrators, business analysts and web developers, our department supports Carnegie Mellon University's student information system applications. Additionally, the goal of Enrollment Systems is to provide IT support and interface between and among the various student-system linked owners/users and the central IT technicians.

View details about the Student Services Suite (S3) at www.cmu.edu/sfs/billing/3-project (<https://www.cmu.edu/es/s3-project/>).

University Registrar's Office

Keith Gehres, *Associate Vice Provost for Enrollment Innovation & Student Experience*

John Papinchak, *University Registrar*

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cmuregistrar@andrew.cmu.edu (university-registrars-

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www.cmu.edu/hub/registrar/ (<https://www.cmu.edu/hub/registrar/>)

The University Registrar's Office performs the essential roles of administering the collection and maintenance of student records, ensuring their accuracy and integrity, and enforcing academic policies while providing the best possible services. The University Registrar's Office aspires to provide exceptional, environmentally-conscious services, while anticipating and meeting growing customer requirements with innovative processes, training and self-service applications. The office strives to foster and promote an environment of professional development and appreciation.

The University Registrar's Office produces the Academic Calendar (<https://www.cmu.edu/hub/calendar/>).

Enrollment

Enrollment is the process whereby eligible students notify Enrollment Services that they will be attending the university by registering for courses and settling their student accounts. Enrollment must be completed before students may begin classes and before they may utilize university facilities.

Registration

Registration is the process of selecting courses for the upcoming semester and discussing those selections with an academic advisor. We strongly encourage students to meet with their academic advisor before finalizing selections and registering for courses. The University Registrar's Office manages the registration process and related activities for all CMU

students. Our goal is that our online services make these processes easy and secure. The registration process may be completed in Student Information Online (SIO) (<https://www.cmu.edu/hub/sio/about.html>) in four easy steps. Students can use the 4 Easy Steps to Registration (<https://www.cmu.edu/hub/registrar/registration/steps/>) webpage to find step-by-step instructions for course registration at CMU, including a pre-registration checklist, how to plan and check course schedules, share with schedules with advisors, confirm registration start time, and register for courses.

For most entering first-year students, registration is accomplished during the summer, with the assistance of associate deans and department heads. Academic placement and elective choice information is collected through mailed questionnaires during June and July. Most first-years complete their schedules and enrollment information prior to the first day of classes.

Currently enrolled students select their courses for the upcoming semester during Registration Week, prior to the end of each semester. The Schedule of Classes (<https://enr-apps.as.cmu.edu/open/SOC/SOCServlet/>) is available online prior to Registration Week, listing available courses along with general enrollment information. The university reserves the right to make changes to hours, units or instructional staff when such changes seem necessary or advisable.

Students are not permitted to register for courses in which the prerequisites have not been satisfied. Exceptions to the rule may be granted only upon the recommendation of the teaching department concerned. Unless the prerequisites are satisfied or special approval is obtained when the student enters the course, no credit can be allowed for the course. Students are also discouraged from planning schedules in which course time conflicts exist. For exceptional circumstances, however, students may register for, or add, courses with time conflicts. Information about managing course time conflicts is available on the 4 Easy Steps to Registration (<https://www.cmu.edu/hub/registrar/registration/steps/#plan>) webpage.

SUMMER & Non-degree COURSEWORK

Summer semester offers a great opportunity to enroll in Carnegie Mellon's innovative courses and programs in fine arts, business, engineering, technology, liberal arts, and more. Summer classes allow more flexibility to focus on studies outside the typical fast-paced campus environment and more interactive learning with smaller class sizes. Our visiting and non-degree program (<https://www.cmu.edu/hub/registrar/registration/vnd/>) also allows professionals and non-CMU students to expand their education, and to learn from award-winning faculty. Summer courses are offered via three sessions: Summer All, Summer One and Summer Two.

PCHE Cross-Registration

Cross-registration provides opportunities for enriched educational programs by permitting full-time paying undergraduate and graduate students to cross register for one course at a Pittsburgh Council on Higher Education (PCHE) Institution. Students who are paying full-time Carnegie Mellon tuition (per the requirements of their home college) are eligible. The PCHE course may not count towards full-time status. There is no additional tuition charge, except for special course or laboratory fees. Carnegie Mellon students do not acquire status at the Host Institution, but are given library and bookstore privileges. Credit and grades are transferred directly to the home institution. Cross-registration is not applicable during the Summer Session or during intersessions.

For more information, visit www.cmu.edu/hub/registrar/registration/cross (<https://www.cmu.edu/hub/registrar/registration/cross/>).

Faculty Course Evaluations (FCEs)

Students play an integral role in the academic life of the university when they participate in the evaluation of the faculty through the Faculty Course Evaluation process. FCE data is important in the evaluation of teaching and learning, as an important piece of the promotion and tenure process and as part of the process of course design and improvement. Student participation in the FCE process is critical to the university's commitment to quality teaching and academic excellence. Students are strongly encouraged to participate in the process with constructive feedback that is relevant to teaching and course content. More information on the Faculty Course Assessment process and results from previous years may be found at www.cmu.edu/hub/fce (<https://www.cmu.edu/hub/fce/>).

Office of International Education & Study Abroad

Linda Gentile, *Executive Director of the Office of International Education*
Chris Menand, *Director of Study Abroad*

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The Office of International Education (OIE) is committed to empowering and inspiring Carnegie Mellon University students, faculty, staff and visitors to achieve their personal and educational goals in a community that encourages and values diverse ideas, life experiences and international perspectives. Supporting the university's educational mission, OIE promotes, advocates and facilitates international and cross-cultural experiences, perspectives and initiatives. OIE is the primary contact for study abroad programs and non-immigrant matters for all students and scholars (foreign professors and researchers) who are not United States citizens or permanent residents.

Foreign Students & Scholars

OIE serves as the liaison to the university for all non-immigrant students and scholars. The foreign student and scholar advisors counsel on immigration/visa, academic, personal, social and acculturation matters. Additional services include workshops in partnership with other offices on cultural adjustment, international career planning and tax filing. OIE supports international student groups, partners and family members with resources and programming that assist with acclimating to the broader community.

Study Abroad

Over 600 Carnegie Mellon students, from all majors, study abroad annually. With careful planning, students may study abroad for a semester, academic year or during the summer in various countries around the world, including Carnegie Mellon's campus in Doha, Qatar. A well planned study abroad program will allow a student to receive credit for study abroad and graduate on time. There are additional opportunities for short-term, non-credit study abroad experiences. Many students are able to use their Carnegie Mellon funding for study abroad. The study abroad staff assist students in all stages of the process of going abroad. The advisors promote study abroad, advise students, work with the academic departments and conduct information sessions, pre-departure orientations and welcome back workshops. For more detailed information about Carnegie Mellon's study abroad program, see the Undergraduate Options (<http://coursecatalog.web.cmu.edu/aboutcmu/undergraduateoptions/#studyabroadtext>) section of this catalog or visit www.cmu.edu/studyabroad (<http://www.cmu.edu/studyabroad/>).

David & Susan Coulter Welcome Center

Rebecca Choltco, *Executive Director of Strategic Communication for Enrollment Management & Interim Director of the Welcome Center*
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www.cmu.edu/visit/welcome-center.html (<https://www.cmu.edu/visit/welcome-center.html>)

The Carnegie Mellon University Coulter Welcome Center is a unique destination point for campus visitors. The welcoming space draws people in to engage with students and to see firsthand how Carnegie Mellon's expertise, ambition and world-leading technologies across business, the sciences, the humanities and the arts all benefit humankind. Visitors may register in advance for an in-person campus tour (<https://www.cmu.edu/admission/visit/on-campus-visit-opportunities/>) led by our Tartan Ambassadors or check out additional virtual opportunities (<https://www.cmu.edu/admission/visit/online-visit/>) to learn more about CMU and Pittsburgh.