University Services

Carnegie Mellon University provides many services to students to help them thrive on and off campus, and in and out of the classroom. The university’s service-oriented departments and offices focus on executing critical administrative functions to provide daily services to students, families, the campus community, and visitors. Listed below are some of the services offered by the university.

Academic Advising

Carnegie Mellon recognizes the vital role of academic advising in undergraduate education. The university assigns an academic advisor to each student, and makes certain that all advisors have clear, timely, and accurate information concerning programs, policies, procedures, and resources. In addition to having assigned academic advisors, students often develop relationships with faculty and staff members who serve as academic mentors.

Institutional Statement on Advising

Academic advising is integral to the educational mission of Carnegie Mellon. Advising is an intentional process, grounded in teaching and learning, and provides each student with guidance for developing and achieving meaningful educational, professional, and personal goals. Successful advising at Carnegie Mellon depends upon a shared understanding of, and commitment to, the advising process, by students, advisors, and the university. Academic advisors engage students in learning, promote students’ academic success, and foster students’ personal, ethical, and intellectual growth, all of which will carry into their roles as citizens and lifelong learners.

The Student’s Role

Seeking advice is an important part of how students begin to make decisions about their academic and professional futures. Each major and department has an advising system which may be different from one another. It is important that students find out early from their first-year advisor how the advising system for all their four years at Carnegie Mellon works.

Students are responsible for understanding the importance of their relationships with advisors; seeking out advisors, contacts, and information on a regular basis; knowing the requirements of their individual degree programs; and taking final responsibility for making their own decisions based on the best information and advice available.

The Advisor’s Role

To achieve the goals of academic advising at Carnegie Mellon, advisors, along with their advising programs, are responsible for being knowledgeable of, and communicating, the requirements of the academic programs in which they advise; monitoring students’ progress towards degree completion; being available to meet with students on a regular basis; assisting students in finding the appropriate institutional and community resources; involving students in the academic and career planning process and the exploration of options and resources, and engaging in developmental activities to stay informed of issues that impact student success.

Academic Development

Location: Cyert Hall, Suite B5
Phone: 412-268-6878
acad-dev@andrew.cmu.edu
www.cmu.edu/academic

Academic Development is the place to go for help with academic work. We offer peer tutoring, academic coaching in study skills, supplemental instruction and EXCEL collaborative learning groups for traditionally difficult courses. Our programs are available to all Carnegie Mellon University students and are designed to help both students who are having academic difficulties and those who just want to improve their academic performance.

The peer tutoring, study skills, supplemental instruction and EXCEL components of Academic Development utilize group and individualized instruction to accommodate the diverse learning styles and skill levels of the student population.

Our services include:

Academic Coaching

Academic Coaching is an assistance program that helps students acquire more effective and efficient study skills. The program is designed to help both students who are having academic difficulty and students who just want to improve their study skills. Student Academic Coaches (ACs) conduct group workshops throughout the semester and weekly individualized sessions that focus on like time managements, taking notes and exam preparation.

EXCEL Groups

EXCEL groups are offered for a select number of traditionally difficult courses. Groups meet weekly throughout the term and are facilitated by trained student leaders who have already completed the course and earned an A. The groups are comprised of up to nine students and are formed on an as-needed basis, with multiple groups per course. Sessions are interactive and geared specifically to the group members.

Peer Tutoring

Peer tutoring is a program designed to assist students with their coursework and it is available in two formats: weekly tutoring appointments or walk-in tutoring.

Supplemental Instruction (SI)

Supplemental Instruction (SI) is an academic enrichment program that is offered in traditionally difficult courses. SI discussion and review sessions are facilitated by trained student SI Leaders who have already completed the course and received an A in it. SI sessions are held twice weekly for one hour; additional sessions are held prior to exams. Attendance is voluntary and registration is not necessary.

Disability Resources & Equal Opportunity

Catherine Getchell, Director of Disability Resources
Location: Margaret Morrison Plaza, A30, 5136 Margaret Morrison St., Pittsburgh, PA 15213
Phone: 412-268-6121
access@andrew.cmu.edu
www.cmu.edu/disability-resources

Disability Resources provides responsive and reasonable accommodations to students who self-identify as having a disability, including physical, sensory, cognitive and emotional disabilities. Through our office, the university can provide counsel, support services and accommodations to ensure that all students, regardless of ability, have equal access to the world-class education, campus programs and activities offered by CMU. We work to ensure that qualified individuals receive reasonable accommodations as guaranteed by the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973.

Students are also welcome to discuss concerns about support for disabilities with members of the admission staff, housing office and/or health/psychological services. Upon enrollment, students with disabilities should contact the Office of Disability Resources to discuss their needs and to develop a Student Individual Accommodation Plan. Accommodations are made with the intent to maintain the academic integrity of each course and the academic program as a whole, while also meeting assessed needs.

Equal Opportunity / Affirmative Action Policy

Carnegie Mellon is committed to equal employment opportunity for all and to affirmative action. Diversity is a source of strength for Carnegie Mellon and affirmative action is one of the tools that we use to achieve and sustain diversity. All personnel actions are administered in accordance with the university’s commitment to non-discrimination and in compliance with applicable federal, state and local laws, statutes, orders and regulations.


Computing Services

Stan Waddell, Associate Vice President & Chief Information Officer
Location: Cyert Hall 285
Phone: 412-268-4357
Computing Services maintains and supports computing resources for the
Campus community, including the campus wired and wireless networks,
Public printing, computer labs, email, and software catalog.
Visit the Computing Services (http://www.cmu.edu/computing) website to
explore the services available to you, including how to:
• get started with computing at Carnegie Mellon
• Practice safe computing
• Set up file storage and collaboration
• Connect your computer or mobile/gaming devices to the network
• Access software
• Manage your email
• Use public printers and computer labs.
For help, contact the Computing Services Help Center at 412-268-4357
(HELP) or it-help@cmu.edu.

Fellowships & Scholarships Office
Stephanie Wallach, Director
Location: Cyert Hall A64, 5000 Forbes Ave., Pittsburgh, PA 15213
Phone: 412-268-5702
Fax: 412-268-6159
fso-general@andrew.cmu.edu
www.cmu.edu/fso
The Fellowships and Scholarships Office (FSO) works with current Carnegie
Mellon undergraduate students – as well as alumni – in fulfilling their
intellectual and professional goals by pursuing nationally competitive
scholarships and fellowships. We promote awareness of external
scholarship and fellowship opportunities, advising, writing support, overall
management of the process, and interview preparation.
Fellowships and scholarships are competitive, merit-based monetary awards
that support a wide range of purposeful activities. These include research,
internships, projects and study abroad. Eligibility depends on the particular
award.
For current graduate students, there are some specific awards the FSO
will help facilitate: Knight Hennessey, Fulbright, Soros, Luce, Hertz and
Schwarzman.
Within the parameters of each scholarship, we advise students on each
award and help them navigate the range of choices. We work with students
on various iterations of their applications and oversee the process, including
letters of recommendation. Where appropriate, we will manage a campus
selection process. If students are selected for an interview as part of the
scholarship competition, we will help prepare them and organize campus
committees for mock interviews.
Visit the FSO website (https://www.cmu.edu/fsso) for information about
fellowships and scholarships, and if interested, make an appointment with
an FSO representative through Handshake.

Honor Societies
Phi Beta Kappa Society
Carnegie Mellon shelters a chapter of the Phi Beta Kappa Society, sponsored
by the three colleges (Dietrich College of Humanities and Social Sciences,
Mellon College of Science, and the School of Computer Science) that
comprise the University’s “arts and sciences” equivalent. The chapter’s name
is “Upsilon of Pennsylvania,” and was formally installed in April of
1995.
Founded in 1776 at the College of William and Mary in Williamsburg, Va., Phi
Beta Kappa is the nation’s oldest honorary society, with chapters at 276 of
the foremost institutions of higher education across the country. Almost all
members are elected by the chapters from among candidates for degrees in
liberal arts and sciences, usually from the top 10% of the graduating class.
Membership in Phi Beta Kappa key has become a universally recognized
mark of academic achievement in the liberal arts and sciences. The key’s
venerable pointing finger proclaims for all to see the wearer’s commitment
to Phi Beta Kappa’s ancient principles (represented in the three stars)—
friendship, morality and learning. The society’s name is formed by the first
letters of the phrase Philosophia Biou Kybernetes, Philosophy (wisdom)
is the Guide of Life. In line with the conviction that the test of education lies
not in what people know but in what they are, the objectives of humane
learning encouraged by Phi Beta Kappa include not merely knowledge
but also intellectual honesty and tolerance, a broad range of intellectual
interests and understanding.
The Carnegie Mellon chapter is active in sponsoring visiting speakers,
on-campus roundtables that focus on current issues, community service
activities, scholarship opportunities, student research involvement, and the
like.
The Honor Society of Phi Kappa Phi
The Honor Society of Phi Kappa Phi has been an important presence on
campus since 1933. Phi Kappa Phi, a national honor society that began in
1897 at the University of Maine, takes its name from the initial letters of
its adopted motto, Philosophia Krateto Photon, “Let the love of wisdom
rule humanity.” Phi Kappa Phi recognizes and honors persons of good
character who have excelled in scholarship, in all fields of study. Members
are nominated by their department or their school or college and then
invited to join the society.
To be eligible, seniors must be in the top ten (10) percent of their class
and juniors in the upper seven and one-half (7.5) percent of their class
at the time of invitation. Graduate students, alumni, faculty and staff are
also eligible for nomination. The chapter inducts new members once a
year, each spring, and provides information to its members on all sorts of
opportunities, including study abroad, internships, and graduate fellowships,
recognition and awards.
Intercultural Communication Center
Location: 350 Posner Hall, 3rd floor, 5000 Forbes Ave., Pittsburgh, PA 15213
Phone: 412-268-4979
eslhelp@andrew.cmu.edu
www.cmu.edu/icc
The Intercultural Communication Center (ICC) is a support service offering
programs designed to equip nonnative English speakers, both international
students and students who attended high school in the U.S., with the skills
needed to succeed in academic programs at Carnegie Mellon. In addition
to developing academic language skills, students can learn more about the
culture and customs of the U.S. classroom. The center offers:
• 1-1 Consultations to help students develop specific aspects of academic
language, such as pronunciation and presenting
• Seminars and workshops to develop stronger academic language
and cross-cultural communication, such as Three Keys for Better
Presentations, Writing Academic Emails, and Participating in Classes
• Videos and materials to help students develop language and cultural
awareness
Visit ICC’s website (https://www.cmu.edu/icc) to join the mailing list for
program information.
Teacher Certification
Carnegie Mellon offers a teacher certification program in the school of music
but does not offer a degree in education or teacher certification program in
other academic areas. Students can take relevant classes through several
departments on campus to develop skills and knowledge that will help
them to prepare for a career in K-12 education. There are several pathways
to a teaching career and interested students can contact Judith Hallinen,
Assistant Vice Provost for Educational Outreach, at jh4p@andrew.cmu.edu
to discuss opportunities and programs that can be pursued.
Undergraduate Research Office
Stephanie Wallach, Assistant Vice Provost for Undergraduate Education
Location: Cyert Hall A64, 5000 Forbes Ave., Pittsburgh, PA 15213
Phone: 412-268-5702
Fax: 412-268-6159
www.cmu.edu/uro
Conducting research as an undergraduate is an especially valuable way
to get to know faculty members; explore an area of interest in depth;
turn classroom theory into practical hands-on experience; get a feel for
graduate school; learn skills for the workplace; and have some fun at the
same time. The Undergraduate Research Office (URO) supports students
conducting independent research and creative projects in every field at
the university — whether they join an existing lab or project or whether they
set out on their own.
All undergraduates at Carnegie Mellon are eligible to participate in
Undergraduate Research Office programs. The term “research” is defined
broadly as “research, scholarly, or artistic activities that lead to the

production of new knowledge; to increased problem solving capabilities, including design and analysis; to original critical or historical theory and interpretation; or to the production of art or artistic performance.” Students from all fields and at all levels are encouraged to participate in the research process at least once, and hopefully many times, in their undergraduate careers. This is true whether they are planning to attend graduate school or to seek out a position in the private or public sectors.

Advising and Information Services
The staff of the Undergraduate Research Office are available to discuss project ideas; suggest possible faculty mentors (required); read and comment on proposal drafts; and generally facilitate the research process. In addition, the URO typically runs two proposal writing workshops each semester to assist students in preparing their proposals. Support from the URO is a competitive process and requires the students to submit strong proposals.

Small Undergraduate Research Grants (SURG)
Undergraduates in good academic standing are eligible to apply for a Small Undergraduate Research Grant (SURG). Awards are made twice each year based on submitted project proposals. A panel of faculty and administrators from each of the colleges serves on the selection committee and will generally consider requests up to $500 for individual student projects or $1000 for a group project. Grants may be used to purchase supplies and materials, rent time on laboratory equipment, pay subjects in an experiment, or even travel to another city to collect data. Budgets are required as part of the SURG proposals. Deadlines are October for the Spring grant period and in March for the Summer and Fall grant periods.

Summer Undergraduate Research Fellowship (SURF)
These fellowships are designed to allow students a 8-10 week summer of supported research at Carnegie Mellon in close collaboration with a faculty advisor. Students receive a fellowship of $3,500 as a stipend to cover any of their expenses. The deadline for submission of proposals coincides with the regular SURG deadline in March.

Undergraduate Research Symposium: Meeting of the Minds
The undergraduate research symposium, known as “Meeting of the Minds,” is an annual event that brings our campus together to celebrate the diverse, creative, and ground-breaking research that takes place among undergraduates. Students share their research findings through poster, oral, and artistic presentations. Many participate in award competitions sponsored by various corporations, departments, individuals, and organizations. All students funded through the SURG are required to attend, but it is also open to other students, including senior thesis presenters. Approximately 650 students participate each year. Meeting of the Minds takes place during early May at the University Center.

Presentation Awards
Students whose work has been accepted for presentation at an academic conference are eligible to apply for a Presentation Award. These awards, up to $250, help defray costs of conference registration, transportation, and accommodation.

University Libraries
Keith Webster, Dean of University Libraries and Director of Emerging and Integrative Media Initiatives

Location: Hunt Library, 4909 Frew St., Pittsburgh, PA 15213
Phone: 412-268-2444
www.library.cmu.edu

The University Libraries is an essential academic partner, whose services, expertise, and collections are at the heart of the work of CMU. The Libraries support the work of the CMU academic community to ensure its transformative impact on our campus and beyond. Offering digital resources, research support, enhanced learning spaces – and so much more – Hunt, Sorrells, Mellon and CMU-Q libraries enrich the CMU student experience and benefit all members of the our community.

Build and Expand Digital Resources
The libraries create digital resources by scanning archival & rare collections; licensing specialized resources to support campus research; and purchasing perpetual access to online journals, electronic books and specialized web resources.

Showcase Research Excellence
The library provides digital infrastructure exposing faculty publications & research to be visible to the world. The Libraries contribute to author publication charges that enable current faculty research to appear in open access journals and monographs.

Enhance Learning Spaces
Learning in the library requires both individual and group focused learning environments as well as technology to maximize the learning experience. Technology enhancements range from flat screen displays to tools for using visualization software.

Online Access
From the Libraries’ home page (www.library.cmu.edu), students and eligible campus community members can access:
• CAMEO library catalog – Use CAMEO to find out where materials are located in libraries on campus. See whether items are checked out, on reserve, or available to be borrowed.
• My Library Account – Renew books, put books on hold, see a list of what you have checked out, see fines.
• Course Reserves – Find required materials that your professors have reserved for classes to use.
• Research Help – Learn about key resources in your subject area, including the CMU librarian who is a subject specialist for your school or college.
• Ask a Librarian – Interactive reference service staffed by CMU librarians (chat, IM, email, phone, or in-person)
• AND MUCH MORE – Library collections, articles and databases, E-Journals A-Z, library catalogs

"Library Catalogs" link to online catalogs for the University of Pittsburgh Library System, The Carnegie Library of Pittsburgh, and other local libraries.
We are partners with Pitt and The Carnegie; you can get library cards and borrow directly from these nearby libraries.

University Police
Thomas Ogden, Chief
Location: 300 South Craig Street, Room 199, Pittsburgh, PA 15213
campuspd@andrew.cmu.edu
www.cmu.edu/police

The Carnegie Mellon University Police Department provides police services 24 hours a day, seven days a week, 365 days a year. Police officers are responsible for patrolling all university owned or leased property. In addition to patrol, officers will respond and investigate crimes and other emergencies that are in progress or have already occurred.

The success of the Patrol Unit is largely dependent on the eyes and ears of the community it serves. Immediate notification facilitates a rapid response. All emergencies that are in progress or have already occurred. The success of the Patrol Unit is largely dependent on the eyes and ears of the community it serves. Immediate notification facilitates a rapid response. All emergencies that are in progress or have already occurred. The success of the Patrol Unit is largely dependent on the eyes and ears of the community it serves. Immediate notification facilitates a rapid response. All emergencies that are in progress or have already occurred.

The University Police makes available on its website a wide range of information about the university’s security practices. View more information about the shuttle and escort service, community outreach, current investigations, crime prevention and safety education, and other programs and services by visiting www.cmu.edu/police.

Carnegie Mellon University publishes an annual campus security and fire safety report describing the university’s security, alcohol and drug, sexual assault and fire safety policies, and containing statistics about the number and type of crimes committed on the campus, and the number and cause of fires in campus residence facilities during the preceding three years. You can obtain a copy by contacting the Carnegie Mellon Police Department at 412-268-2323. The annual security and fire safety report also is available online at www.cmu.edu/police/annualreports.