Enrollment Functions/Services at All CMU Locations & Campuses
Enrollment Services Divisional Mission and Vision

Enrollment Services Vision

Consistent expert counsel, service, and systems development in alignment with Carnegie Mellon’s strengths and reputation.

Enrollment Services Mission

In support of students’ academic goals from enrollment through graduation, Enrollment Services leads via the delivery of highly integrated administrative services.

Document Purpose

The purpose of this document and the associated list of key services is to ensure that enrollment staff at all Carnegie Mellon locations and campuses are fully aware of the information, expertise, and training that are necessary for smooth running enrollment functions for Carnegie Mellon students across the globe. This document does not address start-up functions are separately required as part of new program establishment well before the start of enrollment of students at any Carnegie Mellon campus or location where educational instruction will be provided.

Enrollment Services (Pittsburgh) Offices and Directors or Liaisons

For a list of the departments and directors:  www.cmu.edu/hub/offices.html

Carnegie Mellon University: Enrollment Foundational Assumptions

Certain enrollment functions are the same for all Carnegie Mellon students – no matter where in the world they are enrolled:

- The Student Services Suite (S3) is THE system of record for all formal documentation and historical records.
- Student account management, billing and related accounting is centralized in S3.
- Student record keeping including schedules, transcripts, grades, and degree certification are centrally recorded in S3.
- US federal aid (Title IV) awarding, disbursement and crediting to the student account are all centrally managed in Pittsburgh financial aid offices.
Statement of Service Expectation for Staff

The staff of the Pittsburgh Enrollment Services division assume that designated staff members at all CMU locations and campuses will have a significant working understanding of relevant enrollment-related services – billing and bill payment mechanisms, registrar’s functions, financial aid, and systems. At the same time, staff at other CMU campuses and locations possess important knowledge of local conditions and provide insights to central administrators regarding unique issues, impacts of the local infrastructure, and local, regional/state, and national laws and regulations.

Enrollment Services leadership assumes a partnered relation between the central offices in Pittsburgh and the disbursed staff members located elsewhere in (1) delivering timely and accurate enrollment services, (2) determining, where allowable, if services should be provided centrally or locally, and (3) trouble shooting and resolving any problems that impact general service delivery or service of individual students.

Resources for Staff

The Division of Enrollment Services in Pittsburgh includes staff members with expertise in each enrollment arena and who are deeply knowledgeable in broader topics such as the application of FERPA (Family Educational Rights and Privacy Act), US regulations governing billing and US federal financial aid, the student information system data, databases, systems (capabilities and limits), the Student Data Warehouse, the catalogue as a contract, and many other topics.

With a wealth of CMU information and deep knowledge of professional standards, Enrollment Services directors and their staff readily share knowledge and know-how with Carnegie Mellon staff at other locations and campuses in order to augment and build local expertise.

Various services or information delivery points include:

- Staff and faculty website: www.cmu.edu/es/
- Systems training and information: www.cmu.edu/es/s3-update.html
- Email d-lists on a variety of URO and academic deadline matters
- DARN meeting notes
- Targeted training on special topics in person, by video link, or by phone with advance PowerPoint presentation
- Regular or ad hoc meetings with key enrollment personnel on both sites (Pittsburgh and non-Pittsburgh)

Enrollment Services staff have prepared a comprehensive list of enrollment activities that are necessary for smooth enrollment processing – from pre-enrollment through graduation.
Statement of Service for Students

Enrollment Services staff in Pittsburgh assumes that CMU students in all locations and on all campuses will receive timely, accurate and appropriately standardized enrollment-related services. Some services are provided centrally from the Pittsburgh office and some services are provided locally; depending on available staffing and infrastructure, the ideal central/local balance should be identified and documented to maximize timeliness and accuracy for students as well as clarity for all staff and program faculty.

Each location or campus has designated staff member(s) to support enrollment functions and interface with students, faculty and staff at their CMU campus or location regarding enrollment matters.

Enrollment Services in Pittsburgh maintains a comprehensive website for general student information (provided via The HUB) as well as various electronic and self-serve applications including Student Information Online (SIO).

Staff and students will no doubt experience the Pittsburgh-centric nature of some Pittsburgh-based services and information. We welcome feedback from colleagues and students about what we can do to support a broader application of the information on our websites and online services. At the same time, we encourage each CMU location and campus to develop robust information on enrollment resources for students, particularly for those services which are delivered locally and to make it clear which services are provided centrally from the Pittsburgh campus; we are glad to link to these resources in order to redirect students appropriately.

On the Enrollment Services website, we highlight the services offered at other CMU locations and campuses: www.cmu.edu/es/all-locations.

Contact Information

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