University Registrar’s Office Customer Service Standards

E-Mail

- We check e-mail at least twice daily and work to respond within 1 business day; preferably on the same day, when possible. This does not mean that you will receive full resolution.
- Keep e-mail format professional, appropriate and consider it as a matter public record.

The following email accounts should be used if you have specific questions relating to:

- commence@andrew.cmu.edu: For questions related to degree certification and commencement.
- courses@andrew.cmu.edu: To add, cancel or modify SOC course-section information; to inquire about academic classroom scheduling; to submit back to back and cross-list forms or report classroom maintenance issues.
- egrades@andrew.cmu.edu: For questions concerning S3 Faculty Course and Grade Information access, grade proxies, course rosters, photo rosters, grade entry/submission, and grade options.
- esrooms@andrew.cmu.edu: To cancel an event in university classrooms & clusters or for questions related to 25live room reservations. Please include the reference number on the cancelled event.
- registration@andrew.cmu.edu: For questions concerning student registration, academic holds, course reservations, waitlist, co-requisites, pre-requisites, anti-requisites, and to add/update student advisors.
- uro_appeals@andrew.cmu.edu: To submit a tuition or fee appeal or to ask questions regarding a tuition or fee adjustment.
- uro-diplomas@andrew.cmu.edu: For questions concerning student diplomas.
- uro-fce@andrew.cmu.edu: For questions concerning the faculty course evaluation system evaluation process or survey results.
- uro-sdw@andrew.cmu.edu: For questions, access, or training for the Student Data Warehouse.
- uro-vaedbenefits@andrew.cmu.edu: For Veterans Educational Benefits questions, issues, etc.

For all other inquiries please email university-registrars-office@andrew.cmu.edu and someone will respond within 1 business day, if not sooner.

Telephone & Voice Mail

- We attempt to answer a call within three rings, unless we are away from our desk.
- We work to return calls & voice mail within 1 business day, preferably on the same day.
- We use an “out of the office” voicemail message when we away one day or longer.
Document Services Team
- Transcript phone calls/emails: Returned in 1 business day
- Transcript processing: 1-2 business days, unless express
- Verification phone calls/emails: Returned in 1 business day
- Verification forms/SIO: 2-3 business days
- Graduation Certifications: 3-5 business days
- Investigator Requests: 1-2 business days
- Change of Name/ID/Citizenship: 3-5 business days
- Diploma Inquiries: 2-3 business days
- Diploma Reorder Requests (ordering): 5-7 business days
- Diploma Reorder Requests (delivery): 5-7 weeks
- Diploma pick up/mail: 2-3 business days
- VA Ed Benefits phone calls/emails: Returned in 2 business days
- VA Ed Benefits forms: 2-3 business days
- Academic Record Review request: 2 business days
- Undergraduate Catalog web site edits: 3-5 business days

Operations Services Team
- Missing/Change of Grades: 1-2 business days
- Grade Proxy Access requests: 1-2 business days
- Faculty FIO Validation Access requests: 1-2 business days
- Pre-Requisite updates (complex requests): 2-3 business days
- Data Query Requests: 5-7 business days

Program Services Team
- Adding a New Institution: 1-2 business days
- Audit, Pass/Fail Requests: 1-2 business days
- Student Academic Code Changes: 1-2 business days
- Enrollment Status Updates: 1-2 business day
- All But Dissertation In Residence/In Absentia changes: 1-2 business days
- Late Course Adds: 1-2 business days
- Retroactive Add/Drop Petitions: 1-2 business days
- Doctoral Student Tuition Adjustment requests: 5-7 business days
- Tuition & Fee Adjustment requests: 5-7 business days
- Create Student Semester Record: 1-2 business days
- Leave of Absence/Withdrawal Processing: 5-7 business days
- Petition to Return from Leave/Returning Student Updates: 1-2 business days
- PCHE Cross-Registration requests: 2-3 business days (after Registration period begins)
- New Major/Minor Request Form: 3-6 weeks (subject to Provost’s approval)
- New Academic Program requests: 3-6 weeks (subject to Provost’s approval)
- Visiting/Non-degree Student Petitions: 2-5 business days
Scheduling Services Team

- Ad Hoc Event Classroom/Cluster Requests 1-2 business days
- Classroom Maintenance Requests 2-3 business days
- Course updates (titles, units grade option, etc.) 3-5 business days

Note: During high volume times such as the beginning of the semester, registration and commencement, processing times may be slightly slower.