Key Offices for Graduate Student Support

Graduate Education Office
www.cmu.edu/graduate; grad-ed@cmu.edu
The Graduate Education Office provides central support for all Master’s and Doctoral students with a focus on their academic experience at Carnegie Mellon. Our goals are to support, advise and guide individual graduate students as they work to complete their degrees and to provide resources which will enhance their professional development experience.

Resources offered through the Graduate Education Office include- but are not limited to:
- Website with university resources, contact information for CMU programs and services, calendar of events related to graduate students
- Bi-monthly email to all graduate students with information on activities, resources and opportunities
- Professional Development Seminars and Workshops
- GSA/Provost Conference Funding Grants
- GSA/Provost Small Research Grants (GuSH)
- Consultations on all issues related to the graduate student experience

The Graduate Education Office is directed by Suzie Laurich-McIntyre, Ph.D., Assistant Vice Provost for Graduate Education, who offers personalized consultations with graduate students to support their academic success, connects them with relevant resources, and clarifies university level policies.

The Graduate Education Office also works with the colleges and departments by informing and assisting in forming policy and procedures relevant to graduate students and working with departments on issues related to graduate students. Additionally we partner with many other offices and organizations, such as the Graduate Student Assembly, to support our graduate students’ advancement.

Office of the Dean of Students
https://www.cmu.edu/student-affairs/dean
The Office of the Dean of Students provides central leadership of the metacurricular experience at Carnegie Mellon including the coordination of student support. Vice President of Student Affairs and Dean of Students Gina Casalegno leads the division of
student affairs which includes the following offices and departments (not an exhaustive list):

- Athletics, Physical Education and Recreation
- Career and Professional Development Center (CPDC)
- Center for Student Diversity and Inclusion
- Cohon University Center
- Counseling & Psychological Services (CaPS)
- Dining Services
- Office of Community Standards and Integrity (OCSI)
- Office of Student Leadership, Involvement, and Civic Engagement (SLICE)
- University Health Services (UHS)
- Wellness Initiatives

Graduate students will find the enrollment information for Domestic Partner Registration and Maternity Accommodations in the Office of the Dean of Students or on their website. This Office also manages the Emergency Student Loan (ESLs) process. Emergency Student Loans are made available through generous gifts of alumni and friends of the university. The Emergency Student Loan is an interest-free, emergency-based loan repayable to the university within 30 days. Loans are available to enrolled students for academic supplies, medication, food or other expenses not able to be met due to unforeseeable circumstances.

The Office of Community Standards and Integrity provides consultation, support, resources and follow-up on questions and issues related to Academic Integrity: https://www.cmu.edu/student-affairs/ocsi/students/index.html

College Liaisons are senior members of the Division of Student Affairs who work with departments and colleges addressing student concerns across a wide range of issues. College Liaisons are identified on the student SIO page in the Important Contacts list.

Center for Student Diversity & Inclusion
https://www.cmu.edu/student-diversity/
Diversity and inclusion have a singular place among the values of Carnegie Mellon University. The Center for Student Diversity & Inclusion actively cultivates a strong, diverse and inclusive community capable of living out these values and advancing research, creativity, learning and development that changes the world.

The Center offers resources to enhance an inclusive and transformative student experience in dimensions such as access, success, campus climate and intergroup dialogue. Additionally, the Center supports and connects historically underrepresented students and those who are first in their family to attend college in a setting where students’ differences
and talents are appreciated and reinforced, both at the graduate and undergraduate level. Initiatives coordinated by the Center include, but are not limited to:

- First generation/first in family to attend college programs
- LGBTQ+ Initiatives
- Race and ethnically-focused programs, including Inter-University Graduate Students of Color Series (SOC) and PhD SOC Network
- Women’s empowerment programs, including Graduate Women’s Gatherings (GWGs)
- Transgender and non-binary student programs

**Assistance for Individuals with Disabilities**


The Office of Disability Resources at Carnegie Mellon University has a continued mission to provide physical and programmatic campus access to all events and information within the Carnegie Mellon community. We work to ensure that qualified individuals receive reasonable accommodations as guaranteed by the Americans with Disabilities Act (ADA) and Sections 503 and 504 of the Rehabilitation Act of 1973. Students who would like to receive accommodations can begin the process through [Disability Resources secure online portal](http://www.cmu.edu/education-office/disability-resources/) or email [access@andrew.cmu.edu](mailto:access@andrew.cmu.edu) to begin the interactive accommodation process.

Students with disabilities are encouraged to self-identify with the Office of Disability Resources and request needed accommodations. Any questions about the process can be directed to Catherine Getchell, 412-268-6121, [getchell@cmu.edu](mailto:getchell@cmu.edu).

**Eberly Center for Teaching Excellence & Educational Innovation**

[www.cmu.edu/teaching](http://www.cmu.edu/teaching)

We offer a wide variety of confidential, consultation services and professional development programs to support graduate students as teaching assistants or instructors of record during their time at Carnegie Mellon University and as future faculty members at other institutions. Regardless of one's current or future teaching context and duties, our goal is to disseminate evidence-based teaching strategies in ways that are accessible and actionable. Programs and services include campus-wide Graduate Student Instructor Orientation events and our Future Faculty Program, both of which are designed to help participants be effective and efficient in their teaching roles. The Eberly Center also assists departments in creating and conducting customized programs to meet the specific needs of their graduate student instructors. Specific information about Eberly Center support for graduate students is found at [www.cmu.edu/teaching/graduatetestudentsupport/index.html](http://www.cmu.edu/teaching/graduatetestudentsupport/index.html).
Graduate Student Assembly
www.cmu.edu/stugov/gsa/index.html
The Graduate Student Assembly (GSA) is the branch of Carnegie Mellon Student Government that represents, and advocates for the diverse interests of all graduate students at CMU. GSA is composed of representatives from the different graduate programs and departments who want to improve the graduate student experience at the different levels of the university. GSA is funded by the Student Activities Fee from all graduate students. GSA passes legislation, allocates student activities funding, advocates for legislative action locally and in Washington D.C. on behalf of graduate student issues and needs, and otherwise acts on behalf of all graduate student interests. Our recent accomplishments are a testament to GSA making a difference, and steps to implementing the vision laid out by the strategic plan. https://www.cmu.edu/stugov/gsa/About-the-GSA/Strategic-Plan.html.

GSA offers an expanding suite of social programming on and off-campus to bring graduate students from different departments together and build a sense of community. GSA is the host of the Graduate Student Lounge on the 3rd floor of the Cohon University Center - a great place to study or meet up with friends. GSA also maintains a website of graduate student resources on and off-campus. Through GSA’s continued funding for professional development and research conferences, the GSA/Provost Conference Funding Program and GSA/Provost GuSH Research Grants are able to run, as managed by the Graduate Education Office. As we move forward, GSA will continue to rely on your feedback to improve the graduate student experience at CMU. Feel free to contact us at <gsa@cmu.edu> to get involved, stop by our office in the Cohon University Center Room 304 or become a representative for your department.

Intercultural Communication Center (ICC)
www.cmu.edu/icc/
The Intercultural Communication Center (ICC) is a support service for nonnative English speakers, both newly arrived international students as well as students who attended high school and/or undergraduate programs in the US. The ICC offers seminars, workshops, and 1-1 consultations that develop the language and cross-cultural skills needed to succeed in academic programs at Carnegie Mellon University. The ICC provides International Teaching Assistant (ITA) testing, a required test indicating a nonnative speaking TA has the language proficiency required to work with students in classes, labs or individual meetings. The ICC also supports International Teaching Assistants in developing fluency and cultural understanding to teach successfully at Carnegie Mellon University.

Office of International Education (OIE)
http://www.cmu.edu/oie/
Carnegie Mellon hosts international graduate and undergraduate students who come from more than 90 countries. The Office of International Education (OIE) is the liaison to
the University for all non-immigrant students and scholars. OIE provides many services including: advising on personal, immigration, academic, social and acculturation issues; presenting programs of interest such as international career workshops, tax workshops, and cross-cultural and immigration workshops; maintaining a resource library that includes information on cultural adjustment, international education and statistics on international students in the United States; posting pertinent information to students through email and the OIE website, and conducting orientation programs.

**Veterans and Military Community**

[http://www.cmu.edu/veterans/](http://www.cmu.edu/veterans/)

Military veterans are a vital part of the Carnegie Mellon University community. Graduate students can find information on applying for veteran education benefits, campus services, veteran’s groups at CMU, non-educational resources and international military service information through the Veterans and Military Community website. There are also links and connections to veteran resource in the Pittsburgh community. The ROTC and Veteran Affairs Coordinator can be reached at uro-vaedbenefits@andrew.cmu.edu or 412-268-8747.

**Carnegie Mellon Ethics Hotline**

[https://www.cmu.edu/hr/resources/ethics-hotline.html](https://www.cmu.edu/hr/resources/ethics-hotline.html)

The health, safety and well-being of the university community are top priorities at Carnegie Mellon University. CMU provides a hotline that all members of the university community should use to confidentially report suspected unethical activity relating to areas below:

- Academic and Student Life
- Bias Reporting
- Environmental Health and Safety
- Financial Matters
- High-Risk Incident
- Human Resource Related
- Information Systems
- Research
- Threat of Business Interruption
- Threat of Violence or Physical Harm
- Title IX

Students, faculty and staff can anonymously file a report by calling 877-700-7050 or visiting [www.reportit.net](http://www.reportit.net)(user name: tartans; password: plaid). All submissions are reported to appropriate university personnel. **The hotline is NOT an emergency service. For emergencies, call University Police at 412-268-2323.**
Policy Against Retaliation
It is the policy of Carnegie Mellon University to protect from retaliation any individual who makes a good faith report of a suspected violation of any applicable law or regulation, university Policy or procedure, any contractual obligation of the university, and any report made pursuant to the Carnegie Mellon University Code of Business Ethics and Conduct.

Additional details regarding the Policy Against Retaliation are available at https://www.cmu.edu/policies/administrative-and-governance/whistleblower.html

Key Offices for Academic & Research Support

Academic Coaching/Consulting - The Office of Academic Development
https://www.cmu.edu/acaddev/coaching/index-grad.html
The Academic Coaching Program is a student assistance program that supports graduate students in the development and/or improvement of skills, strategies, and processes that are necessary for a productive and successful experience at CMU and beyond. Support for graduate students comes in two forms: Individualized Sessions and Group Workshops. Individualized Sessions are the primary focus and can be best understood as working with a personal consultant. Academic Coaches/Consultants meet with students regularly, in a one-on-one capacity, in order to assess a student’s needs and implement strategies to satisfy those needs, while providing a variety of support throughout the process. Areas of focus include, but are not limited to:

- Self-Management
  - Developing and/or adjusting your organizational system
  - Managing time and combating stress and procrastination
  - Prioritization and decision making
  - Advancing mindset, self-efficacy, and belongingness
  - Balancing coursework, research, and professional development opportunities

- Study Skills
  - Identifying and modifying your learning process
  - Metacognition
  - Test-taking and note-taking strategies
  - Content comprehension and retention

Computing and Information Resources
www.cmu.edu/computing
Computing Services maintains and supports computing resources for the campus community, including the campus wired and wireless networks, printing, computer labs, file storage, email and software catalog. As members of this community, we are all responsible for the security of these shared resources. Be sure to review the Safe

Visit the Computing Services website ([https://www.cmu.edu/computing/](https://www.cmu.edu/computing/)) to learn more. For assistance the Computing Services Help Center is available at 412-268-4357 (HELP) or it-help@cmu.edu.

Global Communication Center
[https://www.cmu.edu/gcc](https://www.cmu.edu/gcc)
The Global Communication Center offers free one-on-one tutoring and workshops for native and non-native English speakers from any academic discipline. Our tutors are trained to provide research-backed communication strategies on written, oral, and visual communication projects, in the sciences and the humanities. We can help you improve the effectiveness of your communication in any academic project, including the following:

- Technical reports
- Dissertations
- Research posters
- Oral presentations
- Journal articles
- Grant proposals
- Class essays

You can visit us at any stage in the project—whether you are just getting started and need to talk through ideas or are putting the finishing touches on a final draft.
We also offer workshops on topics including crafting professional emails, team communication, PowerPoint slide design, data visualization, and job application materials.
For more information, to view our resources, or to schedule an appointment, visit our website.

Research at CMU
[www.cmu.edu/research/index.shtml](http://www.cmu.edu/research/index.shtml)
The primary purpose of research at the university is the advancement of knowledge in all fields in which the university is active. Research is regarded as one of the university’s major contributions to society and as an essential element in education, particularly at the graduate level and in faculty development. Research activities are governed by several university policies. Guidance and more general information is found by visiting the Research at Carnegie Mellon website.

Office of Research Integrity & Compliance
[www.cmu.edu/research-compliance/index.html](http://www.cmu.edu/research-compliance/index.html)
The Office of Research Integrity & Compliance (ORIC) is designed to support research at
Carnegie Mellon University. The staff work with researchers to ensure research is conducted with integrity and in accordance with federal and Pennsylvania regulation. ORIC assists researchers with human subject research, conflicts of interest, responsible conduct of research, export controls, and institutional animal care & use. ORIC also consults on, advises about and handles allegations of research misconduct.

Key Offices for Health, Wellness & Safety

Counseling & Psychological Services
https://www.cmu.edu/counseling/
Counseling & Psychological Services (CaPS) affords the opportunity for students to talk privately about issues that are significant for them in a safe, confidential setting. Students sometimes feel uncertain about why they are feeling upset and perhaps confused about how to deal with those feelings. An initial consultation with a CaPS therapist will clarify options and provide a recommendation to the appropriate mental health resource at Carnegie Mellon or the larger Pittsburgh community. CaPS also provides workshops and group sessions specifically for graduate students on campus. CaPS services are provided at no cost. Appointments can be made in person or by telephone, 412-268-2922.

Health Services
www.cmu.edu/HealthServices/
University Health Services (UHS) is staffed by physicians, advanced practice clinicians and registered nurses who provide general medical care, allergy injections, first aid, gynecological care and contraception as well as on-site pharmaceuticals. The CMU Student Insurance Plan covers most visit fees to see the physicians and advanced practice clinicians & nurse visits. Fees for prescription medications, laboratory tests, diagnostic procedures and referral to the emergency room or specialists are the student’s responsibility and students should review the UHS website and their insurance plan for detailed information about the university health insurance requirement and fees.

UHS also has a registered dietician and health promotion specialists on staff to assist students in addressing nutrition, drug and alcohol and other healthy lifestyle issues. In addition to providing direct health care, UHS administers the Student Health Insurance Program. The Student Health Insurance plan offers a high level of coverage in a wide network of health care providers and hospitals. Appointments can be made by visiting UHS’s website, walk-in, or by telephone, 412-268-2157.
Campus Wellness
https://www.cmu.edu/wellness/
At the university, we believe our individual and collective well-being is rooted in healthy connections to each other and to campus resources. The university provides a wide variety of wellness, mindfulness and connectedness initiatives and resources designed to help students thrive inside and outside the classroom. The BeWell@CMU e-newsletter seeks to be a comprehensive resource for CMU regarding all wellness-inspired events, announcements and professional and personal development opportunities. Sign up for the Be Well monthly newsletter via bit.ly/BeWellatCMU or by contacting the Program Director for Student Affairs Wellness Initiatives, at alusk@andrew.cmu.edu.

Religious and Spiritual Life Initiatives (RSLI)
www.cmu.edu/student-affairs/spirituality
Carnegie Mellon is committed to the holistic growth of our students, including creating opportunities for spiritual and religious practice and exploration. We have relationships with local houses of worship from various traditions and many of these groups are members of CMU’s Council of Religious Advisors. We also offer programs and initiatives that cross traditional religious boundaries in order to increase knowledge of and appreciation for the full diversity of the worldview traditions. Our RSLI staff are here to support students across the spectrum of religious and spiritual practice and would be more than happy to help you make a connection into a community of faith during your time at CMU.

University Police
http://www.cmu.edu/police/
412-268-2323 (emergency only), 412-268-6232 (non-emergency)
The University Police Department is located at 300 South Craig Street (entrance is on Filmore Street). The department’s services include police patrols and call response, criminal investigations, fixed officer and foot officer patrols, event security, and crime prevention and education programming as well as bicycle registration. Visit the department’s website for additional information about the staff, emergency phone locations, crime prevention, lost and found, finger print services, and annual statistic reports.

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. Graduate students can obtain a copy by contacting the University Police Department at 412-268-6232. The annual security and fire safety report is also available online at https://www.cmu.edu/police/annualreports/.
**Shuttle and Escort Services**

Parking and Transportation coordinates the Shuttle Service and Escort Service provided for CMU students, faculty, and community. The Shuttle & Escort website has full information about these services, stops, routes, tracking and schedules.

**The WORD**

http://www.cmu.edu/student-affairs/theword/

The WORD is Carnegie Mellon University’s student on-line handbook and is considered a supplement to the department (and sometimes college) handbook. The WORD contains campus resources and opportunities, academic policy information and resources, community standards information and resources. It is designed to provide all students with the tools, guidance, and insights to help you achieve your full potential as a member of the Carnegie Mellon community. Information about the following is included in The WORD (not an exhaustive list) and graduate students are encouraged to bookmark this site and refer to it often. University policies can also be found in full text at: http://www.cmu.edu/policies/.

Carnegie Mellon Vision, Mission
Statement of Assurance
Carnegie Code

Academic Standards, Policies and Procedures
   Educational Goals
   Academic and Individual Freedom
   Statement on Academic Integrity Standards for Academic & Creative Life
   Assistance for Individuals with Disabilities
   Master’s Student Statute of Limitations
   Conduct of Classes
   Copyright Policy
   Cross-college & University Registration
   Doctoral Student Status Policy
   Evaluation & Certification of English Fluency for Instructors
   Final Exams for Graduate Courses
   Grading Policies
   Intellectual Property Policy
   Privacy Rights of Students
   Student’s Rights

Research
   Human Subjects in Research
   Office of Research Integrity & Compliance
   Office of Sponsored Programs
   Policy for Handling Alleged Misconduct of Research
Policy on Restricted Research

Tax Status of Graduate Student Awards

Campus Resources & Opportunities
Alumni Relations
Assistance for Individuals with Disabilities
Athletics, Physical Fitness & Recreation
Carnegie Mellon ID Cards and Services
Cohon University Center
Copying, Printing & Mailing
Division of Student Affairs
Domestic Partner Registration
Emergency Student Loan Program
Gender Programs & Resources
Health Services
Dining Services
The HUB Student Services Center
ID Card Services
Leonard Gelfand Center
LGBTQ Resources
Multicultural and Diversity Initiatives
Opportunities for Involvement
Parking and Transportation Services
Shuttle and Escort Services
Spiritual Development
University Police
Student Activities
University Stores

Community Standards, Policies and Procedures
Alcohol and Drugs Policy
AIDS Policy
Bicycle/Wheeled Transportation Policy
Damage to Carnegie Mellon Property
Deadly Weapons
Discriminatory Harassment
Disorderly Conduct
Equal Opportunity/Affirmative Action Policy
Freedom of Expression Policy
Health Insurance Policy
Immunization Policy
Missing Student Protocol
Non-Discrimination Policy
On-Campus Emergencies
Pets
Political Activities

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Recycling Policy
Riotous and Disorderly Behavior
Safety Hazards
Scheduling and Use of University Facilities
Sexual Harassment and Sexual Assault Policy
Smoking Policy
Student Accounts Receivable and Collection Policy and Procedures
Student Activities Fee
Student Enterprises
Workplace Threats and Violence Policy