

Carnegie Mellon University

Enrollment Services

Enrollment Services Position Statement for Other Campuses & Locations

Enrollment Services Divisional Mission & Vision

VISION

CMU students – around the world – achieve their educational goals while benefiting from our expert staff and services.

MISSION

Guide and counsel CMU students, in partnership with CMU faculty and staff, through advising, administration and systems support, to engage in the university's educational mission.

Purpose of this Document

The purpose of this document and the listing of key services and enrollment contacts (www.cmu.edu/es/other-locations/contact-list.pdf) is to ensure that staff at all 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, which are also required as part of new program establishment well before the start of students' enrollment at any Carnegie Mellon location where educational instruction will be provided.

Enrollment Services (Pittsburgh) Offices & Directors or Liaisons

The Enrollment Services Division located on the Pittsburgh campus includes the following departments: Enrollment Systems, The HUB & ID Card Services, Office of International Education & Study Abroad, Student Accounts Office, Student Financial Aid Office, University Registrar's Office, and Summer Studies. Information about the Enrollment Services leadership team may be found at www.cmu.edu/es/about/leadership.

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.
- U.S. Federal Aid (Title IV) awarding, disbursement and crediting to the student account are all centrally managed by the Pittsburgh Student Financial Aid Office.

Statement of Service Expectation for Staff

Enrollment Services assumes 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 – and will have knowledge of and provide insights to central administrators regarding unique local issues, impacts of 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 employs staff who have expertise in each area of specific enrollment functions as well as staff who are deeply knowledgeable in broader topics such as the application of FERPA (Family Educational Rights and Privacy Act), U.S. regulations governing billing and U.S. Federal Financial Aid, S3 data, databases, systems (capabilities and limits), the Student Data Warehouse, the catalogue as a contract, international education and study abroad, and many other professional topics.

With a wealth of CMU information and vast 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-project
- Email data lists managed by the University Registrar’s Office (cmuregistrar@andrew.cmu.edu)
- Targeted training on special topics in person, by video link, or by phone with advanced PowerPoint presentation
- Regular or ad hoc meetings with key enrollment personnel on both sites

Enrollment Services staff have prepared a comprehensive list of enrollment activities that are necessary for efficient enrollment processing – from pre-enrollment through graduation: www.cmu.edu/es/other-locations/contact-list.pdf

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 services. Some services will be provided centrally from the Pittsburgh office and some services will be 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.

Enrollment Services in Pittsburgh maintains a comprehensive website for general student information (provided via The HUB at www.cmu.edu/hub) as well as the student portal, Student Information Online (SIO), which contains personalized information and self-services such as registration, bill payment, transcript ordering, and more.

Each location or campus will have designated staff member(s) to support enrollment functions and interface with students, faculty and staff at their campus or location.

Staff and students will no doubt experience the Pittsburgh-centric nature of these services; however, we welcome feedback from colleagues and students about what we can do to support a broader application of the information within our websites and online services. At the same time, we encourage each 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 (contact our communications team at ES-Communications@andrew.cmu.edu).