



# Student Consumer Information

Welcome to Carnegie Mellon University's (CMU) [Student Consumer Information](#) page. The University developed this page to provide easy access to information about various types of programs, services, policies, and people at CMU.

All institutions that participate in federal student financial aid programs (e.g., Pell grants, federal student loans, Federal Work-Study) are required by the federal government to make student consumer information available to enrolled and prospective students. The hyperlinks and text below provide detail on this required information. This information will be updated periodically.

Please contact Lisa Krieg, Associate Vice President and Director of Enrollment Services at [krieg@andrew.cmu.edu](mailto:krieg@andrew.cmu.edu) if you have any questions or if you would like a paper copy of information contained within this document.

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- **Contact Information for Assistance in Obtaining Institutional or Financial Aid Information**

- **Current Undergraduate Students**

- Student Financial Aid Office
  - Mailing Address: Carnegie Mellon University; Student Financial Aid Office; 5000 Forbes Avenue; Pittsburgh, PA 15213
  - Telephone: 412-268-8186
  - Fax: 412-268-8084
  - Email: [thehub@andrew.cmu.edu](mailto:thehub@andrew.cmu.edu)

- **Prospective Undergraduate Students**

- Office of Undergraduate Admission
  - Mailing Address: Carnegie Mellon University; Office of Undergraduate Admission; Warner Hall; 5000 Forbes Avenue; Pittsburgh, PA 15213
  - Telephone: 412-268-2082
  - Email: [admission@andrew.cmu.edu](mailto:admission@andrew.cmu.edu)

- **Current and Prospective Graduate Students**

- Student Financial Aid Office
  - Mailing Address: Carnegie Mellon University; Student Financial Aid Office; 5000 Forbes Avenue; Pittsburgh, PA 15213
  - Telephone: 412-268-8186
  - Fax: 412-268-8084
  - Email: [thehub@andrew.cmu.edu](mailto:thehub@andrew.cmu.edu)

- **Enrollment Services Consumer Information Pages**
  - Please visit <http://www.cmu.edu/hub/consumer-information/>
  
- **General CMU Information**
  - [Privacy of Student Records–Family Educational Rights and Privacy Act \(FERPA\)](#)
  - [Resources for Students with Disabilities](#)
  - [Institutional Research and Analysis, Information At A Glance, Enrollment](#) (Fall 2019 student enrollment counts by college, citizenship, race, sex, location and branch campus)
  - [Tuition and Fees](#)
  - [Federal Net Price Calculator](#)
  - [Refund Policy](#) (Tuition Adjustment Policy) and [Leave of Absence or Withdrawal](#) and [Federal Financial Aid Refund Policy](#)
    - [Tepper School of Business Tuition Refund Policy](#)
  - Textbook Information
    - Required and recommended textbooks and supplemental course materials are available to purchase from the University Stores. Students can view and purchase their course materials by visiting the [online bookstore](#). To get started, students can visit the [Textbooks FAQ](#) for instructions on using the online bookstore site. The University Stores staff is happy to help with questions and can be reached by email at [books@andrew.cmu.edu](mailto:books@andrew.cmu.edu), by phone at 412-268-5591, or [in-store](#).
  - Educational Programs
    - [Undergraduate](#)
    - [Graduate](#)
    - In addition to the links above, please visit your college or school of interest at [www.cmu.edu/academics/](http://www.cmu.edu/academics/)
    - Carnegie Mellon offers a broad range of academic programs that are carefully designed, regularly assessed, and iteratively improved by the faculty in the responsible academic unit(s). Our students' educational experiences are aligned with the University's mission and goals and support our core values as well as our commitment to excellence. We strive to offer an inclusive educational environment where students are supported to grow and thrive while preparing for their professional and personal post-graduate pursuits. The Vice Provost for Education has the responsibility to coordinate efforts, in partnership with the academic deans and associate deans, to assure processes for the development, review, and continuous improvement of all academic programs are in place and regularly conducted at the department, college and university levels. The Vice Provost for Education may be contacted at: [ype@andrew.cmu.edu](mailto:ype@andrew.cmu.edu).
  - For CMU Faculty and Instructional Facilities, please visit your college or school of interest at [www.cmu.edu/academics/](http://www.cmu.edu/academics/)

- [Transfer of Credit Policy](#)
  - Departmental transfer credit processes may vary. Please visit your college or school of interest at [www.cmu.edu/academics/](http://www.cmu.edu/academics/)
- [Written Arrangements \[pdf\]](#)
- [Accreditation & State Approvals](#) and [Licensures for Distance Education](#)
- Student Complaints and Consumer Information by State
  - CMU students wishing to file a complaint in your home state, please select the state contact from the State Authorization Guide <https://nc-sara.org/guide/state-authorization-guide> to file a complaint with the proper state organization.
- Articulation Agreements
  - [Cross-College and University Registration PCHE \(Pittsburgh Council on Higher Education\) Guidelines](#)
  - Full-time Carnegie Mellon students may take courses for credit through the Pittsburgh Council on Higher Education (PCHE). This county-wide consortium of ten accredited member institutions permits the flow of students between institutions based on established protocols and agreements. Questions about Carnegie Mellon University's participation in PCHE may be directed to the University Registrar's Office at [uro-pche@andrew.cmu.edu](mailto:uro-pche@andrew.cmu.edu).
  - Additional information on articulation agreements is expected in Fall 2020.
- [Computing Services](#)
- Copyright
  - [Carnegie Mellon Computing Policy](#)
  - [Information Security Office- Copyright Infringement](#)
  - [Libraries- Copyright Basics](#)
  - [Computing @ Carnegie Mellon](#)
- Student Activities
  - [CMU's Student Affairs](#)
  - [CMU's Office of Student Leadership, Involvement, and Civic Engagement \(SLICE\)](#)
- [Career and Job Placement Services](#)
- [College Navigator](#)
  - The College Navigator website is a free consumer information tool designed to help students, parents, and others get information about thousands of U.S. postsecondary institutions--including Carnegie Mellon University--in the Department of Education's National Center for Education Statistics database.
- [Gainful Employment Disclosures](#) (Disclosures about CMU certificate programs that prepare students for specific occupations. Please scroll down the page to find the Gainful Employment Disclosures section.)

- **Student Financial Assistance**

- Assistance Available from Federal, State, Local, and Institutional Programs
  - Please see above, "[Contact Information for Assistance in Obtaining Institutional or Financial Aid Information.](#)"
  - [Prospective Students](#)
  - [Undergraduate Students](#)
  - [Graduate Financial Aid](#)
  - [Types of Financial Aid](#)
    - [Scholarships and Grants](#)
    - [Federal Loans](#)
      - [Federal Loan Repayment](#)
    - [Private Loans](#) and [Student Self-Certification Form](#)
  - [Financial Aid Disbursement](#) (scroll down to Loan Disbursement Dates)
  - [State Grant Information \(PDF\)](#)
  - [Understanding Your Award](#)
- [Federal Student Financial Aid Penalties for Drug Law Violations](#)
- [Academic Progress](#)
  - [Financial Aid Policies](#) (includes Title IV Verification Policy and Return to Title IV Funds Policy)
- Student Loan Information
  - [Initial Loan Counseling for Student Borrowers](#)
  - [Exit Counseling for Student Borrowers](#)
  - [Institutional Code of Conduct for Education Loans \[pdf\]](#)
  - [National Student Loan Data System](#)
  - [FASTChoice loan comparison service](#)
- [Student Employment](#)
  - [Hiring Student Workers](#)
  - [On-Campus Employment for Students](#)

- **Health and Safety**

- [CMU Annual Security and Fire Safety Report \(2019\)](#)
  - A printed copy of the report can be requested by contacting University Police at 412-268-6232 or [campuspd@andrew.cmu.edu](mailto:campuspd@andrew.cmu.edu)
  - Historical annual security and fire safety reports (Carnegie Mellon University Police Department Annual Reports) are also available online at <http://www.cmu.edu/police/annualreports/>
- [Disability Resources](#)
- [Drug and Alcohol Abuse Prevention Program](#)
- Vaccination Policies
  - [CMU Prematriculation Immunization Policy](#)
  - [CMU University Health Services Health Requirements for Incoming Students](#)

- **Study Abroad**

- A student's enrollment in a program of study abroad approved for credit by CMU may be considered enrollment at CMU for the purpose of applying for assistance under Title IV of the Higher Education Act, as amended.
- For more information, please visit <https://www.cmu.edu/studyabroad/getting-started/index.html>

- **Student Outcomes**

- [2019-20 Common Data Set](#)
- [Degrees Granted 2018-19](#)
- [External Data Sources \(includes IPEDS\)](#)
- [Post-graduation Outcomes](#)
- [Retention Rate and Graduation Rates](#) [scroll down to Fall 2019 Graduation and Retention Rates]

- **Intercollegiate Athletic Program Participation Rates and Financial Support Data (Equity in Athletics Disclosure Act)**

- Please visit the U.S. Department of Education's site, The Equity in Athletics Data Analysis and select the "Get data for one school" option. Enter "Carnegie Mellon University" in the "Name" field and select the "Continue" button at the bottom of the page. A printed copy of the report can be requested by calling the Department of Athletics, Physical Education, and Recreation at 412-268-8054 or by sending an email to Josh Centor, Director of Athletics, Physical Education, and Recreation, at [jcentor@andrew.cmu.edu](mailto:jcentor@andrew.cmu.edu).
- [CMU Equity in Athletics page](#)

- **Teacher Preparation Program Report (Title II Reporting)**
  - Please see [www.cmu.edu/middlestates/student\\_consumer\\_information/title-ii.html](http://www.cmu.edu/middlestates/student_consumer_information/title-ii.html)
  
- **Voter Registration**
  - Please visit <https://www.usa.gov/voter-registration/>

## **Carnegie Mellon Ethics Hotline**

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 financial matters, academic and student life, human relations, health and campus safety or research.

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 will be reported to appropriate university personnel.

*The hotline is NOT an emergency service. For emergencies, call University Police at 412-268-2323.*

## **Statement of Assurance**

Carnegie Mellon University does not discriminate in admission, employment, or administration of its programs or activities on the basis of race, color, national origin, sex, handicap or disability, age, sexual orientation, gender identity, religion, creed, ancestry, belief, veteran status, or genetic information. Furthermore, Carnegie Mellon University does not discriminate and is required not to discriminate in violation of federal, state, or local laws or executive orders.

Inquiries concerning the application of and compliance with this statement should be directed to the university ombudsman, Carnegie Mellon University, 5000 Forbes Avenue, Pittsburgh, PA 15213, telephone 412-268-1018.

Obtain general information about Carnegie Mellon University by calling 412-268-2000.