Academic Department & Advisor Toolkit

Carnegie Mellon University
University Registrar's Office

Academic Department & Advisor Toolkit

Overview

The Academic Department & Advisor Toolkit is a guide for the Carnegie Mellon University community of advisors and academic department administrators, created to assist in navigating University Registrar's Office-related functions.

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About Enrollment Services

The Division of Enrollment Services includes seven administrative departments: The HUB, Student Financial Aid, Student Accounts, Summer Studies, Enrollment Systems, the Office of International Education, and the University Registrar's Office. The division leads and delivers integrated administrative services that support students' academic goals from enrollment through graduation. Our staff strives to champion collaborative administrative services and counsel for all CMU campuses and programs in alignment with the university's strengths in technological effectiveness.

Staff Contacts

The HUB is the student service center where Student Financial Services (Student Financial Aid Office and Student Accounts Office), the University Registrar's Office, ID Card Services, and Summer Studies come together to provide a one-stop-shop for the enrollment needs of students and families. The HUB is considered to be the front door to, or face of, Carnegie Mellon's Division of Enrollment Services.

- It is most appropriate to direct students with questions about enrollment to The HUB, as they are the student-facing department. The HUB may be reached by emailing thehub@andrew.cmu.edu.
- Each student is also assigned a HUB Liaison. Assigned by college, Liaisons provide individualized enrollment and finance counsel to enrolled students and families. Liaisons can be found on The HUB's website on the Find Your Liaison webpage.

The **University Registrar's Office** performs the essential roles of administering the collection and maintenance of student records, ensuring their accuracy and integrity, and enforcing academic policies. We also provide services related to registration, exams, grading, scheduling, and more.

- If a faculty or staff member has a question regarding a student and their academic record, or is submitting a form that affects a student, it is most appropriate to contact the University Registrar's Office at cmuregistrar@andrew.cmu.edu.
- Individual URO staff members can assist with more specific questions. A listing of URO staff contact information is available within the Staff Contacts PDF.

Applications – S3, SDW, & Stellic

Student Services Suite (S3)

The S3 is one of the university's most comprehensive enterprise systems and the system-of-record for all student data. The S3 is comprised of:

- **S3 Admin Console** for administrative users
- **Student Information Online (SIO)** for students
- **My Plaid Student (MPS)** for parent/authorized users
- **S3 Faculty Course & Grade Information** for instructors

Student Data Warehouse (SDW)

www.cmu.edu/es/sdw

SDW is a repository of student data, refreshed daily, which allows departments to run queries without having to request them from the University Registrar's Office. The SDW database is housed within Tableau, an application which provides benefits including a dashboard mechanism and data visualization. Access and training questions may be directed to uro-sdw@andrew.cmu.edu. More information, including help documentation, is available on the Enrollment Services SDW webpage.

Stellic

www.cmu.edu/es/stellic

The Stellic Degree Audit Application is a student success platform, which includes degree-planning tools in addition to a degree audit. A student-driven, collaborative academic planning tool, Stellic employs the university's undergraduate catalog and degree requirements to assist students with schedule planning and meeting their degree requirements. The Stellic degree planner allows a student to drag and drop courses from the course search into their degree plan, checking for pre-requisites first. The degree planner also shows the interrelationships between courses, such as which courses are pre-requisites or co-requisites. The Stellic degree audit displays a student's progress towards degree requirements while allowing for double-counting and exception making. In addition, the Stellic application has other advising tools including notes, chat, and advisor alerts.

Forms & Guides

Where can I locate forms?

- Forms accessible to **students** are located on The HUB's Forms webpage.
- Forms accessible only to **faculty/staff** can be found within the Enrollment Services Forms webpage.

Form Completion & Submission Instructions for Staff & Faculty

- Access the newest versions of forms through the Enrollment Services website.
- Open the PDF form in either a browser or Adobe Acrobat.
- Enter your information into the fillable fields, including all required fields and signatures.
- Print the form to PDF before saving (instructions available on the ES Forms webpage).
- Add the PDF form to an email as an attachment.
- **Send forms to registrar-forms@andrew.cmu.edu** (please note that students should send forms to cmuregistrar@andrew.cmu.edu).

Email communication tips:

- Include a clear subject line identifying the type of form being sent. **Only one form type per email should be sent.** Please do not mix form types in the email, if possible. This ensures we can most efficiently route your form amongst staff.
- When inquiring about a student's form(s), please include their name or Andrew ID in your email so it can be easily referenced, if needed.
- Please refrain from copying individual staff unless they reach out to you directly.

Additional Notes:

- Always use the most recent copies of forms as published on the website.
- Please note our newer forms are being created for electronic completion.
- Guides and help documents can be found in the "Forms & Documents" section of the Enrollment Services website along with any student-related forms you may need.
- Due to the number of specialized forms, charts, and guides available for PhD students and advisors, our All But Dissertation documents can all be found under their own tab on The HUB website, titled "Doctoral Students."

Enrollment Statuses

What is an enrollment status?

- A 2-character code internal to S3 indicating a student's stage within the enrollment cycle for a particular semester.
- Indicate eligibility for enrollment, university departures, and/or financial implications.
- Determine whether a student's Andrew account and ID card are active.
- Should not be confused with *program* codes (see page 7).

Which enrollment statuses exist in S3?

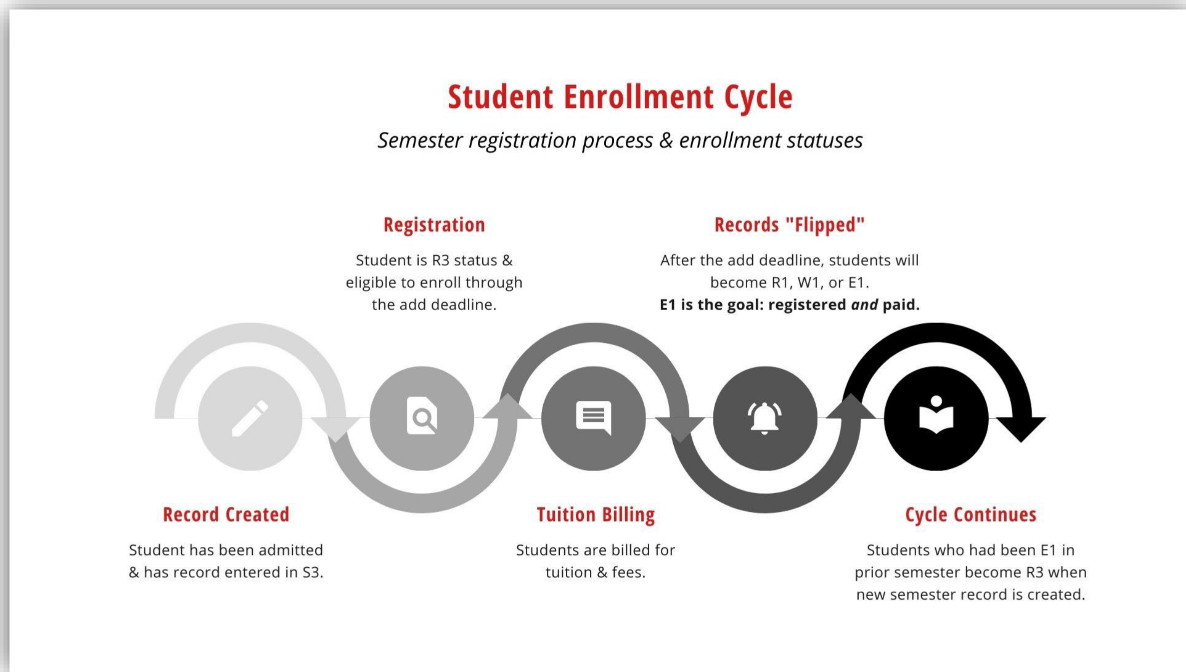
Status	Name	Description	Associated Form(s)	Internal Use
AB	Absentia	For All But Dissertation doctoral student status	ABD Status Agreement, ABD Status Change	
BB	Ineligible to Enroll	Cannot register due to inactivity, balance due, other	N/A	X
D1	Drop/Academic Performance	Dropped from program due to academic performance	Letter/email from dept.	
D2	Drop/Academic Integrity	Dropped from program for academic integrity violation	Letter/email from dept. & OCSI	
DS	Deceased	Deceased	N/A	X
E1	Enrolled	Actively enrolled; registered & no balance due	N/A	
F1	Forfeit	Forfeited admission to program	SACC	
G1	Graduated	Student has been certified & graduated	N/A	X
G2	Pending Graduation	Student is expected to be certified & graduate	N/A	X
IN	Inactive Record	Inactive	N/A	X
LA	Leave of Absence	Leave of Absence per student request	Leave of Absence	
LS	Leave/Student Affairs	Leave of Absence with DOSA/OCSI involvement	Leave of Absence	
QQ	No Permit Register/HUB	N/A	N/A	X
R1	Conditionally Enrolled	Partially enrolled; either owes balance or needs to add units	SACC	
R2	Admission Deferred	Deferred admission to program	SACC	
R3	Eligible to Enroll	Eligible to register for units; active record	SACC	
R4	Future Enrollment	Placeholder for incoming students	SACC	
S1	Suspension/Academic	Suspended due to academic performance	Letter/email from dept.	
S2	Suspension/Disciplinary	Suspended due to disciplinary actions	Letter/email from dept. & OCSI	
S3	Suspension/Administrative	Financial obligation while on leave; SAO hold	N/A	X
S4	Suspension/Administrative Restriction	Financial obligation while on DOSA leave; SAO hold	N/A	X
W1	Withdrawal/Administratively	Registration ability suspended; no units have been added to semester	N/A	X
W2	Withdrawal	University withdrawal	Withdrawal	
W3	Student Affairs Withdrawal	University withdrawal with DOSA/OCSI involvement		

Which enrollment statuses can I use as an advisor?

- Statuses you can change ***to*** using a ***SACC*** form: F1, R2, R3, S1
- Statuses you can change ***from*** using a ***SACC*** form: BB, E1, G1, G2, R1, R2, R3, R4, W1
- Statuses you can change ***to*** using other forms:
    - LA/LS – Leave of Absence form
    - W2/W3 – Withdrawal form
    - S1/S2 – suspension letter
    - D1/D2 – drop letter
- Statuses you can change ***from*** using other forms:
    - LA/LS – Petition to Return from Leave of Absence
    - S1/S2 – Petition to Return from Leave of Absence
- Statuses the **student** must consult **The HUB and/or Student Accounts** for: BB, S3, S4

Where can I find enrollment statuses of my students?

- S3 > individual *student records* > Academic Records > Enrollment > Status



Academic Programs

An academic program, identified by an academic program code, is a way to group students by one or more of the following:

- Admission Year
- Tuition/fees assessed
- Campus location
- Program length option

The academic program code, along with the degree, college, department, and major, is a component of an academic offering.

It is important to note in other contexts the phrase "academic program" – or just "program" – is sometimes used to refer to a student's course of study (degree/major). However, in the context of S3, an "academic program" is specifically the 3-character program code assigned to the student's record each semester.

S3 Academic Program Codes: What are they? Why are they used?

- Academic Program codes tie a great deal of information to a student: year of entry, presence on campus vs. distance education, tuition, fees, etc.
- Academic Program codes occasionally need to be changed. Reasons include:
    - Change in campus/program location
    - Internships
    - Part-time, flex time, hybrid programs
    - Semesters abroad or exchange programs
    - Transition from undergraduate to graduate
    - All But Dissertation Declaration or Status Change (doctoral students only)
    - Certificate programs

Where can I find program code options for my advisees?

- S3 > Registrar > Maintenance > Program Maintenance → Provides internal coding details for each program
- S3 > Registrar > Maintenance > Academic Offering Maintenance → Displays valid academic offerings, which are combinations of the program code along with college, department, major, and degree

    = **active** offering

    = **inactive** offering (i.e., no longer used)

AP/IB/Cambridge & Transfer Credit

Scores

- AP scores are received electronically, and credit is automatically awarded to first year students only. The advisor and student both receive an email when the scores have been received. For first year students only, a second email is sent if credit was awarded. If AP scores are received after a student's first year, the advisor will need to award any credit number manually in S3.
- IB and Cambridge scores are received in paper format via the mail. The advisor has to manually award credit in S3.
- Additional information and instructions can be found on The HUB's AP Transfer Credit webpage.

Transfer Credit

- Students may submit official transcripts from other institutions for transfer credit and/or study abroad
- **Transcripts must be official copies**. They cannot be submitted directly from students; they must be sent directly to the University Registrar's Office from the other institution.
- All transcripts received for students are recorded as a memo in S3.
- Transcripts are uploaded to Box folders for advisors to view. Email cmuregistrar@andrew.cmu.edu if access is required or no longer needed.
- Additional information and instructions can be found on The HUB's Transcripts webpage.

Registration

Vouchers

The voucher process was implemented to permit a limited number of course drops and pass/no pass elections after the deadlines. Vouchers may be used to make either pass/no pass elections after the Pass/Fail Grade Option Deadline has passed **or** to drop courses after the Course Drop Deadline has passed. Vouchers are not intended to be used for exceptional or extenuating circumstances; they cannot be used to drop below full-time status (36 units); and they cannot be used for courses from which a student has already withdrawn. Undergraduate students are permitted three vouchers over the course of their undergraduate career and may use **only one voucher per semester** (including summer). Master's students are permitted one voucher per 12 months of study (beginning the month they started) and may use **only one voucher per semester**. Students may elect to use a voucher up to and including the last day of classes each semester. More information about vouchers is available on the Course Changes webpage.

Voucher Instructions:

- A student wishing to use a voucher to drop a course or switch to pass/no pass after the deadlines must first consult with their academic advisor. After consultation, the advisor will enter the voucher into S3, indicating that it will be used for either a course drop or a pass/no pass election.
- The student will receive an automated email asking them to log into SIO and confirm that the voucher information is correct.
- The student must confirm within 24 hours, otherwise, the course will remain on the student's transcript.
- Advisors may submit voucher requests within S3 up until 11:59 p.m. on the last day of classes.

Course Conflicts

Students may register for, or add, courses with time conflicts, provided they receive permission to do so from the instructors of the conflicting courses.

Registration Instructions:

- If one of the conflicting courses is outside of the student's home department, the student should be advised to add this course first.
- The student must obtain written permission (via email) for a conflicting course from both instructors with overlapping courses.
- The student must provide these permissions to their academic advisor.
- If the advisor has S3 registration permission, the advisor may register the student for a departmental course.
- If the advisor does not have registration permission, or the course is outside of the student's home department, the advisor should email cmuregistrar@andrew.cmu.edu and someone from the Registrar's Office will enter the course-section, overriding the conflict. **Course conflict override requests will not be accepted or processed until the week after registration closes**.

Course Overload

Students who wish to register for more than 12 units beyond their program's normal load must consult with and receive academic advisor approval. For additional information, please visit The HUB's Course Overload webpage.

Cross Registration (PCHE) & Joint Programs

Full-time Carnegie Mellon students may take subjects for credit through the Pittsburgh Council on Higher Education (PCHE). The purpose is to provide opportunities for enriched educational programs by permitting *full-time* paying undergraduate and graduate students to cross-register for **one** course at any of the ten PCHE institutions. Carnegie Mellon students should not cross-register for courses that are offered at Carnegie Mellon during the semester unless their associate dean feels there are exceptional circumstances. We also discourage students from cross-registering in their final semester, since grades may not be available in time for certification to graduate.
All students are required to submit a PCHE Cross Registration Request Form with their home advisor's signature of approval. **Forms should be submitted to the CMU Registrar's Office prior to the first day of classes at the host institution.** For example, a CMU student wishing to register for a course at the University of Pittsburgh should submit a completed PCHE form to the CMU Registrar's Office prior to the first day of classes at Pitt.

PCHE Institutions:

- Community College of Allegheny County (CCAC)
- Carlow University
- Carnegie Mellon University
- Chatham University
- Duquesne University
- LaRoche University
- Point Park University
- Pittsburgh Theological Seminary
- Robert Morris University
- University of Pittsburgh

Outgoing Cross-Registration (Full-Time CMU Students)

Carnegie Mellon students who are registered for at least 36 units prior to adding a PCHE course will not have additional tuition charges, except for special course or laboratory fees for cross-registered courses. Carnegie Mellon students do not acquire status at the host institution but have library and bookstore privileges. Credit and grades are transferred directly to the home institution. Cross-registration usually does not apply during the summer. Students must submit a PCHE form to their home registrar's office prior to both their home and host institutions' add/drop dates.

- Students must complete the cross-registration form in its entirety, including all required course information as well as obtaining advisor signatures. Student's advisors are responsible for assuring eligibility for the course in which the student intends to enroll. If student is registering for a course at the University of Pittsburgh, both the course number and the CRN number listed in their catalog should be included. If the class has a restriction or special permission requirement, the student must go directly to the University of Pittsburgh's offering department and request and complete an "Admission to Closed/Restricted Course" form. This form must be processed by the University of Pittsburgh's Registrar's

Office in order to be registered into their student system. It is the student's responsibility to provide Carnegie Mellon's Registrar's Office with a copy of the permission slip

- Students wishing to cross register for more than one course must have a letter of approval from their dean. Students enrolled in an approved joint program between two PCHE institutions are exempt from the requirement of being full-time at either school. This information must be indicated on the Joint Program line of the cross registration form at the time the form is submitted to the University Registrar's Office
- **Students in their final semester should not cross-register for classes. Due to various final grade submission deadlines of the other institutions, grades are often late and may delay degree certification**.
- Information for outgoing-cross registered students is available on the Outgoing PCHE webpage.

Auditing - If students choose to audit a class, they must adhere to the deadlines set forth by the host institution. No exceptions will be granted. Also, students must submit a course audit approval form (available at the host institution) to the CMU Registrar's Office within the first 10 days of class.

Commencement

Graduation Management

www.cmu.edu/es/graduation-management

- Departments certify primary degrees, including additional majors & minors, flag honors, and record thesis titles.

Commencement

www.cmu.edu/commencement

- Students can update their diploma names, addresses, etc. in SIO.

Diplomas

- No student may receive a diploma until all financial and/or student life obligations to the university have been met.
- Additional information about diplomas can be found at www.cmu.edu/hub/registar/registration/graduation/diplomas.
- Information about Certified Electronic Diplomas (CeDiplomas) may be found at www.cmu.edu/hub/registrar/graduation/diplomas/electronic.

Doctoral Students & All But Dissertation Status

Doctoral students in all departments must enter *All But Dissertation* status once they have completed all coursework and have only their dissertation left to complete prior to earning their PhD degree. Forms and policies for students can be found on The HUB Doctoral Students webpage. Forms and documents for advisors are available on the Enrollment Services Forms page under the Doctoral Students drop-down. **Please consult the website for most recent content and updated forms.**

Forms affiliated with *All But Dissertation*:

- All But Dissertation Status Agreement
- All But Dissertation Status Change
- Doctoral Student Final Semester

Supplementary documents:

- All But Dissertation & Doctoral Student FAQs
- All But Dissertation Program Code Cycle
- All But Dissertation Status Detail Chart
- Doctoral Student Process Flowchart

Student Separations from the University

Academic Actions

Academic actions are specifically for students whose college has deemed them under suspension or permanently dropped from their program(s). Enrollment status and requirements may vary upon direction from the Office of Community Standards & Integrity (OCSI), as applicable.

Suspensions:

Students under suspension are permitted to return to the university and complete their program per the requirements of their college or department. A suspension is considered a temporary leave.

- The length of a suspension is determined by the student's department and involves an intention to return and continue their program.
- A department may initiate a suspension by sending a letter to the student, outlining the decision to suspend them and conditions for return.
- Departments are encouraged to send a copy of the letter to the University Registrar's Office for record retention. From there, the student's enrollment status will be changed to S1 and a memo will be recorded. The student will become S2 status if OCSI is involved due to disciplinary actions and/or academic integrity violations.
- A student initiates return to the university by submitting a Petition to

Return from Leave of Absence form to their department. Once the necessary signatures have been obtained, the completed form is submitted to the University Registrar's Office per normal procedure.

Drops:

Students who are dropped from a program due to academic and/or disciplinary reasons are not permitted to return and complete the program. This is treated as a permanent departure from their program.

- A department may initiate a drop by sending a letter to the student, outlining the reasons for the drop.
- Departments are encouraged to send a copy of the letter to the University Registrar's Office for record retention. From there, the student's enrollment status will be changed to D1 and a memo will be recorded.
- The student will be changed to D2 status if OCSI is involved due to disciplinary actions and/or academic integrity violations.
- The student can never return to the program they were dropped from; however, depending on the circumstances and agreements set by OCSI, if applicable, the student may return to the university to enroll in a different program.

Leaves of Absence & Withdrawals

Leaves of absence and withdrawals from the university are long-term departures; leaves are temporary (length permitted determined by college), and withdrawals are permanent. It is important for students to have a direct conversation with their advisor when considering any type of leave. International students should consult with the Office of International Education (OIE), as a leave will affect their visa status.

Tuition adjustments for leaves of absence and withdrawals are determined by the Tuition Adjustment Policy and Schedules published by Student Financial Services.

Leave of Absence Process:

- Student initiates process using most recently updated Leave of Absence form found on The HUB's website.
- A leave is intended to be temporary, with permitted length determined by college – leaves are typically one semester, but may be up to two years.
- "Date Student Began Leave Procedure" (a.k.a. DOW) is *essential* to record on the leave of absence form as it determines all tuition, fee, and grade adjustments. This date reflects the date on which the student initiated the process with their department; this is up to the advisor's discretion.
- Forms must contain *all* necessary signatures and will not be processed if

any information, primarily the signatures and DOW, are not provided.
- Completed forms are submitted to the University Registrar's Office by the department.
- Please note that a leave of absence will be effective immediately for the semester in which it is declared.
- Student enrollment status will become LA in most cases. LS status will be used if OCSI is involved due to disciplinary actions and/or academic integrity violations.
- Returning students must submit a Petition to Return from Leave of Absence form to their department in order to be approved for enrollment. Once approved and signed, the department is to send the completed form to the University Registrar's Office for processing.

Withdrawal Process:

- Student initiates process using most recently updated Withdrawal from found on the HUB website.
- Intended to be permanent for the effective semester going forward.
- Date Student Began Withdrawal Procedure (a.k.a. DOW) is essential to record on the withdrawal form as it determines all tuition, fee, and grade adjustments. This date reflects the date in which the student initiated the process with their department; this is up to the advisor's discretion.
- Forms must contain all necessary signatures and will not be processed if any information, primarily the signatures and DOW, are not provided.
- Completed forms are submitted to the University Registrar's Office by the department.
- Student enrollment status will become W2 in most cases. W3 status will be used if OCSI is involved due to disciplinary actions and/or academic integrity violations.

Quick Links

Academic Standards, Policies, & Procedures

It is important to become familiar with the University Policies website, the Undergraduate Catalog, and individual department handbooks provided to each graduate student, as they are the primary documents governing academic policies.

Department & Academic Calendars

The Department Calendar follows the Academic Calendar and provides deadlines and action items for departments, as well as important dates related to Registrar's Office activities, tuition and billing, and report distribution. The Academic Calendar serves as an information source for the university community and includes start dates for registration and classes, add/drop deadlines, and exam dates.

Student Privacy & FERPA
www.cmu.edu/es/privacy

NameCoach & Preferred Name
www.cmu.edu/hub/registrar/student-records/namecoach.html

Transcripts

- Incoming: www.cmu.edu/hub/registrar/registration/transfer-transcripts.html
- Outgoing: www.cmu.edu/hub/registrar/student-records/transcripts/faqs.html

Verifications
www.cmu.edu/hub/registrar/student-records/verifications

Visiting & Non-Degree Process
www.cmu.edu/hub/registrar/registration/vnd

Undergraduate Catalog
coursecatalog.web.cmu.edu

Frequently Asked Questions for Advisors & Administrators
www.cmu.edu/es/advising-resources/faq.html