

Carnegie Mellon University Australia

2018 - 2019

Carnegie Mellon University in Australia (CMU-A) General Handbook

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1 UNIVERSITY POLICIES & EXPECTATIONS

It is the responsibility of each member of the Carnegie Mellon community to be familiar with university policies and guidelines. In addition to this College graduate student handbook, the following resources are available to assist you in understanding community expectations:

- [The Word/Student Handbook](#)
- [Academic Integrity Website](#)
- [University Policies Website](#)
- [Graduate Education Website](#)
- [The CMU-A Program Handbook](#)

Please see Appendix for additional information about other University resources.

1.1 Take Care of Yourself

During your time at Carnegie Mellon do your best to maintain a healthy lifestyle by eating well, exercising, avoiding drugs and alcohol, getting enough sleep and taking some time to relax. This will help you achieve your goals and cope with stress.

All of us benefit from support during times of struggle. You are not alone. There are many helpful [resources](#) available on campus and an important part of the college experience is learning how to ask for help. Asking for support sooner rather than later is often helpful.

If you or anyone you know experiences any academic stress, difficult life events, or feelings like anxiety or depression, we strongly encourage you to seek support. Contact Nereshnee Shunmugam (nshunmugam@australia.cmu.edu) for advice should you require to access Counseling and Psychological Services whilst studying at CMU-A. Consider reaching out to a friend, faculty or family member you trust for help getting connected to the support that can help.

2 THE CARNEGIE MELLON CODE

Students at Carnegie Mellon, because they are members of an academic community dedicated to the achievement of excellence, are expected to meet the highest standards of personal, ethical and moral conduct possible.

These standards require personal integrity, a commitment to honesty without compromise, as well as truth without equivocation and a willingness to place the good of the community above the good of the self. Obligations once undertaken must be met, commitments kept.

As members of the Carnegie Mellon community, individuals are expected to uphold the standards of the community in addition to holding others accountable for said standards. It is rare that the life of a student in an academic community can be so private that it will not affect the community as a whole or that the above standards do not apply.

The discovery, advancement and communication of knowledge are not possible without a commitment to these standards. Creativity cannot exist without acknowledgment of the creativity of others. New knowledge cannot be developed without credit for prior knowledge. Without the ability to trust that these principles will be observed, an academic community cannot exist.

The commitment of its faculty, staff and students to these standards contributes to the high respect in which the Carnegie Mellon degree is held. Students must not destroy that respect by their failure to meet these standards. Students who cannot meet them should voluntarily withdraw from the university.

The [Carnegie Mellon Code](#) can also be found online.

3 EDUCATIONAL PLANNING

3.1 Program Handbook

Each degree program publishes a supplemental handbook addendum which outlines specific curricular and program requirements. It is important that you familiarize yourself with both your program handbook as well as this CMU-A General Handbook.

3.2 Advisors

You will be assigned an academic advisor when you enter your graduate program. Your advisor can help you select courses and deal with academic questions and issues. You should plan to meet with your advisor at least twice per semester, but feel free to call upon your advisor at any time. If you choose to change advisors at any point during your academic career, you must file the petition for [Change of Advisor](#).

3.3 Student Responsibilities

The College's faculty and staff will try to help you in every way possible to successfully complete your program. **However, it is your ultimate responsibility to ensure that you meet all of your program's requirements.**

3.4 Changes to Requirements

This handbook is intended to summarize the policies of the Heinz College and CMU-A. The policies and requirements outlined in this handbook may change. The college will make a serious effort to see that all students are informed of any relevant changes in policy or operations. In general, when such revisions and additions increase requirements, only the next entering class will be bound by them.

3.5 Assistance for Individuals with Disabilities

Students with disabilities are encouraged to self-identify with the Student Services office by contacting nshunmugam@australia.cmu.edu to access the services available at the campus and initiate a request for accommodations. More information on requesting accommodations or services due to disability can be accessed at this [link](#).

3.6 Course Materials

A number of CMU-A courses employ the use of business case studies as required texts. These case studies are ordered via CMU-A to benefit from deep discounts and are automatically charged directly to the student account of each student on the roster at the end of the add/drop period. You have the option to purchase these case studies independently, but will not be eligible to receive the discounts offered on orders placed through CMU-A. At all times you must abide by all copy right laws. If you have concerns regarding the materials or charges, please speak with the course instructor or the Programs team.

3.7 Use of Lockdown Browser

The Heinz College utilizes Lockdown Browser from Respondus and it integrates seamlessly with Canvas. Assessments are displayed full-screen and cannot be minimized. Prevents access to other applications including messaging, screen-sharing, virtual machines, and network monitoring applications. Print, Print Screen and screen capture functions are disabled. Copying and pasting anything to or from an assessment is prevented. Right-click menu options, function keys, keyboard shortcuts and task switching are disabled. An assessment cannot be exited until the student submits it for grading. Browser menu and toolbar options are removed, except for Back, Forward, Refresh and Stop. Assessments that are set up for use with LockDown Browser cannot be accessed with other browsers. Localized for multiple languages, including English, Spanish, French, German, Italian, and Portuguese. Supports screen readers (see details). Available for Windows, Mac, iOS and other systems (see System Requirements).

4 PROGRAM COMMITTEE

Each degree has a Program Committee that oversees the Program and makes recommendations to the Dean, Head of CMU-A and faculty about the program and about students. The Program Committee makes unilateral decisions only on a very limited set of issues, such as petitions by students to waive requirements. Even in these cases, students may appeal a Committee ruling to the faculty or to the Dean. The Committee has delegated to the Program Director or Associate Dean the responsibility for decisions on certain petitions from students. On such issues as academic standing, the Committee reports its findings to the faculty, makes recommendations, and then acts on the faculty's decisions.

4.1 Program Committee Composition

The Program Committee consists of faculty members appointed by the Dean, the Associate Dean, and the Director of the Program.

4.2 Program Committee Meetings

The Program Committee meets periodically each semester. The meeting agenda is circulated in advance. If you want to place an item on the agenda or make a presentation to the Committee, consult with your Program Director or Associate Dean at least one week before the meeting. The last meeting of each semester is devoted primarily to evaluating students' progress and typically does not include other agenda items.

Program Committee meetings generally are open to the College community when curricular and other general items are considered. However, when the committee is considering the progress of individual students, the meeting is closed.

4.3 Process for Petitions to the Program Committee

You may petition the Program Committee for permission to waive or modify your program's requirements. The Program Director or Associate Dean will make decisions on petitions concerning the add and drop deadlines, course and credit loads, allowable units of Independent Study, late grade changes, late withdrawals, deferring of core courses and extension of incompletes. Most other petitions will be heard directly by the Program Committee.

Your petition for modification of any program requirements should be in the form of a memo to the Program Director, and should include a clearly written statement of the problem or issue, the suggested remedy or proposed plan, and supportive evidence, if relevant. A statement of support from your academic advisor is especially helpful.

When submitting a petition, it is essential that you follow a reasonable and timely procedure. In most cases, this means that the petition should be submitted prior to the beginning of the semester for which you are requesting an action. For example, you generally will not be allowed to waive a required course if you have already missed three weeks of the class. Generally, you should allow at least two weeks for review and action on a petition.

You may appeal any decision by the Program Director or Associate Dean to the Program Committee. You may appeal any Program Committee ruling in writing to the Dean. Notify the Program Director or Associate Dean of any appeals so that the appropriate information can be forwarded to the Program Committee or Dean's Office.

5 TEACHING

Quality teaching is an important element of the College's programs. The College solicits student evaluations of all courses, provides Teaching Assistants (TAs) in many required courses, and works with the University's Teaching Center to enhance the quality of teaching.

5.1 Instructors' Responsibilities

Instructors must provide a detailed syllabus that identifies course objectives, content, and procedures, and must communicate clear grading standards for homework assignments, tests, grades, and other work. Instructors with Teaching Assistants will describe TA responsibilities in the syllabus. Instructors will clearly describe what kinds of collaboration are prohibited. If the instructor does not make these issues clear, you should be sure to ask about them during the first class meeting. It is your responsibility to ensure you understand all course policies and requirements.

Instructors will insure fair and confidential grading. To insure confidentiality, instructors who use teaching assistants will ask you to identify homework, exams, and papers by your student ID instead of your name. In the syllabus, an instructor will describe how grades are assigned, what part a TA plays in the grading process, and how you can appeal a grade.

The Heinz College and CMU-A are committed to a learning environment that provides students with a clear understanding of their progress and performance in each class taken. Communicating grades and providing timely feedback on assignments help students improve and better master course content.

To that end, faculty are expected to provide students with grades for each assignment, exam, paper, presentation or project that is factored into the final grade for the course.

5.2 Teaching Assistants

Teaching Assistant (TA) positions are given to students who have demonstrated both an understanding of the course material and the ability to help others learn this information. TAs are an important part of the success of programs. They assist the instructor by conducting review sessions, tutoring students, either individually or in small groups, and grading homework and examinations under the instructor's supervision. Information relating to TAs may be found in the CMU-A's Teaching Assistants Handbook.

5.2.1 Selection of Students to Serve as Teaching Assistants

Teaching Assistants (TA) are selected each semester for the following semester. The TA selection process is conducted online. Students indicate the courses for which they would like to TA and faculty and staff identify the best candidates.

In general, the higher your grades, the better your chances of becoming a TA. You will be considered for a teaching assistantship if you:

- Are in good academic standing with no academic integrity infractions.
- Express interest in a TA position.
- Received a grade of B+ or higher in the course for which you are being considered; however, typically TA's have received at least an A- in the course. You may also be eligible to TA a course that you have exempted. We do not advise being a TA until after you have completed your first semester.
- The course instructor accepts you as a TA.

Not all courses have a TA. Core courses are assigned a TA first; only some elective courses (for example, those with high enrollment) will have a TA.

Although TA positions primarily serve educational purposes, they also represent a means of financial support for students.

It should be noted that faculty preference plays an important role in the selection of a TA. It is appropriate to make your interest in being a TA for a particular course known to the instructor. This is particularly important for students exempting courses for which they wish to be a TA.

Students who have violated the College's academic integrity policies will NOT be eligible to hold positions as a Teaching Assistant.

5.2.2 Heinz College Teaching Assistant Excellence Program

A TA is required to complete the Teaching Assistant Excellence Program. This program was developed jointly by the College and the Eberly Center for Teaching Excellence and is held at the start of the fall and spring semesters. As a TA, you will learn strategies for grading, tutoring, holding review sessions, and maintaining professional standards in the classroom.

5.2.3 Supervision of Teaching Assistants

TA responsibilities are defined in consultation with the supervising instructor. Instructors must develop written job descriptions for the TA and meet with the TA biweekly to review course plans, go over work assignments, and address any problems.

If you feel that a TA in one of your courses is not performing effectively, it is important that you make the College aware of the problem. First, speak to the course instructor, and if you are not satisfied with the instructor's response, contact the Director of Program. A TA who is performing inadequately will be warned; a TA will be replaced if he or she does not improve. A TA who does not remain in good academic standing will not be re-appointed.

5.3 Evaluation and Recognition of Teaching Performance and Heinz College Students

You will be asked to evaluate your courses and instructors at the end of each mini or semester. Evaluations are conducted online and are anonymous. The results will not be available to instructors until after the final grading period. Final evaluations are posted on the [Faculty Course Evaluations site](#).

On the course evaluation, you are encouraged to numerically rank performance and to give comments. Comments are extremely helpful in explaining low or high ratings, so be sure to take the time to provide constructive comments that can help the faculty and administration build a better program.

At the end of the academic year, a committee of students, staff and faculty select an instructor to receive the annual Teaching Award, and a teaching assistant from each school to receive the Teaching Assistant of the Year Awards. The selections are based on student nominations, which are solicited in the spring. Students will also be asked to nominate a classmate to receive the following awards:

Student Leadership Award

Awarded annually to a graduating student from each school who best exemplifies leadership. The award recognizes an individual who has distinguished him/herself across several dimensions, including:

- Demonstrated leadership role among peers (supportive, articulate spokesperson for peers, inspires and motivates others, helps bring about improvements/change)
- Demonstrated leadership and initiative in other arenas (with faculty, student organizations, across campus, in interaction with corporate representatives)
- Innovative approach or exceptional academic rigor (takes a problem/issue to a new level, demonstrates a novel approach to an issue, exceeds basic requirements)
- Strong communication skills (interpersonal, written, oral, etc.)
- Shows exceptional promise for future success (within an existing company or as an entrepreneur)

The recipients are announced in May at the CMU-A Graduation Ceremony.

6 SCHEDULING AND COURSE CREDIT

6.1 Length and Intensity of Courses

A full-semester course carries 12 units of credit and is generally expected to require an average of 12 hours per week of time, including time spent in and out of the classroom. “Mini” courses are those that are half a semester in length; they generally carry 6 units of credit, and also require approximately 12 hours per week of time.

Required classes are generally scheduled to meet for 90 minutes two times a week or for three hours once a week. Frequently, instructors make Friday an optional review session; if so, the instructor will require more out-of-class work so that the time commitment to the course is similar to a course which meets formally three times a week.

6.2 Course Loads

The number of units a student takes in any semester depends upon the program and enrollment status (either part-time or full-time). Additionally, individual circumstances may dictate a heavier or lighter course load in a given semester.

6.2.1 Full-time Student Course Load

Depending upon the degree program, full-time students generally register for 48-54 (up to 60 for MSPPM 12 month full time track) units of course work per semester to meet graduation requirements and may carry no more than 54 (60 for MSPPM 12 month full time track) course units per semester, including courses outside of the Heinz College. You may petition your Program Director or Associate Dean to take more than the maximum units if you feel you can handle the extra workload.

You will not receive credit toward your degree for coursework taken in excess of 54 (60 for MSPPM 12 month full time track) units, unless you obtain prior approval from the Program Director or Program Committee before the end of the drop/add period for that semester.

In addition, you must pay for all full-time semesters of CMU-A tuition that your program requires (i.e., three semesters of tuition for the 12-month track programs and four semesters of tuition for the 21-month track programs) even if you can complete all degree requirements in a shorter period of time.

Similarly, you can petition to take fewer than 48 units if there are reasons why you cannot carry a heavier load, and if you will be able to return to a normal course load the following semester. In some cases, this may delay your graduation date. International students on an Australian student visa must have a full time (minimum) load of 36 units in each semester.

6.2.2 Auditing Courses

An audited course will be counted toward the 54 (or 60 for MSPPM 12 month full time track) maximum allowable units per semester, even though it will not count toward the satisfaction of any degree requirement. Units are not earned for courses you audit. Students wishing to audit a course need to submit the [Petition to Audit a Heinz College Course](#) by the tenth day of the semester for a full-semester course and the fifth day of the mini for a mini course.

6.2.3 Part-time Student Course Load

Part-time students typically take 12-30 units per semester, depending upon their individual circumstances and professional obligations. Students pay tuition on a per course basis. Under special circumstances, you might be admitted into a typically full-time program as a part-time student. In this case, you must submit a plan to the Program Committee indicating which courses you will take each semester before you register. International students should reference section 6.4 regarding their ability to register as a part-time student.

6.3 Adding and Dropping Courses

CMU-A's deadline for adding and dropping full-semester courses is the tenth day of the semester. The deadline for mini courses is the fifth day of the mini. Once you have met with your advisor, you can add/drop a course by using Carnegie Mellon's Online Registration up until the official add/drop deadline for the semester or mini. All Heinz courses for which you have registered will appear on your transcript and will be counted toward your QPA, even if you don't complete the course. **Therefore, if you do not drop a course on time, the grade (including a failing grade) will still count. Conversely, if you do not register properly for a course, you will not receive a grade, regardless of the amount or quality of your work in the course.**

In order to add a course after the deadline, students must submit a petition to the Program Director. You should note that permission to late add a course is granted only when exceptional circumstances beyond your control have prevented you from submitting a timely course change.

To help students manage challenges with workload, stress management and work-life balance, the University devised a new set of guidelines around dropping courses. Each Masters student receives one voucher for each 12-month year of the program. The voucher allows a student to drop a course up until the last day of classes. The student and advisor must complete the voucher request form which includes the reason why the student wishes to drop the course. After submitting the voucher, the course will not appear on the student's transcript. The student can use only one voucher in any semester. Students do not need to use the vouchers, they are there as a safety net to ensure students can still explore and challenge themselves and not be penalized for taking academic and intellectual risks.

At the discretion of their program director, students who face family, health or other personal crises that require changes to their schedule will be considered on an individual basis and may not be required to use a voucher for such emergencies.

For more information on the universities voucher system, please visit:

<https://www.cmu.edu/leadership/the-provost/cmu-experience-taskforce/app/index.html>

6.4 Students on Student visa (subclass 500) and Course Loads

International students on a student visa ([subclass 500](#)) must have applied for and been accepted to study in a registered full-time course at an educational institution in Australia. International students must meet their student visa conditions as listed by the [Australian Department of Home Affairs](#)

Regulations provide up to how many online/distance courses a student on a subclass 500 visa may take and still be considered to be enrolled full-time. More information is available on [Australia's Education Services for Overseas Students \(ESOS\) National Code](#)

6.5 Credit for Prior Courses

In general, the Heinz College does not give credit toward graduation for courses taken prior to entering the Heinz College program. **Even if you do receive prior credit, however, you must still pay tuition for the number of full-time semesters required by your program in order to receive a degree.**

6.6 Exemption of Courses

You are strongly encouraged to apply for exemption of a required course if you have already acquired all or most of the skills taught in that course outside CMU-A. In general, you will not be granted an exemption from a project course requirement.

To receive an exemption, you must either take a qualifying exam or petition the instructor of the relevant course—the process is detailed during your orientation. Exemption exams are given prior to or at the beginning of the semester for which the course is offered. Exemption exams for courses offered in multiple semesters must be taken prior to the start of the semester. If you have some background in the material of a core course, it is in your interest to take the exemption exam. Three scenarios may occur as a result of taking the exemption exam: 1) you fully exempt the course; 2) you take the exam, but do not pass and need to take the course; 3) you demonstrate strong aptitude, but not mastery and are placed into a higher level course.

To petition to exempt a course that is not covered by an exam you should:

- Submit the [Petition for Course Exemption](#) form from the College website.
- Complete this form, and attach an official course description or syllabus from the prior course(s) you took, including the professor's name, textbooks used, and particular chapters covered. Also include a copy of your transcript that shows the grade you received in the class.
- Obtain the approval of the course instructor.
- File the petition with the Program Director.

Be aware that if your petition is granted, you may need to learn some particular skills taught in an exempted course on your own time.

Some students fear that if they exempt a course instead of taking it and getting a high grade, their grade point average might be lower, and might fall below the minimum threshold for graduation. To prevent this problem and to encourage you to apply for exemptions, the College Committee uses a “shadow” grade of A- (3.67 points) for an exempted course when determining if you 1) meet the grade point requirements for graduation, 2) should be suspended or 3) should be dropped from the program. In other words, the Program Committee assumes that if you had taken the course, you would have received an A- grade, and if your grade point average would have been above 3.0 with that grade, the Committee will not suspend or drop you from the College. This grade will not appear on your transcript, it will not be included in your official QPA, and it is not used to determine whether to place you on probation or to send a letter of warning or congratulations. Further, a shadow grade is not used in the calculation for graduation with honors. Only one exemption receives a shadow grade; you are encouraged to exempt multiple courses if you can, but you will receive a shadow grade of A- for at most 12 units of coursework.

6.7 Independent Study/Directed Reading

Independent study and directed reading courses allow for one-on-one interaction between a professor and a student. These courses allow you the flexibility to direct your own coursework. It is a faculty member's discretion whether to take on an independent study or not, therefore independent studies generally are built upon mutual interests of the student and faculty member. You and the professor should agree in advance on a program of study and a method of evaluation. The number of course units should equal the expected number of hours per week required during the semester.

To receive approval for an independent study course, you must submit an [Independent Study Contract](#) to the faculty advisor accompanied by a memorandum which describes the plan for this independent study or directed reading course and includes the number of units to be earned, the outcome of the independent study (i.e., a paper or series of papers, etc.). The faculty advisor must sign the petition and the memorandum. These should be submitted to the Program Director prior to beginning your study; without this memo, you will not receive credit for this course. **Independent study courses may only be directed by full-time faculty at the Heinz College unless permission is received in advance from the Program Director.**

You may not count independent study or directed reading courses toward fulfilling requirements in the Common Core or towards completion of your degree without approval from the Program Director. If you wish to take more than 12 units of such courses, you must submit a petition to the Associate Dean no later than one week prior to the add/drop deadline for the mini or semester.

6.8 Courses Outside of Heinz College

To fulfill the elective requirements for graduation, you may take graduate courses offered by Carnegie Mellon, **subject to the approval of your Program Director.**

6.8.1 Transfer Credit from Other Universities

Students may apply to receive transfer credit from other universities by submitting a [Transfer Credit form](#) found on the Heinz College website. An original transcript or e-transcript from the other University is required when submitting the Transcript Credit form. The Heinz College limits the number of units which will be permitted to be transferred.

Note: Not all programs within the Heinz College accept transfer credit. Students should contact their Program Director for approval prior to submitting the Transfer Credit Form. All transfer credit courses will be recorded on their transcript indicating where the course was taken, but without grade. Such courses will not be taken into account for academic actions, honors or QPA calculations. (Note: suspended students may take courses elsewhere; however, they may receive transfer credit only if their college's and department's policies allow this.) <http://www.cmu.edu/policies/student-and-student-life/transfer-credit-evaluation-and-assignment.html>

6.9 Final Examinations

Final examinations for full-semester courses are scheduled during finals week and typically take no more than three hours to complete. Finals for first and third mini courses are usually no longer than an hour and a half and are held during a three-day “mini-finals” period in the middle of the semester. Full semester courses continue to meet during this time. Finals for the second and fourth mini courses are held during finals week at the end of each semester and may be either an hour and a half or three hours in duration, at the discretion of the instructor. Final exams for evening courses will be held on the usual meeting day for the class, (e.g. a Monday evening class will have its final on the Monday evening of exam week). It is therefore possible that a student could have several finals in one day.

Students who encounter conflicts with their final exam schedule or an overloaded exam schedule should reach out to their instructor for assistance.

For more information regarding final exams, please review the University’s policies: <https://www.cmu.edu/policies/student-and-student-life/examination-policies.html>.

6.10 Enrollment Verification

The University Registrar's Office handles all verifications and other degree-related information.

An enrollment verification officially provides proof of enrollment at the university. Enrollment information can only be verified from the student record and what is reflected on it. The most common reasons for requesting an enrollment verification include:

- Student loan agencies and insurance companies wanting to know if a student is enrolled
- Scholarship committees wanting to know if a student maintained a certain QPA
- Registration alone does not constitute enrollment. To be considered enrolled, a student must:
 - o Be registered for and currently attending classes
 - o Have fulfilled their financial obligation to the university for the semester

If a student is registered but not enrolled, a special letter to confirm registration for the upcoming semester may be requested by emailing uro-verifications@andrew.cmu.edu.

7 PERFORMANCE STANDARDS

7.1 Grading Scale

CMU-A operates on a 4-point grading scale as follows:

| Letter Grade | Interpretation | Points | Credit toward Graduation? |
|--------------|-----------------|--------|---------------------------|
| A+ | Exceptional | 4.33 | Yes |
| A | Excellent | 4.00 | Yes |
| A- | Very Good | 3.67 | Yes |
| B+ | Good | 3.33 | Yes |
| B | Acceptable | 3.00 | Yes |
| B- | Fair | 2.67 | Yes |
| C+ | Poor | 2.33 | Yes |
| C | Very Poor | 2.00 | Yes |
| C- | Minimal Passing | 1.67 | Yes |
| D, R | Failing | 0 | No |
| I | Incomplete | 0 | No |

7.2 Incomplete: "I" Grades

You are expected to finish all required work in a course by the established deadlines. If you fail to do so, the instructor will give you the grade you deserve, based on the work you have completed. Under exceptional circumstances, the instructor may agree to assign a grade of "I" (Incomplete). Individual instructors establish specific policies concerning incomplete grades. In general, however, **you can expect to receive grade penalties if the incomplete is granted for reasons other than illness or other uncontrollable circumstances.**

In order to receive an incomplete grade, you must sign a [Contract for Completion of Incomplete Coursework](#) indicating what you must still finish and when you will turn it in. **The maximum time allowed is one semester past the end of the course.** You must submit the contract to the Program Director before the end of the semester while you are still enrolled in the class. Without this contract, you will automatically receive a grade of R (failure). If the contract expires before you turn in the work you will receive the default grade specified in the contract.

7.3 Pass/Fail Grades

You may take up to 12 units of student elected non-core classes, and 6 units of instructor deemed non-core classes on a pass/fail basis. It is the student's responsibility to verify if a class can be taken as Pass/Fail by checking the instructor's policy listed on the course syllabus or Canvas. If the policy is not listed on the syllabus or Canvas, please contact Academic Services. To elect to take a class pass/fail, you must complete the Pass/Fail Form found on the Heinz College Academic Services webpage. The form must be filed before the add/drop deadline of the relevant semester or mini semester (the fifth day of class for a mini and the tenth day of class for a semester-long course). Pass/fail grades are not used in calculating your grade point average, but do count towards the required units necessary for program completion.

7.4 Change of Grades

If you find or suspect a computational or clerical error in the grade which you receive for a course, you should contact the instructor as soon as possible. If the instructor agrees that the grade is incorrect, he or she will submit a “Change of Grade” form to the College’s Office of Academic Services. In general, late grade changes due to the completion of extra work or revision of work already submitted will not be approved.

7.5 Appeal of Grades

If you believe that a grade is incorrect you should contact the instructor to clarify or appeal your grade. If you wish to appeal your grade beyond the instructor level, you must first notify the Program Director in writing of the basis for your appeal. The Program Director or Associate Dean will discuss your concerns with you. After that conversation, you may request that your appeal be forwarded to the Dean for a formal and final review. The University’s policy for appealing grades is outlined in the [Summary of Graduate Student Appeal and Grievance procedures](#).

Grades are viewed as the prerogative of the faculty. The Dean will not grant appeals except in cases where objectively demonstrable and verifiable errors were made in grading (e.g., an error in the calculation of the grade) or serious violations of policy occur.

8 ACADEMIC STANDING

The Program Committee both monitors the progress of students according to the standards of the College and makes suggestions to the faculty and the Dean for academic actions based on its evaluation of student performance. Since the College is a professional school with ethical obligations to the public regarding the students it certifies, grades are not the only factors involved in assessing academic standing.

8.1 QPA Requirements

Grade point averages are computed by translating all letter grades into quality point numeric values, weighting these values by the number of units in each course, summing the resulting numbers, and dividing by the total number of units.

You must maintain a cumulative grade point average (QPA) of 3.0 or greater in all courses for which you will receive grade credit. This includes all courses taken outside of the Heinz College for which you have been given approval to count towards your degree.

For the purpose of satisfying the minimum QPA requirements for graduation, you can count any combination of units that meet all of the requirements for graduation. For example, suppose that you have taken 210 units at the College, you have met all your core and required classes and you have a QPA of 2.9. Your degree requires 198 units to graduate, but you took one more elective course than you needed, and so have 12 more units than are required to graduate. If, by dropping the elective from the QPA calculation you would have a QPA of 3.0 or greater, you will be deemed to meet the requirement for graduation. In addition, as described in section 6.5, your QPA will be recalculated using “shadow grades” for up to 12 units of exemptions for purposes of determining your ability to graduate. An exception is if you retook a class that you had failed because of cheating. In that case, both grades for the course in question are included in calculations of QPA and no shadow grades will be applied.

Your official Carnegie Mellon transcript, however, will reflect all of your coursework and the resulting QPA (from which undergraduate courses are excluded), even though it may be below 3.0. Furthermore, the Heinz College will use all of your coursework when determining eligibility for academic honors or other decisions that are based on the QPA.

8.2 Retaking Courses

You cannot take the same course twice and receive credit for both toward your degree. If the course content has changed significantly, you may petition your Program Committee for permission to get credit for both courses. You may retake any course in which you receive a grade of B- or lower in order to raise your cumulative QPA. You must register for the repeat course as you would any other. Your new grade will replace the original grade in evaluations of academic standing as an “RC”, but the earlier grade will remain on your official transcript and you will only earn units for the course once. You must petition the Program Director or Associate Dean prior to the beginning of the semester if you want to retake a course in which you received less than a B-.

If a student fails a course because of an academic integrity violation and then retakes the course, both the failing grade and the new grade will be used in evaluations of academic standing and the calculation of the student’s QPA.

8.3 Academic Status

8.3.1 Warning

If you receive a warning, it is because the faculty is concerned about your progress at the College and your ability to successfully complete the program. You can expect to receive a warning if your cumulative QPA falls below 3.1 or if your semester QPA falls below 3.0. If you are issued a warning, you will receive a detailed letter that clarifies the circumstances around your academic standing, and will outline the necessary steps to return to good academic standing.

8.3.2 Probation

If you are placed on probation, it is an indication that the faculty feels you are performing below the level needed to successfully complete the program. If you are on probation, it has implications for future academic action, and your eligibility for financial aid may be affected. The Program Committee considers recommending probation to the faculty if your cumulative QPA falls below 3.0. If you are placed on probation, you will receive a detailed letter that clarifies the circumstances around your academic standing, and will outline the necessary steps to return to good academic standing.

If you are placed on probation, you must achieve at least a 3.0 QPA in the semester you are on probation; otherwise, the Program Committee will generally recommend to the faculty that you be suspended or dropped from the program. In addition, you must demonstrate the ability to raise your cumulative QPA to 3.0 within the normal timeframe of graduation. Again, if this seems impossible, the Program Committee will generally recommend to the faculty that you be suspended or dropped from the program.

8.3.3 Suspension or Drop

In general, you will be dropped from your program only if you have been on probation during the previous semester. However, under extraordinary circumstances as determined by the faculty, you may be suspended or dropped without previously having been placed on probation. The Program Committee will recommend that you be dropped if, at the end of the semester of probation, your semester QPA falls below 3.0, or if your cumulative QPA is such that it is unlikely that you will be able to complete the program in the normal period of time.

The Program Committee may recommend that you be suspended from the program for up to one year if your performance in the program is unsatisfactory, even if you have not previously been placed on probation. Suspension is, in effect, a temporary drop. If you are suspended, you cannot register for or take classes at the College for a specified period of time, usually a year. The faculty views a suspension as a time to make up deficiencies, to develop a mature approach to the program, or to give more thought to future career goals. If you are suspended, you may enroll in your Program again after the specified period and the faculty will indicate the conditions of your re-enrollment in your original suspension letter.

The decision of the faculty to suspend or drop a student is final. If you wish to appeal the decision, you can send your appeal to the Dean; however, the Dean will only determine whether the Program Committee and the faculty followed due process and considered all relevant information over a sufficient time period.

If you are suspended or dropped from your program, you will receive a detailed letter to clarify the circumstances of your academic standing. If you are suspended, the letter will outline any necessary steps surrounding your return to the program.

Students who want to appeal an academic disciplinary action must state in writing to the College Dean their intention to do so within one week of the penalty date in question, and then must present their appeal to the College Dean no later than two weeks after said penalty date. Appeals must be in writing, with appropriate documentation. In cases where an appeal is filed, disciplinary actions will be held until the 2 week moratorium is complete. If you feel that your appeal would require a second-level review, please visit: <https://www.cmu.edu/student-affairs/ocsi/academic-integrity/grads.html>

8.3.4 Good Academic Standing

When your cumulative QPA equals or exceeds 3.0, you are deemed to be in good academic standing and can pursue the normal course of study.

8.3.5 Congratulations

Each semester, the Program Committee review the academic progress of all students and send a letter of congratulations to those students who demonstrate superior academic performance.

8.4 Graduation Review

At the end of each academic year, the faculty review the academic records of all students to determine who has met the requirements for graduation. If you have not met a requirement and do not have prior approval from your Program Committee to exempt the requirement, you will not be approved to graduate. If you have not met all requirements by the review, but are in good academic standing and are deemed likely to finish by the end of August, then you may be permitted to participate in Commencement in May, although you will not receive a diploma until you have finished all requirements.

As of August 2012, the **Pretest Assessment** and **End of Program Student Survey** are graduation requirements. All graduating students will receive an email from the Dean of Heinz College with a link to the surveys. This survey data is confidential and the data will be used in aggregate to evaluate programming and to help us to continually improve the Heinz College experience. Your individual results will not be reported to anyone in Heinz College. Because of the importance of gathering statistically significant data, the surveys are a **graduation requirement** for all Heinz College students. Therefore, choosing not to complete the surveys could prevent the certification of your degree.

8.5 Awards - Graduation with Distinction

Those students with exemplary academic records throughout their careers at the College will be considered for graduation with “distinction” or “highest distinction”. Graduation with “highest distinction” requires an overall QPA of 3.85 or greater. Distinction is awarded to those students with a cumulative QPA of at least 3.75 but less than 3.85.

Heinz College awards will not be listed on your university diploma. This honor will be awarded to you with a certificate signed by the Dean of Heinz College.

All College courses count toward determining the QPA for distinction and no shadow grades will be used for exempted courses. If you retook a course, the original grade will count in the computation.

Students who have violated the Heinz College’s academic standards cannot graduate with “distinction” or “highest distinction.”

8.6 Degree Completion Statute of Limitations

Students in part-time programs have seven years to complete the program (from the semester in which the student first enrolled). Full-time students have five years to complete the program (from the semester in which the student first enrolled). Should a student take a leave of absence (see section below) which extends the study beyond the period above, the student will need to reapply for admission to the program. For more information regarding the University's policy, please reference <http://www.cmu.edu/policies/student-and-student-life/masters-students-statute-of-limitations.html>.

8.7 Leave of Absence Policy

Occasionally, a student will have pressing personal circumstances that require him or her to take a leave of absence from the program. In such cases, the student should complete a Leave of Absence form, available on the HUB website, to be approved by the Program Director. Typically, a leave of absence is for one academic year.

8.8 Withdrawal from the University

A student may leave Carnegie Mellon by either withdrawing from the university (this means leaving the university with no intention of returning). Please see <https://www.cmu.edu/hub/registrar/leaves-and-withdrawals/index.html> for forms.

CMU: <https://www.cmu.edu/hub/registrar/leaves-and-withdrawals/index.html>

CMU: <https://www.cmu.edu/policies/student-and-student-life/student-leave.html>

9 ETHICS AND DISCIPLINE

The College is a professional school designed to prepare students for responsible positions requiring the trust and confidence of the public. Therefore, the College must demand the highest ethical standards of its students. The two cornerstones of these ethical standards are honesty and concern for others. The College will not tolerate plagiarism, false representation of the extent of individual contributions to joint efforts, cheating, or falsification of records. It also will not tolerate disruptive behavior, ethnic intimidation, sexual harassment, or illegal activities. Any of these actions can carry severe penalties up to and including expulsion from the university.

9.1 Academic Integrity – Cheating, Plagiarism, and Unauthorized Assistance

Students at Carnegie Mellon are engaged in intellectual activity consistent with the highest standards of the academy. The relationship between students and instructors and their shared commitment to overarching standards of respect, honor and transparency determine the integrity of our community of scholars. The actions of our students, faculty and staff are a representation of our university community and of the professional and personal communities that we lead. Therefore, a deep and abiding commitment to academic integrity is fundamental to a Carnegie Mellon education. Honesty and good faith, clarity in the communication of core values, professional conduct of work, mutual trust and respect, and fairness and exemplary behavior represent the expectations for ethical behavior for all members of the Carnegie Mellon community.

Policy Statement

In any manner of presentation, it is the responsibility of each student to produce her/his own original academic work. Collaboration or assistance on academic work to be graded is not permitted unless explicitly authorized by the course instructor(s). Students may utilize the assistance provided by Academic Development, the Global Communication Center, and the Academic Resource Center (CMU-Q) unless specifically prohibited by the course instructor(s). Any other sources of collaboration or assistance must be specifically authorized by the course instructor(s).

In all academic work to be graded, the citation of all sources is required. When collaboration or assistance is permitted by the course instructor(s) or when a student utilizes the services provided by Academic Development, the Global Communication Center, and the Academic Resource Center (CMU-Q), the acknowledgement of any collaboration or assistance is likewise required. This citation and acknowledgement must be incorporated into the work submitted and not separately or at a later point in time. Failure to do so is dishonest and is subject to disciplinary action.

Instructors have a duty to communicate their expectations including those specific to collaboration, assistance, citation and acknowledgement within each course. Students likewise have a duty to ensure that they understand and abide by the standards that apply in any course or academic activity. In the absence of such understanding, it is the student's responsibility to seek additional information and clarification.

Policy Violations

Cheating occurs when a student avails her/himself of an unfair or disallowed advantage which includes but is not limited to:

- Theft of or unauthorized access to an exam, answer key or other graded work from previous course offerings.
- Use of an alternate, stand-in or proxy during an examination.
- Copying from the examination or work of another person or source.
- Submission or use of falsified data.
- Using false statements to obtain additional time or other accommodation.
- Falsification of academic credentials.

Plagiarism is defined as the use of work or concepts contributed by other individuals without proper attribution or citation. Unique ideas or materials taken from another source for either written or oral use must be fully acknowledged in academic work to be graded. Examples of sources expected to be referenced include but are not limited to:

- Text, either written or spoken, quoted directly or paraphrased.
- Graphic elements.
- Passages of music, existing either as sound or as notation.
- Mathematical proofs.
- Scientific data.
- Concepts or material derived from the work, published or unpublished, of another person.

Unauthorized assistance refers to the use of sources of support that have not been specifically authorized in this policy statement or by the course instructor(s) in the completion of academic work to be graded. Such sources of support may include but are not limited to advice or help provided by another individual, published or unpublished written sources, and electronic sources. Examples of unauthorized assistance include but are not limited to:

- Collaboration on any assignment beyond the standards authorized by this policy statement and the course instructor(s).
- Submission of work completed or edited in whole or in part by another person.
- Supplying or communicating unauthorized information or materials, including graded work and answer keys from previous course offerings, in any way to another student.
- Use of unauthorized information or materials, including graded work and answer keys from previous course offerings.
- Use of unauthorized devices.

Submission for credit of previously completed graded work in a second course without first obtaining permission from the instructor(s) of the second course. In the case of concurrent courses, permission to submit the same work for credit in two courses must be obtained from the instructors of both courses.

Procedures for dealing with allegations of these policy violations are detailed in the university's Academic Disciplinary Action Procedures for Undergraduate Students and the Academic Disciplinary Action Procedures for Graduate Students, which are published in The WORD student handbook. Periodic review of these procedures will be overseen by the Dean of Student Affairs or her/his

designee in consultation with Faculty Senate and the relevant student governing bodies. Any amendments to these procedures are subject to the approval of Faculty Senate. Additional guidelines and procedures for graduate students may exist at the college/department/program level, in which case they are communicated in the college/department/program graduate student handbook.

If a student fails a course because of an academic integrity violation and then retakes the course, both the failing grade and the new grade will be used in evaluations of academic standing and the calculation of the student's QPA.

Any student who violates the academic integrity policy may not be a Student Representative, Teaching Assistant, Research Assistant, Officer of a student club/organization and cannot graduate from the college with highest distinction or distinction or serve as commencement speaker. All academic integrity violations will be reported to the Heinz College Associate Dean and Carnegie Mellon's Dean of Student Affairs or designee, as well as the Heinz College Office of Academic Services.

Cases of academic integrity violations will be reviewed by the Dean or designee, who may impose additional penalties. Students should understand clearly that such offenses are not tolerated at Carnegie Mellon. A first offense could result in being dropped from your program. In the event of a second offense, you will be dropped from your program.

Students who want to appeal an academic disciplinary action must state in writing to the College Dean their intention to do so within one week of the penalty date in question, and then must present their appeal to the College Dean no later than two weeks after said penalty date. Appeals must be in writing, with appropriate documentation. In cases where an appeal is filed, disciplinary actions will be held until the 2-week moratorium is complete.

If you dispute that your actions violated the University Policy on Academic Integrity or believe that your department did not follow the proper procedure for investigating or reporting a violation, the university has a formal appeal process in place that provides you with the ability to have your case heard before an Academic Review Board. The initial step of that process is writing a letter to the Provost requesting an appeal and you can find more information in the Student Appeals section of the Graduate Academic Disciplinary Actions Overview. Please note that requests for appeal are not granted automatically and the Provost will determine whether the appeal will move forward to a second-level review.

The University policy on Cheating and Plagiarism is posted on Carnegie Mellon's website at:

<https://www.cmu.edu/policies/student-and-student-life/academic-integrity.html>.

Additional requirement at Carnegie Mellon University Australia campus

All students enrolling for programs at the campus in Adelaide are required to attend one of the two sessions on Academic Integrity during their Orientation Week. At the end of that session, students will be asked to sign two documents. The first is an acknowledgement that they have attended the session. The second is an acknowledgement that they have understood the information presented on both the definitions of violations of academic integrity and the consequences of those violations.

Questions regarding the graduate policies and/or procedures pertaining to academic integrity violation should be directed to the following staff:

Pixie Yeap, Director of Programs at 08-8110 9953 or pyeap@australia.cmu.edu

Lourdes Almeda, Manager of Graduate Programs at 08-8110 9908 or lalmeda@australia.cmu.edu

Summary of practical actions

The actions students should take are:

- Make sure you understand the definitions of cheating, plagiarism and unauthorised assistance as set out in this document
- Study carefully the specific requirements of each course instructor as set out in the outline for each course. If in any doubt, raise queries with the instructor at the earliest opportunity
- Familiarise yourself with the consequences of breaches of academic integrity
- Refer any questions of the general policies referred to in this document to staff member from the CMU-A Programs team.

9.2 The Community Standards Violation Process

As members of the university community, Carnegie Mellon students are expected to respect the rights of all students, faculty and staff and adhere to the policies outlined in the Student Handbook contained in [The Word](#).

If a student has observed a violation of university policy, or feels that his/her rights have been violated in some way, he/she should file a report to the Director of Programs at CMU-A and/or the Office of Community Standards and Integrity.

For more information on the community standards violation process, please explore the [Community Standards Violation Guide](#). This document is a reference to provide insight into community standards processes at Carnegie Mellon.

9.3 Collaboration

Some instructors permit — or may even encourage — collaboration on homework assignments if they view the collaboration as contributing to the learning experience. Other instructors prohibit collaboration entirely. When collaboration is permitted, however, it is usually limited to discussion on the issues in an assignment, to be followed by submission of independent work; it explicitly precludes one person copying the work that has been done by another. In some cases, notably in project courses, a joint project may be permitted, but this should represent roughly equal contribution by each participant.

It is important to recognize that the acceptability of collaboration will vary considerably among courses and instructors. Some require that all work submitted for credit be done independently; others minimize the credit associated with homework in order to encourage collaboration; none will accept cheating on examinations.

Instructors are encouraged to make very clear their rules on the acceptability of collaboration on homework assignments. Ultimately, however, the student is responsible for being aware of the rules on any particular assignment, and for recognizing that engaging in joint work when collaboration is prohibited is punishable as academic misrepresentation.

Program code and spreadsheet development are as unique as written work and should demonstrate the effort and creativity of the individual student preparing the work. Students who share code or spreadsheets are engaging in behavior which constitutes cheating when the instructor has not explicitly assigned these homeworks or tests as group work.

9.4 Role of Teaching Assistants

Since some of the responsibility for grading falls on Teaching Assistants (TAs), and since they are sometimes the classmates of those whose work they grade, TAs are in a special ethical position. If you are a TA, you have an obligation to maintain the College's standards of honesty, and if you are not a TA, you should respect the TA's special position. Violation of the trust and responsibility given to TAs is viewed as a serious violation by all who are involved.

9.5 Software Piracy

All College students are required to sign the following software policy agreement:

In the following agreement, “the College” refers to the Heinz College and University refers to Carnegie Mellon as a whole or any part thereof, software and documentation refers to any software made available to me through the College or the University or given directly to me for my use by staff of the College.

The software and documentation made available to students at the College is copyrighted or subject to strict license agreements concerning unauthorized duplication and/or dissemination.

Students may not copy any of said software or documentation, in whole or in part, or have them copied by other parties.

Students may not change any copyright, trade secret, or trademark notice in any of the software or documentation.

Students must agree to return or destroy, at the end of their enrollment, copies of software or documentation for which the College or the University has negotiated site licenses to make unlimited copies of for use on campus, both those made by the student and those given to the student. Students may not use any of said software or documentation outside of the University for purposes other than those directly related to coursework or research at the College.

Violation of this policy is subject to appropriate disciplinary action.

9.6 Misuse of Computing Facilities and Networks

Students using any CMU network who misrepresent themselves as another person or College entity violate the standards and behavior deemed appropriate and acceptable. Any student who, using the identity of another, sends messages to individuals inside or outside the College, is subject to disciplinary action up to and including expulsion. Students who send obscene, harassing, or intimidating messages under their own or another’s name are violating the University’s standards of ethics and are subject to disciplinary action up to and including expulsion.

The University’s [Computing Policy and Guidelines](#) may be accessed online.

All students of the College are subject to these policies.

9.7 Other violations

Students who engage in disruptive behavior, criminal activities, ethnic intimidation, sexual harassment, moral turpitude, violations of College procedures, or violations of University regulations will be subject to disciplinary action, including possible expulsion.

9.8 Disciplinary Procedures

The College follows University academic disciplinary procedures. The University policy can be found at: <http://www.cmu.edu/graduate/policies/>. You are responsible for familiarizing yourself with that policy.

10 GRADUATE STUDENT CONCERNS AND GRIEVANCES

10.1 Informal Discussion

Graduate students at CMU-A are encouraged to discuss their academic and non-academic concerns with the Program Director in the first instance. The Head, CMU-A is also available for discussions at any stage of the process.

10.2 Filing a Grievance

When an informal resolution cannot be reached, a graduate student who seeks further review of the matter shall be guided by the University's [Graduate Student Appeal and Grievance Procedures](#).

11 STUDENT PRIVACY RIGHTS

Students' rights to privacy are protected under the Family Educational Rights and Privacy Act (FERPA) of 1974, 20 U.S.C. Sec. 1232g. The university's guidelines for student privacy are posted on the website at <https://www.cmu.edu/policies/student-and-student-life/privacy-rights-students.html>

12 SAFEGUARDING EDUCATIONAL EQUITY

12.1 Policy against Sexual Harassment and Sexual Assault

Sexual harassment and sexual assault are prohibited by CMU, as is retaliation for having brought forward a concern or allegation in good faith. The policy can be viewed in its entirety at: http://www.cmu.edu/policies/documents/SA_SH.htm. If you believe you have been the victim of sexual harassment or sexual assault, you are encouraged to make contact with any of the following resources:

- Office of Title IX Initiatives, <http://www.cmu.edu/title-ix/>
- Sexual Harassment Advisors, found in appendix A of the [Policy Against Sexual Harassment and Sexual Assault](#)
- Survivor Support Network, found in appendix B of the [Policy Against Sexual Harassment and Sexual Assault](#)
- Sexual Harassment Process and Title IX Coordinators, found in section II of the [Policy Against Sexual Harassment and Sexual Assault](#)
- Bower Place – Counselling Services
Level 2/55 Gawler Place, Adelaide
Ph: 08 – 8221 6066
- John Lindner (University Chaplain)
0424 563 511, Lindner.john@gmail.com
- Wakefield Street Police Station
60 Wakefield Street, Adelaide
Ph: 08 – 8172 500
Hindley Street Police Station
26 Hindley Street, Adelaide
Ph: 08 – 8303 0525
Police (non-emergency) – 131 444

- Royal Adelaide Hospital (Public)
North Terrace, east of Frome Road, Adelaide
Ph: 08 - 8222 4000
- **Emergency Services**
Police, Ambulance and Fire Brigade – 000
Mental Health Service Emergency Crisis (all hours) – 131 465
Crisis Care Emergency after hours assistance – 131 611, Monday to Friday 4:00pm-9:00am, weekends and public holidays 24 hours)

12.2 Maternity Accommodation Protocol

Students whose anticipated delivery date is during the course of the semester may consider taking time away from their coursework and/or research responsibilities. All female students who give birth to a child while engaged in coursework or research are eligible to take either a short-term absence or formal leave of absence. Students in course work should consider either working with their course instructor to receive incomplete grades, or elect to drop to part-time status or to take a semester leave of absence. Students engaged in research must work with their faculty to develop plans for the research for the time they are away.

Students are encouraged to consult with relevant university faculty and staff as soon as possible as they begin making plans regarding time away. Students must contact the Office of the Dean of Student Affairs to register for Maternity Accommodations. Students will complete an information form and meet with a member of the Dean's Office staff to determine resources and procedures appropriate for the individual student. Planning for the student's discussion with her academic contact(s) (advisor, associate dean, etc.) will be reviewed during this meeting.

More information on [Maternity Accommodation Protocol](#)

13 PROFESSIONAL CONDUCT

Students in the Heinz College's graduate programs are preparing for professional careers in positions of leadership. Consistent with the standards of our programs, such positions carry with them expectations for integrity, ethical bearing and behaviors that are acceptable in the workplace.

Students who undertake class projects, serve as interns or apprentices, or complete their work-study assignments in organizations outside the College must conduct themselves in a manner consistent with the standards of the professional workplace.

Likewise, students are expected to exhibit professional conduct in the classroom and other University learning environments and to serve as productive, positive forces in our academic community.

Students who engage in behaviors that are dishonest, unethical, abusive, violate University and workplace rules on the use of drugs and alcohol, or otherwise undermine classroom learning or the environment of their workplace assignment or the College will be subject to disciplinary action up to and including being dropped from your program.

14 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 Vice President for Campus Affairs, Carnegie Mellon University, 5000 Forbes Avenue, Pittsburgh, PA 15213, telephone + 412-268-2056.

Obtain general information about Carnegie Mellon University by calling + 412-268-2000. The [Statement of Assurance](#) can be accessed online.

15 The WORD

[The WORD](#) is Carnegie Mellon University's student online 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/>

16 KEY OFFICES FOR GRADUATE STUDENT SUPPORT

16.1 Office of the Assistant Vice Provost for Graduate Education

The Office of the Assistant Vice Provost for Graduate Education, AVPGE, directed by Suzie Laurich-McIntyre, Ph.D., Assistant Vice Provost for Graduate Education, provides central support for graduate students in a number of roles. These include being an ombudsperson and resource person for graduate students as an informal advisor; resolving formal and informal graduate student appeals; informing and assisting in forming policy and procedures relevant to graduate students; and working with departments on issues related to graduate students and implementation of programs in support of graduate student development.

The Office of the AVPGE often collaborates with the division of Student Affairs to assist graduate students with their Carnegie Mellon experience. Senior members of the student affairs staff are assigned to each college (college liaisons) and are often consulted by the Assistant Vice Provost for Graduate Education and departments on an individual basis to respond to graduate student needs.

The Office of the Assistant Vice Provost for Graduate Education (AVPGE) offers a robust schedule of professional development opportunities. Some are geared towards a specific population (master's

students, PhD students at the beginning of their program, graduate students seeking tenure track positions, etc.) and others are open to all graduate students (time management, balancing, staying healthy). A full schedule of programs is at <http://www.cmu.edu/graduate/>.

The Office of the AVPGE also coordinates several funding programs, and academically focused seminars and workshops that advise, empower and help retain all graduate students. The fundamental goals of our programs have been constant: first, to support, advise and guide individual graduate students as they work to complete their degrees; second, to contribute to the greatest degree possible to the diversification of the academy. Visit the Graduate Education website for information about:

- Conference Funding Grants
- Graduate Small Project Help (GuSH) Research Funding
- Graduate Student Professional Development: seminars, workshops and resources

16.2 Eberly Center for Teaching Excellence & Educational Innovation

Support for graduate students who are or will be teaching is provided in many departments and centrally by the Eberly Center for Teaching Excellence & Educational Innovation. The Eberly Center offers activities for current and prospective teaching assistants as well as any graduate students who wish to prepare for the teaching component of an academic career. The Center also assists departments in creating and conducting programs to meet the specific needs of students in their programs. Specific information about Eberly Center support for graduate students is found at www.cmu.edu/teaching/graduatestudentsupport/index.html.

16.3 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 (user name: tartans; password: plaid). All submissions are reported to appropriate university personnel.