

**Carnegie Mellon University**  
School of Computer Science



Language  
Technologies  
Institute

Master of Science in  
Intelligent Information Systems

Student Handbook  
2019-2020

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# 1 Introduction

## 1.1 The MIIS Degree

The Master of Science in Intelligent Information Systems (MIIS) is a professional degree offered by the Language Technologies Institute (LTI), a graduate department in the School of Computer Science at Carnegie Mellon University. The MIIS degree provides advanced study and practical experience in areas of Computer Science focused on the processing and analysis of unstructured and semi-structured information, for example, text, image, video, speech, and audio information. It is a practice-oriented professional degree designed for students who want to rapidly master advanced content-analysis, mining, and intelligent information technologies prior to beginning or resuming leadership careers in industry and government.

There are significant differences between CMU's different departments and degree programs in philosophical approach, procedures, policies and regulations. Each department issues a handbook that informs graduate students of their program requirements and procedures and ensures that students have written access to the standard information outlined below. This handbook describes the policies, procedures, and requirements for the Master of Science in Intelligent Information Systems (MIIS) degree.

While this handbook is specific to your academic experience in the department, there are several other resources and offices graduate students are encouraged to consult during their tenure at Carnegie Mellon University. Information about *The Word/Student Handbook*, the Office of the Assistant Vice Provost for Graduate Education, the Office of the Dean of Student Affairs and others are included in Appendix A of this handbook.

All policies not explicitly described in this document conform to School of Computer Science (SCS) policies and university policies described in *The Word/Student Handbook* and at the University Policies website. It is the responsibility of each member of the Carnegie Mellon community to be familiar with university policies and guidelines.

## 1.2 MIIS Contact Information

The people responsible for administering the MIIS degree are:

Alexandra Balobeshkina  
Sr. Academic Program Coordinator, MIIS  
Administrative Coordinator, LTI  
GHC 5405  
412-268-4277  
[abwalker@cs.cmu.edu](mailto:abwalker@cs.cmu.edu)

Teruko Mitamura  
Program Director, MIIS  
Professor  
GHC 6711  
412-268-6596  
[teruko@cs.cmu.edu](mailto:teruko@cs.cmu.edu)

Robert Frederking  
Chair of Graduate Programs, LTI  
Principal Systems Scientist  
GHC 6515  
412-268-6656

Jaime Carbonell  
Director, LTI  
Allen Newell Professor, Computer Science  
GHC 6721  
412-268-7279

David Garlan  
Associate Dean for Master's Programs, SCS  
Professor  
WeH 4218  
412-268-5056

The Language Technologies Institute is located primarily on the 5<sup>th</sup> and 6<sup>th</sup> floors of the Gates Hillman Complex (GHC) on Carnegie Mellon's Pittsburgh campus. It can be contacted at:

Language Technologies Institute  
Carnegie Mellon University  
5000 Forbes Avenue  
Gates Hillman Complex 5402, LTI  
Pittsburgh, PA 15241-3891

412-268-6591 (phone)  
412-268-6298 (fax)

<http://www.lti.cs.cmu.edu/>

### 1.3 University Policies and 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 departmental graduate student handbook, the following resources are available to assist you in understanding community expectations:

- The Word/Student Handbook: [www.cmu.edu/student-affairs/theword//index.html](http://www.cmu.edu/student-affairs/theword//index.html)
- Academic Integrity Website: <https://www.cmu.edu/policies/student-and-student-life/academic-integrity.html>
- University Policies Website: [www.cmu.edu/policies/](http://www.cmu.edu/policies/)
- Graduate Education Website: [www.cmu.edu/graduate/policies/index.html](http://www.cmu.edu/graduate/policies/index.html)

Please see Appendix A for additional information about The Word and other university resources.

## 1.4 Carnegie Mellon University 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.

## 1.5 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 on-line at <https://www.cmu.edu/student-affairs/theword/code/index.html>

## 2 The Language Technologies Institute

### 2.1 Main Office

The LTI mailboxes, printers, copiers, and other departmental resources are in GHC 5404.

### 2.2 Photocopies and Printers

The School of Computer Science provides a number of black-and-white and color printers for use by students. The SCS Computer Facilities publishes a list of printers online at <https://computing.cs.cmu.edu/desktop/printer-list.html>

In order to use a printer, students are advised to register within the SCS centralized printing services and follow the instructions provided at <https://computing.cs.cmu.edu/desktop/printing.html>

### 2.3 Computers for MS Students

Students are expected to provide their own laptop computers that can be used to access university resources and complete course assignments. Laptops running Windows, MacOS, and Linux software are all acceptable.

MS students will be given a CS user id. A CS user id is required to use the LTI computer cluster, and other SCS services. The School of Computer Science has a Help Center located at GHC 4201. They can be contacted at [help@cs.cmu.edu](mailto:help@cs.cmu.edu), extension 8-4231 from a campus phone, or 412-268-4231 from an outside line.

MS students will be given access to the LTI's computer cluster on an as-needed basis, to be used for course assignments, directed study projects, and/or the capstone project. The LTI cluster provides storage and computation for projects involving large datasets and/or lengthy computation.

### 2.4 Academic Calendar

The Academic Calendar can be found at <https://www.cmu.edu/hub/calendar/index.html> and provides information on all deadlines including registration dates, class start dates, add/drop deadlines, exam dates and more.

## 3 MIIS Degree Attainment

### 3.1 Program options

The MIIS degree is offered in two options:

**Option 1. Standard MIIS degree (MIIS-16)** - A 16-month track that is completed in three academic semesters (fall, spring, fall) and a summer internship.

**Option 2. MIIS: Advanced Study degree (MIIS-21)** - A 21-month track that is completed in four academic semesters (fall, spring, fall, spring) and a summer internship.

MIIS: Advanced Study track offers indepth degree in one of the following areas of concentration:

- Human Language for Language Technologies
- Language Technology Application
- Machine Learning for Language Technologies

Part-time options are available in some cases.

### 3.2 Course Requirements

In order to complete the Master of Science in Intelligent Information Systems, a student must satisfy three types of requirements. *Curricular* requirements ensure that MIIS students receive instruction in core intelligent information systems technologies while also allowing an opportunity to specialize in areas of personal interest. *Practice* requirements are opportunities to apply and hone new skills while building state-of-the-art systems. *Grade* requirements ensure that students have demonstrated a certain level of skill while completing degree requirements. All three types of requirements are described below.

MIIS-16 students must take at least 84 units (typically 7 12-unit courses) of qualifying and elective courses that satisfy human language, machine learning, and language technology applications breadth requirements and 66 practice units for a total of 150 units to attain the Standard MIIS degree.

MIIS-21 students must take at least 108 units (typically 9 12-unit courses) of qualifying and elective courses and 66 practice units to satisfy their degree requirements, making it a total of 174 units to attain the MIIS: Advanced Study degree.

### 3.2.1 Curricular Requirements

A MIIS student must complete the following curricular requirements:

1. **Qualifying courses:**

MIIS-16 students must pass 72 units (typically 6 12-unit courses) and MIIS-21 students must complete 96 units (typically 8 12-unit courses) in qualifying Masters courses.

A qualifying Masters course is defined as:

- a. Any graduate course (600-level or higher) offered by the Language Technologies Institute; and
  - b. Any graduate course (600-level or higher) from the list of approved qualifying courses (Section 3.2.4).
2. **Free elective:** Students must pass 12 units (typically 1 course) in elective Masters course(s). A free elective is defined as:
- a. A graduate course (600-level or higher) with content relevant to the MIIS program objectives offered by the School of Computer Science; and
  - b. A course approved by the student's advisor and the degree Program Director.
  - c. A student may not use the same course to satisfy both a qualifying course requirement and an elective course requirement.
3. **Breadth requirements:** Students must demonstrate breadth by passing one course in each of the following areas. In addition, MIIS-21 students must take two more LTI courses (24 units total) in one of the following areas of concentration:
- Human language;
  - Machine learning; and
  - Language technology applications.

The department maintains and publishes a list of courses that satisfy each of these requirements (Sections 3.2.5 – 3.2.7). Courses used to satisfy a breadth requirement can also satisfy qualifying course requirements.

### 3.2.2 Practice Requirements

A student must complete at least 66 practice-oriented course units and satisfy the following practice-oriented requirements for both MIIS-16 and MIIS-21 programs.

1. **Directed study requirement:** Students must pass 24 units (typically 12 units x 2 semesters) in directed study under the supervision of their advisor. Directed study is a structured, task-oriented form of independent study that provides deep, hands-on experience in a particular technology area and an opportunity to work closely with a member of the faculty.

2. **Internship requirement:** Students must complete a one-semester (typically summer) internship at an organization (typically a company or government agency) approved by the MIIS Program Director. Internships are an opportunity to apply new skills in a professional setting and to learn about software development in a 'real world' organization. Students with prior professional experience may petition the MIIS Program Director to waive this requirement.

MIIS students that do an internship during the summer semester are required to present their internship at a poster session at the beginning of the following Fall semester. The poster and the student's participation in the poster session are part of the internship requirement. Participation is required unless waived in writing by the MIIS Program Director.

3. **Capstone requirements:** Students must complete a capstone project (36 units) and a capstone planning seminar (6 units). The capstone requirement gives students experience with collaborative, team-oriented software development; significant hands-on experience with the techniques studied in the classroom; and an opportunity to work on a large software application.
  - a. The capstone project (36 units) is a large, group-oriented demonstration of student skill in one or more areas covered by the degree. Typically the result of the capstone project is a major software application. The capstone project is supervised by a member of the faculty who meets with students on a weekly basis to monitor progress and provide guidance.
  - b. The capstone planning seminar (6 units) organizes students into groups; defines capstone project goals, requirements, success metrics, and deliverables; and identifies and acquires data, software, and other resources required for successful completion of the project. The planning seminar must be completed in the semester prior to taking the capstone project.

### 3.2.3 Grade Requirements

Students must demonstrate their mastery of material taught in courses and their success in applying their skills in directed study and capstone projects by satisfying the following grade requirements:

1. **Minimum grade:** A student must obtain a B- or better grade in all courses, which count towards core requirements. If a student receives a C or better, that course may count as an elective towards the degree requirements
2. **Minimum QPA:** A student must maintain an average QPA of at least 3.0 in courses and projects used to satisfy degree requirements.
3. **Pass/fail:** Pass/fail grades are not permitted for courses and projects used to satisfy a degree requirement. Graduate students who are required to take additional undergraduate courses to build up the core foundations of computer science may not elect the pass/fail option for these courses.

### 3.2.4 Approved Qualifying Courses

Any graduate course (600-level or higher) offered by the Language Technologies Institute is a qualifying course.

Any two graduate courses (600-level or higher) offered by departments within the SCS other than LTI (Machine Learning or Computer Science departments, etc.) may be counted as approved qualifying courses.

Any course from the following list is an *approved qualifying course*.

- 02-712, Computational Methods for Biological Modeling and Simulation
- 05-813, Human Factors
- 08-731, Information Security and Privacy
- 08-766, Mobile and IoT Computing Services
- 15-826, Multimedia Databases and Data Mining
- 16-720, Computer Vision

### 3.2.5 Breadth Courses: Human Language

- 11-611, Natural Language Processing
- 11-711, Algorithms for NLP
- 11-721, Grammars and Lexicons
- 11-727, Computational Semantics for NLP

### 3.2.6 Breadth Courses: Language Technology Applications

- 11-642, Search Engines
- 11-717, Language Technologies for Computer Assisted Language Learning
- 11-718, Conversational Interfaces
- 11-731, Machine Translation
- 11-751, Speech Recognition and Understanding
- 11-797, Question Answering
- 11-830, Computational Ethics For NLP

### 3.2.7 Breadth Courses: Machine Learning

- 11-641, Machine Learning for Text Mining
- 11-663, Applied Machine Learning
- 11-747, Neural Networks for NLP
- 11-755, Machine Learning for Signal Processing
- 11-661, Language and Statistics
- 11-761, Language and Statistics

- 11-763, Structured Prediction for Language and Other Discrete Data
- 11-777, Advanced Multimodal Machine Learning
- 11-785, Introduction to Deep Learning
- 10-601, Introduction to Machine Learning (Master's)
- 10-605, Machine Learning with Large Datasets
- 10-701, Introduction to Machine Learning (PhD)
- 10-707, Topics in Deep Learning
- 10-708, Probabilistic Graphical Models
- 10-715, Advanced Introduction to Machine Learning

### 3.3 Internships

If the experience will have units attached to it the program should have deliverables from the student commensurate with the number of units they are taking. This can be in the form of interim and final reports on the experience, presentations in the following semester regarding the experience, assessments of their experience as it relates to their course of study, etc. Students are responsible for identifying and applying for internships on their own. The LTI and the university provide several types of support for students seeking internships. An annual poster session helps spread information from MIIS students that recently completed internships to MIIS students that will soon seek internships; other LTI professional MS programs have similar internship-oriented poster sessions that MIIS students may attend. The university offers resume-writing and interviewing workshops to help prepare students, and fall and spring employment fairs to help students connect with companies. The university's [Career & Professional Development Center](#) provides other services as well.

If a student cannot find an internship, the MIIS program will arrange an on-campus internship with a university-based project. This internship may be unpaid.

International students are required to consult with the Office of International Education for eligibility before seeking an internship or signing an offer letter.

### 3.4 Advising

Each student has a faculty advisor charged with guiding the education and monitoring the progress of the student through the program. The advisor also supervises the student's directed study projects. This personal student-advisor relationship ensures that every student receives the necessary faculty mentoring. The advisor also provides the student with career advice.

**How and when the advisor is selected:** Advisors are selected during the first month of the program. Students are expected to attend the LTI's Immigration Course lectures in which faculty describe their interests and areas of expertise, and to be proactive about meeting individually with potential advisors. Typically, if a student and faculty member agree to enter an advising relationship, it is approved by the Program Director. If a student has not found an advisor after one month in the program, the Program Director will assign an advisor to the student.

**How to change advisors:** The initial advisor selection should be made carefully. However, it is possible to change advisors. To do so, the student should find another faculty member willing to serve as an advisor, and then make a request to the Program Director to switch advisors. The LTI follows the long-standing SCS policy that both the new and old advisors need to agree to the change; typically this is not a problem, assuming the new advisor has agreed in advance, as described here. It is to the student's advantage to avoid switching advisors, especially late in their graduate studies, because forging a strong student-advisor relationship takes time.

### 3.5 LTI Orientation (“The Immigration Course” or “The IC”)

Prior to the beginning of each Fall semester the LTI provides week of lectures and talks to help students learn about the work done by CMU faculty and to provide an opportunity for advisors to recruit new students. Students are expected to attend them and to treat them as seriously as a course, because they provide a good introduction to the broad range of research done at the LTI. Students do not register for the LTI Orientation, nor do they receive a grade, however the department is serious about its expectation that new students will attend these talks.

For many years, these talks were called "the Immigration Course (IC)". The intuition behind this name is that the talks help orient newly-arrived students – immigrants into the CMU environment. However, some students understood the name to indicate that the talks would be about US immigration and visa requirements. The older name has been retired, however people who have been at CMU a long time may occasionally use the older name.

### 3.6 End of Semester Evaluation (“Black Friday”)

Near the end of each semester, the student must prepare a statement that describes his or her achievements in the current semester, and plans for the next semester. At the end of the semester, the faculty evaluates each student's academic progress. The student's advisor serves as the student's advocate in this process. The result of the evaluation is a letter from the faculty to the student that indicates whether the student is making *satisfactory progress* towards completing the degree.

A **good letter** typically indicates that the student is making *satisfactory progress*. If the student is doing exceptionally good work, a stronger adjective such as *excellent* might be used, but this is unusual.

If a student seems to be having trouble, the faculty determines whether it believes that the student can finish the degree, and if so, what needs to be accomplished to get back on track. This type of letter should be considered a serious warning. It is **not** a permanent "black mark" on the student's record; if the student begins making satisfactory progress again, there is no official record of the letter in the student's transcript.

In the most serious cases, the faculty gives the student an *N-1 letter* that specifies a list of conditions that the student must satisfy by specific deadlines. Failure to meet all of the specified conditions may result in the student's termination from the program.

## 3.7 Enrollment Verification

Enrollment Services is the only University office that can provide an official letter of enrollment, official transcript and enrollment verification. Enrollment verification can be requested online through The HUB at: <https://www.cmu.edu/hub/registrar/student-records/verifications/enrollment.html>.

## 3.8 University Policies on Grades and Grading

### 3.8.1 University Policy on Grades

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

This policy offers details concerning university grading principles for students taking courses and covers the specifics of assigning and changing grades, grading options, drop/withdrawals and course repeats. It also defines the undergraduate and graduate grading standards.

### 3.8.2 University Policy on Grades for Transfer Courses

<https://www.cmu.edu/policies/student-and-student-life/transfer-credit-evaluation-and-assignment.html>

Carnegie Mellon University offers students the opportunity to take courses for credit through a cross-registration program (see Pittsburgh Council on Higher Education (PCHE) and Cross-registration below) and through the receipt of transfer credit from other accredited institutions. The Carnegie Mellon University transcript will include information on such courses as follows: Carnegie Mellon courses and courses taken through the university's cross-registration program will have grades recorded on the transcript and be factored into the QPA. All other courses will be recorded on this 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.)

### 3.8.3 Drop/Add/Withdraw procedures

Students taking undergraduate and Master's level courses must follow the procedures and deadlines for adding, dropping, or withdrawing from courses as identified on the academic calendar. Information can be found at <https://www.cmu.edu/hub/registrar/course-changes/index.html>

## 3.9 Academic Integrity

In the midst of self-exploration, the high demands of a challenging academic environment can create situations where some students have difficulty exercising good judgment. Academic challenges can provide many opportunities for high standards to evolve if students actively

reflect on these challenges and if the community supports discussions to aid in this process. It is the responsibility of the entire community to establish and maintain the integrity of our university.

Carnegie Mellon University educates its students to become professionals who will serve society with integrity. The university also creates and disseminates new knowledge and expressions of knowledge in ways that benefit society. Carnegie Mellon strives to serve the changing needs of society through the three primary goals outlined in its mission statement: to create and disseminate knowledge and art through research and artistic expression, teaching and learning and transfer to society, to serve students by teaching them leadership and problem-solving skills, and the values of quality, ethical behavior, responsibility to society and commitments to work, to pursue the advantages provided by a diverse community, open to the exchange of ideas, where discovery and artistic creativity can flourish.

In any presentation, creative, artistic or research, it is the ethical responsibility of each student to identify the conceptual sources of the work submitted. Failure to do so is dishonest and is the basis for a charge of cheating or plagiarism, which is subject to disciplinary action.

The university has a very clear and specific protocol for responding to alleged violations of academic integrity. Carnegie Mellon's Academic Disciplinary Actions Overview for Graduate Students describes procedures for disciplinary actions against graduate students in cases of alleged violations of academic regulations and the appeal process.

Please review the University Policy on Academic Integrity <https://www.cmu.edu/policies/student-and-student-life/academic-integrity.html>. The policy includes the University expectations around academic integrity and provides definitions of cheating, plagiarism, and unauthorized assistance.

A review of the University's Academic Disciplinary Actions procedures <https://www.cmu.edu/student-affairs/theword/academic/graduate-academic-disciplinary-procedures.html> is also recommended. These procedures outline the process for investigating, reporting, and adjudicating violations of the University Policy on Academic Integrity. The procedures also outline the appeal process.

**Important note:** The LTI implements the above policy's option of "conven[ing] a disciplinary hearing according to the procedures of the department/program". Our procedure is as follows: a first violation is grounds for dismissal from the graduate program. If we decide to not immediately dismiss, the first violation will result in the student being on disciplinary probation. If a student commits a second violation while on probation, the penalty is dismissal from the graduate program.

## 4 Academic Policies

### 4.1 MIIS Academic Policies

### 4.1.1 Double-Dipping

A Masters student who uses courses taken as part of another degree program (at Carnegie Mellon or elsewhere) toward their program requirements cannot use those same courses toward any other M.S. degree offered by the School of Computer Science without prior approval. (SCS policy)

### 4.1.2 Duration of Study

MIIS-16 students enrolled for full-time study are expected to complete the degree in three semesters of academic study and one summer internship (16 months total).

MIIS-21 students enrolled for full-time study are expected to complete the degree in four semesters of academic study and one summer internship (21 months total).

MIIS-16 students enrolled for part-time study are expected to complete the program in six semesters of academic study and one summer internship (27 months total).

MIIS-21 students enrolled for part-time study are expected to complete the program in seven semesters of academic study and one summer internship (31 months total).

See also the ‘Statute of Limitations’ policy.

### 4.1.3 Independent Studies

An independent study can be counted as an Elective course, but it cannot be counted as a Qualifying course.

### 4.1.4 Maximum and Minimum Courseloads

A student in the program may not take more than sixty (60) units per semester without permission from the program director.

A student in the program must be registered for a **minimum** thirty six (36) units per semester to be considered a full time student or twelve (12) units per semester to be considered a part-time student. All international students are required by US Federal law to maintain full-time status. Failure to maintain full-time status will result in loss of a student visa (and, therefore, “permit of stay”). (MIIS policy)

### 4.1.5 Pass/Fail Grades

Pass/fail grades are not permitted for courses used to satisfy a degree requirement. Graduate students who are required to take additional undergraduate courses to build up the core foundations of computer science may not elect the pass/fail option for these courses.

#### 4.1.6 Transfer Credit

An equivalent graduate course previously completed at another institution may be permitted to satisfy one of the MIIS breadth requirements. The decision on whether a course may be used to satisfy a breadth requirement is made by the MIIS Program Director. Typically the student will provide the Program Director with the syllabus of the external course, and the Program Director will use that and the student's transcript to make the decision.

Satisfying a breadth requirement with a course from another institution does not reduce the number of CMU course units that must be taken to attain the MIIS degree.

#### 4.1.7 Transferring Into the MIIS Program

Transfers into the MIIS program are not permitted during a student's first semester at CMU. Students must begin their study at CMU in the program that admitted them.

Students may request to transfer into the MIIS program after completing their first semester and before the add/drop deadline of the spring semester. The student must make the request in writing (or email) to the MIIS Program Director. The MIIS Program Director will inform the student about what application materials are required, for example, an explanation of why a transfer is desired, a proposed plan of study, a proposed advisor, and CMU transcripts. Students that are already enrolled in an LTI degree program are not required to retake GRE and TOEFL exams or to produce new transcripts from other universities.

The MIIS program will conduct an expedited admissions process after receiving such a request. The program will explicitly consider whether the coursework done prior to the transfer will allow the student to be "on schedule" by the end of the spring semester, so that the student can participate in a capstone project with other MIIS students during the next fall semester.

MIIS students are allowed to switch tracks (MIIS-16 to MIIS-21 and vice versa) after beginning their first semester at CMU. Ideally, all switch requests must be filed within the first semester of the program. **It is highly recommended to not switch tracks more than once!** Though not forbidden, multiple track switching may negatively impact immigration records of International students. Students also have to understand that extension of their stay in the program will lead to additional financial obligations. U.S. citizens, virtually, have no restrictions on how many times they can switch as long as it is done for a legitimate reason. To confirm legitimacy of the reason to switch tracks ALL students must seek their advisor's approval and the approval of the Director of the MIIS program.

#### 4.1.8 Transferring Out of the MIIS Program

The MIIS program does not prevent students from transferring to another degree program. Each degree program has its own rules about whether and when transfers into the program are permitted. A student that is interested in transferring out of the MIIS degree program should consult the handbook and Program Director of the desired degree program to learn whether transfers are permitted, and if so, how and when to request such a transfer.

## 4.1.9 Statute of Limitations

All units required for the Masters degree, whether earned in residence or transferred from another institution, must be recorded on the transcript within seven years of the date on which the student enrolled in the program (CMU policy<sup>1</sup>), or less if required by a more restrictive department, school or college policy. This statutory period can be extended by the SCS Associate Dean for Graduate Education for special circumstances that do not make it possible for the student to complete the requirements within the statutory period. Any request for a waiver of the statute of limitations for the MIIS degree must be approved by the Department Head and by the SCS Associate Dean for Graduate Education. The waiver request must explain the exceptional circumstances that warrant an extension. For cases in which a waiver is granted, the waiver will cover specific courses and will specify a time period for completion of the program.

See also the 'Duration of Study' policy.

## 4.2 LTI Academic Policies

### 4.2.1 “Grandfather” policy

A student can graduate under the policies in effect at the time that the student entered the program; or, at the student's choice, the student can graduate under policies that are adopted after the student entered the program. If it is not realistic to follow a particular policy exactly, the department may approximate the policy as closely as possible; this situation is rare and typically arises only when a student is enrolled in the program for an extended period of time.

### 4.2.2 Definition of transfer *credit* versus course *exemption*

The LTI may grant transfer *credit* or issue an *exemption* for equivalent graduate courses previously completed at another institution. This decision rests with the chair of the particular program. If a student is *exempt* from a required course due to prior courses or experience, the student can replace that course with an open elective. The student does not receive credit for the external course, but can take any course that could normally count toward the degree in its place. If a student receives *credit* for prior coursework completed at CMU or elsewhere, the student receives that many units of credit, and the total amount of required coursework is reduced by that amount.

### 4.2.3 External Employment/Consulting

Since the MIIS program places heavy demands on student time, external employment and/or consulting are strongly discouraged. Exceptional students who wish to consult should discuss

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<sup>1</sup> <https://www.cmu.edu/policies/student-and-student-life/masters-students-statute-of-limitations.html>

this with their Advisor. International students must also have approval in advance from the Office of International Education (OIE) for any outside employment.

#### **4.2.4 Leave of Absence**

The LTI discourages Leaves of Absence (LOA), since students usually do not return, despite good intentions. However, a student in good standing may be granted a LOA of at most 1 year, upon written request to the Program Director and with consent of the student's advisor. It is the responsibility of the student on LOA to contact the LTI to initiate a return to the program.

#### **4.2.5 Satisfactory Progress**

If a student does not make satisfactory progress each semester toward completing the degree, the LTI may remove the student from the program. See section on “End of Semester Evaluation”.

#### **4.2.6 Winter and Summer Breaks**

Students supported by research projects are expected to remain on campus working during breaks in classes. A two-week vacation is typically allowed in the summer. The normal winter break policy is that the student works 40 hours per week for two weeks, and takes vacation for the other two weeks.

### **4.3 CMU Academic Policies**

#### **4.3.1 Assistance for Individuals with Disabilities**

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

For more information please see <http://www.cmu.edu/education-office/disability-resources/>. Students with disabilities are encouraged to self-identify with the Office of Disability Resources and request needed accommodations. Any questions about the process can be directed to Catherine Getchell, 412-268-6121, [getchell@cmu.edu](mailto:getchell@cmu.edu)

#### **4.3.2 Summary of Graduate Student Appeal and Grievance Procedures**

Graduate students will find the Summary of Graduate Student Appeal and Grievance Procedures on the Graduate Education Resource webpage. This document summarizes processes available to graduate students who seek review of academic and non-academic issues. Generally, graduate students are expected to seek informal resolution of all concerns

within the applicable department, unit or program before invoking formal processes. When an informal resolution cannot be reached, however, a graduate student who seeks further review of the matter is to follow the formal procedures outlined here. These appeal and grievance procedures shall apply to students in all graduate programs of the University. Students should refer to the department specific information in this handbook for department and college information about the administration and academic policies of the program. Additionally, students may confer with the graduate student ombudsman, Suzie Laurich-McIntyre, [slaurichmcintyre@cmu.edu](mailto:slaurichmcintyre@cmu.edu), on issues of process or other concerns as they navigate conflicts.

### 4.3.3 Safeguarding Educational Equity: Policy Against Sexual Harassment and Sexual Assault

The University prohibits sex-based discrimination, sexual harassment, sexual assault, dating/domestic violence and stalking. The University also prohibits retaliation against individuals who bring forward such concerns or allegations in good faith. The policy can be viewed in its entirety at: [http://www.cmu.edu/policies/documents/SA\\_SH.htm](http://www.cmu.edu/policies/documents/SA_SH.htm). If you have been impacted by any of these issues, you are encouraged to make contact with any of the following resources:

- Office of Title IX Initiatives, <http://www.cmu.edu/title-ix/>, 412-268-7125, [tix@cmu.edu](mailto:tix@cmu.edu)
- University Police, 412-268-2323
- University Health Services, 412-268-2157
- Counseling & Psychological Services, 412-268-2922

Additional resources and information can be found at: <https://www.cmu.edu/title-ix/resources-and-information/resources.html>.

### 4.3.4 Maternity Accommodation Protocol

<https://www.cmu.edu/graduate/programs-services/maternity-accommodation-protocol.html>

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.

## 5 Financial Issues

### 5.1 Graduate Student Funding

The LTI does not provide financial aid or support to students in the professional MS programs. Students are encouraged to seek financial aid and support from other sources. The HUB website (<https://www.cmu.edu/sfs/financial-aid/index.html>) provides the Graduate Financial Aid Guide, information about funding options and how to apply for financial aid and other helpful links. Additional information on financial issues for graduate students can be found on the web at <http://www.cmu.edu/hub/new-grad/>.

Teaching assistantships are awarded to faculty members who then award these positions to selected students. Teaching assistant duties include, but are not be limited to, holding office hours, conducting recitation classes, and grading. There are minimum English proficiency requirements that must be met in order for a student to accept a teaching assistantship. Pennsylvania state law requires that all students who are not native speakers of English take and pass a state administered proficiency test. Support for teaching activities can be found through the Eberly Center for Teaching Excellence, located in Warner Hall 425. Students who will be T.A.s for the department are encouraged to visit the Teaching Center and to take advantage of the information and services located there.

Students in the professional MS programs are not prohibited from seeking support as Teaching Assistants and Research Assistants. However, typically fulltime MS students do not have time for these activities. Typically Research Assistantships are most likely to be awarded to students in CMU's research-oriented degree programs.

MIIS students can apply for TA positions only with the permission of the program director. Teaching Assistantships are especially discouraged for first semester students.

### 5.2 University Financial Aid

Graduate students should consult the graduate student financial aid information found on The HUB website: <http://www.cmu.edu/finaid/graduate/index.html>. Students will find the Graduate Financial Aid Guide, information about funding options and how to apply for financial aid and other helpful links.

### 5.3 Health Insurance

Carnegie Mellon has a Student Health Insurance policy requiring full-time, degree seeking students to carry adequate medical insurance. Students must either purchase the plan offered

by the University or an application for a waiver can be made if the student is “enrolled as the dependent, partner/spouse or principal in an employer or government-sponsored insurance plan” (see the Carnegie Mellon University Student Health Insurance Policy at <https://www.cmu.edu/policies/student-and-student-life/student-health-insurance.html>).

It is the responsibility of each student to make arrangements with Student Health Services to either pay for their insurance at the beginning of the semester, or elect a payment plan over the course of the academic year. More information is available at the Student Health Services Web site [www.studentaffairs.cmu.edu/HealthServices/insurance](http://www.studentaffairs.cmu.edu/HealthServices/insurance).

## 5.4 Emergency Loans

<https://www.cmu.edu/sfs/billing/emergency-loans.html>

All students regardless of their program are eligible for the Emergency Student Loan, which is an interest-free and emergency based loan repayable within 30 days. It is available through the Office of the Dean of Student Affairs; students may apply for the loan by stopping in to the Student Affairs Office, Warner Hall 301, or by calling (412) 268-2075 for an appointment.

## 6 Additional University Resources

### 6.1 The HUB Student Services Center

[thehub@andrew.cmu.edu](mailto:thehub@andrew.cmu.edu) and <http://www.cmu.edu/hub/>

The HUB is located in Warner Hall, Lower Level. The HUB staff delivers comprehensive service and counsel to students and families regarding financial aid, billing and payment, registration and academic records. The Assistant Directors in The HUB serve as contacts for specific colleges and assist enrolled students with key aspects of the enrollment process. Student can find their assigned HUB Assistant Director on their Student Information Online (SIO) Resource page. Questions that need specialized, in-depth attention can be directed to the student's assigned Assistant Director. For general questions and information, students may email The HUB or call 412-268-8186.

### 6.2 Student Information Online (SIO)

Student Information Online (SIO) is a secure site where students can find important, personalized information, including E-Bills and student account information, financial aid status and eligibility, grades and QPA, and course schedules. Students can update their and their spouse's or domestic partner's contact information, sign up for E-Check & E-Refund, authorize their spouses, domestic partners or other individual to receive a copy of their E-Bill, request verifications, view their housing and meal plan assignments, and much more. Students can log on to SIO by going to [www.cmu.edu/hub/sio](http://www.cmu.edu/hub/sio) and entering their Andrew User ID and password.

On SIO, students will designate an emergency contact address of a relative or family friend to be contacted in the case of an emergency. If students do not want their name and address published in the campus directory, they must notify the HUB in writing.

MIIS students are responsible for notifying the University of all address changes in a timely manner. Students will be held responsible for any failure to receive official college notices due to not having a correct address on file; F-1 students may jeopardize their status if address information is not kept current.

Students can change their address using SIO, which is available via the HUB website:  
<http://www.cmu.edu/hub/index.html>.

### 6.3 ID Cards

Graduate students can obtain their ID card from The HUB once they have been entered into SIO for the semester. These cards identify their holders as members of the campus community. Student cards are deactivated upon the cardholder's separation from the university.

Affiliate ID Cards are available for spouses and partners of graduate students that allow them to access Carnegie Mellon's campus. These cards are available through The HUB to spouses and partners of graduate students who are enrolled for the current academic year in a full-time graduate degree program. The card is valid for one year. For information about domestic partner registration, visit the Office of the Dean of Student Affairs webpage:  
<https://www.cmu.edu/student-affairs/dean/domestic-partner/index.html>.

For more information about student and affiliate ID cards (spouse, domestic partners and dependent children), please visit: <https://www.cmu.edu/idplus/idcards/index.html>.

### 6.4 Transcripts

Information about and instructions for ordering transcripts are available at:  
<https://www.cmu.edu/hub/registrar/student-records/transcripts/>. Transcript questions may be directed to [uro-transcripts@andrew.cmu.edu](mailto:uro-transcripts@andrew.cmu.edu).

### 6.5 Pittsburgh Council on Higher Education (PCHE) and Cross-registration

<https://www.cmu.edu/policies/student-and-student-life/cross-college-university-registration.html>

Cross-registration provides an opportunity for enriched educational programs by permitting full-time graduate students to cross-register for courses (usually no more than one per semester) at a Pittsburgh Council on Higher Education (PCHE) Institution. Full-time Carnegie Mellon degree students are eligible and the PCHE course may not count towards full-time status unless the student is enrolled in an inter-university program. Students interested in taking advantage of this opportunity should be familiar with the Policy on Grades for Transfer Courses already outlined previously in this handbook.

Department specific information about graduate students' ability to cross register and transfer grades should be included here.

## 6.6 Student Privacy Rights and FERPA

<https://www.cmu.edu/policies/student-and-student-life/privacy-rights-students.html>

This university policy notifies students of their rights under the federal Family Educational Rights and Privacy Act (FERPA). According to FERPA, students have the right to:

- inspect and review their education records;
- request an amendment to their education record if they believe they are inaccurate or misleading;
- request a hearing if their request for an amendment is not resolved to their satisfaction;
- consent to disclosure of personally identifiable information from their education records, except to the extent that FERPA authorizes disclosure without consent;
- file a complaint with the U.S. Department of Education Family Policy Compliance Office if they believe their rights under FERPA have been violated.

For questions about Student Privacy Rights, FERPA or filing a complaint, contact John Papinchak, University Registrar, [jp7p@andrew.cmu.edu](mailto:jp7p@andrew.cmu.edu), in Enrollment Services.

## 6.7 Academic Calendar

The official academic calendar is published by Enrollment Services. It is not uncommon for departments and colleges to have academic requirements that differ from or are in addition to those presented in the academic calendar provided to the campus community by Enrollment Services. This section is an opportunity for the department to confirm the official academic calendar for graduate students and provide the link to the calendar:

[www.cmu.edu/hub/calendar.html](http://www.cmu.edu/hub/calendar.html). Be clear about the expected academic calendar of the department, and/or provide additional information about formal requirements on a student's time.

## 6.8 Professional Development

<https://www.cmu.edu/career/>

The Career and Professional Development Center (CPDC) at Carnegie Mellon is a centralized career center staffed by a team of seasoned and highly-educated professionals who orchestrate the career exploration, experiential learning, and career networking needs of students and alumni.

CMU's career and professional development model is grounded in discipline-specific career development, experiential learning, and employer relations shaped by strong connections with the university's seven academic colleges. The center's success is founded upon a solid understanding of career and professional development theory, integration of technology, and an unwavering commitment to providing personalized attention towards meeting the unique individual needs of students, alumni, and employers. The CDPC is located on the Lower Level of the University Center, 412-268-2064

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 can be found at: <http://www.cmu.edu/graduate/>.

## 6.9 University Libraries

<http://search.library.cmu.edu>

There are three main libraries at Carnegie Mellon: Hunt Library, Mellon Institute Library and Engineering & Science Library with the combined mission of providing access and help to graduate students in finding the information needed, teaching graduate students to evaluate available information and use reliable sources. The libraries' digital resources and services, including off-campus/ wireless access to databases and e-journals, offer online access. There are also two neighboring libraries open to Carnegie Mellon graduate students: Carnegie Library of Pittsburgh and University of Pittsburgh Libraries. Visit the University Libraries website for information about all mentioned library locations and hours, on-line resources and FAQ's.

## 6.10 Computing Services

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

Computing Services is located in Cyert Hall 285. Computing Services develops, maintains and supports the computing infrastructure for Carnegie Mellon students, faculty members and staff members. This includes the campus wired and wireless networks, public computer labs

or “clusters,” cable television and telephone services, computing related documentation and support through the Help Center. In addition, Computing Services provides standard classroom technologies for over 100 lecture halls, classrooms and seminar rooms across campus. The website contains addition information regarding The Help Center hours, location and contact information, computing cluster hours and location, the Carnegie Mellon web portal, computing security and policies and guidelines. Students can email the Help Center at [advisor@andrew.cmu.edu](mailto:advisor@andrew.cmu.edu) with questions and for assistance.

## 6.11 Family and Dependents Resources

The Graduate Student Assembly website maintains a resource page for spouses, domestic partners and families of graduate students: <https://www.cmu.edu/stugov/gsa/Resources-for-Graduate-Students/Partner-and-Family-Resources.html>, including The Student Parent Association, new mother rooms, and links to resources around campus and the Pittsburgh area.

Affiliate ID Cards are available for spouses and domestic partners of graduate students that allow them to access Carnegie Mellon’s campus. These cards are available through The HUB to spouses and partners of graduate students who are enrolled for the current academic year in a full-time graduate degree program. The card is valid for one year. For more information about student and affiliate ID cards, please visit: <https://www.cmu.edu/idplus/idcards/sponsored.html>.

## 6.12 Domestic Partner Registration

Carnegie Mellon extends certain benefits to domestic partners of students. Eligible students may elect benefits for their domestic partners through the registration process orchestrated by the Office of the Dean of Student Affairs, 3<sup>rd</sup> floor Warner Hall. Information regarding the benefits available for domestic partners, eligibility for domestic partner benefits, registration instructions and forms can be located at: <https://www.cmu.edu/student-affairs/dean/domestic-partner/index.html>.

## 6.13 Housing

The university does not currently offer housing to graduate students. The Office of Housing and Dining Services does provides community housing information to assist graduate students who are seeking housing in the communities surrounding the university, including information on the legal aspects of renting an apartment, moving checklists and the off-campus housing database. This information can be located at: <https://www.cmu.edu/housing/>.

## 6.14 Dining

<https://www.cmu.edu/dining/>

Dining services and operations are offered through the Office of Housing and Dining Services. The office operates dining locations open around campus in academic buildings, Hunt Library and the University Center. These locations offer flexible hours with options from the early morning through late night. The Dining Service website contains information about dining locations, hours of operation, graduate student dining plans forms, nutritional information, and weekly menus for dining locations.

## 6.15 Parking and Transportation

<https://www.cmu.edu/parking/>

Graduate students will find information about parking and availability, parking policies, transportation options and Port Authority Transit usage with a valid university ID on the Parking and Transportation Services site. The Parking and Transportation Services office is located in the lower level of the University Center, LL#8. There is limited parking on campus and the varying permit rates can be found on the website. All parking areas of campus are either by permit, metered or by the hour in the garage. Parking and Transportation Services will ticket any car parked in a permit area without a permit or at an expired meter. The city monitors the metered parking along Margaret Morrison, Frew and Tech Streets and will ticket at expired meters as well.

The university offers shuttle and escort services operated through University Police. The Shuttle Service operates several routes within Oakland, Squirrel Hill and Shadyside areas, as well as to University sites located outside of the main campus. The Escort Service offers vehicle routes within a radius of campus between 6:30 pm-6 am daily. Information regarding up-to-date shuttle and escort schedules, pick-up/drop-off locations, routes and usage policies can be found at: [www.cmu.edu/police/shuttleandescort/](http://www.cmu.edu/police/shuttleandescort/).

## 6.16 Copying, Printing and Mailing Services

Carnegie Mellon offers community members easy access to UPS, copy centers, printing and mailing services, and postal services.

Mailing and postal services <https://www.cmu.edu/postoffice/>

Printing and copy services <https://www.cmu.edu/tartanink/copyprint/index.html>

## 6.17 University Center

[www.cmu.edu/university-center](http://www.cmu.edu/university-center)

The University Center is a centerpiece of the campus that provides a space for special events,

physical fitness, student organizations and various activities, as well as accommodating retail and dining services. As the campus crossroads, the University Center functions as a place for students to interact, get involved and enjoy new experiences. Visit the University Center website for information about campus eateries, ATMs and PNC Bank, fitness rooms and schedules, retail stores, scheduling University Center space, the public prayer room, student organizations and the Wright-Rogal Chapel.

The University Center Information Desk is the location if you want to know about upcoming campus events or have questions about Carnegie Mellon in general, call the Information Desk at 412-268-2107. The Information Desk not only provides information about campus events, but also sells postage stamps, makes copies, sends faxes, distributes campus maps, manages a lost & found, and has information brochures about Pittsburgh and the campus.

## 6.18 Athletic/Fitness Facilities

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

For the participant or the spectator, Carnegie Mellon offers intercollegiate athletics, intramural sports, physical education classes and club sports. The Athletics Department also offers aerobics classes in the University Center and Skibo Gym as well as occasional workshops and instruction related to fitness and health. The Athletics Office is located in the Skibo Gymnasium.

Skibo Gym facilities include courts for basketball, volleyball, badminton, as well as weight-training and aerobic equipment. The University Center's recreational facilities include an eight-lane pool, racquetball and squash courts, aerobics room, fitness center and gym for basketball and volleyball. All users must present a current Carnegie Mellon Card to use these facilities.

## 6.19 CMU Alert

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

CMU Alert sends voice and/or text messages to registered phones in the event of a campus emergency that threatens public safety or during tests of the system in the spring and fall semesters. Students can register for CMU Alert through the website.

# A Appendix A

# Highlighted University Resources for Graduate Students and The WORD, Student Handbook

## A.1 Key Offices for Graduate Student Support

### A.1.1 Graduate Education Office

[www.cmu.edu/graduate](http://www.cmu.edu/graduate); [grad-ed@cmu.edu](mailto:grad-ed@cmu.edu)

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

Resources offered through the Graduate Education Office include- but are not limited to:

- Website with university resources, contact information for CMU programs and services, calendar of events related to graduate students
- Bi-monthly email to all graduate students with information on activities, resources and opportunities
- Professional Development Seminars and Workshops
- GSA/Provost Conference Funding Grants
- GSA/Provost Small Research Grants (GuSH)
- Consultations on all issues related to the graduate student experience

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

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

### A.1.2 Office of the Dean of Students-

<https://www.cmu.edu/student-affairs/dean>

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

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

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

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

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

### **A.1.3 Center for Student Diversity & Inclusion**

<https://www.cmu.edu/student-diversity/>

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

The Center offers resources to enhance an inclusive and transformative student experience in dimensions such as access, success, campus climate and intergroup dialogue. Additionally, the Center supports and connects historically underrepresented students and

those who are first in their family to attend college in a setting where students' differences and talents are appreciated and reinforced, both at the graduate and undergraduate level. Initiatives coordinated by the Center include, but are not limited to:

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

#### A.1.4 Assistance for Individuals with Disabilities

<http://www.cmu.edu/education-office/disability-resources/>

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

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

#### A.1.5 Eberly Center for Teaching Excellence & Educational Innovation

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

We offer a wide variety of confidential, consultation services and professional development programs to support graduate students as teaching assistants or instructors of record during their time at Carnegie Mellon University and as future faculty members at other institutions. Regardless of one's current or future teaching context and duties, our goal is to disseminate evidence-based teaching strategies in ways that are accessible and actionable. Programs and services include campus-wide Graduate Student Instructor Orientation events and our Future Faculty Program, both of which are designed to help participants be effective and efficient in their teaching roles. The Eberly Center also assists departments in creating and conducting customized programs to meet the specific needs of their graduate student instructors. Specific information about Eberly Center support for graduate students is found at [www.cmu.edu/teaching/graduatestudentsupport/index.html](http://www.cmu.edu/teaching/graduatestudentsupport/index.html).

#### A.1.6 Graduate Student Assembly

[www.cmu.edu/stugov/gsa/index.html](http://www.cmu.edu/stugov/gsa/index.html)

The Graduate Student Assembly (GSA) is the branch of Carnegie Mellon Student Government that represents, and advocates for the diverse interests of all graduate students at CMU. GSA is composed of representatives from the different graduate programs and departments who want to improve the graduate student experience at the different levels of the university. GSA is funded by the Student Activities Fee from all graduate students. GSA passes legislation, allocates student activities funding, advocates for legislative action locally and in Washington D.C. on behalf of graduate student issues and needs, and otherwise acts on behalf of all graduate student interests. Our recent accomplishments are a testament to GSA making a difference, and steps to implementing the vision laid out by the strategic plan. <https://www.cmu.edu/stugov/gsa/About-the-GSA/Strategic-Plan.html>.

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

### A.1.7 Intercultural Communication Center (ICC)

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

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

### A.1.8 Office of International Education (OIE)

<http://www.cmu.edu/oie/>

Carnegie Mellon hosts international graduate and undergraduate students who come from more than 90 countries. The Office of International Education (OIE) is the liaison to the University for all non-immigrant students and scholars. OIE provides many services including: advising on personal, immigration, academic, social and acculturation issues; presenting programs of interest such as international career workshops, tax workshops, and cross-cultural and immigration workshops; maintaining a resource library that

includes information on cultural adjustment, international education and statistics on international students in the United States; posting pertinent information to students through email and the OIE website, and conducting orientation programs.

### A.1.9 Veterans and Military Community

<http://www.cmu.edu/veterans/>

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

### A.1.10 Carnegie Mellon Ethics Hotline

<https://www.cmu.edu/hr/resources/ethics-hotline.html>

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

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

Students, faculty and staff can anonymously file a report by calling 877-700-7050 or visiting [www.reportit.net](http://www.reportit.net) (user name: tartans; password: plaid). All submissions are reported to appropriate university personnel.

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

## A.1.11 Policy Against Retaliation

It is the policy of Carnegie Mellon University to protect from retaliation any individual who makes a good faith report of a suspected violation of any applicable law or regulation, university Policy or procedure, any contractual obligation of the university, and any report made pursuant to the Carnegie Mellon University Code of Business Ethics and Conduct.

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

## A.2 Key Offices for Academic & Research Support

### A.2.1 Academic Coaching/Consulting - The Office of Academic Development

<https://www.cmu.edu/acadev/coaching/index-grad.html>

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

- Self-Management
  - Developing and/or adjusting your organizational system
  - Managing time and combating stress and procrastination
  - Prioritization and decision making
  - Advancing mindset, self-efficacy, and belongingness
  - Balancing coursework, research, and professional development opportunities
- Study Skills
  - Identifying and modifying your learning process
  - Metacognition
  - Test-taking and note-taking strategies
  - Content comprehension and retention

### A.2.2 Computing and Information Resources

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

Computing Services maintains and supports computing resources for the campus community, including the campus wired and wireless networks, printing, computer

labs, file storage, email and software catalog. As members of this community, we are all responsible for the security of these shared resources. Be sure to review the Safe Computing (<https://www.cmu.edu/computing/safe/>) section and the University Computing Policy (<https://www.cmu.edu/policies/information-technology/computing.html>)

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

### A.2.3 Global Communication Center

<https://www.cmu.edu/gcc>

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

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

You can visit us at any stage in the project—whether you are just getting started and need to talk through ideas or are putting the finishing touches on a final draft.

We also offer workshops on topics including crafting professional emails, team communication, PowerPoint slide design, data visualization, and job application materials. For more information, to view our resources, or to schedule an appointment, visit our website.

### A.2.4 Research at CMU

[www.cmu.edu/research/index.shtml](http://www.cmu.edu/research/index.shtml)

The primary purpose of research at the university is the advancement of knowledge in all fields in which the university is active. Research is regarded as one of the university's major contributions to society and as an essential element in education, particularly at the graduate level and in faculty development. Research activities are governed by several university policies. Guidance and more general information is found by visiting the Research at Carnegie Mellon website.

## A.2.5 Office of Research Integrity & Compliance

[www.cmu.edu/research-compliance/index.html](http://www.cmu.edu/research-compliance/index.html)

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

## A.3 Key Offices for Health, Wellness & Safety

### A.3.1 Counseling & Psychological Services

<https://www.cmu.edu/counseling/>

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

### A.3.2 Health Services

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

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

UHS also has a registered dietician and health promotion specialists on staff to assist students in addressing nutrition, drug and alcohol and other healthy lifestyle issues. In addition to providing direct health care, UHS administers the Student Health Insurance Program. The Student Health Insurance plan offers a high level of coverage in a wide network of health care providers and hospitals. Appointments can be made by visiting UHS's website, walk-in, or by telephone, 412-268-2157.

### A.3.3 Campus Wellness

<https://www.cmu.edu/wellness/>

At the university, we believe our individual and collective well-being is rooted in healthy connections to each other and to campus resources. The university provides a wide variety of wellness, mindfulness and connectedness initiatives and resources designed to help students thrive inside and outside the classroom. The BeWell@CMU e-newsletter seeks to be a comprehensive resource for CMU regarding all wellness-inspired events, announcements and professional and personal development opportunities. Sign up for the Be Well monthly newsletter via [bit.ly/BeWellatCMU](http://bit.ly/BeWellatCMU) or by contacting the Program Director for Student Affairs Wellness Initiatives, at [aluska@andrew.cmu.edu](mailto:aluska@andrew.cmu.edu).

### A.3.4 Religious and Spiritual Life Initiatives (RSLI)

[www.cmu.edu/student-affairs/spirituality](http://www.cmu.edu/student-affairs/spirituality)

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

### A.3.5 University Police

<http://www.cmu.edu/police/>

412-268-2323 (emergency only), 412-268-6232 (non-emergency)

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

Carnegie Mellon University publishes an annual campus security and fire safety report describing the university's security, alcohol and drug, sexual assault, and fire safety policies and containing statistics about the number and type of crimes committed on the campus and the number and cause of fires in campus residence facilities during the preceding three years. Graduate students can obtain a copy by contacting the University Police Department at 412-268-6232. The annual security and fire safety report is also available online at <https://www.cmu.edu/police/annualreports/>.

### A.3.6 Shuttle and Escort Services

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

### A.4 The WORD

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

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

Carnegie Mellon Vision, Mission

Statement of Assurance

Carnegie Code

Academic Standards, Policies and Procedures

Educational Goals

Academic and Individual Freedom

Statement on Academic Integrity Standards for Academic & Creative Life

Assistance for Individuals with Disabilities

Master's Student Statute of Limitations

Conduct of Classes

Copyright Policy

Cross-college & University Registration

Doctoral Student Status Policy

Evaluation & Certification of English Fluency for Instructors

Final Exams for Graduate Courses

Grading Policies

Intellectual Property Policy

Privacy Rights of Students

Student's Rights

Research

Human Subjects in Research

Office of Research Integrity & Compliance

Office of Sponsored Programs

Policy for Handling Alleged Misconduct of Research

Policy on Restricted Research

## Tax Status of Graduate Student Awards

### Campus Resources & Opportunities

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

### Community Standards, Policies and Procedures

- Alcohol and Drugs Policy
- AIDS Policy
- Bicycle/Wheeled Transportation Policy
- Damage to Carnegie Mellon Property
- Deadly Weapons
- Discriminatory Harassment
- Disorderly Conduct
- Equal Opportunity/Affirmative Action Policy
- Freedom of Expression Policy
- Health Insurance Policy
- Immunization Policy
- Missing Student Protocol
- Non-Discrimination Policy
- On-Campus Emergencies
- Pets
- Political Activities
- Recycling Policy
- Riotous and Disorderly Behavior
- Safety Hazards
- Scheduling and Use of University Facilities

Sexual Harassment and Sexual Assault Policy  
Smoking Policy  
Student Accounts Receivable and Collection Policy and Procedures  
Student Activities Fee  
Student Enterprises  
Workplace Threats and Violence Policy