<table>
<thead>
<tr>
<th>Office of Undergraduate Education</th>
<th>UMBC strives to provide students a positive academic experience by creating a collegial environment in which questions/concerns may be resolved internally in a fair and timely manner. <a href="http://enrollment.umbc.edu/student-complaint-resolution/">http://enrollment.umbc.edu/student-complaint-resolution/</a></th>
</tr>
</thead>
</table>
| Sherman Hall A-Wing Room 114     | • Course Repeat Petitions  
• Late-Add Petitions (Adding a course after the published deadline)  
• Grading Method Petitions (Changing grading method after the published deadline)  
• Petitions to waive graduation requirements and/or change the General Education Program specified upon admission  
• Non-applicable Semester Petitions  
• Admission to UMBC with prior misconduct (Interviews)  
• Undergraduate Academic Policy Questions (e.g., Arbitrary & Capricious Grading)  
• Questions regarding grade change forms that require the Dean’s signature (Post degree, in absence of original course instructor, more than one year after grade posting deadline) |
| 410-455-3874                     |                                                                                                                                                                                                                                                                  |
| Office of Enrollment Management  | • Exception to Enrollment Petitions  
• Late drop without a “W” notation  
• Late withdrawal with a “W” notation  
• Cancellation of entire term without a “W” notation  
• Withdrawal from the entire term with a “W” notation |
| Library Pondside                 |                                                                                                                                                                                                                                                                  |
| 410-455-2893                     |                                                                                                                                                                                                                                                                  |
| Office for Academic & Pre-Professional Advising | • General academic advising for undecided students  
• Academic advising for pre-nursing students, pre-pharmacy, pre-PT, pre-dental hygiene, and other “allied health” fields  
• Excess credit requests  
• Academic warning, probation, suspension, and dismissal policy  
• Reinstatement application support (form available from Office of Admissions)  
• Requests to convert to General Education Program (GEP) from General Foundation Requirements (GFR)  
• Evaluation of eligibility for returning students to use pre-GEP general education rules |
| Sherman Hall B-Wing 2nd Floor    |                                                                                                                                                                                                                                                                  |
| 410-455-2729                     |                                                                                                                                                                                                                                                                  |
| Registrar’s Office               | • Academic Clemency  
• Verification of transferability (VOT) form  
• Class time conflict form  
• Declaration/Change of major form  
• Enrollment and/or graduation verification letter requests  
• Evaluation of transfer credit/course description reviews  
• Appeals for in-state residency status  
• Forms relating to military veteran certification |
| Sherman Hall B-Wing 2nd Floor    |                                                                                                                                                                                                                                                                  |
| 410-455-2500                     |                                                                                                                                                                                                                                                                  |
| Student Business Services        | • Financial holds that are preventing registration  
• Student billing inquiries  
• Student refund inquiries |
| Administration Building          |                                                                                                                                                                                                                                                                  |
| 3rd Floor                        |                                                                                                                                                                                                                                                                  |
| 410-455-2288                     |                                                                                                                                                                                                                                                                  |
| Financial Aid & Scholarships     | • Grant and/or loan options  
• Financial aid impact for dropping classes or withdrawing completely (aid may be recalculated)  
• Assistance with financial aid options  
• Satisfactory Academic Progress reviews and appeals |
| Library Pondside                 |                                                                                                                                                                                                                                                                  |
| 410-455-2387                     |                                                                                                                                                                                                                                                                  |