



# Whom Do I Contact?

<p><b>Student Complaint Resolution</b></p>	<ul style="list-style-type: none"> <li>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></li> </ul>
<p><b>Office of Undergraduate Education</b> Sherman Hall A-Wing Room 114 410-455-3874</p>	<ul style="list-style-type: none"> <li>Course Repeat Petitions</li> <li>Late-Add Petitions (Adding a course after the published deadline)</li> <li>Grading Method Petitions (Changing grading method after the published deadline)</li> <li>Petitions to waive graduation requirements and/or change the General Education Program specified upon admission</li> <li>Non-applicable Semester Petitions</li> <li>Admission to UMBC with prior misconduct (Interviews)</li> <li>Undergraduate Academic Policy Questions (e.g., Arbitrary &amp; Capricious Grading)</li> <li>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)</li> </ul>
<p><b>Office of Enrollment Management</b> Library Pondsides 410-455-2893</p>	<ul style="list-style-type: none"> <li>Exception to Enrollment Petitions</li> <li>Late drop without a "W" notation</li> <li>Late withdrawal with a "W" notation</li> <li>Cancellation of entire term without a "W" notation</li> <li>Withdrawal from the entire term with a "W" notation</li> </ul>
<p><b>Office for Academic &amp; Pre-Professional Advising</b> Sherman Hall B-Wing 2nd Floor 410-455-2729</p>	<ul style="list-style-type: none"> <li>General academic advising for undecided students</li> <li>Academic advising for pre-nursing students, pre-pharmacy, pre-PT, pre-dental hygiene, and other "allied health" fields</li> <li>Excess credit requests</li> <li>Academic warning, probation, suspension, and dismissal policy</li> <li>Reinstatement application support (form available from Office of Admissions)</li> <li>Requests to convert to General Education Program (GEP) from General Foundation Requirements (GFR)</li> <li>Evaluation of eligibility for returning students to use pre-GEP general education rules</li> </ul>
<p><b>Registrar's Office</b> Sherman Hall B-Wing 2nd Floor 410-455-2500</p>	<ul style="list-style-type: none"> <li>Academic Clemency</li> <li>Verification of transferability (VOT) form</li> <li>Class time conflict form</li> <li>Declaration/Change of major form</li> <li>Enrollment and/or graduation verification letter requests</li> <li>Evaluation of transfer credit/course description reviews</li> <li>Appeals for in-state residency status</li> <li>Forms relating to military veteran certification</li> </ul>
<p><b>Student Business Services</b> Administration Building 3rd Floor 410-455-2288</p>	<ul style="list-style-type: none"> <li>Financial holds that are preventing registration</li> <li>Student billing inquiries</li> <li>Student refund inquiries</li> </ul>
<p><b>Financial Aid &amp; Scholarships</b> Library Pondsides 410-455-2387</p>	<ul style="list-style-type: none"> <li>Grant and/or loan options</li> <li>Financial aid impact for dropping classes or withdrawing completely (aid may be recalculated)</li> <li>Assistance with financial aid options</li> <li>Satisfactory Academic Progress reviews and appeals</li> </ul>