Whom Do I Contact?

**Student Complaint Resolution**
- UMBC strives to provide students a positive academic experience by creating a collegial environment in which questions/concerns may be resolved internally in fair and timely manner.
  - [http://enrollment.umbc.edu/student-complaint-resolution/](http://enrollment.umbc.edu/student-complaint-resolution/)

**Academic Standards and Policy Administration**
- Sherman Hall A-Wing Room 114
- 410-455-3874
  - Course Repeat Petitions (Requests for a third and final attempt in a class)
  - Late-Add Petitions (Requests to add a course after the published deadline)
  - Grading Method Petitions (Requests to change the 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)

**Office of Enrollment Management**
- Library Pondside
- 410-455-2893
  - 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

**Office for Academic & Pre-Professional Advising**
- Sherman Hall B-Wing 2nd Floor
- 410-455-2729
  - 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

**Registrar’s Office**
- Sherman Hall B-Wing 2nd Floor
- 410-455-2500
  - 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

**Student Business Services**
- Administration Building
- 3rd Floor
- 410-455-2288
  - Financial holds that are preventing registration
  - Student billing inquiries
  - Student refund inquiries

**Financial Aid & Scholarships**
- Library Pondside
- 410-455-2387
  - 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