**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 a fair and timely manner. http://enrollment.umbc.edu/student-complaint-resolution/ |
| **Academic Standards and Policy Administration** | • 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** | • 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** | • 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** | • 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** | • Financial holds that are preventing registration  
• Student billing inquiries  
• Student refund inquiries |
| **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 |