

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/>

Academic Success Center
Sherman Hall B-Wing Room 354
410-455-2444

- 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)

Office of Enrollment Management
Library Pondside
410-455-2893

- Exception to Enrollment Petitions
- Late withdrawal with a "W" notation
- Cancellation of entire term without a "W" notation
- Withdrawal from the entire term with a "W" notation
- drop without a "W" notation

Office for Academic and
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

Registrars' 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 and 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