### 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 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 |