

Human-Computer Interaction Institute

2021-2022 Academic Year



• **Human-  
Computer  
Interaction  
Institute**

Master of Human-Computer Interaction

MHCI 2022

HCII Welcome, Mission & History .....	3	Transfer Credit Policy .....	15
University Policies & Expectations.....	5	Add/Drop Policy .....	15
CMU Statement of Assurance .....	5	Single Counting of Courses .....	15
The Carnegie Mellon Code .....	5	Incompletes .....	15
MHCI, HCII and CMU Contacts .....	7	Academic Continuation.....	16
Academic Calendar.....	8	Attendance and Tardiness .....	16
Enrollment & Registration Procedures .....	8-9	Time Off .....	17
Drop/Add/Withdrawal Procedure.....	8	Leave of Absence .....	17
Academic Advising.....	8	Statute of Limitations .....	17
Full Time Status .....	8	Appeal Process Final Grade Appeal .....	18
Qualifying Examinations and Thesis .....	8	Graduate Student Appeal Procedures .....	18
Financial Support .....	8	Graduate Student Ombudsman.....	18
Enrollment Verification.....	9	MHCI Conflict Escalation Path.....	19
Degree Attainment .....	9	Academic Integrity .....	20
Graduation Requirements .....	9	Cheating & Plagiarism Policy .....	20
Graduation Certification.....	9	MHC Professional Development Funds.....	22
Total Number of Units Required .....	9	HCII Community and Citizenship.....	22
Curriculum & Graduation Reqs .....	10-13	Assist. for Individuals w/ Disabilities .....	23
Core & Elective Courses .....	11- 13	Safeguarding Education Equity .....	24
Independent Study.....	13	Maternity Accommodation Protocol.....	24
Grades and Credits.....	14	Appendix A .....	25
University Policy on Grades .....	13	Student Acknowledgement .....	38
Courses outside department.....	15		

While this handbook is specific to your MHCI academic experience with the HCII and the School of Computer Science, there are several other resources and offices graduate students are encouraged to consult during their tenure at Carnegie Mellon University. Information about The Word, the student handbook, the Office of Graduate and Postdoc Affairs, the Office of the Dean of Student Affairs and others are included in Appendix A of this handbook.

## **WELCOME TO MHCI**

Welcome to the Master of HCI program, the HCI Institute, Carnegie Mellon University and Pittsburgh! We are all very excited to have you join us as part of our 28th entering class of MHCI students. You are joining a vibrant, collaborative and multidisciplinary community with over 400 faculty, staff, students, post-doctoral fellows and visitors whose focus is HCI. The HCI Institute was founded in 1993 and graduated its first class of master's students in the spring of 1994. Since then, the program has graduated over 1000 students who have gone on to wonderful careers in industry and academia, at places both large and boutique, and everything in between. The MHCI program is a vital piece of the HCII's educational mandate, and has helped the HCII become the center of HCI education and research worldwide with its unique interdisciplinary culture, the rigorous capstone project, and an enriching combination of both theory and practice. Our students work very hard in leveraging all of these strengths during their time here and leave with the skills to design, develop and study the use of novel systems and interfaces that we will all be using in the years to come. We are thrilled to welcome you into our family and are excited to get to know you!

**--Jodi Forlizzi, HCII Director and Professor**

## **INTRODUCTION TO THE HCII MISSION**

The Human-Computer Interaction Institute (HCII) is an interdisciplinary community of students and faculty at Carnegie Mellon University. The HCII's mission is to understand and create technology that harmonizes with and improves human capabilities, goals, and social environments, through interdisciplinary research and education joining design, computer science, and behavioral and social sciences.

While the HCII is headquartered within the School of Computer Science, members of the HCII community represent a broad spectrum of the CMU campus including the College of Humanities and Social Sciences, Graduate School of Industrial Administration, College of Fine Arts, Tepper School of Business, Carnegie Institute of Technology, as well as the School of Computer Science. Collaborators and sponsors come from other universities in Pittsburgh and around the world, and a range of industry partners from small startup companies to multi-national corporations.

## **HISTORY**

The idea for a Human-Computer Interaction Institute at CMU can be traced back to 1967, and to the very origins of the computer science program here. Founders Allen Newell, Herbert A. Simon, and Alan J. Perlis – an interdisciplinary team if ever there was one – believed that the new discipline of computer science should include the study of phenomena surrounding computers, not just the theory and design of computation devices themselves (Letter to Science, vol. 157, no. 3795, 9/22/67, pp. 1373-1374).

In 1985, Bonnie John (still a graduate student at the time!) opened the first user studies laboratories for faculty and student use. Originally built to observe and record individual users of the ZOG system (an early hypermedia system), the labs are now used for training in usability analysis and for carrying out a large range of studies in human-computer interaction. In 1993, Bonnie John offered the first CMU course in Human-Computer Interaction. Soon after, a committee drawing on faculty across the campus founded the Institute.

By 2000, the CMU faculty/staff directory listed over 60 faculty, staff, and postdoctoral researchers affiliated with the HCII. HCII research and educational programs span a full cycle of knowledge creation. The cycle includes research on how people work, play, and communicate within groups, organizations, and social structures. It includes the design, creation, and evaluation of technologies and tools to support human and social activities. The HCII has a record of evaluating and monitoring the immediate and longer-term usability and social aspects of new technologies and tools. This work informs the design and implementation of new technologies and tools.

## **RESEARCH**

Research carried out at the HCII addresses all of the areas in which people live and work, communicate and collaborate, learn and change with and through technology. Some examples are user-interface software tools, cognitive models, dialogue systems, data visualization, gesture recognition, intelligent agents, visual interface design, human-robot interaction, computer-supported cooperative work, computer music and drama, intelligent tutors, technical writing, assistive technologies, and the organizational and social impact of technology. Our methodologies are as varied as the research we carry out. HCII faculty and students are often solicited as collaborators, by academia and industry. Our industry alliances range from an individual company working with a small group of students to multi-company consortia seeking multi-national solutions.

## **ACADEMIC PROGRAMS**

The Human-Computer Interaction Institute (HCII) at Carnegie Mellon University is pleased to offer multidisciplinary undergraduate and graduate educational programs that emphasize understanding, implementing and evaluating technologies for the benefit of people and society.

## University Policies & Expectations

It is the responsibility of each member of the Carnegie Mellon community to be familiar with university policies and guidelines. In addition to this departmental graduate student handbook, the following resources are available to assist you in understanding community expectations:

- The Word/Student Handbook: [www.cmu.edu/student-affairs/theword//index.html](http://www.cmu.edu/student-affairs/theword//index.html)
- Academic Integrity Website: <https://www.cmu.edu/policies/student-and-student-life/academic-integrity.html>
- University Policies Website: [www.cmu.edu/policies/](http://www.cmu.edu/policies/)
- Office of Graduate and Postdoc Affairs: <http://www.cmu.edu/graduate/policies/index.html>

Please see Appendix A for additional information about The Word and University resources.

## Carnegie Mellon University Statement of Assurance

Carnegie Mellon University does not discriminate in admission, employment or administration of its programs or activities on the basis of race, color, national origin, sex, handicap or disability, age, sexual orientation, gender identity, religion, creed, ancestry, belief, veteran status or genetic information. Furthermore, Carnegie Mellon University does not discriminate and is required not to discriminate in violation of federal, state or local laws or executive orders.

Inquiries concerning the application of and compliance with this statement should be directed to the university ombudsman, Carnegie Mellon University, 5000 Forbes Avenue, Pittsburgh, PA 15213, telephone 412-268-1018. Obtain general information about Carnegie Mellon University by calling 412-268-2000.

Carnegie Mellon University publishes an annual campus security and fire safety report describing the university's security, alcohol and drug, sexual assault and fire safety policies, and containing statistics about the number and type of crimes committed on the campus, and the number and cause of fires in campus residence facilities during the preceding three years. You can obtain a copy by contacting the Carnegie Mellon Police Department at 412-268-2323. The annual security and fire safety report also is available online at [www.cmu.edu/police/annualreports](http://www.cmu.edu/police/annualreports).

Information regarding the application of Title IX, including to admission and employment decisions, the sexual misconduct grievance procedures and process, including how to file a report or a complaint of sex discrimination, how to file a report of sexual harassment, and how the university responds to such reports is available at [www.cmu.edu/title-ix](http://www.cmu.edu/title-ix). The Title IX coordinator may be reached at 5000 Forbes Ave., 140 Cyert Hall, Pittsburgh, PA 15213; 412-268-7125; or [tix@cmu.edu](mailto:tix@cmu.edu).

## **The Carnegie Mellon Code**

Students at Carnegie Mellon, because they are members of an academic community dedicated to the achievement of excellence, are expected to meet the highest standards of personal, ethical and moral conduct possible.

These standards require personal integrity, a commitment to honesty without compromise, as well as truth without equivocation and a willingness to place the good of the community above the good of the self. Obligations once undertaken must be met, commitments kept.

As members of the Carnegie Mellon community, individuals are expected to uphold the standards of the community in addition to holding others accountable for said standards. It is rare that the life of a student in an academic community can be so private that it will not affect the community as a whole or that the above standards do not apply.

The discovery, advancement and communication of knowledge are not possible without a commitment to these standards. Creativity cannot exist without acknowledgment of the creativity of others. New knowledge cannot be developed without credit for prior knowledge. Without the ability to trust that these principles will be observed, an academic community cannot exist.

The commitment of its faculty, staff and students to these standards contributes to the high respect in which the Carnegie Mellon degree is held. Students must not destroy that respect by their failure to meet these standards. Students who cannot meet them should voluntarily withdraw from the university.

The Carnegie Mellon Code can also be found on-line at: <https://www.cmu.edu/student-affairs/theword/> .

## **MHCI PROGRAM CONTACTS:**

Skip Shelly, Director, MHCI, [sshelly@andrew.cmu.edu](mailto:sshelly@andrew.cmu.edu)  
Room 201 @ 3SC

Jennifer McPherson, Project Coordinator, MHCI, [jmcpherson@cs.cmu.edu](mailto:jmcpherson@cs.cmu.edu)  
Room 208 @ 3SC

Jessica Vogt, Engagement Manager, MHCI, [vogtj@cmu.edu](mailto:vogtj@cmu.edu)  
Room 201 @ 3SC

Nicole Willis, Director of MHCI Student Affairs, [nmwillis@andrew.cmu.edu](mailto:nmwillis@andrew.cmu.edu)  
Room 209 @ 3SC

## **MHCI Office Location: 3SC**

300 S. Craig Street 2<sup>nd</sup> Floor  
412-268-7971 phone  
412-268-9433 fax

## **HCII DIRECTOR'S OFFICE CONTACTS:**

Jodi Forlizzi, HCII Director, Professor, HCII, [forlizzi@andrew.cmu.edu](mailto:forlizzi@andrew.cmu.edu)  
Carolyn Buzzelli-Stumpf, Assistant to Director, HCII, [cbstumpf@andrew.cmu.edu](mailto:cbstumpf@andrew.cmu.edu)

HCII Office Location: NSH 3519

Faculty: See complete listing at <http://hcii.cmu.edu/people/faculty>

## **OTHER IMPORTANT CMU CONTACTS\*\*:**

Counseling & Psychological Services, 412-268-2922, 2<sup>nd</sup> Floor Morewood Gardens E-Tower  
Career and Professional Development Center:

Kate Livingston [kjliving@andrew.cmu.edu](mailto:kjliving@andrew.cmu.edu) and Allison Viverette [aviveret@andrew.cmu.edu](mailto:aviveret@andrew.cmu.edu)

Angie Lusk, Student Affairs Liaison, [alusk@andrew.cmu.edu](mailto:alusk@andrew.cmu.edu)

Office of Graduate and Postdoc Affairs , [graded@andrew.cmu.edu](mailto:graded@andrew.cmu.edu)

*\*\*For more information on these and other student services, please see Appendix A.*

## **Enrollment**

### **Academic Calendar**

The Academic Calendar can be found at <https://www.cmu.edu/hub/calendar/index.html> and provided information on all deadlines including registration dates, class start dates, add/drop deadline, exam dates and more.

### **Registration Procedures**

Registration is handled through Student Information Online (SIO). Students are responsible for enrolling themselves in required courses and electives. <http://www.cmu.edu/hub/sio>

Students should review the appropriate MHCI curriculum in this handbook. For electives in the semester for which the student wishes to register, she or he must confer with the Director of MHCI Student Affairs to determine an appropriate course. The Director of MHCI Student Affairs consider exceptions to the curriculum only after consultation.

Once students have decided on a course schedule, they can then access SIO, using any computer, by visiting the website at: <http://www.cmu.edu/hub/registration/graduates/>

### **Drop/Add/Withdraw procedures**

Students taking undergraduate and Master's level courses must follow the procedures and deadlines for adding, dropping, or withdrawing from courses as identified on the academic calendar. Information can be found at <https://www.cmu.edu/hub/registrar/course-changes/index.html>. There is a separate calendar for doctoral level courses.

### **Academic Advising**

MHCI students should make academic advising appointments with the Director of MHCI Student Affairs who serves as the academic advisor.

Appointments can be made via <https://nicolewillismhci.youcanbook.me>

MHCI students are encouraged to leverage our diverse HCII faculty in defining academic interests and plans. However, all enrollment plans, elective approvals and overload requests must be directed to the Director of MHCI Student Affairs, Nicole Willis, [nmwillis@andrew.cmu.edu](mailto:nmwillis@andrew.cmu.edu).

### **Full Time Status**

At Carnegie Mellon University a minimum of 36 units is required for full time status. All international students are required to be full time students to maintain proper Visa status, which means being enrolled in 36 units or more each semester.

### **Qualifying Examinations and Thesis:**

There are no qualifying examinations or master's thesis required for the MHCI degree.

### **Financial Support**

HCII does not offer financial support for this professional master program. The HUB Financial Services has information on financial aid resources available to students pursuing graduate studies at CMU: <https://www.cmu.edu/sfs/financial-aid/graduate/index.html>.

### **Enrollment Verification**

Enrollment Services is the only University office that can provide an official letter of enrollment, official transcript and enrollment verification. Enrollment verification can be requested online through The HUB at: <https://www.cmu.edu/hub/registrar/student-records/verifications/index.html>

## **Degree Attainment**

***Program Outline: 7 Core Courses, 4 Electives and 1 place out requirement***

### **Place out Requirements:**

#### **Prior Knowledge**

Students entering the MHCI program are expected to have a basic background in each of the areas of programming. This background is obtained through undergraduate level courses and/work experience. All prerequisites must be reviewed and approved by the Program Directors before the student will be credited with having fulfilled that prerequisite. This place out process takes place after admission and before Fall matriculation.

#### **Knowledge of Programming**

Proficiency in a programming language such as C, programming methodology and style, problem analysis, program structure, algorithm analysis, data abstraction, and dynamic data. Normally met through an introductory course in programming in C, C++, Pascal or JAVA, that requires the student to write programs of about 300-lines of code from scratch.

#### **Graduation Requirements**

It is ultimately the responsibility of the students to ensure that all courses necessary for graduation have been successfully completed. Faculty and staff are available to assist students, and the Program Directors will attempt to advise students individually each semester, but only students can be held responsible for their failure to complete graduation requirements.

Failure to meet the requirements of each semester will result in a student being placed on academic probation. Failure to meet the degree requirements prevents a student from receiving their diploma, and may prevent a student from graduating at all.

While the MHCI curriculum is subject to change, the curriculum in effect at the time of a student's matriculation will be the one that dictates their graduation requirements. Exception to this policy will be at the discretion of the Program Directors.

**Graduate Certification Process and Degree Title:** MHCI degrees are posted in the semester that work is completed.

The degree title that will appear on the diploma is ***Master of Human-Computer Interaction***.  
The degree letters are MHI.

#### **Total Number of Units Required for Degree Attainment**

- Standard Curriculum: 156 -168
- Accelerated Master's Program: 90 – 102

## Curriculum and Graduation Requirements

The MHCI program is a one-year professional graduate program with pre-defined curriculum choices and no thesis requirement. Once admitted to the MHCI program, students can complete the degree on a full-time basis in twelve consecutive months beginning in the fall term and continuing through the spring and summer terms.

Part-time students typically finish the degree in 2 years **Note: students must be enrolled as full-time students during the last summer term.** No courses taken prior to admission to the MHCI program can be counted toward the degree requirements. You will take courses to obtain a broad background in computer science, human behavior, design, user-centered research and evaluation, and you may elect to take more advanced courses to deepen your knowledge in a more specific area.

### Full Time Sample Study Plan:

Fall	Spring	Summer
05-600 HCI Pro Seminar	05-671 HCI Project I	05-672 HCI Project II
05-610 UCRE	05-650 Interaction Design Studio 2	
Elective 1	Elective 2	
05-651 Interaction Design Studio 1	Elective 3	
05-630 PUI with PUI or SSUI lab	Elective 4	

### Part Time Study: (Pittsburgh Program ONLY)

Domestic students have the option to complete the program on a part-time basis. You will work with the Associate Director to set up an appropriate plan of study. Ideally students should be able to complete the degree within a period of two years by taking two courses per semester, including summers.

**During the summer HCI Project II course, students are required to enroll as full-time students, and should make the appropriate arrangements with their employers for leave.** Part-time students must also be aware that all HCI core courses are held during the day, so it is not possible to complete the degree as a night student. The following is a sample part-time plan that maintains the required course sequence:

First Fall	First Spring	First Summer
05-651 IxDS1 05-630 PUI with PUI or SSUI lab	05-650 Interaction Design Studio 2 Elective 1	Elective 2
Second Fall	Second Spring	Second Summer
05-600 HCI Pro Seminar 05-610 UCRE	05-671 HCI Project I Elective 3	05-672 HCI Project II Elective 4

## **The Core Courses**

*All students are required to take the following core courses and pass with a B or better:*

### **05-600 HCI Pro-Seminar: Communications in HCI**

Students will attend professional development workshops, industry/academic talks, conflict management workshops, and complete several writing assignments throughout the semester.

### **05-610 User-Centered Research & Evaluation (UCRE)**

This course provides an overview and introduction to the field of human-computer interaction (HCI). It introduces students to tools, techniques, and sources of information about HCI and provides a systematic approach to design. The course increases awareness of good and bad design through observation of existing technology, and teaches the basic skills of task analysis, and analytic and empirical evaluation methods.

### **05-651 Interaction Design Studio 1**

This studio course introduces students to design thinking and the basic practices of interaction design. We follow a human-centered design process that includes research, concept generation, prototyping, and refinement. Students must work effectively as individuals and in small teams to design mobile information systems and other interactive experiences. Assignments approach design on three levels: specific user interactions, contexts of use, and larger systems. Students will become familiar with design methodologies such as sketching, storyboarding, wire framing, prototyping, etc. No coding is required. This course serves as a prerequisite for Interaction Design Studio 2 (05-650).

### **05-650 Interaction Design Studio 2**

This course follows Interaction Design Studio 1 (05-651). Students are expected to apply what they have learned about design thinking and methodologies as a starting point for all assignments. Students will work in teams to perform guerrilla research, synthesize data, and consider the needs of multiple stakeholders in their design of mobile services and other intelligent systems. Design concepts go beyond user interfaces to include sensors, controls, and ubiquitous computing. Emphasis is placed on the quality of the student's ideas and their ability to give form to their design concepts. By completing and presenting their work, students will gain skills related to professional UX design practice.

### **05-630 Programming Usable Interfaces (PUI)\***

This course combines lecture, and an intensive programming lab and design studio. It is for those who want to express their interactive ideas in working prototypes. It will cover the importance of human-computer interaction/interface design, iterative design, input/output techniques, how to design and evaluate interfaces, and research topics that will impact user interfaces in the future. We will cover a number of prototyping tools and require prototypes to be constructed in each, ranging from animated mock-ups to fully functional programs. There will be a basic lab section, where students with a minimal programming background will learn how to

design and program effective graphical user interfaces, and how to perform user tests. There will also be an advanced lab section for people with strong backgrounds in programming, where students will learn more about web programming in depth. Assignments will require implementing UIs, testing that interface with users, and then modifying the interface based on findings. Some class sessions will feature design reviews of student work. This course is for HCII Masters' students and HCI dual majors.

\*LAB SELECTION: Students with a strong programming background should sign up for the SSUI lab section. Students with a minimal programming background should sign up for any of the other three lab sections.

PREREQUISITES: Proficiency in a programming language, program structure, algorithm analysis, and data abstraction. Normally met through an introductory programming course using C, C++, Pascal or Java, such as 15100, 15112, 15127 or equivalent. Students entering this course should be able to independently write a 300-line program in 48 hours

*\*The student and the Director of MHCI Student Affairs will jointly determine the choice lab section, based upon the student's previous programming experience.*

### **05-671 HCI Project I (15-unit spring course) 05-672 HCI Project II (48-unit summer course)**

Experiential learning is a key component of the MHCI program. Through a substantial team capstone project, students apply classroom knowledge in user research, design thinking, interaction design, prototyping and implementation and develop skills working in multidisciplinary teams. The project begins in the spring semester before graduation and continues full-time through the end of the final summer semester; it must be taken in consecutive spring and summer semesters.

The course number for spring is 05-671 and for summer 05-672.

## 4 electives

You may use the four elective courses to design the program to your individual interests, background and goals. You may choose to broaden your experience by sampling courses from a variety of subject areas, or you may choose to concentrate in a particular specialized area.

This will enable you to be the leader or sole practitioner representing that specialty in a multi-disciplinary development group. In order for a course to count toward the degree it must be taken for a letter grade.

Each elective course must be the equivalent of a full-semester (9 or 12 unit) course; two mini (half-semester) courses (6 units each) count as one elective. Elective courses must be different from any that you may have taken as part of the HCI core, and they cannot have counted toward a degree previously awarded by CMU.

Electives must be individually approved by the Director of MHCI Student Affairs, on a case-by-case basis for each student. Typically, graduate courses and 300- and 400-level courses in many departments are eligible for consideration. Because the MHCI program provides an opportunity for students to expand their education into areas they may not have previously explored, it is possible that a few 200-level courses may be considered for students really broadening their horizons (e.g., a design major may want to take the sophomore-level Fundamentals of Computer Science, an intense 200-level course for CS majors; this 200-level course could be considered for approval given this student's educational background). 100-level courses are typically considered to be non-appropriate.

Elective selection can start now and the discussion will continue through the selection of your Spring electives. Remember, electives must be approved so be creative, be thorough and have an explanation for your choices.

## Independent Study/ Small Group Study: MHCI

**Independent study course is when one student enters into an agreement with an HCII faculty to work on a specific project. Small group study is a course where a group of students enter into an agreement with an HCII faculty to work on a specific project.**

- Applications can be obtained from the HCII website.
- Students can work with any HCII Faculty for the 05-689 or 05-688 courses.
- An application with faculty signature and supporting documentation of project description and detailed timeline, including deliverables and milestones must be turned in before the end of registration period at the beginning of the semester. Exceptions may be made at the discretion of the MHCI Director of Student Affairs.
- Working in an Independent Study or Small Group Study is available during the Fall, Spring and the first part of Summer.
- No more than two (2) Independent Study courses may be approved/used as electives.
- To count towards the degree, the study course must be taken for a letter grade.

## GRADES AND CREDITS

**Elective Grades:** A failing grade for an elective is C- or lower. If a grade of C- or lower is earned, that course cannot be counted towards the degree and the student must either retake the course and earn a C or better, or take another course in its place. **In order for a course to count toward the degree it must be taken for a letter grade.**

**Core Course Grades:** A failing grade for a core course is a B- or lower. All core courses (see pages 10-11 for list) must be passed with a grade of B, 3.0, or higher to remain in good academic standing. If a student gets below a B in a core course after their first semester they will be placed on academic probation for a semester, and they will have to take the course again to obtain a B or higher. An MHCI student who gets below a B in any core course of the Fall semester will not be eligible for HCI Project I the following Spring semester. Not passing core courses in the Fall semester may lead a change in time to degree. The MHCI student will need to meet with the Director of MHCI Student Affairs to establish a plan of action for the Spring semester and the following year. This plan must be established in writing before the first day of Spring classes.

**NOTE: International students should seek guidance from the Director of MHCI Student Affairs and the Office of International Education in the case of receiving failing grades.**

### Minimum grades and QPA's

The minimum passing grade for core courses (including HCI Project I & II) is a B; the minimum passing grade for electives is a C. If a grade of B- or lower is earned in a core course, the student must retake the course and achieve a B or better. You will not be permitted to continue into HCI Project I if you do not pass Fall Core Courses. If a grade of C- or lower is earned in an elective course, the course cannot be counted toward the 5 electives; the student must either retake the course and earn a C or better, or take another approved elective.

Additionally, all students must maintain a QPA of 3.0 or above to remain in good standing in the program.

Additionally, courses in a sequence (e.g., HCI Project I & II) must have a B in HCI Project I to continue to HCI Project II.

### Grading Standard

All courses offered by the MHCI program are graded on the 4.3 Graduate Student Grading Standard described in full at <https://www.cmu.edu/policies/student-and-student-life/grading.html>. Undergraduate courses taken as electives or place out courses will be graded on the Undergraduate Grading policy as described on the same web site.

Graduate courses are subject to the +/- grades, while undergraduate courses receive only a letter grade, and all grades will be factored into the student's QPA accordingly.

## **Courses outside the department and grading**

Students are encouraged to take courses outside the department. These courses will generally be placed out opportunity courses or electives. Only those courses approved by the Director of MHCI Student Affairs will count toward the completion of the degree.

## **Transfer credits**

The MHCI program does not accept transfer credits from other institutions. However, a student who has taken a course at CMU prior to entering the MHCI program may request that the course be counted toward his/her degree requirements as long as the course does not count toward the graduation requirements of another degree. Application of such courses toward the MHCI degree is at the discretion and upon written approval of the Program Directors, and is not guaranteed or common.

## **Adds/Drops**

Students taking undergraduate and Master's level courses must follow the procedures and deadlines for adding, dropping, or withdrawing from courses as identified on the academic calendar. Information can be found at <https://www.cmu.edu/hub/registrar/course-changes/index.html>. There is a separate calendar for doctoral level courses.

Scheduling changes must be made within the period in the semester as established in the Academic Calendar. A student cannot drop a course simply by notifying the instructors involved or by ceasing to attend class(es). A student dropping all of his/her courses (with the intent of leaving the university) must file an Application for Withdrawal of an Application for Leave of Absence.

To add or drop a course after the Add/Drop/Withdraw deadlines, or to drop below 36 units, MHCI students must meet with the Director of MHCI Student Affairs.

## **Single Counting of Courses**

CMU students are not able to count the same course for their Bachelor's, Undergraduate minor, and/or Master's studies. For instance, if a CMU undergraduate takes Social Web as a part of their undergraduate studies, it would not count as an elective during their MHCI graduate studies. Similarly, a student in another CMU graduate program cannot have the same course count for both graduate degrees.

## **Incompletes**

In rare cases a faculty will issue a grade of "I" or Incomplete for a student's grade. In such a case the student has one academic term to complete the work and have the grade updated. If the work is not completed the grade will revert to the default grade issued at the time of entering the incomplete.

## **Academic Continuation**

### **Good Standing:**

A student is in good standing if they have made a B, 3.0, or higher on their core courses, they maintain an overall GPA of 3.0 or higher, and they are making good progress towards their degree as evidenced by meeting the academic and community expectations of the program.

### **Not in Good Standing:**

A student is not in good standing if they receive a B- or lower on any of their core courses, or if their overall QPA is below a 3.0. Students not on good standing are placed on Academic Probation for the following semester.

Any students on Academic Probation must maintain a B or above in *all* their courses, must have an overall QPA of 3.0 or above. Students who maintain the minimum grades are released from probation. Students on Academic Probation who don't maintain these minimum grades will be dropped from the program.

Students on Academic Probation in their final semester of study in the program can only graduate if they meet the graduation requirements of having a QPA of at least 3.0.

## **Absences and Tardiness**

The HCII views attendance as an individual student responsibility. Students are expected to attend classes, task and team meetings, presentations, seminars, and so forth. For meetings where the student's absence could hinder the performance of the group, such as task meetings, team meetings and group presentations, it is the student's responsibility to provide satisfactory evidence to faculty of the course, and the Director of MHCI Student Affairs and/or the Executive Director to substantiate the reason for the absence. Among the reason's absences are considered excused by the program are the following:

- Death or major illness in a student's immediate family. Immediate family refers to: mother, father, sister, brother, grandparents, spouse, child. If unclear, check with the Director of MHCI Student Affairs in advance of your absence.
- Illness of a dependent family member.
- Illness that is too severe or contagious for the student to attend (to be determined by Health Center or off-campus physician).
- Approved conference attendance.
- Students in HCI Project I & II should not make any travel plans in advance of getting absences approved by faculty mentors and program directors.

*For other classes, arrangements should also be made in advance of absence and communicated with the instructor. Individual courses have specific attendance policies on course syllabi, please check with faculty/course syllabi for specifics.*

## Time Off

MHCI students are expected to attend all classes and participate in all program activities throughout the program. This excludes any defined academic break periods, and the official University holidays as listed below. For the most up-to-date University calendar, please refer to the HUB at <https://www.cmu.edu/hub/calendar/index.html>  
Official University Holidays:

- New Year's Day
- Martin Luther King Jr Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Day Before Christmas
- Christmas Day
- Day Before New Year's Day

## Leaves of Absence

Students who wish to leave their program temporarily may request a leave of absence by submitting a request to the Director of MHCI Student Affairs. If granted, leaves are initially extended for a period of no more than one year. However, an extension of up to one additional year may be granted under exceptional circumstances. When an extension is granted, the conditions for return must be negotiated with the Director of MHCI Student Affairs and approved by the program directors prior to returning to the program. Students should be in good standing in order to be granted a leave of absence.

Students on leave of absence must contact the Director of MHCI Student Affairs two months prior to the end of the leave to indicate their plans to return. While a leave can, in principle, start at any time, university regulations allow students to return only at the beginning of a semester (usually late August or January).

Withdrawal or voluntary leave of absence requires that a student file a Withdrawal/Leave of Absence form with the HUB, after securing the appropriate signature approvals. Return from withdrawal or voluntary leave of absence requires department or College approval through a Request for Return from Leave of Absence form.

## Statute of Limitations

As outlined in the Master's Students Statute of Limitations, <https://www.cmu.edu/policies/student-and-student-life/masters-students-statute-of-limitations.html>. Students will complete all requirements for the master's degree within a maximum of seven years from original matriculation as a master's student, or less if required by a more restrictive department, school or college policy. Once this time-to-degree limit has lapsed, the person may resume work towards a master's degree only if newly admitted to a currently offered master's degree program under criteria determined by that program.

Under extraordinary circumstances, such as leave of absence, military or public service, family or parental leave, or temporary disability, a school or college may, upon the relevant department's recommendation and with the written approval of the dean (or designate), defer the lapse for a period commensurate with the duration of that interruption. Students who are pursuing a master's degree as part-time students for all semesters of their program, as approved by their program, may also appeal to their program or department for extension of the time to degree limit.

## **Appeal Process**

### **Final Grade Appeal**

As per CMU policy, a graduate student who believes a final grade assigned for a course is based upon a manifest error (e.g., clear error such as arithmetic error in computing a grade) or the faculty or staff member who assigned the grade did so in violation of a University policy, should first present the case informally to the faculty or staff member responsible for the course in which the student believes an inappropriate grade has been awarded. If the student is not satisfied with the resolution at this first step, the student shall submit a formal, written appeal, with appropriate documentation, within the first fourteen (14) days of the semester following the awarding of the final grade under challenge, to the head of the department in which the course was offered. The department head (or the program head if the department head chooses to delegate the decision to him/her) will issue a written decision on the appeal within 30 days, or as soon thereafter as practical. If the student is not satisfied with the decision of the department head (or program head), the student may submit a formal, written appeal, with appropriate documentation, within seven (7) days to the Dean of the College in which the course is offered. The Dean shall render a decision within 30 days, or as soon thereafter as practical. The decision of the Dean shall be final and not appealable.

### **Graduate Student Appeal and Grievance Procedures**

<http://www.cmu.edu/graduate/policies/appeal-grievance-procedures.html>

Graduate students will find the Summary of Graduate Student Appeal and Grievance Procedures on the Graduate Education Resource webpage. This document summarizes processes available to graduate students who seek review of academic and non-academic issues. Generally, graduate students are expected to seek informal resolution of all concerns within the applicable department, unit, or program before invoking formal processes. When an informal resolution cannot be reached, however, a graduate student who seeks further review of the matter is to follow the formal procedures outlined on the site.

These appeal and grievance procedures shall apply to students in all graduate programs of the University. Students should refer to the department-specific information in this handbook for department and college information about the administration and academic policies of the program. Additionally, students may confer with the Office of Graduate and Postdoc Affairs, [graded@andrew.cmu.edu](mailto:graded@andrew.cmu.edu) on issues of process or other concerns as they navigate conflicts.

**Graduate Student Ombudsman: Office of Graduate and Postdoc Affairs,**  
[graded@andrew.cmu.edu](mailto:graded@andrew.cmu.edu)

## **MHCI Path of Escalation in Appeals, Issues, or Conflict**

This is provided for further clarity on how to move through difficult situations during your time here at the MHCI. These examples are for illustrative purposes and are not to be taken as the only possible situations that the escalations apply in. In any of these cases you are welcome to reach out to the MHCI Director of Student Affairs, Nicole Willis, to consult on a course of action or who to go to for further assistance.

### **Personal Issue:**

*Student → Director of MHCI Student Affairs → with referral to other appropriate resources*

Examples:

- A student has a death in the family or a family member who is ill and will be absent.
- A student has a physical or mental health issue that may impact their attendance/participation in the program.

### **Grade/Faculty/Course Issue:**

*Student → Faculty → MHCI Director/MHCI Student Affairs Director → Department Head → Dean*

Examples:

- A student has an issue with the grade or assignment in a course they are enrolled in.
- A student has an issue with a team in a course assignment.

### **Team or Peer Issue/Conflict:**

*Student/Team → MHCI Director/MHCI Student Affairs Director → Student Affairs Liaison → Other Student Affairs Resource*

Examples:

- A student feels that team member(s) aren't fulfilling their responsibilities and are "slacking."
- A student feels that s/he is being discriminated against or harassed by another student(s).

## Academic Integrity

Please review the University Policy on Academic Integrity (<https://www.cmu.edu/policies/student-and-student-life/academic-integrity.html>). The policy includes the University expectations around academic integrity and provides definitions of cheating, plagiarism, and unauthorized assistance.

A review of the University's Academic Disciplinary Actions procedures (<https://www.cmu.edu/student-affairs/theword/academic-discipline/index.html>) is also recommended. These procedures outline the process for investigating, reporting, and adjudicating violations of the University Policy on Academic Integrity. The procedures also outline the appeal process.

## Disciplinary Action for Cheating and Plagiarism

While there is a university-wide disciplinary committee that handles serious disciplinary matters referred to it, the responsibility for establishing disciplinary guidelines rests with each department. The following set of rules will be uniformly and fairly applied in the Human- Computer Interaction Institute.

First, cheating in any form is not permitted as an ethical or professional behavior and will not be tolerated. Cheating includes, but is not necessarily limited to:

- The use of unauthorized materials including artwork or images or computer programs in preparation of an assignment or during an examination.
- The submission or use of falsified data.
- The submission of work that is not the student's own.
- Plagiarism- use or close imitation of the language and thoughts of another author and the representation of them as one's own original work. (See below)
- The use of an alternate/stand-in/proxy during an examination.
- Supplying unauthorized data to another student for the preparation of an assignment or during an examination.
- Collaboration in the preparation of an assignment, unless specifically required or allowed by the instructor, will usually be viewed as cheating. Each student, therefore, is responsible for understanding the policies of the instructor offering any course as they refer to the amount of help and collaboration permitted in preparation of assignments.
- Should any student be found guilty of cheating on a quiz, exam, homework or project, at minimum a zero grade will be recorded and then averaged in with the other grades (should there be any) for the term. Depending on the circumstances, and at the discretion of the instructor and the Department Head, the student may be failed in the course and may be expelled from the University. In any case, the University will be notified of *any* case of cheating or plagiarism. A repeated occurrence of cheating will be treated as an automatic failure (R grade) and expulsion from the University.

A subtler form of cheating arises in the form of plagiarism, which is defined as "passing off as one's own, the ideas or works of another." Making use of reference material and failing to note (either at all or properly) the original source constitutes plagiarism. When two or more people work together on an individual project and each then turns in his/her individual report as though no collaboration was involved, this also is plagiarism. Simply rewriting another's words or thoughts, or rearranging another's materials, is in every sense plagiarism - unless the student properly and completely references such material, each and every time it is used and to the full extent of usage.

Should a case of plagiarism arise, the initial responsibility for judging the seriousness of the offense will rest with the instructor. If the instructor feels that the student was simply sloppy in referencing the material used and plagiarized, a judgment of sloppy professionalism rather than cheating will be made. The grade for the paper, project or thesis will be lowered by at least one grade point. On the other hand, if the instructor feels that the student plagiarized flagrantly, and intentionally meant to mislead the instructor into thinking that the work was the student's own original work, the grade for the report or project will be recorded as zero.

It should be emphasized that any group collaboration that involves individual take-home projects, papers or theses should be carried out only with considerable discretion. That is, students are encouraged to discuss and collaborate among themselves on the various principles which are expounded in class or covered in the reading material, etc.; but any group discussion or collaboration which involves any specifics of take-home projects or papers should be avoided - unless the ideas or efforts of others are properly noted. Put differently, when individual work and thinking is called for, group thinking and/or work is entirely inappropriate and is a form of plagiarism.

In any case of cheating or plagiarism, the student may request a review of the instructor's decision by the department head, who will then make the final decision for the department. The student, of course, can appeal any faculty decision to the University Committee on Discipline. In a case of flagrant cheating by a graduate student on a thesis, the matter will be forwarded to the Disciplinary Committee for stronger action.

## MHCI Professional Development Funding

MHCI students in good academic standing have the opportunity to work on their professional development with financial support from the department. Funding support will be announced each year and is dependent on current budgetary guidelines from the university. An approved conference list is provided to the cohort each year due to the changing nature of the academic schedule. An approved list of tools and professional development opportunities will be provided with the approved conference list. A student may propose a conference, organization or tool not on the original list to both Nicole Willis and Jennifer McPherson for review. Students must gain approval via email in advance of the conference. Please note: The minimum requirement is three weeks prior to the conference start date. The MHCI reserves the right to refuse reimbursement and/or approval should the following not be adhered to;

Students attending a conference and submitting for reimbursement may do so if they meet the following requirements:

- In good academic standing
- Select from the list of virtual conferences approved for 2021 - 2022, professional development tools and/or organizations ([2021 - 2022 Doc](#))
- Must be attended or subscribed to and reimbursed during time in-residence
- Part-time students may only receive this support one time

Separate from MHCI support, Conference Funding is a funding application process provided by GSA and the Provost's Office for students, student work groups or groups to attend a conference, whether as a participant or as a presenter. The process is managed by the Office of Graduate and Postdoc Affairs. Students can find more information about the application process and deadlines at:

<https://www.cmu.edu/graduate/professional-development/index.html>.

## Community and Citizenship

Our sense of community is well-known as a distinguishing aspect of the HCI Institute and the School of Computer Science at Carnegie Mellon. It is one of the reasons many students choose to come here. The Institute is proud of our strong community spirit, which we foster through close working relationships between students and advisors, among faculty, and among students. Many working relationships turn into friendships for life.

Our community works. People volunteer their time, energy, intellect, talent, and other skills to do many of the things that keep our environment running smoothly. These efforts include organizing academic activities, serving on departmental committees, planning and running social activities, giving tours, hosting visitors, and a number of other tasks. Students are expected as a normal course of their studies to contribute to this community in appropriate ways. Some of the many ways to contribute include:

### Attending Seminars

The Human-Computer Interaction Institute sponsors seminars by leading researchers from within and outside Carnegie Mellon, which are attended by faculty, staff and graduate students. While not strictly a requirement, students are strongly encouraged to attend these talks, and meet and interact with visiting scholars. This is extremely important, both to get a sense of the academic and industry projects that are pursued outside of Carnegie Mellon and to get to know the leaders of such projects. There are also a wide variety of relevant and interesting seminars outside the HCII (in other departments in SCS and elsewhere in the university) that students should consider attending.

## **Mentoring and Assistance**

There will be many opportunities for students to play a mentorship/assistance role to both students in their year or below, and even above their year, as well as faculty and staff. This occurs in classes through asking questions and contributing to group discussions. It occurs from having some particular expertise that others can leverage (e.g., visual design), or general expertise in HCI (being able to comment on a practice talk, reading a colleague's paper) that can be leveraged. Students should make themselves available for opportunities such as these and help wherever possible. Just as students come to other students for assistance, students should also call on faculty, to best leverage the incredible resources we have in the HCII. This of course works both ways: not only should students help when requested, but if a student identifies a piece of research or paper that could be of use to another member of the department, they should pass it on to that person. In order to do so, students should be roughly familiar with the research interests and goals of other students and faculty in the department.

In addition to academic support, students and faculty should also be available for moral support. We expect the very best of our students, staff and faculty, and, at times, this can be overwhelming and stressful. Being able to listen to others about issues they have is an important part of providing mentorship and assistance.

## **Volunteering**

Occasionally, there are times when the department/school/university requests your assistance with activities. Students are asked to volunteer/step up to take on these volunteer tasks, when they are able to. In particular, we rely on our students to help us organize an exciting, attractive, and successful recruiting program for incoming Masters students. You remember best what worked to attract you, and you are our best advertisement for the department.

Similarly, if students identify an issue with courses, the program, the department, etc., they should notify the appropriate person to appropriately address it. Being a good citizen definitely includes looking for ways to improve it, providing constructive criticism, and, in general, keeping it healthy.

## **Additional Department and University Policies/Protocols**

### **Assistance for Individuals with Disabilities**

**<http://www.cmu.edu/disability-resources/>**

The Office of Disability Resources at Carnegie Mellon University has a continued mission to provide physical, digital, and programmatic access to ensure that students with disabilities have equal access to their educational experience. We work to ensure that qualified individuals receive reasonable accommodations as guaranteed by the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. Students who would like to receive accommodations can begin the process through Disability Resources' secure online portal or email [access@andrew.cmu.edu](mailto:access@andrew.cmu.edu) to begin the interactive accommodation process.

Students with physical, sensory, cognitive, or emotional disabilities are encouraged to self-identify with the Office of Disability Resources and request needed accommodations. Any questions about the process can be directed to [access@andrew.cmu.edu](mailto:access@andrew.cmu.edu), or call (412) 268-6121.

## **Safeguarding Educational Equity / Sexual Misconduct Policy:**

The University prohibits sex-based discrimination, sexual harassment, sexual assault, dating/ domestic violence and stalking. The University also prohibits retaliation against individuals who bring forward such concerns or allegations in good faith. The University's Sexual Misconduct Policy is available at <https://www.cmu.edu/policies/administrative-and-governance/sexual-misconduct/index.html>. The University's Policy Against Retaliation is available at <https://www.cmu.edu/policies/administrative-and-governance/whistleblower.html>. If you have been impacted by any of these issues, you are encouraged to contact any of the following resources:

- Office of Title IX Initiatives, <https://www.cmu.edu/title-ix/> 412-268-7125, [tix@cmu.edu](mailto:tix@cmu.edu)
- University Police, 412-268-2323

Additional resources and information can be found at: <https://www.cmu.edu/title-ix/resources-and-information/resources.html>.

## **Consensual Intimate Relationship Policy Regarding Undergraduate Students**

<https://www.cmu.edu/policies/student-and-student-life/consensual-relationships.html>

This policy addresses the circumstances in which romantic, sexual or amorous relationships/interactions with undergraduate students, even if consensual, are inappropriate and prohibited. The purpose of this policy is to assure healthy professional relationships. This policy is not intended to discourage consensual intimate relationships unless there is a conflicting professional relationship in which one party has authority over the other as in the policy.

## **Maternity Accommodation Protocol**

<https://www.cmu.edu/graduate/programs-services/maternity-accommodation-protocol.html>

Students whose anticipated delivery date is during the course of the semester may consider taking time away from their coursework and/or research responsibilities. All female students who give birth to a child while engaged in coursework or research are eligible to take either a short-term absence or formal leave of absence. Students in course work should consider either working with their course instructor to receive incomplete grades, or elect to drop to part-time status or to take a semester leave of absence. Students engaged in research must work with their faculty to develop plans for the research for the time they are away.

Students are encouraged to consult with relevant university faculty and staff as soon as possible as they begin making plans regarding time away. Students must contact the Office of the Dean of Student Affairs to register for Maternity Accommodations. Students will complete an information form and meet with a member of the Dean's Office staff to determine resources and procedures appropriate for the individual student. Planning for the student's discussion with her academic contact(s) (advisor, associate dean, etc.) will be reviewed during this meeting.

## **Office of the Dean of Students Emergency Support Funding**

Graduate students who find themselves in need of immediate funds for emergency situations should contact the Office of the Dean of Students (see Appendix A, [www.cmu.edu/student-affairs/index.html](http://www.cmu.edu/student-affairs/index.html)), to inquire about the types of emergency funding available to enrolled students.

## Appendix A: Key Offices for Graduate Student Support

2021-2022

### Highlighted University Resources for Graduate Students and The WORD, Student Handbook

#### **Key Resources for Graduate Student Support**

- [Office of Graduate and Postdoc Affairs](#)
- [Office of the Dean of Students](#)
- [Center for Student Diversity and Inclusion](#)
- [Assistance for Individuals with Disabilities](#)
- [Eberly Center for Teaching Excellence and Educational Innovation](#)
- [Graduate Student Assembly](#)
- [Office of International Education](#)
- [Veterans and Military Community](#)
- [Ethics Reporting Hotline](#)
- [Policy Against Retaliation](#)

#### **Key Resources for Academic and Research Support**

- [Computing and Information Resources](#)
- [Student Academic Success Center](#)
- [University Libraries](#)
- [Research at CMU](#)
- [Office of Research Integrity & Compliance](#)

#### **Key Resources for Health, Wellness & Safety**

- [Counseling and Psychological Services](#)
- [University Health Service](#)
- [Campus Wellness](#)
- [Religious and Spiritual Life Initiatives](#)
- [University Police](#)
- [Shuttle and Escort Services](#)
- [The WORD](#)

## **Office of Graduate and Postdoc Affairs**

[www.cmu.edu/graduate](http://www.cmu.edu/graduate); [grad-ed@cmu.edu](mailto:grad-ed@cmu.edu)

The Office of Graduate and Postdoc Affairs provides central support for all master's and doctoral students, as well as academic programs, with a focus on supporting graduate student success at Carnegie Mellon.

Examples of resources offered through the Office of Graduate and Postdoc Affairs include but are not limited to:

- Website with university resources, contact information for CMU programs and services, calendar of events related to graduate students
- Bi-monthly newsletter to all graduate students with information on activities, resources and opportunities
- Professional Development Seminars and Workshops
- GSA/Provost Conference Funding Grants
- GSA/Provost Small Research Grants (GuSH)
- Consultations on issues related to the graduate student experience

The Office of Graduate and Postdoc Affairs also works with the colleges and departments by informing and assisting in developing policy and procedures relevant to graduate students and working with departments on issues related to graduate students. Additionally, we partner with many other offices and organizations, such as the Graduate Student Assembly, to support the holistic graduate student educational experience.

## **Office of the Dean of Students**

<https://www.cmu.edu/student-affairs/dean>

The Office of the Dean of Students provides central leadership of the metacurricular experience at Carnegie Mellon including the coordination of student support. Vice President of Student Affairs and Dean of Students Gina Casalegno leads the Division of Student Affairs which includes the offices and departments listed below (not an exhaustive list).

Graduate students will find the enrollment information for [Domestic Partner Registration and Maternity Accommodations](#) in the Office of the Dean of Students or on their [website](#). This Office also manages the [Student Emergency Support Funding](#) process. There are three forms of support funding for enrolled students: emergency student loans, maternity loans, and the Tartan Emergency Support Fund. These funds are made available through generous gifts of alumni and friends of the university as well as support from student organizations, Undergraduate Student Senate and the Graduate Student Assembly. Students will be provided with additional information about the various types of funding during a consultation meeting with a member of the Dean of Students team. Tuition costs are not eligible for Student Emergency Support Funding.

Additional resources for graduate students include [College Liaisons](#) and the [Student Support Resources](#) team. [College Liaisons](#) are senior members of the Division of Student Affairs who work with departments and colleges addressing student concerns across a wide range of

issues. College Liaisons are identified on the student SIO page in the Important Contacts list. The Student Support Resources team offers an additional level of support for students who are navigating any of a wide range of life events. [Student Support Resources](#) staff members work in partnership with campus and community resources to provide coordination of care and support appropriate to each student's situation.

The Division of Student Affairs includes (not an exhaustive list):

- [Athletics, Physical Education and Recreation](#)
- [Career and Professional Development Center \(CPDC\)](#)
- [Center for Student Diversity and Inclusion](#)
- [Cohon University Center](#)
- [Counseling & Psychological Services \(CaPS\)](#)
- [Dining Services](#)
- [Office of Community Standards and Integrity \(OCSI\)](#)
- [Office of Student Leadership, Involvement, and Civic Engagement \(SLICE\)](#)
- [University Health Services \(UHS\)](#)
- [Wellness Initiatives](#)

### **Center for Student Diversity & Inclusion**

<https://www.cmu.edu/student-diversity/>

Diversity and inclusion have a singular place among the values of Carnegie Mellon University. The Center for Student Diversity & Inclusion actively cultivates a strong, diverse and inclusive community capable of living out these values and advancing research, creativity, learning and development that changes the world.

The Center offers resources to enhance an inclusive and transformative student experience in dimensions such as access, success, campus climate and intergroup dialogue.

Additionally, the Center supports and connects historically underrepresented students and those who are first in their family to attend college in a setting where students' differences and talents are appreciated and reinforced, both at the graduate and undergraduate level.

Initiatives coordinated by the Center include, but are not limited to:

- First generation/first in family to attend college programs
- LGBTQ+ Initiatives
- Race and ethnically-focused programs, including Inter-University Graduate Students of Color Series (SOC) and PhD SOC Network
- Women's empowerment programs, including Graduate Women's Gatherings (GWGs)
- Transgender and non-binary student programs

### **Assistance for Individuals with Disabilities**

<http://www.cmu.edu/disability-resources/>

The Office of Disability Resources at Carnegie Mellon University has a continued mission to provide physical, digital, and programmatic access to ensure that students with disabilities

have equal access to their educational experience. We work to ensure that qualified individuals receive reasonable accommodations as guaranteed by the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. Students who would like to receive accommodations can begin the process through [Disability Resources' secure online portal](#) or email [access@andrew.cmu.edu](mailto:access@andrew.cmu.edu) to begin the interactive accommodation process.

Students with physical, sensory, cognitive, or emotional disabilities are encouraged to self-identify with the Office of Disability Resources and request needed accommodations. Any questions about the process can be directed to [access@andrew.cmu.edu](mailto:access@andrew.cmu.edu), or call (412) 268-6121.

### **Eberly Center for Teaching Excellence & Educational Innovation**

[www.cmu.edu/teaching](http://www.cmu.edu/teaching)

We offer a wide variety of confidential, consultation services and professional development programs to support graduate students as teaching assistants or instructors of record during their time at Carnegie Mellon University and as future faculty members at other institutions. Regardless of one's current or future teaching context and duties, our goal is to disseminate evidence-based teaching strategies in ways that are accessible and actionable. Programs and services include campus-wide Graduate Student Instructor Orientation events and our Future Faculty Program, both of which are designed to help participants be effective and efficient in their teaching roles. The Eberly Center also assists departments in creating and conducting customized programs to meet the specific needs of their graduate student instructors. Specific information about Eberly Center support for graduate students is found at [www.cmu.edu/teaching/graduatestudentsupport/index.html](http://www.cmu.edu/teaching/graduatestudentsupport/index.html).

### **Graduate Student Assembly**

[www.cmu.edu/stugov/gsa/index.html](http://www.cmu.edu/stugov/gsa/index.html)

The Graduate Student Assembly (GSA) is the branch of Carnegie Mellon Student Government that represents, and advocates for the diverse interests of all graduate students at CMU. GSA is composed of representatives from the different graduate programs and departments who want to improve the graduate student experience at the different levels of the university. GSA is funded by the Student Activities Fee from all graduate students. GSA passes legislation, allocates student activities funding, advocates for legislative action locally and in Washington D.C. on behalf of graduate student issues and needs, and otherwise acts on behalf of all graduate student interests. Our recent accomplishments are a testament to GSA making a difference, and steps to implementing the vision laid out by the strategic plan. <https://www.cmu.edu/stugov/gsa/About-the-GSA/Strategic-Plan.html>.

GSA offers an expanding suite of social programming on and off-campus to bring graduate students from different departments together and build a sense of community. GSA is the host of the Graduate Student Lounge on the 3<sup>rd</sup> floor of the Cohon University Center- a great place to study or meet up with friends. GSA also maintains a website of graduate student resources on and off-campus. Through GSA's continued funding for professional development and research conferences, the GSA/Provost Conference Funding Program and GSA/Provost GuSH Research Grants are able to run, as managed by the Office of Graduate

and Postdoc Affairs. As we move forward, GSA will continue to rely on your feedback to improve the graduate student experience at CMU. Feel free to contact us at <[gsa@cmu.edu](mailto:gsa@cmu.edu)> to get involved, stop by our office in the Cohon University Center Room 304 or become a representative for your department.

### **Office of International Education (OIE)**

<http://www.cmu.edu/oie/>

Carnegie Mellon hosts international graduate and undergraduate students who come from more than 90 countries. The Office of International Education (OIE) is the liaison to the University for all non-immigrant students and scholars, as well the repository for study abroad opportunities and advisement. OIE provides many services including: advising on personal, immigration, study abroad, academic, and social and acculturation issues; presenting programs of interest such as international career workshops, tax workshops, and cross-cultural and immigration workshops; international education and statistics on international students in the United States; posting pertinent information to students through email and the OIE website, and conducting orientation and pre-departure programs.

### **Veterans and Military Community**

<http://www.cmu.edu/veterans/>

Military veterans are a vital part of the Carnegie Mellon University community. Graduate students can find information on applying for veteran education benefits, campus services, veteran's groups at CMU, and non-educational resources through the Veterans and Military Community website. There are also links and connections to veteran resource in the Pittsburgh community. The ROTC and Veteran Affairs Coordinator can be reached at [uro-vaedbenefits@andrew.cmu.edu](mailto:uro-vaedbenefits@andrew.cmu.edu) or 412-268-8747.

### **Carnegie Mellon Ethics Hotline**

<https://www.cmu.edu/hr/resources/ethics-hotline.html>

The health, safety and well-being of the university community are top priorities at Carnegie Mellon University. CMU provides a hotline that all members of the university community should use to confidentially report suspected unethical activity relating to areas below:

- Academic and Student Life
- Bias Reporting
- Environmental Health and Safety
- Financial Matters
- High-Risk Incident
- Human Resource Related
- Information Systems
- Research
- Threat of Business Interruption

- Threat of Violence or Physical Harm
- Title IX

Students, faculty and staff can anonymously file a report by calling 877-700-7050 or visiting [www.reportit.net](http://www.reportit.net)(user name: tartans; password: plaid). All submissions are reported to appropriate university personnel.

**The hotline is NOT an emergency service. For emergencies, call University Police at 412-268-2323.**

### **Policy Against Retaliation**

It is the policy of Carnegie Mellon University to protect from retaliation any individual who makes a good faith report of a suspected violation of any applicable law or regulation, university Policy or procedure, any contractual obligation of the university, and any report made pursuant to the Carnegie Mellon University Code of Business Ethics and Conduct.

Additional details regarding the Policy Against Retaliation are available at <https://www.cmu.edu/policies/administrative-and-governance/whistleblower.html>

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## **Key Offices for Academic & Research Support**

### **Computing and Information Resources**

[www.cmu.edu/computing](http://www.cmu.edu/computing)

Computing Services maintains and supports computing resources for the campus community, including the campus wired and wireless networks, printing, computer labs, file storage, email and software catalog. As members of this community, we are all responsible for the security of these shared resources. Be sure to review the Safe Computing (<https://www.cmu.edu/computing/safe/>) section and the University Computing Policy (<https://www.cmu.edu/policies/information-technology/computing.html>)

Visit the Computing Services website (<https://www.cmu.edu/computing/>) to learn more. For assistance the Computing Services Help Center is available at 412-268-4357 (HELP) or [it-help@cmu.edu](mailto:it-help@cmu.edu).

### **Student Academic Success Center**

<https://www.cmu.edu/student-success/>

Student Academic Support Programs

### ***Tartan Scholars***

- The Tartan Scholars program was created to provide support for limited resourced students through an intentional first year undergraduate experience with the goals of enhancing the cohort's skill and community building through a lens of self-authorship, growth mindset, and a sense of belonging. As part of the Student Academic Success Center, Tartan Scholars are invited to join the University and participate in summer initiatives and pre-orientation activities prior to their first year at the University.
- There are opportunities for graduate students to serve as accountability, learning, or development partners, workshop facilitators, and presenters. Contact Diane Hightower at [ddhighto@andrew.cmu.edu](mailto:ddhighto@andrew.cmu.edu) for more details.

### ***Learning Support***

- **Supplemental Instruction:** Supplemental Instruction (SI) is an academic support model that utilizes peer-assisted study sessions. The SI program provides regularly scheduled review sessions on course materials outside the classroom. SI is a non-remedial approach to learning as the program targets high-risk courses and is available in select courses based on data related to past student performance and feasibility.
- **Peer Tutoring:** Weekly Tutoring Appointments are offered in a one-on-one and small group format to students from any discipline who need assistance with a course that may not be supported by our other services. Weekly appointments give students the opportunity to interact regularly with the same tutor to facilitate deeper understanding of concepts. Students can register online through the Student Academic Success website.
- **Academic Coaching:** Academic Coaching provides holistic one-on-one peer support and group workshops to help students find and implement their conditions for success.

We assist students in improving time management, productive habits, organization, stress management, and study skills. Students will request support through the Academic Success Center website and attend in-person meetings or meet using video and audio-conferencing technology to provide all students with support.

- **“Just in Time” Workshops:** The Student Academic Success team is available to partner with instructors and departments to identify skills or concepts that would benefit from supplemental offerings (workshops, boot camps) to support students’ academic success and learning. We are eager to help convene and coordinate outside of the classroom skill-building opportunities that can be open to any student interested in building skill or reinforcing course concept mastery.
- **Study Partners:** Support for students to create and benefit from their own study groups: The Student Academic Success team assists students in forming and benefiting from peer study groups, whereby all students can reap the benefits of peer-to-peer learning, student agency, and collaboration skill development. Staff from the Student Academic Success Center will be made available to instructors and students to assist with the formation of peer-led study groups. This level of support is open to any course where the instructor requests or agrees such support is appropriate and students are interested in both leading and participating.

### ***Language and Cross-cultural Support***

More than 60% of graduate students at Carnegie Mellon are international students, and others are nonnative speakers of English who have attended high school or undergraduate programs in the US. Many of these students want to hone their language and cross-cultural skills for academic and professional success. Students can choose from sessions on

- how to give a strong presentation,
- writing academic emails,
- expectations and strategies for clear academic writing,
- how to talk about yourself as a professional in the U.S.,
- developing clearer pronunciation,
- using accurate grammar,
- building fluency, and more.
- Students can make an appointment with a Language Development Specialist to get individualized coaching on language or cross-cultural issues.

The Student Academic Success Center is also charged with certifying the language of International Teaching Assistants (ITAs), ensuring that nonnative English speakers have the language proficiency needed to succeed as teaching assistants in the Carnegie Mellon classroom. Students preparing to do an ITA Certification should plan to take classes offered by the language support team at the SASC from the beginning of their first semester. Start by contacting the language support team at the SASC website or attend a Language Support Orientation at the SASC or in your department.

## **University Libraries**

[www.library.cmu.edu](http://www.library.cmu.edu)

The University Libraries offers a wide range of information resources and services supporting graduate students in course-work, research, teaching, and publishing. The library licenses and purchases books, journals, media and other needed materials in various formats. Library liaisons, consultants and information specialists provide in-depth and professional assistance and advice in all-things information - including locating and obtaining specific resources, providing specialized research support, advanced training in the use and management of data. Sign up for workshops and hands-on topic-specific sessions such as data visualization with Tableau, cleaning data with OpenRefine, and getting started with Zotero. Weekly drop-in hours for Digital Humanities and for Research Data Research Management are scheduled during the academic year. Start at the library home page to find the books, journals and databases you need; to identify and reach out to the library liaison in your field; to sign up for scheduled workshops; and to connect with consultants in scholarly publishing, research data management, and digital humanities.

## **Research at CMU**

[www.cmu.edu/research/index.shtml](http://www.cmu.edu/research/index.shtml)

The primary purpose of research at the university is the advancement of knowledge in all fields in which the university is active. Research is regarded as one of the university's major contributions to society and as an essential element in education, particularly at the graduate level and in faculty development. Research activities are governed by several university policies. Guidance and more general information are found by visiting the Research at Carnegie Mellon website.

## **Office of Research Integrity & Compliance**

[www.cmu.edu/research-compliance/index.html](http://www.cmu.edu/research-compliance/index.html)

The Office of Research Integrity & Compliance (ORIC) is designed to support research at Carnegie Mellon University. The staff work with researchers to ensure research is conducted with integrity and in accordance with federal and Pennsylvania regulation. ORIC assists researchers with human subject research, conflicts of interest, responsible conduct of research, export controls, and institutional animal care & use. ORIC also provides consultation, advice, and review of allegations of research misconduct.

## **Key Offices for Health, Wellness & Safety**

### **Counseling & Psychological Services**

<https://www.cmu.edu/counseling/>

Counseling & Psychological Services (CaPS) affords the opportunity for students to talk privately about academic and personal concerns in a safe, confidential setting. An initial consultation at CaPS can help clarify the nature of the concern, provide immediate support, and explore further options if needed. These may include a referral for counseling within CaPS, to another resource at Carnegie Mellon, or to another resource within the larger

Pittsburgh community. CaPS also provides workshops and group sessions on mental health related topics specifically for graduate students on campus. CaPS services are provided at no cost. Appointments can be made in person, or by telephone at 412-268-2922.

### **Health Services**

[www.cmu.edu/HealthServices/](http://www.cmu.edu/HealthServices/)

University Health Services (UHS) is staffed by physicians, advanced practice clinicians and registered nurses who provide general medical care, allergy injections, first aid, gynecological care and contraception as well as on-site pharmaceuticals. The CMU Student Insurance Plan covers most visit fees to see the physicians and advanced practice clinicians & nurse visits. Fees for prescription medications, laboratory tests, diagnostic procedures and referral to the emergency room or specialists are the student's responsibility and students should review the UHS website and their insurance plan for detailed information about the university health insurance requirement and fees.

UHS also has a registered dietician and health promotion specialists on staff to assist students in addressing nutrition, drug and alcohol and other healthy lifestyle issues. In addition to providing direct health care, UHS administers the Student Health Insurance Program. The Student Health Insurance plan offers a high level of coverage in a wide network of health care providers and hospitals. Appointments can be made by visiting UHS's website, walk-in, or by telephone, 412-268-2157.

### **Campus Wellness**

<https://www.cmu.edu/wellness/>

At Carnegie Mellon, we believe our individual and collective well-being is rooted in healthy connections to each other and to campus resources. The university provides a wide variety of wellness, mindfulness and connectedness initiatives and resources designed to help students thrive inside and outside the classroom. The BeWell@CMU e-newsletter seeks to be a comprehensive resource for CMU regarding all wellness-inspired events, announcements and professional and personal development opportunities. Sign up for the Be Well monthly newsletter via <https://bit.ly/BeWellNewsletter> or by contacting the Program Director for Student Affairs Wellness Initiatives, at [alusk@andrew.cmu.edu](mailto:alusk@andrew.cmu.edu).

### **Religious and Spiritual Life Initiatives (RSLI)**

[www.cmu.edu/student-affairs/spirituality](http://www.cmu.edu/student-affairs/spirituality)

Carnegie Mellon is committed to the holistic growth of our students, including creating opportunities for spiritual and religious practice and exploration. We have relationships with local houses of worship from various traditions and many of these groups are members of CMU's Council of Religious Advisors. We also offer programs and initiatives that cross traditional religious boundaries in order to increase knowledge of and appreciation for the full diversity of the worldview traditions. Our RSLI staff are here to support students across the spectrum of religious and spiritual practice and would be more than happy to help you make a connection into a community of faith during your time at CMU.

## **University Police**

<http://www.cmu.edu/police/>

412-268-2323 (emergency only), 412-268-6232 (non-emergency)

The University Police Department is located at 300 South Craig Street (entrance is on Filmore Street). The department's services include police patrols and call response, criminal investigations, fixed officer and foot officer patrols, event security, and crime prevention and education programming as well as bicycle and laptop registration. Visit the department's website for additional information about the staff, emergency phone locations, crime prevention, lost and found, fingerprint services, and annual statistic reports.

Carnegie Mellon University publishes an annual campus security and fire safety report describing the university's security, alcohol and drug, sexual assault, and fire safety policies and containing statistics about the number and type of crimes committed on the campus and the number and cause of fires in campus residence facilities during the preceding three years. Graduate students can obtain a copy by contacting the University Police Department at 412-268-6232. The annual security and fire safety report is also available online at <https://www.cmu.edu/police/annualreports/>.

## **Shuttle and Escort Services**

Parking and Transportation coordinates the Shuttle Service and Escort Service provided for CMU students, faculty, and community. The [Shuttle & Escort website](#) has full information about these services, stops, routes, tracking and schedules.

## **The WORD**

<http://www.cmu.edu/student-affairs/theword//>

The WORD is Carnegie Mellon University's student handbook and serves as the foundation for the department (and sometimes college) handbook. The WORD contains university-wide academic policy information and resources, community policies and resources, and describes the university level procedures used to review possible violations of these standards. It is designed to provide all students with the tools, guidance, and insights to help you achieve your full potential as a member of the Carnegie Mellon community. Information about the following is included in The WORD (not an exhaustive list) and graduate students are encouraged to bookmark this site and refer to it often.

University policies can also be found in full text at: <http://www.cmu.edu/policies/>.

Carnegie Mellon Vision, Mission  
Statement of Assurance  
Carnegie Code

#### Academic Standards, Policies and Procedures

- Educational Goals
- Academic and Individual Freedom
- Statement on Academic Integrity Standards for Academic & Creative Life
- Assistance for Individuals with Disabilities
- Master's Student Statute of Limitations
- Conduct of Classes
- Copyright Policy
- Cross-college & University Registration
- Doctoral Student Status Policy
- Evaluation & Certification of English Fluency for Instructors
- Final Exams for Graduate Courses
- Grading Policies
- Intellectual Property Policy
- Privacy Rights of Students
- Student's Rights

#### Research

- Human Subjects in Research
- Office of Research Integrity & Compliance
- Office of Sponsored Programs
- Policy for Handling Alleged Misconduct of Research
- Policy on Restricted Research

#### Tax Status of Graduate Student Awards

#### Campus Resources & Opportunities

- Alumni Relations
- Assistance for Individuals with Disabilities
- Athletics, Physical Fitness & Recreation
- Carnegie Mellon ID Cards and Services
- Cohon University Center
- Copying, Printing & Mailing
- Division of Student Affairs
- Domestic Partner Registration
- Emergency Student Loan Program
- Gender Programs & Resources
- Health Services
- Dining Services
- The HUB Student Services Center
- ID Card Services
- Leonard Gelfand Center
- LGBTQ Resources

Multicultural and Diversity Initiatives  
Opportunities for Involvement  
Parking and Transportation Services  
Shuttle and Escort Services  
Spiritual Development  
University Police  
Student Activities  
University Stores

Community Standards, Policies and Procedures

Alcohol and Drugs Policy  
AIDS Policy  
Bicycle/Wheeled Transportation Policy  
Damage to Carnegie Mellon Property  
Deadly Weapons  
Discriminatory Harassment  
Disorderly Conduct  
Equal Opportunity/Affirmative Action Policy  
Freedom of Expression Policy  
Health Insurance Policy Immunization Policy  
Missing Student Protocol  
Non-Discrimination Policy  
On-Campus Emergencies  
Political Activities  
Recycling Policy  
Riotous and Disorderly Behavior  
Safety Hazards  
Scheduling and Use of University Facilities  
Sexual Harassment and Sexual Assault Policy  
Smoking Policy  
Student Accounts Receivable and Collection Policy and Procedures  
Student Activities Fee  
Student Enterprises  
Workplace Threats and Violence Policy

## Student Acknowledgement

The MHCI Student Handbook has been prepared for your information and understanding of the policies, philosophies and practices of the MHCI and HCII at Carnegie Mellon University. Please read it carefully. Upon completion of your review of the handbook, sign the statement below, and return it to the Director of MHCI Student Affairs by the due date. A copy of this acknowledgment appears at the back of the handbook for your records.

By signing, you are stating that you have read a copy of the MHCI Student Handbook and that you acknowledge, understand, accept, and agree to comply with the information and guidelines contained therein, and all references to external information (i.e. links to webpages with additional information).

You understand this handbook is not intended to cover every situation that may arise during your course of study, but is simply a general guide to the goals, policies, practices, and expectations of the MHCI.

\_\_\_\_\_  
(Student Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Printed Name)

Please upload/submit your signed copy to Canvas by Friday, September 17, 2021.