

Human-Computer Interaction Institute

2016 -2017 Academic Year



- **Human-  
Computer  
Interaction  
Institute**

Master of Human-Computer Interaction

MHCI 2017

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*Welcome to the Masters of HCI program, the HCI Institute, Carnegie Mellon and Pittsburgh! We are all very excited to have you join us as part of our 24th 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 700 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! --Anind K. Dey, 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.

## **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 online at: <http://www.cmu.edu/student-affairs/theword/code.html>

## **CARNEGIE MELLON 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 vice president for campus affairs, Carnegie Mellon University, 5000 Forbes Avenue, Pittsburgh, PA 15213, telephone 412-268-2056.

Obtain general information about Carnegie Mellon University by calling 412-268-2000.

The Statement of Assurance can also be found on-line at: <http://www.cmu.edu/policies/documents/SoA.html>.

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

Anind Dey, HCII Director, Professor, HCII, [anind@cs.cmu.edu](mailto:anind@cs.cmu.edu)

Jessica Stanley, Manager of Director's Office, HCII, [stanleyj@cs.cmu.edu](mailto:stanleyj@cs.cmu.edu)

HCII Office Location: NSH 3519

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

## **MHCI PROGRAM CONTACTS:**

Skip Shelly, Faculty Director, MHCI, [sshelly@cs.cmu.edu](mailto:sshelly@cs.cmu.edu)

Nicole Willis, Associate Director, MHCI, [nicolewi@cs.cmu.edu](mailto:nicolewi@cs.cmu.edu)

Jennifer McPherson, Project Coordinator, MHCI, [jmcperson@cs.cmu.edu](mailto:jmcperson@cs.cmu.edu)

MHCI Office Location: 300 S. Craig Street Room 209

412-268-7971 phone and 412-268-9433 fax

## **OTHER IMPORTANT CMU CONTACTS:**

Counseling & Psychological Services, 412-268-2922, 2<sup>nd</sup> Floor Morewood Gardens E-Tower

Julie Goldstein, Career Center, CMU, [kevinc@andrew.cmu.edu](mailto:kevinc@andrew.cmu.edu)

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

Suzanne Laurich-McIntyre, Asst. Vice-Provost, Graduate Education, CMU,  
[slaurichmcintyre@cmu.edu](mailto:slaurichmcintyre@cmu.edu)

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

## **Enrollment**

### **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>

The first step in the registration process is to 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 Associate Director to determine an appropriate course. The Associate Director will grant exceptions to the curriculum only after consultation with the Director.

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/>

### **Academic Advising**

MHCI students should make academic advising appointments with the Associate Director to discuss plans for enrollment prior to enrollment each semester. Appointments can be made via [nicolemhci.youcanbook.me](http://nicolemhci.youcanbook.me).

The MHCI program is a one-year professional graduate program with pre-defined curriculum choices and no thesis requirement.

### **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. A student's schedule is considered over-loaded when it exceeds 60 units per semester. During the program, MHCI students may take up to 60 units; above this, students must receive approval for a course overload from the Associate Director.

### **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 masters program.

The Student Financial Aid Office has information on financial aid resources available to students pursuing graduate studies at Carnegie Mellon: <http://www.cmu.edu/finaid/basics/graduate/>

### **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: <http://www.cmu.edu/hub/records/verifications/index.html>

## Curriculum and Graduation Requirements

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 05-610 UCRE Elective 1 Elective 2 or 05-651 Interaction Design Studio 1* 05-631 SSUI / 05-630 PUI	06-671 HCI Project I 05-650 Interaction Design Studio 2 Elective 3 Elective 4 Elective 5	05-672 HCI Project II

\* Interaction Design Fundamentals counts as BOTH the Design requirement and an elective.

### 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 or Elective 1 05-631 SSUI/05-630 PUI	05-650 Interaction Design Studio 2 or Elective 2	Elective 3 Elective 4
Second Fall	Second Spring	Second Summer
05-600 HCI Pro Seminar 05-610 UCRE	05-671 HCI Project I Elective 5	05-672 HCI Project II



## **Program Outline: 6 Core Courses, 5 Electives and 2 place out requirements**

### **Place out Requirements:**

#### **Prior Knowledge**

Students entering the MHCI program are expected to have a basic background in each of the areas of Programming and Design. Typically 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.

#### **Knowledge of Design**

Familiarity with the visual and verbal vocabulary of communication design, with the design process, and with the communicative value of word and image. The equivalent course at CMU is 05-651 Interaction Design Studio 1.

Students may be admitted to the program before satisfying one or more place outs. Place outs may be completed at Carnegie Mellon after matriculation, but doing so may extend the length of the program. Students who take the Design place out course, Interaction Design Fundamentals, at Carnegie Mellon, may count this course as one of their 5 electives.

### **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.

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

- Standard Curriculum: 153 -168
- Accelerated Master's Program: 90 – 102

## 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**

This course introduces students to the basic principles of storytelling and rhetoric, and ties these principles to the field of user experience design, as well as UX careers, rapid prototyping, design fiction, effective communications and business storytelling. A variety of traditional and non-traditional media will be analyzed to build familiarity with the mechanics and underpinnings of effective stories.

### **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.

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

This course follows Interaction Design Fundamentals (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 students' 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 is a combination programming course and design studio. This course is intended for HCII masters' students who come to CMU with a minimal, but competent programming background. It is also appropriate for CMU HCI undergraduate "second majors" in HCII who have had an introductory programming course.

Students will learn how to use rapid prototyping tools, how to design and implement effective GUI interfaces, and how to perform rapid, effective iterative user tests. More specifically, students will:

- Learn the basics of what is hard and easy to rapidly prototype
- Learn how to express one's ideas in a computational form, using modern rapid prototyping tools as well as HTML + CSS + JavaScript
- Learn basic terminology and approaches used by programmers, so you can work effectively with them
- Experience the joy and frustration of programming a working prototype
- Learn basics of human perception and cognition as it relates to UX design
- Design and conduct informal user tests of prototypes to find flaws with your interfaces
- Get a taste for the future of HCI and user experience (UX) design

Practical experience with these concepts is also provided via an accompanying lab which meets once a week. In previous years, there were two labs, one focusing on prototyping and the other on GUIs. This year, the two labs will be the same in terms of content.

### **05-631 Software Structures for User Interfaces (SSUI)\***

This course considers the basic and detailed concepts that go into building software to implement user interfaces. It considers factors of input, output, application interface, and related infrastructure as well as the typical patterns used to implement them. It will also consider how these components are organized and managed within a well-structured object oriented system. After considering these fundamental concepts in the first portion of the class, the later part will consider advanced topics related to emerging future concepts in user interface design. The course includes an intensive programming lab, either on the topic of mobile or web interfaces. This course is intended for HCII Master, BHCI dual majors and others who wish to understand the structures needed for professional development of interactive systems, and has a strong programming background.

PREREQUISITES: Proficiency in a programming language, program structure, algorithm analysis, and data abstraction.

*\*The student and the Program Directors will jointly determine the choice of 05-630 or 05-631, 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.

## 5 electives

You may use the five 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 Associate Director, 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 Associate Director.
- 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 Associate Director 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 Associate Director 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 <http://www.cmu.edu/policies/documents/Grades.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 Associate Director or Director 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 may add or drop a course by following the instructions for adding/dropping a course in the Student Information Online (SIO) system on or before the appropriate deadline as published in the Official University Calendar. This applies to all courses with the exception of half-semester mini courses. The deadline to drop a half-semester mini course is the last day of the fourth week of the mini course. When a course is dropped by these deadlines, the course is removed and does not appear on the student's academic record.

Scheduling changes must be made within the period in the semester as established in the Official University 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 deadlines, or to drop below 36 units, MHCI students must meet with the MHCI Associate Director.

## **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 Associate Director and/or Director to substantiate the reason for the absence. Among the reasons 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 Associate Director 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 <http://www.cmu.edu/hub/calendar.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 their program directors. 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 Associate Director 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 Associate Director 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, <http://www.cmu.edu/policies/documents/MastersStudentStatuteLimitations.html>, students who have matriculated at Carnegie Mellon beginning Fall 2012 must complete all requirements for the master's degree within a maximum of seven years from original matriculation as a master's student. 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 graduate student ombudsman, Assistant Vice-Provost Suzie Laurich-McIntyre, on issues of process or other concerns as they navigate conflicts.

### **Graduate Student Ombudsman**

Suzie Laurich-McIntyre, Assistant Vice-Provost for Graduate Education [slaurichmcintyre@cmu.edu](mailto:slaurichmcintyre@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 Associate Director, Nicole Willis, to consult on a course of action or who to go to for further assistance.

### **Personal Issue:**

*Student → Associate Director → 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 or participation in the program.

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

*Student → Individual Faculty → 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:**

*Team/Individual → Associate Director and/or MHCI Faculty Director → Department/Student Affairs → Vice-Provost of Graduate Education*

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).

## 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 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 Conference Funding**

MHCI students in good academic standing have the opportunity to attend one conference with financial support from the department. An approved conference list is provided to the cohort each year due to the changing nature of the academic schedule. As well, a student may propose a conference not on the list to the MHCI Directors for approval. Approval must be obtained via email in advance of the conference.

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

- In good academic standing
- Approved Conference
- Approval obtained to attend the conference
- ONLY Airfare and conference registration may be reimbursed
- Must be attended and reimbursed during time in-residence
- Only available to students in the Pittsburgh Program

## **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 provide assistance 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 provide assistance when requested, but if a student identifies a piece of research or paper that could be of use to another member of the department, he/she 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 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**

The Office of Disability Resources at Carnegie Mellon University has a continued mission to provide physical and programmatic campus access to all events and information within the Carnegie Mellon community. We work to ensure that qualified individuals receive reasonable accommodations as guaranteed by the Americans with Disabilities Act (ADA) and Sections 503 and 504 of the Rehabilitation Act of 1973. Students who would like to receive accommodations must submit a Voluntary Disclosure of Disability Form (<http://www.cmu.edu/hr/eos/forms/voluntary-disclosure-of-disability.pdf>) to [access@andrew.cmu.edu](mailto:access@andrew.cmu.edu) to begin the interactive accommodation process.

For more information please see <http://www.cmu.edu/hr/eos/disability/index.html>. Students with disabilities are encouraged to self-identify with Equal Opportunity Services by contacting Larry Powell, 412-268-2013, [lpowell@andrew.cmu.edu](mailto:lpowell@andrew.cmu.edu) to access the services available at the university and initiate a request for accommodations.

### **Safeguarding Educational Equity Policy Against Sexual Harassment and Sexual Assault**

Sexual harassment and sexual assault are prohibited by CMU, as is retaliation for having brought forward a concern or allegation in good faith. The policy can be viewed in its entirety at: [http://www.cmu.edu/policies/documents/SA\\_SH.htm](http://www.cmu.edu/policies/documents/SA_SH.htm). If you believe you have been the victim of sexual harassment or sexual assault, you are encouraged to make contact with any of the following resources:

- Office of Title IX Initiatives, <http://www.cmu.edu/title-ix/> , 412-268-7125
- Sexual Harassment Advisors, found in appendix A of the Policy Against Sexual Harassment and Sexual Assault
- Survivor Support Network, found in appendix B of the Policy Against Sexual Harassment and Sexual Assault;
- Sexual Harassment Process and Title IX Coordinators, found in section II of the Policy Against Sexual Harassment and Sexual Assault;
- University Police, 412-268-2323
- University Health Services, 412-268-2157
- Counseling & Psychological Services, 412-268-2922

### **Maternity Accommodation Protocol**

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 discuss with her academic contact(s) (advisor, associate dean, etc.) will be reviewed during this meeting.

## Appendix A

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

### Key Offices for Graduate Student Support

Office of the Assistant Vice Provost for Graduate Education

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

The Office of the Assistant Vice Provost for Graduate Education, AVPGE, directed by Suzie Laurich-McIntyre, Ph.D., Assistant Vice Provost for Graduate Education, provides central support for graduate students in a number of roles. These include: being an ombudsperson and resource person for graduate students as an informal advisor; resolving formal and informal graduate student appeals; informing and assisting in forming policy and procedures relevant to graduate students; and working with departments on issues related to graduate students and implementation of programs in support of graduate student development.

The Office of the AVPGE often partners with the division of Student Affairs to assist graduate students with their Carnegie Mellon experience. Senior members of the student affairs staff are assigned to each college (college liaisons) and are often consulted by the Assistant Vice Provost for Graduate Education and departments on an individual basis to respond to graduate student needs.

The Office of the Assistant Vice Provost for Graduate Education (AVPGE) offers a robust schedule of professional development opportunities. Some are geared towards a specific population (master's students, PhD students at the beginning of their program, graduate students seeking tenure track positions, etc.) and others are open to all graduate students (time management, balancing, staying healthy). A full schedule of programs can be found at: <http://www.cmu.edu/graduate/> .

The Office of the AVPGE also coordinates several funding programs, and academically focused seminars and workshops that advise, empower and help retain all graduate students, particularly graduate students of color and women in the science and technical fields. The fundamental goals of our programs have been constant: first, to support, advise and guide individual graduate students as they work to complete their degrees; second, to contribute to the greatest degree possible to the diversification of the academy.

Visit the Graduate Education website for information about:

- Conference Funding Grants
- Graduate Small Project Help (GuSH) Research Funding
- Graduate Student Professional Development: seminars, workshops and resources
- Graduate Women Gatherings (GWG)
- Inter-university Graduate Students of Color Series (SOC)

Office of the Dean of Student Affairs

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

The Office of the Dean provides central leadership of the meta-curricular experience at Carnegie Mellon.

The offices that fall under the division of Student Affairs led by Dean of Student Affairs Gina Casalegno, include:

- Career and Professional Development Center
- Counseling & Psychological Services (CAPS)
- Housing & Dining Services
- Orientation & First Year Programs (note: for undergraduate students)
- Office of International Education (OIE)
- Student Activities
- Student Life

Graduate students will find the enrollment information for Domestic Partner Registration and Maternity Accommodations in the Office of the Dean of Student Affairs and on the of Student Affairs also manages the Emergency Student Loan (ESLs) process. The Emergency Student Loan service is made available through the generous gifts of alumni and friends of the university. The Emergency Student Loan is an interest-free, emergency-based loan repayable within 30 days. Loans are available to enrolled students for academic supplies, medication, food or other expenses not able to be met due to unforeseeable circumstances. The Office of the Dean of Student Affairs also provides consultation, support, resources and follow-up on questions and issues of Academic Integrity: [www.cmu.edu/academic-integrity](http://www.cmu.edu/academic-integrity) .

#### *Assistance for Individuals with Disabilities*

Students with disabilities are encouraged to self-identify with Equal Opportunity Services by contacting Larry Powell, 412-268-2013, [lpowell@andrew.cmu.edu](mailto:lpowell@andrew.cmu.edu) to access the services available at the university and initiate a request for accommodations.

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

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

Support for graduate students who are or will be teaching is provided in many departments and centrally by the Eberly Center for Teaching Excellence & Educational Innovation. The Eberly Center offers activities for current and prospective teaching assistants as well as any graduate students who wish to prepare for the teaching component of an academic career. The Center also assists departments in creating and conducting programs to meet the specific needs of students in their programs. Specific information about Eberly Center support for graduate students can be found at: [www.cmu.edu/teaching/graduatestudentsupport/index.html](http://www.cmu.edu/teaching/graduatestudentsupport/index.html) .

#### *Carnegie Mellon Ethics Hotline*

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 financial matters, academic and student life, human relations, health and campus safety or research. 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 will be reported to appropriate university personnel.

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

### Graduate Student Assembly

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

The Carnegie Mellon Student Government consists of an Executive Branch and a Legislative Branch. This is the core of traditional student government, as governed by the Student Body Constitution. The Executive Branch serves the entire student body, graduate and undergraduate, and consists of one] president and four vice-presidents. The Legislative Branch for graduate students, The Graduate Student Assembly (GSA) passes legislation, allocates student activities funding, advocates for legislative action in locally and in Washington D.C. on behalf of graduate student issues and needs, and otherwise acts on behalf of all graduate student interests. GSA also contributes a significant amount of funding for conferences and research, available to graduate students through application processes. GSA also plans various social opportunities for graduate students and maintains a website of graduate student resources on and off-campus, [www.cmu.edu/stugov/gsa/resources/index.html](http://www.cmu.edu/stugov/gsa/resources/index.html) . Each department has representation on GSA and receives funding directly from GSA's use of the student activities fee for departmental activities for graduate students. The department rep(s) is the main avenue of graduate student representation of and information back to the graduate students in the department.

### Intercultural Communication Center (ICC)

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

The Intercultural Communication Center (ICC) is a support service offering both credit and non-credit classes, workshops, and individual appointments designed to equip nonnative English speakers (international students as well as international students who attended high school in the U.S.) with the skills needed to succeed in academic programs at Carnegie Mellon. In addition to developing academic literacy skills such as speaking, reading and writing, students can learn more about the culture and customs of the U.S. classroom. The ICC also helps international teaching assistants (ITAs) who are nonnative English speakers develop fluency and cultural understanding to teach successfully at Carnegie Mellon and provides ITA testing, required testing indicating a nonnative speaking student has a language proficiency required before being allowed to work with undergraduates in classes, labs or individual meetings.

### Office of International Education (OIE)

[www.studentaffairs.cmu.edu/oie/](http://www.studentaffairs.cmu.edu/oie/)

Carnegie Mellon hosts international graduate and undergraduate students who come from more than 90 countries. Office of International Education (OIE) is the liaison to the University for all non-immigrant students and scholars. OIE provides many services including: advising on personal, immigration, academic, social and acculturation issues; presenting programs of interest such as international career workshops, tax workshops, and cross-cultural and immigration workshops; supporting international and cultural student groups such as the International Student Union and the International Spouses and Partners Organization; maintaining a resource library that includes information on cultural adjustment, 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 programs.

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

### *Computing and Information Resources*

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

Computing Services provides a comprehensive computing environment at Carnegie Mellon. Graduate students should seek Computing Services for information and assistance with your Andrew account, network access, computing off-campus, campus licensed software, email, calendar, mobile devices, computer security, cluster services and printing. Computing Services can be reached at [ithelp@cmu.edu](mailto:ithelp@cmu.edu).

The Carnegie Mellon Computing Policy establishes guidelines and expectations for the use of computing, telephone and information resources on campus. The policy is supported by a number of guidelines graduate students should know. The policy and guidelines are available at: [www.cmu.edu/computing/guideline/index.html](http://www.cmu.edu/computing/guideline/index.html).

### *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, intellectual property rights and regulations, and institutional animal care & use. ORIC also consults on, advises about and handles allegations of research misconduct.

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

### Counseling & Psychological Services

[www.studentaffairs.cmu.edu/counseling](http://www.studentaffairs.cmu.edu/counseling)

Counseling & Psychological Services (CAPS) affords the opportunity for students to talk privately about issues that are significant for them in a safe, confidential setting. Students sometimes feel confused about why they are feeling upset and perhaps confused about how to deal with it. An initial consultation with a CAPS therapist will clarify options and provide a recommendation to the appropriate mental health resource at Carnegie Mellon or the larger Pittsburgh community. CAPS services are provided at no cost.

Appointments can be made in person or by telephone, 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 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. Graduate students should contact UHS to discuss options for health insurance for spouses, domestic partners and dependents. Appointments can be made by visiting UHS's website or by telephone, 412-268-2157.

### University Police

[www.cmu.edu/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, Room 199 (entrance is on Filmore Street). The department's services include police patrols and call response, criminal investigations, shuttle and escort services, fixed officer and foot officer patrols, event security, and crime prevention and education programming. Visit the department's website for additional information about the staff, escort and shuttle, emergency phone locations, crime prevention, lost and found, finger print services, and annual statistic reports.

### Shuttle and Escort Services

University Police coordinates the Shuttle Service and Escort Service provided for CMU students, faculty, and community. Full information about these services, stops, routes, tracking and schedules can be found online at: <http://www.cmu.edu/police/shuttleandescort/>

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 [www.cmu.edu/police/annualreports](http://www.cmu.edu/police/annualreports) .

### The WORD

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

The WORD is Carnegie Mellon University's student on-line handbook and is considered a supplement to the department (and sometimes college) handbook. The WORD contains campus resources and opportunities, academic policy information and resources, community standards information and resources. 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
- 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

- 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
- Student's Rights
- 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
- 31 As of 08/28/2015
- Multicultural and Diversity Initiatives
- Opportunities for Involvement
- Parking and Transportation Services
- SafeWalk
- Survivor Support Network
- 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
- Pets
- 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
- Statement of Assurance



## 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 Associate Director 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. You understand that the MHCI Student Handbook is not a contract and should not be deemed as such.

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(Student Signature)

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(Date)

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(Printed Name)

Please return a signed copy to Nicole Willis by September 9, 2016.