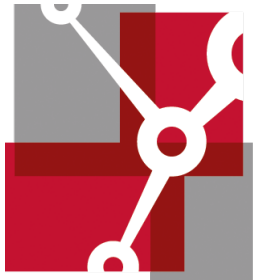


Graduate Student Handbook

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Carnegie Mellon University
Entertainment Technology Center

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Introduction

Carnegie Mellon University's Entertainment Technology Center (ETC) is the premiere professional graduate program for interactive entertainment as it is applied across a variety of fields. The ETC offers a unique two-year Master of Entertainment Technology (MET) degree that is jointly conferred by the School of Computer Science and the College of Fine Arts. At the ETC, interdisciplinary project work focuses around a range of areas, spanning learning, health, training, social impact, civics, entertainment, and more; and project teams develop games, animation, location-based installations, augmented reality, mobile devices, robotics, interactive performances, transmedia storytelling, etc. This breadth of interests is one of the strongest components of the ETC experience.

The core of the ETC is the MET degree. As a professional graduate program, the focus is on our students and providing them with an educational experience that helps their career development through applied research on interdisciplinary projects. Founded in 1998, the ETC's curriculum balances educational goals, professional development, and engaging experiences; or learn, work and play. The heart of the program focuses on communication and collaboration, challenging students to learn about leadership, teamwork, innovation and positive social impact. Carnegie Mellon is rare among US universities in being able to offer this kind of degree, as there are both top-quality fine arts and design programs as well as premiere science and engineering programs here. Also, Carnegie Mellon's business and management programs offer entrepreneurial expertise. This allows the entire university to serve as a resource for ETC students.

The "high concept" behind both the Center and the Master's program is the principle of having interdisciplinary groups work together on projects to produce artifacts that are intended to entertain, inform, inspire, or otherwise impact an audience/guest/player/participant. The master's degree is focused on project courses because the larger challenge students face in authoring interactive media is bringing together different disciplines. The Master of Entertainment Technology degree program is driven by trying to do this as effectively as possible through a research and development agenda that illustrates the range of the expertise and experience of the ETC. Projects and courses explore transformational games, interactive storytelling, innovation by design, and learning and media. The emphasis is on leadership, innovation, and communication by creating challenging experiences through which students learn how to collaborate, experiment, and iterate solutions.

The ETC does not intend to take artists and turn them into engineers, nor vice-versa. While some students will be able to achieve mastery in multiple areas, it is not our intention to have students master "the other side" or "all sides." Instead, it is the intent for a typical student in this program to enter with mastery/training in a specific area and spend their two years at Carnegie Mellon learning the vocabulary, values, and working patterns of the other culture. This learning will be evidenced by their ability to work effectively with those from different and various backgrounds and expertise.

Carnegie Mellon University (<https://www.cmu.edu/about/mission.html>)

Vision

Carnegie Mellon University will have a transformative impact on society through continual innovation in education, research, creativity, and entrepreneurship.

Mission

To create a transformative educational experience for students focused on deep disciplinary knowledge; problem solving; leadership, communication, and interpersonal skills; and personal health and well-being.

To cultivate a transformative university community committed to (a) attracting and retaining diverse, world-class talent; (b) creating a collaborative environment open to the free exchange of ideas, where research, creativity, innovation, and entrepreneurship can flourish; and (c) ensuring individuals can achieve their full potential.

To impact society in a transformative way — regionally, nationally, and globally — by engaging with partners outside the traditional borders of the university campus.

ETC Mission Statement

Providing leadership in education and applied research that combines technology and art, to explore learning, storytelling, innovation and entertainment, and to create experiences that educate, engage and inspire.

While this handbook is specific to your academic experience in the department, 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.

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:

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

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 <https://www.cmu.edu/police/reporting-policy-training/security-firesafety-reports.html>. 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. The Title IX coordinator may be reached at 5000 Forbes Ave., 140 Cyert Hall, Pittsburgh, PA 15213; 412-268-7125; or tix@cmu.edu.

ETC and CMU Contacts

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Amy Burkert, Vice-Provost, Education, CMU, ak11@andrew.cmu.edu

Liz Vaughan, Student Affairs, CMU, eav@andrew.cmu.edu

A full listing of ETC faculty and staff can be found on the website:

<http://www.etc.cmu.edu/learn/faculty-staff/>

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 ETC curriculum in this handbook. If there is room for an elective in the semester for which the student wishes to register, she or he must confer with the Director of Student Services to determine an appropriate course. Students should use the Plan Course Schedule feature in [Student Information Online \(SIO\)](#). Using this tool, students can plan schedules for upcoming semesters once the Schedule of Classes is posted. This tool also allows students to send more than one planned schedule to their advisor for feedback and suggestions.

The Director of Student Services will grant exceptions to the curriculum only after consultation with the Director.

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. A student's schedule is considered over-loaded when it exceeds 50 units per semester. During the first semester, ETC students take 54 units, after this students must receive approval for a course overload from the Director.

Qualifying Examinations and Thesis

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

Financial Support

EA has endowed a fellowship to which ETC students can apply at the end of the first year of study. Students interested in learning about outside sources of aid can also investigate the AIAS Randy Pausch Scholarship, or the scholarships offered by industry companies like Google and Microsoft.

Orientation

Each fall, the ETC hosts an orientation session for new students in the week prior to the start of classes and then an update orientation for 2nd year students during the 1st week of the semester.

Curriculum and Graduation Requirements

Because the ETC's curriculum is both specific and chronologically tight, students may only begin work towards their MET in an "Immersion" 1st semester. 1st semester starts in the Fall in Pittsburgh. All students have to start with the 1st semester curriculum.

Academic Advising and Faculty Mentors

The ETC is a two-year professional graduate program with defined curriculum choices and no thesis. To that end, the role of academic advisor is a shared endeavor. While the Director of Student Services and the ETC Director approve all matters dealing with the academic program, students should feel free to seek academic guidance from any member of the ETC faculty.

Students are assigned ETC Faculty Mentors during the first semester after a meeting with the Director to match the student's academic goals with a faculty member's background/interest. Mentors work with students to provide general advice on their educational goals and professional development. Working with the Director of Student Services, they help advise students on types of projects, roles to consider and elective options. Mentors meet with students to discuss current semester experience and next semester plans. Mentors work to get to know students goals and expectations to help inform decisions when the faculty form project teams. Mentors also sign off on expense requests and reimbursements.

Requests to change a faculty mentor can be made to the ETC Director and are considered on a case-by-case basis.

Students should feel free to meet with any of the faculty and staff to ask questions and discuss academic and non-academic issues as well. The faculty and staff can help refer a student to department, university or community resources whenever necessary. Overall, students are responsible for meeting their educational requirements in order to graduate: mentors are there to provide a point of contact for general advice.

Academic Calendar

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

Curriculum Requirements

Standard ETC Curriculum

Semester 1	Fundamentals of the ETC	9 units
	Improvisational Acting	9 units
	Visual Storytelling	12 units
	Building Virtual Worlds	24 units
		<hr/>
		54 units
Semester 2	Interdisciplinary Project I	36 units
	One Elective*	9-12 units
		<hr/>
		45-48 units
Semester 3	Interdisciplinary Project II	36 units
	One Elective*	9-12 units
		<hr/>
		45-48 units
Semester 4	Interdisciplinary Project III	36 units
	One Elective*	9-12 units
		<hr/>
		45-48 units

*All Elective choices must be reviewed with the Director of Student Services.

There are two variations to the standard curriculum requirements:

- **Integrated Co-Op**: during the second year of study (semesters 3 or 4) students can apply for a semester academic co-op with a company (further requirements below).
- **Accelerated Master's Program**: students accepted into the ETC through an accelerated master's program from an ETC-approved undergraduate program complete the semester 1 curriculum, followed by two project course semesters.

Note: Students in an accelerated master's program are not eligible for co-ops.

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 Director of Student Services will attempt to advise students individually each semester, but only students can be held responsible for their failure to complete graduation requirements.

In order to graduate from the ETC, students must meet all the academic requirements outlined below and complete with passing grades all their semesters of study and at least 2 Interdisciplinary Projects, and have no outstanding charges on their student accounts. Note: the summer break does not count as a full semester. Failure to meet the requirements of each semester will result in the appropriate academic action (see the Academic Continuation section below for possible academic actions). Failure to meet the final semester requirements prevents a student from receiving their diploma during commencement ceremonies, and may prevent a student from graduating on time or possibly at all.

While the ETC 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 ETC Director.

Statute of Limitations

Our curriculum focus on teamwork is such that MET students need to complete all requirements for the MET degree within a maximum of three years from original matriculation as a master's student. Once this time-to-degree limit has lapsed, the student may resume work towards a MET degree only if newly admitted to the 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. For more information, visit: <https://www.cmu.edu/policies/student-and-student-life/masters-students-statute-of-limitations.html>

Academic Requirements

Depending on which of the three ways you take through the program (standard or one of the two variations listed above) you will need to pass two to three project courses, two to three elective courses, or also the co-op course, following the academic requirements below in order to graduate.

Overall Grade Requirements:

- a) Maintain an overall QPA of 3.0 or above each semester in order to stay in good academic standing
- b) Final QPA of at least 3.0 is required to graduate

Grades

The ETC follows CMU policy in giving letter grades for all courses. Course grades are available online. Graduate students at Carnegie Mellon are graded on a letter grade system, augmented by a plus or minus as appropriate. The letter grades at the ETC are representative of the following:

- A – Excellent work that exceeds expectations
- B – Acceptable work for an ETC student
- C – Unacceptable work for an ETC student
- F – Egregiously unacceptable work

ETC Core Course units with a grade of C+ or lower are not acceptable toward MET degree requirements and prevent a student from matriculating. Elective courses with a grade of C- or lower are not acceptable toward MET degree requirements and the student must either retake the course and earn a B or better, or take another course (12 units) in its place. Also, the student must seek approval to take a probationary 6-9 unit independent study course the following semester in order to maintain academic units to matriculate. Outside of the Summer Internship Practicum, Pass/Fail courses do not count toward MET degree requirements.

University Policy on Grades

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

This policy offers details concerning university grading principles for students taking courses and covers the specifics of assigning and changing grades, grading options, drop/withdrawals and course repeats. It also defines the undergraduate and graduate grading standards.

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 masters level courses.

Total Number of Units Required for Degree Attainment

Depending on their path of study, students must attain the minimum required number of total academic units in order to graduate.

- Standard Curriculum: 189 - 198
- Integrated Co-Op: 180 - 198
- Accelerated Master's Program: 144 - 150

First Semester (i.e., Immersion Semester) Courses

All ETC students have to successfully pass all the first semester courses with a grade of B, 3.0, or higher.

- An ETC student who makes a B- in any of the first semester courses will be placed on academic probation for the following semester.
- An ETC student who makes below a B- in one of first semester courses the first semester courses will not be eligible for study in the program the following spring semester and will be suspended until the following fall semester, and they will have to petition to remain in the program (following the appeal process below). The student will have to retake and pass the course in which they received lower than a B-.
- An ETC student who makes a B- in two or more of the first semester courses will not be eligible for study in the program the following spring semester and will be suspended until the following fall semester.
 - The student will have to wait until the following fall semester to petition to remain in the program (following the appeal process below) and then retake first semester courses that were failed or if there were more than one course in which a B- was earned, in order to matriculate into their next semester of study in the program along with some electives (not exceeding 48 units total).

All four first semester courses are prerequisites of the Project Course. Students cannot matriculate beyond the first semester courses to a second semester of study without making a B or higher in at least three of the four courses, while also not making below a B- in the fourth course.

Core Courses

All core courses listed below must be passed with a grade of B, 3.0, or higher to remain in good academic standing.

- An ETC student who makes a B- in one core course will be placed on academic probation for the following semester.
- If a student makes below a B- in a core course (or drops a core course without also taking a Leave of Absence), they will be suspended for a semester, and they will have to petition to remain in the program (following the appeal process below) and then take the course again upon return to the program.
- A student who earns a B- on more than one core course (even if the multiple courses all occur within their first semester) will be suspended for a semester and must petition to remain in the

program (following the appeal process below) and then take the course again upon return to the program.

Core Courses include:

Fundamentals of the ETC (53-700)

Improvitational Acting (53-711)

Visual Storytelling (53-608)

Building Virtual Worlds (53-831)

Project Courses (53-605, 53-607, 53-610)

Co-op Course (53-600, for Integrated Co-op Curriculum)

Project Courses

Projects courses must be passed with a minimum grade of B to remain in good academic standing.

- It is only possible to take a first project course after making a B or higher in at least three of the four first semester courses, while also not making below a B- in the fourth course.
- In order to matriculate to a new project course semester, it is required to make a B- or higher on the previous project course.
- If a student makes a B- in a project course, they will be placed on academic probation for the following semester.
- If a student makes below a B- in a project course during their final semester of study, they will be suspended and not graduate, and they will have to petition to remain in the program (following the appeal process below).
- If a student who has previously received a B- in a project course, earns a B- in the project course during their final semester of study, they have to petition in order to graduate (following the appeal process below).

It is also not possible to take more than one project course in a semester, nor take the project course with any of the other core courses, so having to retake a failed project course will require staying more than four semesters in the program.

- NOTE: International students will not be able to extend their stay due to failing courses. All students must pass at least 2 project courses.

Elective Courses

If a grade of C- or lower is earned in an elective course (or an elective is dropped so there are no elective units earned during a project semester), that course cannot be counted towards the degree and the student will be placed on probation. And they must either retake the course and earn a B or better, or take another course (12 units) in its place.

- Also, the student must seek approval to take a probationary 6-9 unit independent study course the following semester along with their normal 12 unit elective.

If a student makes a C- or lower on two electives (or two electives are dropped so there are no elective units earned during two project semesters), they will be suspended for a semester, and they will have to petition to remain in the program (following the appeal process below).

Final Semester

For the the final semester, students graduate by meeting all the requirements listed in their handbook. If a student receives a grade that could have them dropped from the program, or placed on academic probation, they have to successfully appeal (following the appeal process below) in order to complete their degree requirements and graduate, otherwise they will have to petition to remain in the program and return on probation for a final semester in which they have to pass the courses in order to complete the degree and graduate. If a student receives a grade that could have them dropped from the program, or placed on academic probation, but their overall QPA and complete number academic units earned meet degree requirements, they have successfully completed the degree and do not have to appeal in order to graduate.

Semester Academic Review

The ETC evaluates students above and beyond the normal grading procedures. Around midterm and finals of the first Immersion semester, the faculty meets as a whole to review each student's overall performance for their first semester. This assessment is led by faculty members who teach the core Immersion courses, but all faculty participate.

- If the faculty determine that a student's performance merits extra feedback, they will receive a remedial academic review and will get input from the faculty.
- If the faculty determine that a student's performance is not satisfactory, the student will receive a negative academic review and must meet with the Director to discuss the perceived issues with their performance and recommendations for corrective action will be made.

This process is then repeated both around midterm and finals of the second semester. Across these four reviews:

- Students who receive two remedial academic reviews in one semester will be placed on academic probation.
- Students who receive one negative academic review in one semester will be placed on academic probation.
- Students who receive a remedial academic review for all four reviews in both the first and second semesters will be suspended for a semester, and then will have to petition to remain in the program (following the appeal process below).
- Students who receive a negative academic review twice during their first year of study will be suspended for a semester (even if the multiple negative academic reviews occur within their first semester), and then will have to petition to remain in the program (following the appeal process below).

This is not a grading evaluation, but is an academic review used to assess the overall performance of the student during their first year at the ETC. The goal of this assessment is to identify any individuals who are performing poorly and provide additional advising in terms of how to best improve their performance as creative professionals and succeed in their studies. If students receive either a remedial or negative academic review, they are expected to improve their performance by the next review.

This individual assessment is not directly related solely to a student's grades, though it could be. It is possible however that a student could pass his or her courses or projects, but still be assessed as needing further advising and academic action in regards to their performance.

This academic performance assessment is a subjective process based on the faculty's shared perceptions of a student's performance. It is meant to provide students with essential feedback and to provide an opportunity for improvement. This review process is intended to help students correct their academic and professional performance so that they can remain and succeed at the ETC.

Midterm Academic Notice

Students need to maintain the grade standards listed above and below for core and elective courses at semester midterms in order to be in good academic standing. If they are not in good standing at midterms, students will be on academic notice and will be placed academic probation for the following semester unless they raise their grades by the end of the semester. If their midterm grades are so low that it is not mathematically possible to be in good academic standing by the end of the semester, students will be academically suspended from the program. If a student receives a negative academic review at midterms, they will be on academic notice and will be placed academic probation for the following semester unless they pass the final academic review of the semester without a remedial or negative review.

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 have made a C, 2.0, or higher on their elective courses.
- They maintain an overall GPA of 3.0 or higher.
- They have not received a negative academic review (nor two remedial academic reviews) during either of the semesters of their first year of study.
- 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 (Midterm Academic Notice):

A student is not in good standing if any of the below conditions hold true at midterm grades during a semester:

- They have made a B- on any of their core courses.
- They have made a C- or lower on an elective course (or dropped an elective so there are no elective units earned during a project semester).
- They receive a negative academic review.
- They violate CMU's academic integrity policies.
- Their overall midterm QPA is below a 3.0.

Not in Good Standing (Academic Probation):

A student is not in good standing if any of the below conditions hold true for final grades at the end of a semester:

- They have made a B- on any of their core courses.
- They have made a C- or lower on an elective course (or dropped an elective so there are no elective units earned during a project semester).
- They receive a negative academic review in one semester.
- They receive two remedial academic reviews in one semester.
- They receive an incomplete for a grade.
- Their overall QPA is below a 3.0.
- Students not in good standing are placed on Academic Probation for the following ETC academic semester. If put on probation following the Fall semester they would be on probation for the upcoming Spring semester and if put on probation following the Spring semester they would be on probation for the upcoming Fall semester.

During the probationary semester, a student on Academic Probation must:

- Maintain a B or above in all their courses.
- Have an overall QPA of 3.0 or above.
- Not receive a negative academic review.
- Not receive two remedial academic reviews.
- A student who has made a C- or lower on an elective, will have to seek approval to take a probationary 6 unit independent study course the following semester along with their normal 12 unit elective.
- Students who maintain these minimum grade and performance requirements during this semester are released from probation.
- Students who don't maintain these minimum grade and performance requirements will be suspended from the program.

- Students on Academic Probation the final semester of study in the program can only graduate if they meet the academic requirements listed above and below, and the graduation requirements of having a QPA of at least 3.0.
- NOTE: International students will not be able to extend their stay due to failing courses.

Not in Good Standing (Academic Suspension):

A suspended student will not be eligible to take any courses for a semester, not participate in any ETC activities, and then must petition, following the appeal process below, to remain in the program. A student may be suspended if any of the below conditions hold true:

- They make below a B- on a core course (or drop a core course without also taking a Leave of Absence)
- They make a B- on more than one core course (even if the multiple courses all occur within their first semester)
- They make a C- or lower on two electives (or two electives are dropped so there are no elective units earned during two project semesters)
- Their QPA is below a 3.0 for two semesters
- They receive a negative academic review twice during their first year of study (even if the multiple academic reviews occur within one semester).
- They receive a remedial academic review four times during their first year of study.
- They are on academic probation and don't maintain a B or above in all their courses, or don't have an overall QPA of 3.0 or above, or receive a negative academic review (or two remedial academic reviews) during that semester.
- Two of the following three conditions occur during a semester:
 - they make a B- on a core course at midterms or finals;
 - they receive a negative academic review (or two remedial academic reviews);
 - their overall QPA is below a 3.0.

If reinstated, students will return on Academic Probation.

Not in Good Standing (Dropped from the Program):

A student will be dropped from the program if:

- They get placed on academic probation for a third time.
- Their overall QPA is so low that it is mathematically impossible for them to obtain the 3.0 QPA required to graduate.
- After final decisions on all grade appeals, their overall QPA at the end of their final semester of study is below a 3.0.
- They were suspended and then reinstated upon approval of their petition to remain in the program, and while on Academic Probation, they do not;
 - Maintain a B or above in all their courses.
 - Have an overall QPA of 3.0 or above.
 - Avoid receiving a negative academic review.
 - Avoid receiving two remedial academic reviews.

For fall semesters, Good academic standing eligibility for coops is determined by course grades and QPA at the end of the previous spring semester.

For spring semesters, good academic standing eligibility for coops* is determined by course grades and QPA at the midterm of the previous fall semester.

*Note: midterm grades are just a progress check, not an official academic action, so students can discuss with the ETC Director to be considered eligible for a coop.

For graduate assistant positions, good academic standing eligibility is determined by course grades and QPA at the end of the previous semester.

Information on coops and graduate assistant positions appears below.

ETC student's academic progress is reviewed at the end of each grading period. Any student who is not meeting good academic standing will be sent an written notification of their inadequate progress towards the MET degree. Students are also suggested to use the academic audit system, known as Stellic, for degree progress and to create long term course plans.

ETC Academic Policies

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.

Critique

Throughout the course of a student's study, the ETC provides both project and personal critiques of academic work. This is a process of critical thinking and constructive criticism aimed to offer both positive and negative feedback in an insightful and supportive context.

During critiques, faculty will focus on the positive aspects of the work as well as comment on what improvements could be made and why. Critique of a project focuses on the work and not on the students involved. Critique of students focuses on their performance and not on them as individuals.

As recipients of critique, students are encouraged to focus on the constructive elements of the feedback with an open attitude. Critiques are opportunities to learn and understand how to best improve their performance and their work.

Incompletes

The ETC does not grant incompletes. The only exceptions are for instances when serious, extenuating circumstances prevent a student from completing assigned work for a class. These circumstances include, but are not limited to: personal illness (physical or mental), family distress, or some other major obstacle to successful completion of coursework. An incomplete grade is granted exclusively at the discretion of the course instructor. Once the decision has been made to grant a grade of incomplete, it is the student's responsibility to arrange a deadline for work completion with the instructor. University policy is that any incomplete grade will automatically be changed to the grade that the faculty member designated as a default at the end of the following semester if the work is not completed and a new grade is not submitted. .

Time Off

ETC students are expected to attend all classes and participate in all program actives throughout the four semesters in which they participate. 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>. ETC students can find and subscribe to ETC calendars at: <http://www.etc.cmu.edu/etc-calendar/>

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

Leave of Absence

A student who takes a leave of absence from the University at any time, up to and including the last day of classes and excluding the final examination period, does so with the understanding that no grades will be recorded for that semester. In some cases the student's department may choose to state the time at which, or the conditions under which, the student may be permitted to return. A voluntary leave of absence requires that a student file a Leave of Absence form with the HUB, after securing the appropriate signature approvals. Return from a voluntary leave of absence requires department or College approval through a Request for Return from Leave of Absence form. Please refer to the HUB at <https://www.cmu.edu/hub/registrar/leaves-and-withdrawals/>

ETC students should keep in mind the following if they are considering a leave of absence:

- Students are encouraged to take a leave of absence if they feel they need to take a break from the intense educational experiences during their graduate studies.
- Our curriculum focus on teamwork is such that students who take more than two semesters away from the department will be required to reapply to the program.
- Students in good standing in all courses, and on no academic action when taking the leave, will be reinstated into the ETC at the level they were about to take upon requesting the leave.
- Students in poor standing or on academic action who request a leave will be required to re-interview when the leave is up before being permitted to re-enter the school.
- Students who, due to illness or personal problems, take a leave of absence during the semester will be considered on an individual basis. If the amount of time absent affects academic performance, a student may be asked to repeat the incomplete semester's study. If they are in good academic standing, students will be allowed to return and complete the semester.
- International students should consult with the Office of International Education regarding the visa status implications of taking a leave of absence.

Return from a Leave of Absence

ETC students planning to return from a leave of absence who have completed the immersion semester will need to inform either the Director or the ETC Director of Student Services of their intention to return no later than the week before project teams are formed for the new semester (start of July for the next fall semester, start of November for the next spring semester), so they may be included in the team process. ETC students who have not completed the immersion semester will need to inform either the ETC Director or the Director of Student Services of their intent to return by March 1.

The Petition to Return from Leave of Absence form (<https://www.cmu.edu/hub/docs/return-loa.pdf>) must be submitted to the Director of Student Services at least 30 days prior to the start of the semester in which they plan to return. A student's return must coincide with the start of a new semester (fall, spring, or summer). Students cannot return from a leave of absence in mid-semester, with the exception of

summers. Per university policy on student leaves, “Students on leave are not permitted to live in university housing, attend classes or maintain employment as students at Carnegie Mellon while their leave is in effect.” More information about the University’s Leave of Absence and Withdrawal policies: at <https://www.cmu.edu/hub/registrar/leaves-and-withdrawals/>

In addition to academic advisors, the Center for Student Academic Success offers a wide variety of academic support services including study strategies, peer tutoring, supplemental instruction, and collaborative learning groups, to assist with a successful transition back to academic life at Carnegie Mellon.

Withdrawal

A student who withdraws from the University at any time, up to and including the last day of classes and excluding the final examination period, does so with the understanding that no grades will be recorded for that semester. Withdrawal requires that a student file a Withdrawal form with the HUB, after securing the appropriate signature approvals.. Please refer to the HUB at <https://www.cmu.edu/hub/registrar/leaves-and-withdrawals/>

Withdrawal of Degree

The university reserves the right to withdraw a degree even though it has been granted should there be discovery that the work upon which it was based or the academic records in support of it had been falsified. In such a case, the degree will be withdrawn promptly upon discovery of the falsification University Policy: <https://www.cmu.edu/policies/student-and-student-life/withdrawal-of-a-degree.html>

Verification of Enrollment

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/>.

Attendance and Tardiness

The program will require attendance at various seminars, meetings, lectures, presentations, and demonstrations. These events will be announced in advance as mandatory meetings. Exceptions to this policy are at the sole discretion of the ETC Director. Punctuality is expected. If students must be late or absent for any reason, please contact the ETC Director in advance to discuss their personal situation, and a reasonable solution will be discussed. *After two unexcused absences, each additional unexcused absence will reduce the student’s grade in that semester’s project course by 1/3 of a letter grade.*

Note: all individual courses have their own attendance policies that will be stated in their syllabi.

Independent Study

For ETC students

Independent study is available for students who are in good academic standing. Independent study allows the student, with the support of faculty, to develop a self-generated project or body of work outside the classroom or project course setting. In order to register for an independent study, the student must first propose their idea to a faculty member (who does not have to be from our department) who agrees to oversee their project, and finally fill out the appropriate paperwork available from the Director of Student Services.

For non-ETC students

Students outside the department will sometimes have an opportunity to become supporting team members of an ETC project by registering for ETC independent study units (9-12). Two months prior to the start of each semester, the ETC will accept applications from interested students. While we won’t be

certain of the needs of ETC projects until the first week of the semester, interested students will be notified of possible projects and their potential roles. Students will then have an opportunity to join the project team-members and/or project course instructor(s). Students selected to become a supporting project team-member will be asked to sign an agreement detailing what their contributions will be to the project, and describing grading criteria. NOTE: Students must be in good academic standing in order to be eligible to join an ETC project. No students are guaranteed to be placed on a project.

Professional Development

The ETC has found that among the most important steps in the educational process are hands-on learning, interacting with industry professionals, and behind-the-scenes experiences. The ETC provides opportunities for experiences that cannot be read about, but require and build from firsthand student participation.

To that end, ETC students and project teams spend time during the program having professional development experiences with entertainment venues, conferences and festivals, and to participate in workshops. Our students experience plays, gallery exhibits, along with companies, venues and clients throughout the academic year.

These experiences usually include behind-the-scenes information for our students. ETC students receive an insider's look at the entertainment, creative and tech industries. It is this access that makes our program unique.

After the first Immersion semester, ETC students can receive support for professional development opportunities during their 2nd, 3rd and 4th semesters. The ETC student guidelines are emailed out every semester for student reference.

Additional professional development funding is provided by GSA and the Provost's Office for students, student work groups or groups. The process is managed by the Graduate Education Office. Students can find more information about the application process and deadlines at:

<https://www.cmu.edu/graduate/professional-development/index.html> (login required).

NOTE: All field research experiences and professional development opportunities must be approved by the Project Team ETC project course instructor(s) and the ETC Director. Field research is not an entitlement but an important educational opportunity. Due to the developing circumstances related to the pandemic, alternate approaches and processes will be considered.

Outside Work

Due to the time commitment necessary to complete the program, the ETC does not allow students to work outside the department for more than 10 hours per week. If outside employment of more than 10 hours per week is desired (no more than 20 hours per week), the student must obtain written permission from the ETC Director and Director of Student Services to take a practicum and independent study focused on their professional work for their required elective that semester. Once approved students must notify their project course instructors and faculty mentors. Outside employment of any kind does not constitute an excused absence from ETC classes, or from the completion of any project assignments. International students who plan to have an internship or work in the United States must contact OIE for eligibility and requirements prior to making arrangements for outside work and/or accepting an offer. Note: students who are receiving a financial stipend to be a graduate assistant cannot also work outside of the department during the same semester. Students on academic probation are not eligible for outside work.

Intellectual Property

<https://www.cmu.edu/policies/administrative-and-governance/intellectual-property.html>

The Intellectual Property rights of Carnegie Mellon University, as it relates to coursework, is very straightforward: students own all work created for a registered CMU course for which tuition has been paid and no internal or external sponsored research funds are used.

As coursework, however, the fruits of this labor can be shown publicly via presentations, demonstrations, and on websites of the CMU Entertainment Technology Center without the written permission of the student. In certain instances, however, companies will want ETC students to work on and/or review software or other products under NDAs or some other agreement. These are defined below:

Non-Disclosure Agreement (NDA)

NDAs are Non-Disclosure Agreements. They are designed to safeguard the intellectual property of a company by having individuals sign a legally binding document wherein the individual agrees not to disclose what he or she has seen, observed, or worked on, to a competing company. The intent of the NDA in fact, is to essentially swear the individual to secrecy, though they are entered into in good faith. It is very rare that the legal impact of NDAs is an issue unless an individual willfully violates the terms of the NDA and intends to compromise the competitive advantage of one company by divulging secrets to a competitor. That said, companies requiring NDAs take the exercise seriously. There has been significant friction generated between companies and students over perceived violation of NDA principles.

Grant of Rights and Licenses Student Form

Instances will arise wherein ETC students are given the opportunity to work with dynamic, potentially revolutionary technology which may indeed have a tremendous impact on the entertainment industry. The benefit here is in students being able to work on the next generation of entertainment technology, in having a company become familiar with their talent, dedication, and work ethic for the purposes of offering students a summer internship and/or employment, and for enhanced resume and portfolio purposes. It is often the case that even in instances where a *Grant of Rights and Licenses Student Form* are signed, the student is able to reference the work done and often include a demonstration of the work for the purpose of portfolio review.

Internships and Co-ops

Co-op Requirements

Eligibility

Students in good academic standing are eligible to request a co-op for one semester of study during the 2nd year with the ETC (for their 3rd or 4th semester, but not both). An ETC co-op requires the approval of the ETC Director. Students in an accelerated master's program are not eligible for co-ops as all students must complete 2 semester projects.

Eligibility for a co-op for the coming fall semester is determined by their grades and QPA at the end of the previous spring semester and students being in good academic standing.

Eligibility for a co-op for the spring semester is determined by the grades and QPA at midterm of the previous fall semester and students being in good academic standing at midterm.

Please note that different timetables for eligibility apply for the fall and spring semesters.

Students who make a B- or lower in their coop course are subject to the academic requirements listed above, and as such, cannot retake a coop course during the rest of their academic studies at the ETC.

Co-op Process

Students need to send requests to the ETC Director along with a job description and copy of the official offer letter from their prospective employer. For a fall semester co-op the requests must be submitted by

mid-July of the prior summer and for a spring semester co-op the requests must be submitted by the end of November, (exact dates will be shared each semester). Decisions will be made based on the faculty's academic and performance evaluations of the student to date and the assessment of the best learning opportunity for the student. Note: students must get written academic approval from the ETC Director before they sign and accept their offer letter.

If approved, students will enroll in the ETC co-op Course (36 units) for the coming semester.

If denied, students will receive written feedback from the faculty stating reasons for the denial. Denied students can appeal to the Dean (following the appeal process).

Students on a co-op semester have the elective requirement waived, so that they can fully focus on the professional co-op experience. Students also cannot take other core courses during a co-op semester.

Criteria for a co-op include:

- 14 weeks in length in the fall and spring with a start and end date that mirrors the academic calendar
- full time employment (37.5 - 40 hours per week)
- paid (unpaid can be considered provided the work does not violate the Fair Labor Standards Act and is a highly valuable learning experience for the student)
- at the employer's location, remote work is considered on an case-by-case basis
- work that is fitting master's students studying entertainment technology
- International students are required to consult with the Office of International Education for eligibility before seeking an internship/co-op or signing an offer contract.

Students cannot do a co-op at a company in which another student has a supervisory or financial role. Students cannot move to another company during the co-op, they must complete the semester at the company for which they were approved for the co-op.

While the ETC faculty and Associate Director of Career Services will assist students in their efforts to obtain a co-op, and while the ETC may develop relationships with some companies to help place students in co-ops, obtaining a co-op is the responsibility of the student.

Internship Opportunities

In the intervening summer between the two years of academic study, the ETC strongly encourages students to obtain an internship (paid or unpaid). The ETC finds that students who obtain an internship not only have a valuable learning experience, but also have improved chances for success after they graduate.

Students on internship during the summer semester will be enrolled in the no-fee 3-unit ETC practicum training course (53-606) for a Pass/Fail evaluation that counts toward their graduation requirements. International students are required to consult with the Office of International Education for eligibility before seeking an internship/co-op or signing an offer contract.

The ETC practicum training course requires the approval of the ETC Director. Criteria for this course include:

- job description and offer letter submitted to Director of Student Services at least six business days before the start of the internship
- at least 10 weeks in length with a start and end date that align with the University's Academic Calendar for the summer semester
- at least part time employment (20+ hours per week)
- work that is fitting master's students studying entertainment technology

- A written report submitted by the last day of the summer semester (around 750-1000 words) reflecting on the practical and professional skills developed during the internship.
- Faculty oversight will be provided for this course

Note: The course and guidelines are not in effect for post-graduation internships.

While the ETC faculty and Associate Director of Career Services will assist students in their efforts to obtain a summer internship, and while the ETC may develop relationships with some companies to help place summer interns, obtaining an internship is the responsibility of the student. The Director of Career Services may contact the student's internship supervisor during the summer to check in on the student's performance.

Elective Requirements

Every student beyond their first semester is required to take one elective (9-12 units) each semester they are taking a project course. In general, during a project course semester, a student can only take one elective with no additional audits, i.e., just one elective course (or multiple mini courses, but no more than 12 units total). Students in a project semester can take Improv 2, which is offered as a pass/fail course, in addition to their one elective. StuCo courses (98), Physical Education course (69), audited courses, and pass/fail courses do not satisfy elective/degree requirements towards the degree.

NOTE: as a pass/fail course, Improv 2 will be on your transcripts, but will not count toward a student's graduation requirements, so students will need to pass their other elective in order to maintain good academic standing.

Students on a co-op semester have their elective requirement waived, so that they can fully focus on the professional co-op experience.

Depending on which of the three ways students are taking through the program (standard or one of the two variations listed above), they have to successfully complete two to three electives during studies at the ETC.

ETC students can consider taking one or two electives (3-24 units) during the summer semester that could count toward their graduation requirements if they make the minimum required grades. ETC electives are only offered in the summer if at least 10 ETC students are enrolled in the course. Students will not be full-time, and would be charged tuition based on the ETC per unit rate.

When a course is taken outside the ETC to fulfill a curriculum requirement, the policies and procedures of the instructor, department, and school in which the course is taken must be adhered to fully. The grade assigned by the course professor shall stand. Carnegie Mellon University offers students the opportunity to take elective courses for credit through a cross-registration program. The Carnegie Mellon University transcript will include information on such courses as follows: Carnegie Mellon courses and courses taken through the university's cross-registration program will have grades recorded on the transcript and be factored into the QPA. <https://www.cmu.edu/policies/student-and-student-life/transfer-credit-evaluation-and-assignment.html>

Graduate Assistant Requirements

After their first semester, students can apply for Graduate Assistant (GA) positions. Most GAs are related to ETC MET (<http://www.etc.cmu.edu/learn/curriculum/>) and ETC Ideate (<https://ideate.cmu.edu/undergraduate-programs/game-design/index.html>) courses where students need to be approved by the instructor of the course. In addition, Jessica Hammer has GA positions for her research lab (<http://theohlab.org/>). There are also some departmental GA positions related to the library, labs and workshops around the ETC, where students will need to be approved by the faculty or staff member in charge of the position. Emails will be sent out each semester about GA opportunities for the

following semester, but it is the responsibility of the students to apply. Students on academic probation are not eligible for GA positions. Students cannot be a GA for two positions in one semester. Note: ETC courses only have a GA if there are 20 (or more) students enrolled in the course.

Graduate students are required to have a certain level of fluency in English before they can instruct in Pennsylvania, as required by the English Fluency in Higher Education Act of 1990. Through this Act, all institutions of higher education in the state are required to evaluate and certify the English fluency of all instructional personnel, including teaching assistants and interns. The full university policy can be reviewed at: <https://www.cmu.edu/policies/faculty/evaluation-certification-english-fluency-instructors.html>.

The fluency of all instructional personnel will be rated by Language Support in the Student Academic Success Center to determine at what level of responsibility the student can TA.

In addition to administering the International Teaching Assistant (ITA) Test (a mandatory screening test for any non-native speaker of English), Language Support in the Student Academic Success Center helps teaching assistants who are non-native English speakers develop fluency and cultural understanding to teach successfully at Carnegie Mellon. Visit the website for additional information:

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

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 is found at www.cmu.edu/teaching/graduatestudentsupport/index.html.

If accepted as a Graduate Assistant for an ETC course, students can opt for a financial stipend, or can opt to do this for their elective course credit that semester. If they opt for a financial stipend, they can also take an elective course during a project semester.

Graduate Assistantships and Electives

During a semester, students must notify and discuss with their project instructor(s) if they are a Graduate Assistant for a course offered outside the ETC, and are also taking an elective course that is offered on main campus. This is to help students prioritize and manage their time on projects.

Single Counting of Courses

While there is some course overlap between the Ideate courses and ETC graduate elective offerings, in general, CMU students won't be able to count the same course for their Bachelor's, Undergraduate minor, and/or Master's studies. For instance, if a CMU undergraduate takes Role Playing Games Writing Workshop as a part of their undergraduate studies, it would not count as an elective during their MET graduate studies. Similarly, a student in another CMU graduate program cannot have the same course count for both graduate degrees.

As noted above, students in an accelerated master's program are not eligible for co-ops .

Transfer Courses and PCHE

Carnegie Mellon University offers students the opportunity to take courses for credit through a cross-registration program (see Pittsburgh Council on Higher Education (PCHE) and Cross-registration below) and through the receipt of transfer credit from other accredited institutions. The Carnegie Mellon University transcript will include information on such courses as follows: Carnegie Mellon courses and courses taken through the university's cross-registration program will have grades recorded on the transcript and be factored into the QPA. All other courses will be recorded on this transcript indicating where the course was taken, but without grade. Such courses will not be taken into account for academic

actions, honors or QPA calculations. (Note: suspended students may take courses elsewhere; however, they may receive transfer credit only if their college's and department's policies allow this.) For more information, visit:

<https://www.cmu.edu/policies/student-and-student-life/transfer-credit-evaluation-and-assignment.html>

The ETC will only accept PCHE transfer credits for elective courses, not for any of the core courses due to the unique nature of our program. Transfer credits must have a minimum grade of a B, 3.0, or higher. The Director and Director of Student Services will evaluate requests for transfer credits through review of the accreditation status of the sending institution, the course syllabus and student work product to determine if there is an educational relation with the academic mission and goals of the MET.

Summer Course Options

Electives

ETC students can consider taking one or two electives (3-24 units) during the summer semester that could count toward their graduation requirements if they make the minimum required grades. ETC electives are only offered in the summer if at least 10 ETC students are enrolled in the course. Students will not be full-time, and would be charged tuition based on the ETC per unit rate.

Internships

Students on internship during the summer semester will be enrolled in the no-fee 3-unit ETC practicum training course (53-998) for a Pass/Fail evaluation that counts toward their graduation requirements. International students who plan to have an internship or work in the United States must contact OIE for eligibility and requirements prior to making arrangements for outside work and/or accepting an offer.

Appeal Process

Final Grade Appeal

Final grades will be changed only in exceptional circumstances and only with the approval of the instructor and the department, unit or program. Grading is a matter of sound discretion of the instructor and final grades are rarely changed without the consent of the instructor who assigned the grade. The following circumstances are the unusual exceptions that may warrant a grade appeal: (a) the final grade assigned for a course is based on manifest error (e.g. a clear error such as arithmetic error in computing a grade or failure to grade one of the answers on an exam), or (b) the faculty or staff member who assigned the grade did so in violation of a University policy.

Co-op Appeal

Students who are denied their request for a co-op should submit a formal, written appeal, with appropriate documentation, to the ETC Director. The ETC Director will issue a written decision on the appeal within seven (7) days, or as soon thereafter as practical.

Graduate Student Appeal and Grievance Procedures

<https://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.

Publishing Papers

Although the ETC is more about “making things” than about “publishing papers,” for some projects, publication is an appropriate way to share lessons learned with colleagues. Publication can leave an archival record of the project work that can live much longer than the project artifact itself. Since publication is a process where experience matters, ETC students should work closely with their project course instructors when publishing. One model for authorship is that if an individual student takes on the bulk of the work of writing the paper, she or he should be the first author listed. Based on the traditional convention, it is customary for the project course instructor(s) to be listed last (this is sometimes known in academic culture as “senior author”), unless the project course instructor actually writes the paper. Barring unusual circumstances, all other student members on a project should be listed as authors on an ETC produced paper, in alphabetical order, to reflect their contribution to the project. All ETC project teams will be required to write post-mortems as part of their archival materials.

Instruction and Communication

All CMU instruction is offered, and all student assignments are submitted, in English. As such, all ETC students are required to use English in their academic work and meetings in order to most effectively communicate with their teams. See Appendix A for more information on the Language Support in the Student Academic Success Center and language support and cross-cultural training to help all students who are non-native English speakers succeed in their studies.

Career Services Code of Ethics

The ETC provides career service support and professional development advice, but it is ultimately the responsibility of students to apply and interview for opportunities while conducting themselves in a professional manner. This Code of Ethics applies to students searching for employment (internship, co-op and full time) as conducted through the Entertainment Technology Center Career Services and CMU's Career and Professional Development Center. By adhering to this code, students will project a positive image of themselves, their class, the ETC, and CMU.

If students plan to utilize Career Services or any of its resources, they must follow this code. Due to the potential harm that the violation of this Code of Ethics could cause to other students and important employer relationships, students should understand that violations can result in severe sanctions (e.g., termination of some or all career services, referral to the Associate Director of Career Services or referral to the Director).

Present qualifications and interests accurately.

Falsifying data, such as GPA, date of graduation, degrees obtained, institutions attended, prior work experience and eligibility to work in the United States is unethical and is grounds for immediate dismissal with most employing organizations.

Learn about the employers and their positions.

Employers expect that candidates will make an effort to learn about their companies. Failure to do so indicates a lack of interest and reflects poorly on the candidate and the school.

Interview only when genuinely interested in the advertised positions.

Do not interview for practice; this will cause the recruiter to feel his or her time is being wasted and takes away valuable interview time from fellow students who may have a sincere interest in the organization. If students are concerned about their interviewing skills, mock interviews are available. When signing up to attend an employer sponsored event/information session or Career Services event *it is expected that students will be on time and remain until the conclusion of the event.*

Participate in the interview.

Employers take the interview process seriously and expect students to honor their agreement to arrive on time and participate in the interview. Not showing or canceling late (defined as canceling less than 24 hours before an interview, or 72 hours if the interview is scheduled on a Monday) reflects poorly on the candidate and the ETC.

Notify organizations of a student's acceptance or rejection of offers as soon as that decision is made and no later than the deadline prescribed by the employer.

Candidates should expect offers to be confirmed in writing, and likewise, should notify the company of accepted or rejected offers by telephone first, followed-up with a letter or email. Requests for extensions of decision deadlines should be made as early as possible, not at the last minute.

Honor an accepted offer as a contractual agreement.

Upon accepting a position, candidates should withdraw from interviewing and notify Career Services of a decision. Continuing to interview after accepting an offer or renegeing on an accepted offer is considered unethical.

Be fully engaged when attending events such as information sessions, workshops and site visits.

- RSVPs are required for many events. Students should RSVP through the given website for the events they are attending then honor that RSVP by coming to the event. If students can no longer attend the event, they need to cancel their RSVP.
- Be on-time and stay for the duration of the event. If students need to leave early, let the employer or Career Service professional know.
- Turn off cell phones and close laptops.
- Students should give their full attention to the presenter.

ETC Project and Group Policies

Professional Standards

As a member of the ETC, and as a member of a project group, students should consider themselves a professional representing our department, our school, and themselves. Please behave as a professional, especially when meeting with clients. For client meetings and when making departmental presentations, business casual dress is expected. Students should ask the faculty or Associate Director of Career Services to define business casual if they are unsure what this means. Always remember that punctuality is essential.

ETC Project Process

The central part of the ETC curriculum is the project course. The ETC regularly surveys the student body in order to get regular student input on project interests as related to career goals, to help shape the types of projects offered for the upcoming semesters. Students are asked about their skills, expertise and experience and the type(s) of project based on interests. The faculty and staff work to offer projects that resonate with the interests expressed through the student surveys. Faculty will work to get students on the type of project that leverages their experience and that they are interested in.

Note: Projects can generate high interest from students for the specific project team roles. As such, students apply with resumes and portfolios to help with the selection of well-balanced teams.

ETC Project Course Structure

In the project course students are in small, interdisciplinary teams, creating artifacts under direct faculty supervision. An artifact may be a web site, a piece of software, a piece of hardware, a design document, or a number of other things. Artifacts are typically intended to be working prototypes or playable proofs of

concept, not production models. Each project team, working with guidance from their project course instructor(s), must design what they are going to create, the mechanisms by which they will create it, and then actually create it.

ETC Projects occur in 3 ways:

- 1) Client Sponsored – in which an external group supports a project on which an ETC team will work.
- 2) ETC Research – in which a faculty member has a research idea on which an ETC team can work.
- 3) Student Pitch – in which a group of students go through the ETC pitch process and get approved.

The structure of the project course is intended to balance several issues:

- 1) The creation of an environment where all students can receive individual guidance and feedback on how they are doing, in the context of a group project where the group succeeding is a paramount value.
- 2) The focus on process (learning how to work effectively), product (successfully creating an artifact/prototype) and production (the team deliverables throughout the semester.)

A Project Course syllabus will be shared with all ETC students during their semesters of study at the ETC. For many students, this kind of project course may be a new experience; so please feel free to ask questions of project course instructor(s), any other ETC faculty members, or the Director at any time. The goal is to help all the ETC students learn how to do this kind of interdisciplinary work effectively and professionally.

Year-Long Projects

The ETC often offers year-long projects for students to consider across the fall and spring semesters of the 2nd year of study. This enables larger-scale studio projects that engage professional pipeline strategies from ideation to completion. The ETC faculty works to balance teams across both semesters, as well as for continuity for the project. If a project isn't meeting expectations in the fall semester, it may be decided to not continue it into the spring.

Project Purchasing

ETC projects will periodically need additional software, props, and other material or services requiring purchase from outside companies ranging from standard retail outlets to online vendors. Still, the presumption is that ETC projects do not have intrinsic budgets, but rather the needs of the project will drive and justify the purchase of goods and services. As a general rule of thumb, requests that are made with reasonable lead time, and requests for equipment that is likely to also be useful in other current or future ETC projects, are mostly likely to be approved.

- NOTE: All purchases are property of the ETC, and services take time to approve as vendors have to be cleared by CMU.

A request to purchase goods and/or services for an ETC project should be made directly through the project course instructor(s) of the specified ETC Project. If there is a serious time constraint involved, petition can be made directly to the Director. All purchase requests for ETC project course material must check with the Facilities Coordinator to see if the ETC already has the item(s), and all requests must be authorized by the Director through written confirmation.

Students can work with ETC staff to make tax-exempt purchases. If students make a purchase in which tax is added to the overall purchase price, the university will not reimburse the tax and students will be held accountable for it. Also, purchases made by students that are not approved prior will not be reimbursed, even if a student feels certain that it will be approved after the fact.

Note: Any purchases for ETC elective courses need to be approved in writing by the instructor of record and the Director before any purchases are made.

ETC Communication Policies

Email Policy

The culture of the ETC relies heavily on email and mailing list communication. Official communications are often made only through email.

Students are required to check email at least once every 24 hours during the work week. 24 hours after an email is sent, students are responsible for having read and understood it. Forwarding problems and spam filtering false-positives cannot be used as excuses.

Official emails are sent to students CMU (Andrew) email address. If students are using a different email address, they are obligated to either check both accounts, or set up forwarding from their CMU address to that address. For more information on Email at CMU, please see: <https://www.cmu.edu/computing/services/comm-collab/email-calendar/index.html>

Mailing Lists (dlists)

There are many mailing lists used by the ETC, including ones for each class of students, faculty and staff, each BVW team, each class taught, and each project. Membership of some lists is mandatory; for others it is optional.

Mailboxes (physical)

Students have individual mailboxes in the fifth floor ETC mailroom for professional use. These mailboxes should not be used for personal mail. Please check mailboxes daily. If students would like to have something mailed or delivered to this address, please be sure to use the complete address: **First Name and Family Name, Entertainment Technology Center, Carnegie Mellon University, 700 Technology Drive, Pittsburgh, Pennsylvania, 15219**. Students should also make sure the Administrative Coordinator has a phone number with which to notify them of incoming Fed Ex, UPS, Priority Mail, or other overnight package deliveries that may be delivered. The department will empty mailboxes at the end of each semester.

Telephones (wired)

There are phones in the conference and interview rooms in the building. To make calls pertaining to ETC projects or business, students can reserve the rooms through email at: etc-reserve@lists.andrew.cmu.edu. Faxes may be made with the Administrative Coordinator. ETC students are encouraged to share cell phone numbers.

Press and Media Relations

If you are contacted by a member of the press regarding your work at the ETC, please make sure to speak to your faculty mentor and/or Rebecca Lombardi regarding how best to communicate with the press.

Department/University Branding and Logos

There is only one official ETC logo, which can be found at: \\randon\dfs\common\resources\Branding\

Project teams will have a review of their project branding and use of the ETC by ETC faculty at the beginning of the semester. Please refrain from using older versions and unofficial versions of the ETC logo. If you have problems accessing the department logo, please contact MaryCatherine Dieterle (mb8f@andrew.cmu.edu)

University guidelines and style guides can be found on the Marketing & Communication website:
<https://www.cmu.edu/marcom/brand-standards/index.html>

Trademarks and licensing policies

Refer to the Policy for Use of Carnegie Mellon Trademarks for assistance in conforming to proper licensing procedures. Do not infringe on other copyrights. Be careful not to allow use of other trademarks or licensed images or treatments.

Department Resources

Listed below are the ETC policies on the use and distribution of resources within the department. All of the policies are designed with a few key ideas in mind:

- 1) The ETC faculty and staff make the decisions on how resources are distributed.
- 2) Decisions are based around the needs of a project, or in some cases a course, not personal needs.
- 3) Mutual respect, personal responsibility, teamwork, and effective sharing.

Computers

The computing environment at the ETC is unique and its design is always being re-evaluated based on the needs of the ever-changing industry in which the ETC educates students to thrive.

All of the policies and guidelines set forth by the Computing Services group at Carnegie Mellon apply here at the ETC. In addition to those rules, the ETC has its own policies and guidelines, none of which supersede Computing Services' guidelines. Please refer to the following URL for Computing Services' policies and guidelines: <https://www.cmu.edu/computing/>. Students are responsible for following the policies and guidelines of both the ETC and Carnegie Mellon, and CMU policies and procedures supersede ETC.

Each student will be assigned a computer pre-loaded with all the software needed for the course and project work assigned here. The computer, monitor, keyboard and mouse all belong to the ETC, but will be considered a student's personal space during the duration of their study here, subject to all University policies governing the use of computer equipment. Students should not personalize nor deface the equipment (e.g. adding stickers and carving), if they do they may be fined. Proper use of the desktop computer is the student's responsibility.

ETC students are given Administrator Rights to their computers and are free to install software, or make configuration changes, that they feel are necessary to complete their project and course work. However, because of this privilege, a student also has the ability to "un-do" configurations (such as un-installing programs, disabling the local firewall, or removing the anti-virus application) that can negatively impact the intended function of the computer. As such, the overall security and health of a student's computer is ultimately that student's responsibility. The ETC technical staff is here to help with anything that goes wrong, but the staff cannot be held responsible for any problems that may result from the abuse or neglect of the computer.

It is important to reiterate CMU's policies on respecting US copyright law. If you chose to use any CMU network to download, upload, or stream something that is copyrighted, and that you don't have explicit permission from the copyright owner to copy and/or distribute, your computer and all devices registered to you may be taken off CMU's networks.

If you receive an email from abuse@andrew.cmu.edu make *sure you read it*. Look here for more information: <https://www.cmu.edu/iso/aware/dmca/>

Support is only provided for computers that the ETC owns and maintains. The ETC cannot provide support for computers that students own, such as personal laptops, even if the student chooses to use it for their coursework or project work here. Software that is cloud-based (either SaaS or remotely rendered) is only supported when used on department-owned hardware.

Software

Besides the software that is pre-loaded onto ETC student PCs, other software can be requested. Again, requests can only be made for the pursuit of the goals of a student project (or, in some rare cases, an ETC course). If a team feels they need new software, that request can be made by the team's producer to the ETC Computing Helpdesk (etc-support@andrew.cmu.edu) and they must CC their project advisors. The support staff will work with the advisors to determine if the dept can, and should, get the software.

Software that is free and/or open-source can be installed without making a request, but it is still advised to consult faculty and staff. In some cases certain F/OSS can have onerous terms, or can paint a team in a corner in terms of tech standards, availability, or hidden licensing encumbrances.

Remote Computing

Students can access their ETC desktop PC's remotely. By default, Microsoft Remote Desktop (RDP) is enabled. If a student wants to remotely access their ETC desktop PC, they can initiate a connection to RDP on their machine from any remote location, as long as they are connected to the CMU VPN.

Some graphically-intensive, or latency-sensitive, apps may perform less than ideally over RDP, through the VPN, and/or from the student's remote location. If a student thinks their remote access experience is hindering their project work, a request through their project instructors can be made to allow access via Parsec for Teams.

Although ETC student desktop PCs are meant to be stationary and "always on", they are physically located in shared spaces. Power or network connectivity to them could possibly be accidentally interrupted by someone in the room. Having the PC maintain power and network connectivity is the student's responsibility, as PCs are not going to be located in a managed server closet.

Students ETC desktop PCs will not be set up for students who are not actively participating in an ETC semester (either a project team, or the Immersion semester). Students on Co-Op will have their computers stored. Requests can be made for temporary access to copy files, etc.

Servers

There are four types of servers at the ETC:

- 1) Class I - Production Servers for General Infrastructure
- 2) Class II - Production Servers for Projects
- 3) Class III - Non-production Servers for Projects
- 4) Class IV - Testing Servers

It's common for a project team to require a server on which to host the deliverable the team is creating, such as a web-based game or dynamical website. If this is required, student teams should consult with their project course instructor(s) and, if approved, then contact the IT department to request the server: etc-support@lists.andrew.cmu.edu

A virtual server, either GNU/Linux or Windows, can be provisioned and control of it can be delegated to a designated member of the project team. The server will be maintained for the duration of the project, after which time it will be decommissioned and archived. The use of free cloud servers and services is discouraged but if a team feels it is necessary they must discuss it with their project advisors. The main

reason being that once the project concludes and the team members move on, access to the cloud server/service may be lost in the transition if not properly documented.

The main thing to note with the use of ETC servers is that they are solely for ETC class and project use. Personal use of ETC servers, services, or storage is not permitted. This includes storing personal files on ETC servers.

ETC Equipment and Resources

The ETC has a wide variety of items that can be signed out to students, faculty and staff for periods of time ranging from brief to semester-long. Currently there are two main Checkout Systems.

Library Checkout System

This checkout system is self-governed as there is no “librarian” to facilitate the lending process. Instead, there is a laptop with a bar-code scanner that displays the ETC Library Checkout System website. From there, students can choose a book and sign it out by following the posted instructions. Students are on their honor to properly sign an item out before taking it from the library. To see the listing of books and DVDs, look here: <https://checkout.etc.cmu.edu/library/>

Equipment and Media Checkout System

This checkout system is managed by several of the ETC staff members. The physical location of items is listed in the detail view on the Equipment Checkout System webpage, which is here: <https://checkout.etc.cmu.edu>

To sign out an item, go to the listed location and ask for it from the staff member there. Students must return the item, in person, to the same location as where they signed it out originally. Students cannot leave it in front of the staff member’s door or give it to someone else. Until students see the item's manager sign the item back in upon returning it, they are responsible for it.

Please read carefully the full list of rules and policies regarding equipment and media loaning here: <https://checkout.etc.cmu.edu/policy/>

ETC Facility Policies

Facility Hours

The ETC is open to ETC students, staff and faculty during the day, and is closed in the evening and during some holidays. Signs will be posted, and email will be sent, in advance of any such closings. The building is closed during the weekday evenings (Monday-Friday) from 11pm - 7am, and during the weekend evenings (Saturday and Sunday) from 7pm - 9am. The building security guard will walk the building one hour before closing to inform everyone each evening.

Department Office/Building Security, Repairs and Services

Students can report damages and needed repairs, along with security concerns (for both immediate or routine items) to any staff or faculty, who will help notify the Facilities Management Services.

PTC Shuttle

The PTC Shuttle operates daily. For a full schedule and more information, visit: <https://www.cmu.edu/parking/shuttle/index.html>

Facility rooms

Trash and recyclables are to be thrown out in the proper receptacles. There are two types of recycling receptacles; for paper, and for aluminum, glass and plastic. CMU is a green university and the ETC wants to keep it that way and, in fact, make it better. Recycling is taken very seriously. Recycling, though, takes

effort and individual responsibility. Everyone in the ETC needs to police this policy. If students see the need for a recycling container in a designated ETC areas please let the staff know.

No personal items are to be kept beside computers or on tables in the fifth floor computer lab (the "Cluster"). Students are not allowed to attempt to "establish ownership" of the public terminals or work areas. Personal items must be kept in a project room or a locker, or they may get thrown out.

There are public refrigerators in the kitchen area on each floor and in the Student Break Room on the fifth floor. Students are responsible for helping keep the kitchen areas clean.

No ETC room is to be used by any person or group not affiliated with the ETC unless the Director approves such use in advance.

Keys

The Administrative Coordinator will assign keys. Every student will receive the general ETC key, and project room keys will be assigned by semester according to need. Keys must be signed out and in, and loss of a key will result in a \$30 charge placed against the student's account. If the general key is lost and the entire space must be re-keyed, the ETC reserves the right to charge the student for the modifications. The ETC is not responsible for the loss of anything of value that may be left unattended in the project rooms or lockers. However, students should consider using lockers and locking their project rooms, as this will ensure a little extra security measure on their part.

All common ETC areas (the mailroom, library, lounge, etc.) have combination locks and security cameras. The combinations will be changed regularly for security of these areas.

Project Rooms

Each project group will be assigned a project room. The Facilities Coordinator will give teams proper hanging supplies for walls and doors; do not use tape or tacks. No permanent changes may be made to the space however without the permission of the Director. At the end of the semester, students are responsible for cleaning out their rooms before they leave. If a room is damaged, each team member will have a \$50 charge placed on their student's account. To help reduce the potential for damage, the rooms are set up in advance for the teams.

Etiquette for Facilities Rooms and Project Rooms

Basic etiquette and mutual respect apply, but there is one special note to be made with regards to noise in shared rooms. Computer speakers are not distributed with student workstations. In a shared space, students must respect others by not playing audio out loud. Students will often need to listen to audio to do their work, but when doing so they must use headphones.

The ETC doesn't stock headphones for general use because of hygiene. Therefore, students are responsible for bringing in their own headphones.

This policy is strictly applied in the Bullpen and Dugout. It is viewed as a guideline for project rooms as each project team can decide how they want to deal with audio for themselves. However, desktop speakers and headphones are still not provided in these cases.

Change of Address

Departments are asked to encourage students to keep their current local address up-to-date in SIO. This supports a university initiative to have accurate living information for students for official program/department/college/university notices, the ability to facilitate wellness checks, ensure

international students are in compliance with visa requirements, etc. Students will be held responsible for any failure to receive official college notices due to not having a correct address on file; F-1 students may jeopardize their status if address information is not kept current. Students can change their address using [Student Information Online \(SIO\)](#)

“Grandfather” Policy

When policies are changed it is because the department believes the new rules offer an improvement; any such changes will be discussed at a meeting with ETC students. However, currently enrolled students whose degree program is affected by a change in policy may choose to be governed by the older policy that was in place at the time of their matriculation. In case degree requirements are changed and certain courses are no longer offered, the department will try to find some compromise that allows students to satisfy the original requirements.

University Policies and 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

Academic Integrity Policy: <https://www.cmu.edu/policies/student-and-student-life/academic-integrity.html>

University Policies Website: 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.

Additional Department and University Policies/Protocols

University Financial Aid

Graduate students should consult the graduate student financial aid information found on The HUB website: <https://www.cmu.edu/sfs/financial-aid/graduate/>. Students will find the Graduate Financial Aid Guide, information about funding options and how to apply for financial aid and other helpful links.

Graduate students who find themselves in need of immediate funds for emergency situations should contact the Office of the Dean of Student Affairs (see Appendix A), www.cmu.edu/student-affairs/index.html, to inquire about an Emergency Student Loan.

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, to inquire about the types of emergency funding available to enrolled students.

Consumer Information

Carnegie Mellon University suggests that all current and prospective students be informed consumers. Please see this link for detailed consumer information: <https://www.cmu.edu/hub/consumer-information/>.

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 can begin the process through Disability Resources secure online portal <https://www.cmu.edu/disability-resources/students/obtaining-accommodations.html> or email access@andrew.cmu.edu to begin the interactive accommodation process.

For more information please see <https://www.cmu.edu/disability-resources/>. Students with 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 Catherine Getchell, 412-268-6121, getchell@cmu.edu.

Safeguarding Educational Equity Policy Against Sexual Harassment and Sexual Assault

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/retaliation/index.html>.

governance/whistleblower.html. If you have been impacted by any of these issues, you are encouraged to make contact with any of the following resources:

- Office of Title IX Initiatives, <https://www.cmu.edu/title-ix/> 412-268-7125, 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. Students in course work should consider options for the semester of the anticipated birth such as working with their course instructors to receive incomplete grades, electing to drop to part-time status or taking a full 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 and for resuming upon return. Master's students who receive an academic stipend funded by Carnegie Mellon are eligible to continue to receive stipend funding for up to six (6) weeks during a Short-Term Maternity Accommodation or a Formal Leave of Absence. Continued academic stipend funding may be extended by two (2) weeks, for a total of eight (8) weeks, if an absence longer than six weeks is medically necessary. To receive this support students must be registered with the Office of the Dean of Students.

Vacations and Time-Off

A graduate student planning to take time-off during one of the project semesters, including attending a conference, is required to get prior approval for that break with their project instructor(s) and inform their team mates. They should also inform their elective instructor, and then make up the work according to an approved schedule. Any absences must be worked into the project and course timelines.

First semester students need to request prior approval for time-off from all core course instructors. Students will be required to make-up any missed assignments according to the course missed assignment provisions of the course.

Employment Eligibility Verification

If you are receiving a stipend, are a TA (GA) or are you planning to have a position with CMU then Employment Eligibility Verification is Required

Form I-9 must be completed within 3 business days of beginning work for any type of compensation (stipend or employment). Additional details are highlighted below.

To ensure compliance with federal law, Carnegie Mellon University maintains the [Employment Eligibility Verification \(I-9\) Policy \[pdf\]](#) (login required) covering the university's I-9 and E-Verify requirements:

- Every individual receiving a stipend from CMU or employed by CMU must comply with the I-9 Policy by completing the Form I-9 within three business days following the first day of stipend start date/employment.
- Individuals who expect to work on a federally funded project are further responsible for submitting an E-Verify Processing Request Form to the Office of Human Resources if required.

For more information, please see CMU's Guidance for Completing the Form I-9 and E-Verify Requirements at CMU [pdf], or visit the [Human Resources Service website](#) to learn more about Form I-9 and E-Verify and to schedule an appointment to complete the Form I-9.

ETC IDeATe Policies

CMU Undergraduate students who take IDeATe courses offered by the ETC are under the policies, procedures and academic support of their home departments and the CMU Undergraduate Student Handbook (<https://www.cmu.edu/student-affairs/theword/>).

As per CMU policy, a CMU 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.

Appendix A
2020-2021
Highlighted University Resources for Graduate Students
and
The WORD, Student Handbook

Key Offices for Graduate Student Support

Graduate Education Office

www.cmu.edu/graduate; graded@andrew.cmu.edu

The Graduate Education Office provides central support for all Master's and Doctoral students with a focus on their academic experience at Carnegie Mellon. The Graduate Education Office serves as a hub for connecting graduate students to relevant campus experts and resources to support their academic success, understanding of university level policies and practices and to assist them in advancing their personal and professional development.

Examples of resources offered through the Graduate Education Office 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 email 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 Graduate Education Office 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 (<https://rainier.accessiblelearning.com/cmu/>) or email

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, or call (412) 268-6121.

Eberly Center for Teaching Excellence & Educational Innovation

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.

Graduate Student Assembly

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 3rd 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 Graduate Education Office. 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> 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-vaedbenefts@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 (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>

Key Offices for Academic & Research Support

Computing and Information Resources

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.

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 ddhight@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

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

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 is found by visiting the Research at Carnegie Mellon website.

Office of Research Integrity & Compliance

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/

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 newsletter to learn all about the workshops, events, and opportunities to support you and your well-being](#) or by contacting the Program Director for Student Affairs Wellness Initiatives, at alusk@andrew.cmu.edu.

Religious and Spiritual Life Initiatives (RSLI)

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, finger print 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 policy and resources, and describes the university level 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
- 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



Carnegie Mellon University
Entertainment Technology Center

Student Acknowledgement

The ETC Student Handbook has been prepared for your information and understanding of the policies, philosophies and practices of the Entertainment Technology Center 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 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 ETC Student Handbook and that you acknowledge, understand, accept, and agree to comply with the information and guidelines contained therein, including the Career Services Code of Ethics, 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 ETC. You understand that the ETC Student Handbook is not a contract and should not be deemed as such.

(Student Signature)

(Date)

(Printed Name)

Please return by: The Friday of the First Week of School.

Entertainment Technology Center
Carnegie Mellon University
700 Pittsburgh Technology Center
Pittsburgh, Pennsylvania 15219
(412) 268-5791
Fax: (412) 268-4988
etc.cmu.edu