

FREQUENTLY ASKED QUESTIONS ABOUT THE REGISTRAR'S OFFICE AT CIM:

- **Who are the Registrar and Assistant Registrar?**
Hallie Moore and Alice Laubach, respectively.
- **Where is the Registrar's Office located?**
The Offices of the Registrar are located in room 101 off the Pogue Lobby. Our hours are 9 am – 12 noon and 1:00 pm – 5:00 pm, Monday through Friday.
- **What services does The Office of the Registrar provide?**
The Office of the Registrar provides the following student services:
 - Registration assistance
 - Academic Advising
 - Student Schedule Maintenance
 - Evaluation of Transfer Student status
 - Evaluation of Advanced Placement Scores
 - Grade Reports
 - Proof of Enrollment documentation
 - Transcript Requests
 - International Student Advising
- **What is The Cleveland Institute of Music's privacy policy?**
 - The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records.
 - Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance.
 - A complete description of the privacy policy can be found in the Student Handbook.
- **What if I don't want my address/phone printed in the student directory?**
 - If you choose to not have your address/phone printed in the student directory follow the instructions on the online Student Directory Form.
- **How do I change my address?**
 - Students are to update all address and phone information through IQWeb.
- **As a new student, when do I register for classes?**
 - New students will register for their first semester classes during orientation week through IQWeb. The Registrar's Office will be available during orientation to assist you in the process.

- **How do I add / drop a class?**
 - Drop/Add is accomplished through IQWeb. Please see the instructions on IQWeb or speak to your advisor.

- **Where do I get the CWRU Course schedule?**
 - The CWRU course schedule is available on line through a link found on the Registrar's Page at cim.edu.

- **What does it mean to “withdraw” from a class? How does a “W” affect my grade report?**
 - If you decide to withdraw from a class you do so because the drop/add period has ended. A “W” does not affect your GPA.

- **How do I get permission to register for a “permit required” course?**
 - You should pick up a Class Permit /Course Override form from the Registrar's Office. Complete the form, obtain the instructor's signature, and return it to the office.

- **How do I get credit for an independent performance project?**
 - You petition the Registrar's Office for credit. You may also choose to participate in a Misc. Ensemble for which you obtain the form from the Registrar's Office.

- **What is “documentation of enrollment” or “student status verification”? How do I get this?**
 - This is a letter stating your enrollment status with the Cleveland Institute of Music. Often insurance companies will request verification of your status. The request form for Enrollment Verification is located on the Registrar's Page at cim.edu.

- **What is an official transcript?**
 - An official transcript is a document that states conferral of degree and includes any other academic action.

- **How do I request an official transcript from CIM?**
 - A transcript request form is available from the Registrar's Office. Each copy costs \$5.00 and a transcript request takes 7-10 business days to process. If you owe any fees to CIM, your transcript will not be sent. Official transcripts will not be faxed.

- **Why is there a “hold” status on my semester grade report?**
 - Grades will be held for any outstanding financial obligation or for library issues.

- **Why is there a “hold” status on my registration?**
 - You are unable to register for classes until you have fulfilled any outstanding financial obligations.

- **Who is my Academic Adviser?**
 - To find out who is your Academic Adviser, please check your Orientation Folder. Your Name, Level, Instructor and Academic Adviser are listed on the front cover. As a general rule:
 - Domestic BM, MM, DMA students are advised by Mrs. Moore
 - PS, AD and all International Students are advised by Mrs. Laubach.
 - Any International DMA students are advised by Mrs. Moore

- **How do I register for my first semester classes?**
 - During orientation week, you will meet with your adviser and complete all final testing. Once your placement is confirmed by the faculty, you will be able to add all your classes through IQWeb.

- **How do I know what classes I am required to take?**
 - The CIM Catalog is located on the CIM web page, cim.edu and is your contract with CIM. All degree programs and the required courses and/or performance requirements are in the Catalog. In addition to the Catalog you will find the Academic Advising Sheets for your program (BM, MM, PS, AD) and your instrument on the Registrar’s Page at cim.edu . These sheets should be used as a guide for registering for your classes.